

Environmentally-Sensitive Item Management

Key Owner: All store team members

Last Revised: October 2009

The Environmentally-Sensitive Item Management (ESIM) program is designed to help your teams identify, manage and store environmentally-sensitive items that require special handling. The ESIM staging area in Reverse Logistics will allow your team to properly sort these items according to their condition and type.


It is important that your store accurately executes this program and understands their role in handling environmentally-sensitive items to ensure we are in compliance with environmental regulations.

This best practice will focus on the following:

- Setting up your ESIM staging area
- Stocking your Spill Stations with the proper inventory.
- Executing the ESIM process
- Following up on ESIM execution
- FAQs

Plan – Initial ESIM Setup

Gather Supplies

- Seven storage bins are required. The following bins are recommended:
 - Four large – 70 quart capacity (002/02/0468)
 - Two medium – 30 quart capacity (002/02/0178)
 - One small – 18 quart capacity (002/02/0467)
- Bags (as needed)
 - Large – TIPP #U0502
 - Small – TIPP #U0501
- Bag dispenser – TIPP #U0500
- Zip ties (pack of 100) – TIPP #PF1001
- Labels (seven categories) –  | Shared Tools | Environmental Services | Environmental Forms
- Clear envelope label holders – TIPP #LP1000



ESIM Staging Area Setup

- A designated area in Reverse Logistics will serve as the ESIM staging area for environmentally-sensitive items.
- The staging area will include seven storage bins.
 - One large bin will be designated as the sorting bin. Team members will place environmentally-sensitive items (bagged and dated) into the sorting bin throughout the day.
 - Five bins will store one of the five types of environmentally-sensitive items.
 - The seventh bin is for donations (large bin).
- The five types of environmentally-sensitive items (and the recommended bin size needed for each) are:

FL

Flammable/Aerosol/Toxic (large bin)

**C
B**

Corrosive – Basic (medium bin)

C-A

Corrosive – Acidic (medium bin)

O

Oxidizer (small bin)

ST

State-regulated (large bin)

- Each bin including the sorting bin will have a label on it that identifies which environmentally-sensitive items should be stored there.
- Labels must also have the store number, address and bin “start date” complete. When the bin is full, add the “full date”.
- Retail items coming from the Guest Service Desk will have white defective labels with the ESIM icon.
- Non-retail items coming from SFT or Food team members will not have white defective labels.
- If a bin is full prior to your service, you may add another bin for that ESIM type and label accordingly.
- The Reverse Logistics specialist (RLS) will identify what type of environmentally-sensitive item each specific product is and use the white defective label, ESIM reference poster for retail products and non-retail chemicals to sort appropriately.

Staging Area

Sorting Bins



Staging Area Setup Examples



Note: Bin lids must be secured at all times.

Execute

Following proper procedures during the ESIM process ensures we stay in compliance with environmental regulations. Each team member (listed to the left of the actions listed below) plays an important role in executing this process.

Find the Environmentally-Sensitive Item

All Store team members

- Find a damaged item on the sales floor or in the backroom.
- With the exception of Food items, treat all items as if they are environmentally-sensitive by completing the following:
 - If there is a spill:
 - Follow the proper clean-up procedures (listed on the right).
 - Note:** If a case breaks, each item needs to be bagged separately.
 - Bring the bag containing the item and all waste, including absorbent or paper towels, to the Reverse Logistics sort bin to be processed.
 - If there is not a spill, bring the item to the Reverse Logistics sort bin to be processed.
 - **Note:** All leaking items must be bagged before being placed in the ESIM sort bin.

Spill Clean-Up Procedure

Identify the spill. If a Food item, follow Spill Station Cleaning instructions and throw waste away. If not a Food item, Follow Spill Station cleaning instructions and do the following:

- Clean up liquids using an absorbent material and place all waste and absorbent material in a clear plastic bag.
- Clean up remaining solids and the product's container and place in the plastic bag. There should only be one item per bag.
- Close the bag with a zip tie.
- Bring the bag containing the item and all waste to the Reverse Logistics sort bin to be processed.

Note: If a spill is unidentifiable or you need assistance, the LOD must contact Alert One at 800-633-1609 for further direction.

Overnight or Early Morning Flow team member

- Find a defective/damaged item on the sales floor or in the backroom.
- With the exception of Food items, treat all items as if they are environmentally-sensitive by completing the following:
 - If there is a spill,
 - Follow the proper clean-up procedures (listed on the right).
 - Bring the bag containing the item and all waste to the defective tub to be processed.
 - If there is not a spill, bring the item to the defective tub to be processed.
 - **Note:** All leaking items must be bagged before being placed in the ESIM sort bin.



Designated Overnight or Early Morning Flow team member

- Scan all defective products from the defective tub using the SDEF application before store opening.
- Take environmentally-sensitive items to the ESIM sort bins in Reverse Logistics.

Find the Environmentally-Sensitive Item, cont.

Price Accuracy team member	<p>A Price Accuracy team member scans a price change salvage item that is identified as Special Handling.</p> <ul style="list-style-type: none">• When a price change salvage item is identified as Special Handling, follow the system prompts for that item.<ul style="list-style-type: none">- Place a Special Handling ticket on the item.- Place the items in the sorting bin in the designated ESIM staging area in Reverse Logistics.
Food team member	<p>If you find a damaged item on the sales floor or in the backroom:</p> <ul style="list-style-type: none">• If a Food item, follow Spill Station Cleaning instructions and throw waste away.• With the exception of Food items, treat all items as if they are environmentally-sensitive by completing the following:<ul style="list-style-type: none">- If there is a spill:<ul style="list-style-type: none">• Follow the proper clean-up procedures (listed on page 3).• Bring the bag containing the item and all waste to the Guest Service Desk.- If there is not a spill, bring the item to the Guest Service Desk. <p>If you find or need to dispose of a non-retail chemical:</p> <ul style="list-style-type: none">• Bring the container (whether it contains chemical or not) to the ESIM staging area in Reverse Logistics and refer to ESIM poster for the non-retail chemicals for disposal information.
Store facility technician (SFT)	<p>If you find a damaged item on the sales floor or in the backroom, with the exception of food items, treat all items as if they are environmentally-sensitive by completing the following:</p> <ul style="list-style-type: none">• If there is a spill:<ul style="list-style-type: none">- Follow the proper clean-up procedures (listed on page 3).- Bring the bag containing the item and all waste to Reverse Logistics.• If there is not a spill, bring the item to the Reverse Logistics. <p>If you find or need to dispose of a non-retail chemical:</p> <ul style="list-style-type: none">• Review all spray bottles and chemical containers vendors wish to throw away during the Facilities Management Walk.• Bring all items (whether it contains a chemical or not) to the ESIM staging area in Reverse Logistics and refer to the ESIM poster for non-retail chemicals for disposal information.
Photo Lab Team	<p>If you find a damaged or expired Photo Lab chemical in the lab or backroom:</p> <ul style="list-style-type: none">• If there is a spill:<ul style="list-style-type: none">- Follow the proper clean-up procedures (listed on page 3).- Bring the plastic bag with the items and waste materials to the Reverse Logistics Sort bins to be processed.• If the chemical is defective or expired:<ul style="list-style-type: none">- Process the item as defective.- Apply red license plate and white defective label.- Bag product and ensure license plate and defective label are visible.- Take the items to the Reverse Logistics sort bins to be processed.

Process ESIM Items

Guest Service team member

If a guest returns a damaged product to the Guest Service Desk or a team member brings damaged/defective item to the Guest Service Desk:

- Process item as defective at the register.
- Apply license plate and white defective label.
Note: If the item is wet/leaking, you may place the license plate and white defective label on the outside of the bag.
- Bag product as follows (whether leaking or not):
 1. Secure the item's cap/lid.
 2. Place the item in a clear plastic bag. Do not use guest Target bags from the checklanes.
 3. Close the bag with a zip tie.
 4. Make sure license plates and white defective labels are visible.
- Sort item into ESIM bin box B.
- Take environmentally-sensitive items to the Reverse Logistics sort bins daily.



Pharmacy

Pharmaceutical items that are considered hazardous must be removed one of the following ways.

- **Environmentally-Sensitive Materials Pickup (store pickup) –**
 - Pharmacy items that are considered hazardous (but not considered DEA waste) can be included with your store's regular ESIM pickup (this also includes empty bottles of warfarin coumadin and phentermine).*
 - For your store-specific ESIM pick-up schedule, go to: [Workbench](#) | Shared Tools | Environmental Services | ESIM Pick-Up Schedule.
*Product must be kept in the hazardous bin at the Pharmacy until pickup.
- **Pharmacy DEA Waste Pickup –**
 - Hazardous Pharmacy items that are controlled by the DEA must be disposed of by waste providers who are licensed to handle controlled substances.
 - These visits occur once per year (MN and CA occur twice per year).
Note: Product must be kept locked with other controlled items until pickup.

Donatable

Definition: Per Target standards, environmentally-sensitive items that are defective and are not leaking (i.e., items with broken seals or ripped labels) may be donated.

Examples:



Not donatable

Definition: Per Target standards, the following environmentally-sensitive items must never be donated regardless of condition:

- **Any items that are leaking, have a broken cap or a missing/broken nozzle**
- Aerosols missing a nozzle
- Propane
- Fertilizers
- Motor oil
- Pesticides (i.e., bug or weed killers)
- Lighter fluid
- Pool chemicals
- Paint products
- Photo Lab chemicals

Note: Some charities may accept some of these items. In these situations, you must follow Target's Donation Standards and refuse to donate these items.

Examples:



Note: All damaged items need to be bagged and tied.

The RLS identifies the type of each environmentally-sensitive item in the sorting bin and sorts in the appropriate storage bin at least once per day.

- If product is not damaged or leaking and can be used by your charity, place it in the donate bin (see Item Donation Standards).
- If product is unusable and cannot be donated, use the ESIM retail and non-retail chemicals reference posters, or white defective label to match the product with the bin symbol and place the bagged and dated product in the appropriate storage bin.
- If a bin is full prior to your waste or charity vendor service, you may either:
 - Add another bin for that ESIM type, then label accordingly.
 - Go to mySupport for additional pickups.
- If the product is a non-retail chemical (i.e., chemical used by the housekeeping vendor or a Food area), refer to the reference guide to determine the proper staging or disposal method.



Donate Items

Charity

- Only collects products that can be used and are within Target's Item Donation Standards.
 - Completes a Receipt of Donation and leaves a copy for the RLS to file.
- Note:** Charity will pack items in their own storage bin and should leave the Target bin with you.



Reverse Logistics Specialist

- Ensure the charity takes only those products that can be used and leaves a Receipt of Donation at the store.
- File a copy of the Receipt of Donation in your Receiving files and retain for three years.
- Sort items not taken by the charity into appropriate bins.

Waste Pick-up

Waste vendor

- Completes the manifest and obtains the appropriate ETL signatures.
- Leaves copies of the manifest.
- Mails copy of manifest to designated state agency (if required).
- Changes labels on the ESIM container reflecting the new start date.



Reverse Logistics Specialist

- Ensure waste vendor has changed container labels on each container that had product removed to reflect the new container start date and type.
- File a copy of the manifest in your Receiving files and retain for three years.



Waste vendor

- Mails final copy of manifest back to the store to the attention of the RLS.
- Mails final copy of manifest to designated state agency (if required).



Reverse Logistics Specialist

Once received, staple the final manifest that is sent to the store to the initial copy left by the ESIM vendor. The final manifest will be sent to your store within 30 to 45 days following each pickup.

This manifest will have the same information as the initial manifest but will also have a Designated Facility Signature on the bottom.


Initial

Final

Follow Up

ETL-Log

Complete the following on a weekly basis:

- Audit storage bins weekly to ensure that they are labeled, sorted correctly and securely closed.
- Verify the following supplies are available in the Reverse Logistics area:
 - Bags –
 - Large (TIPP #U0502)
 - Small (TIPP #U0501)
 - Zip ties (TIPP #PF1001)
 - Labels ( Workbench | Shared Tools | Environmental Services | Environmental Forms)
 - Clear Label Holders (TIPP #LP1000)
- Ensure all Flow team members understand and execute proper handling procedures for defective/damaged items.

ETL-GE

Complete the following on a weekly basis:

- Verify the following supplies are available at the Guest Service Desk:
 - Bags –
 - Large (TIPP #U0502)
 - Small (TIPP #U0501)
 - Zip ties (TIPP #PF1001)

ETLs/Key-carrying team leaders

The compactor **must only** be operated by ETLs or designated key-carrying team leaders to ensure non-defective merchandise and environmentally-sensitive items are not being thrown away.

- Each ETL or key-carrying team leader in the building has a master key, which allows access to the compactor.
- If your compactor requires another non-master key to operate, the non-master key cannot be left unattended in the compactor even though access is controlled by a master key.
- Make enough copies of the non-master key to provide a copy to each ETL and designated key-carrying team leader.

SFT

Walk with the housekeeping vendor daily during your FM Walk to identify chemicals needing disposal through the ESIM process using the ESIM poster for non-retail chemicals.

- Partner with the Receiving/Reverse Logistics Specialist for:
 - Chemicals needing ESIM disposal
 - Disposal of any maintenance supplies from the SFT workroom (i.e., WD-40)

Safety Captain

Complete the following during your monthly Safety Observation card walks:

- Verify the following supplies are in all of the Spill stations:
 - Three large ESIM plastic bags
 - ESIM zip ties for plastic bags
- Order more supplies if needed via TIPP.

FAQs

Q Who should I contact for information on special handling, OSHA/EPA inspections or to report emergency spills?

A  Alert One at 800-633-1609 as directed in the Emergency Procedures flipchart.

Q Who should I contact for product questions or special handling clarification?

A 

Q Where should I go for more information on electronics, fluorescent lamps, batteries and cell phone recycling?

A  | Shared Tools | Environmental Services

Q Who should I contact to schedule an extra ESIM pickup?

A 



Q Where can I go for more information about the ESIM process?

A  | Shared Tools | Environmental Services

Q Should we look at the license plate or the new white label to determine the disposition of an item?

A You should always follow the new white label's disposition. Also, always follow the new sort system to sort the item appropriately.

Q How can I better understand what liquids can go into the compactor?

A There is a comprehensive list of potential food liquids and their proper handling procedures that can be found on  | Shared Tools | Environmental Services | Recycling Programs and Disposal | Liquids. This list can also be found on  | Food | Consumables | Alcohol – State by State Alcohol Sales Laws.

Q Where can we go to find out how to dispose of Electronics items?

A  | Shared Tools | Environmental Services | Recycling Programs/Disposal: Electronics.

Q If our store has a Price Change item that went salvage but is environmentally-sensitive, what should we do with it?

A Bring the item back to Reverse Logistics and the RLS should contact Alert One to determine if the item can be sent on the salvage pallet.

Q How should we handle a full case quantity of an item that was damaged while unloading the trailer?

A Each item that was defective should be processed separately through ESIM. Each item will need it's own bag, tie and license plate.

Q How should we handle wine that is damaged or leaking?

A The wine vendor must pick up their damaged product and dispose of it offsite. Place leaking bottles in a plastic bag (if needed) for storage until the wine is picked up. If there is a broken bottle, save the packaging/label and return to the vendor.

Q We are seeing environmentally-sensitive items that are scanned at the Guest Service Desk that will say "Toss" on the new white label. If we believe this disposition is incorrect, what should we do?

A  mySupport

Q Sometimes items are left in our store's parking lot such as car batteries, tires, etc. Who can we contact to determine how to properly dispose of these items?

A  mySupport

Q How do we dispose of expired photo chemicals?

A If the cartridge is expired or damaged, the photo chemicals need to be processed through the ESIM program by bagging, scanning and placing the item in the appropriate ESIM bin. If the cartridge is not damaged, it should be placed in the ESIM staging area and not in a bin because the cartridge itself is properly labeled.

Q Can the Flow team put a spilled item (bagged) in the defective tub to be processed at the end of their shift or does it need to go straight back to Reverse Logistics?

A Yes. The Flow team can collect bagged and tied spilled items in the defective tub to be processed at the end of their shift.

Q What if I find the wrong non-retail chemical in a spray bottle?

A Pour out the incorrect chemical and reuse the bottle – refilling with the proper chemical.