

Bagging with Reusables

With the heightened focus on reusables, it is important to promote our great selection of reusable bags and totes. Merchandise reusable bags and totes in strategic locations near the Front End, and have these available at the checkout.

Help customers remember their reusable bags by asking “Did you bring your reusable bags today” after a friendly greeting. Cashiers should be knowledgeable about all reusable options and prepared to engage customers in conversation.

While we’ve bagged with reusable bags for years, with the increased frequency of use it’s important to reinforce proper techniques. Adherence to proper scanning, bagging, and lifting techniques should be monitored on a continual basis, coaching as required to ensure safety and compliance.

Tips for Effective Bagging

- Package in accordance with customer preference, taking into account weight of bags, number of bags used or purchased, and use of small product bags.
- Avoid reaching or twisting when scanning and bagging. Sort scanned items. Let the item come to you prior to scanning. Alternate between left and right arms when grasping items.
- Avoid cross contamination. Use small product bags to separate meat, seafood and other items. Pack hot items together, cold items together, or in a separate bag unless otherwise requested.
- Pack heavier items on the bottom to build a base and add light or fragile items on top.
- Use the bagwell or drop tray/shelf when packing. If the bagwell is height adjustable, adjust it at the start of the shift to minimize awkward postures. Refrain from using the bagwell when filling reusable bags with only heavier items to avoid additional lifting.
- Keep the bag as close to your body as possible when lifting. Do not use the handles to lift the bag. Place the bag on the checkout and slide it to the end, or place directly into the customer’s cart to avoid lifting again. Remember to place your customer’s bags in their cart prior to serving the next customer.
- Always handle reusable bags with your hands below shoulder height. Fold over the top of a large reusable bag to reduce the height of the bag if needed.
- Alternate how you fill reusable bags, utilize the checkout’s adjustability features, use safe gripping and lifting techniques to minimize risk of injury.
- Train, Coach, and Follow Up to ensure proper techniques are used. Please monitor closely, reinforce safe behaviours, and correct when necessary. Ensure employees are aware to report injuries.

Cashier Education and Sharing of Information with Customers

- Bags are hand washable with warm water and a mild detergent. Wash frequently and dry thoroughly to reduce contamination. Store in a clean, dry environment.
- Keep bags for different uses separated. If you use reusable bags for going to the gym or beach, keep those bags separate from the ones you bring for groceries.
- Keep the conversation polite and professional. We don’t want to offend a customer.

