***Template Letter to Retail Company/food service establishment on Tray Theft***

\*\*This is a general communication template; each employer should carefully review and adjust the communication in accordance with your own policies and procedures.

Dear *\_\_\_\_\_\_\_\_\_\_\_\_,*

Thank you for your business; we appreciate your continued support of our company. We are reaching out to alert you to a costly, pressing issue that is very impactful to our business operations: tray theft.

We’re asking for your help! Please help us to keep track of our reusable plastic trays by calling us to let us know that we have empty trays that are ready for pick-up. It is estimated that the loss of reusable plastic trays costs manufacturers and retailers $500 million a year for the baking industry. Specifically, the baking industry estimates 30 percent of its trays are lost each year. The loss is a result of a theft of the trays for recycling purposes, improper retail use, or disposal. This directly affects our bottom line, and in turn, the prices we charge our valued customers for our wholesome, quality products.

We greatly appreciate your business and look forward to delivering baked goods to your establishment. By alerting our company to empty reusable trays, you are allowing us to choose the more sustainable way to distribute our product and ensuring our prices do not rise because of theft. Here are a few steps to help us keep track of our reusable plastic trays:

1. Properly store reusable plastic trays where they cannot be easily accessed
2. Report any instances of tray theft/loss to the local authorities
3. Communicate to Insert Company should you experience tray loss
4. Please do not use trays for unintended retail purposes

To help us keep track of reusable plastic trays, please call the below contact if you experience theft, have trays ready for pick-up or have any questions.

Please call: XXXXXXXXXXXXXXXXXXXX

Thank you for your business, and your assistance in mitigating this costly problem. Please do not hesitate to reach out with any questions or additional suggestions as we continue to develop solutions to mitigate this ongoing tray theft issue.

Sincerely,