

### **Interview Questions for Store Manager (David)**

I am an undergraduate student at UBC conducting a technical writing report based on the expiry management system of Shoppers Drug Mart. The purpose of this survey is to collect primary data for an analysis as well as an investigation that aims to determine the feasibility of new methods of expiry management as a means to provide recommendations for improving the current expiry system. The final formal report will be addressed to you (David). Together with the data I collect from surveys of employees, surveys of grocery store shoppers and interviews of waste to energy system experts, the data I gather from this interview will serve the purpose of providing recommendations for increasing the cost-effectiveness of the current expiry system with the adoption of new methods. This interview contains 7 questions, including some that are multiple choice and it should only take 5 minutes of your time. Your responses are voluntary, and your answers will remain anonymous. Thank you, I appreciate your generous participation in my interview.

1. Which products are frequently thrown out due to expiration?
2. Which products are most susceptible to expiring?
3. What is the economic loss due to expiries on a yearly basis?
4. How would you rank the current expiry management system: rank 1-5
5. How efficient is the current expiry management system: rank 1-5
6. Have you used excel-based or software-based expiry management systems? yes/no
7. Have you donated expired or to be expired food items to reduce waste? yes/no

### **Interview Questions for Waste to Energy System Experts**

I am an undergraduate student at UBC conducting a technical writing report based on the expiry management system of Shoppers Drug Mart. The purpose of this survey is to collect primary data for an analysis as well as an investigation that aims to determine the feasibility of new methods of expiry management as a means to provide recommendations for improving the current expiry system. The final formal report will be addressed to the manager of Shoppers Drug Mart. Together with the data I collect from an interview with the manager, surveys of grocery store shoppers and surveys of employees, the data I gather from this interview will serve the purpose of providing recommendations for increasing the cost-effectiveness of the current expiry system with the adoption of new methods. This interview contains 4 questions and it should only take 5 minutes of your time. Your responses are voluntary, and your answers will remain anonymous. Thank you, I appreciate your generous participation in my interview.

1. How does the waste to energy system work?
2. What food items can be used in the process?
3. What is the protocol for donating food items?
4. Is this process financially costly?

5. What kind of environmental impacts does this system have?