



# REPORT ON PUBLIC CONSULTATION ACTIVITIES

on Restricting the Use of  
Single-Use Plastics in Food and  
Beverage Delivery Services  
in DKI Jakarta Province



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Berthold Beitzel  
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Cooperation (BIZ) GmbH

On behalf of:



Federal Ministry  
for the Environment, Nature Conservation,  
Nuclear Safety and Consumer Protection  
of the Federal Republic of Germany



Jakarta  
kota kolaborasi



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**giz** Deutsche Gesellschaft  
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# REPORT ON PUBLIC CONSULTATION ACTIVITIES ON RESTRICTING THE USE OF SINGLE-USE PLASTICS IN FOOD AND BEVERAGE DELIVERY SERVICES IN DKI JAKARTA PROVINCE

Prepared for the Collaborative Actions for Single-Use  
Plastic Prevention in Southeast Asia (CAP SEA) Project

Implemented by Deutsche Gesellschaft für  
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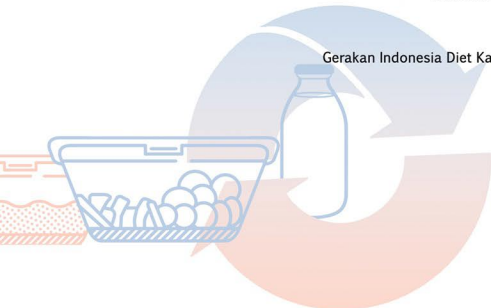
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Gerakan Indonesia Diet Kantong Plastik (GIDKP)  
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## INTRODUCTION

The global project The Export Initiative Environmental Protection (EXI), funded by the German Federal Ministry for Environment, Nature Conservation, Nuclear Safety and Consumer Protection (BMUV), aims to create sustainable and favourable conditions for the introduction of efficient, eco-friendly resources and innovative technologies in its target countries. The Collaborative Actions for Single-Use Plastic Prevention in Southeast Asia (CAP SEA) is a regional module from EXI that aims to reduce single-use plastic waste (SUP), with a focus on prevention and reuse. To achieve this, CAP SEA provides policy advice to promote material circularity, capacity building for key stakeholders, local pilot activities, and support for innovative business models for SUP prevention.

Since 2017, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has been supporting the BMUV initiative by providing advisory services and coordination activities to support the development of framework conditions that enable the introduction of environmental approaches and technologies in partner countries. Such support builds technical knowledge, capacity and institutions, encourages the transfer of knowledge and technology, and raises environmental awareness that contributes to the transition to a circular economy and specific sustainable development goals (SDGs).

### General information about the project module in Southeast Asia: Indonesia

In Indonesia, CAP SEA aims to contribute to achieving the targets set out in the Marine Plastic Waste National Action Plan (2018-2025), such as reducing plastic waste by 70% by 2025 compared to 2017; and The Roadmap for Reducing Waste by Producers (through Regulation of the Ministry of Environment and Forestry KLHK P.75/2019), including a 30% reduction of packaging waste from producers by 2029. In addition, CAP SEA actively participates in the National Plastic Action Partnership (NPAP), a platform for public-private collaboration that aims to: (1) Reduce the use of avoidable plastics and plastic consumption by 540,000 tonnes/year by 2025 (6% of projected plastic waste generation by 2025), through policy changes and new business behaviour and models; (2) Replace 740,000 tonnes/year of plastic with alternative materials (8% of the projected generation of plastic waste in 2025); and (3) Collect, safely dispose of, and recycle unavoidable plastics with the aim of turning all plastic waste into valuable commodities.

CAP SEA in Indonesia is developing a pilot project for the implementation of a business model that strives to reduce single-use plastic packaging by providing reusable alternative packaging for ready-to-eat food (and drink) shipments. The Special Capital Region of Jakarta (DKI Jakarta) was chosen as the pilot city because DKI Jakarta, with a population of 10.5 million people, is the largest agglomeration in Indonesia. The Governor of DKI Jakarta has banned the use of SUP bags by issuing Governor Regulation No. 142 of 2019 concerning the Obligation to Use Eco-Friendly Shopping Bags in Shopping Centres, Supermarkets, and Traditional Markets.

## Results of Reusable Packaging Public Consultation on Food Delivery in DKI Jakarta Province

The purpose of this report is to provide up-to-date regulatory or policy information regarding the prevention of single-use plastics at the national and/or regional levels. In addition, it presents collective insights and ideas from leading public actors in creating a reusable infrastructure in DKI Jakarta Province.

Single-Use Plastic is typically used for plastic packaging and is intended to be used only once before being disposed of or recycled. This includes, among others, grocery bags, food packaging, bottles, straws, containers, cups and cutlery (reference: United Nations Environment Program, UNEP (2018): Single-Use Plastics: A Roadmap for Sustainability).



## EXECUTIVE SUMMARY

The problem of single-use plastic waste is that it is still causing serious environmental damage. Micro plastic and even nano-sized plastic particles have been found in the human body. This reinforces the level of urgency of immediately addressing the issue of single-use plastic waste. But unfortunately, since the COVID-19 pandemic, the problem of single-use plastic waste has increased significantly in Indonesia, especially when it comes to food container waste caused by food ordered online. As a result, the single-use plastic problem now involves not only consumers and food sellers, but also companies that provide online food delivery services. Against this backdrop, Allas, which is a service company providing returnable and reusable food containers, is one of the solutions that aims at reducing the amount of waste generated by the consumption of existing single-use plastics. Given the absence of policies governing ecosystems and reuse practices in the field, the Indonesian Plastic Bag Diet Movement (GIDKP) has held public consultations that invited various stakeholders in the reuse ecosystem, including food sellers, consumer representatives, online food delivery service providers, services for providing reusable and returnable containers, and representatives of the Central and Regional Governments to discuss various challenges and inputs in strengthening reuse ideas and practices. This public consultation is expected to provide input for preparing policy recommendations for the Provincial Government of DKI Jakarta. Using the Reuse Infrastructure Grid tool by GIDKP, this activity succeeded in identifying various interesting ideas from the participants for each role in the reuse ecosystem, from hotels, restaurants, and cafes (horeca), reuse return service providers (e.g., Allas), container washing facilities, food delivery service companies providing reverse logistics (such as grab/gojek/traveloka eats, etc.), civil society groups as consumers, and the Government. In general, all public consultation participants showed great enthusiasm and support for this reuse initiative. Although there are still various deficiencies, such as the absence of hygiene standards, policies governing practices in the reuse ecosystem, the low number of participating restaurants/merchants that could not be increased, access to borrowing, the number of returns that needs to be improved, and usage fees that have not convinced all groups. This, however, can also be seen as an opportunity that can be exploited not least by the Provincial Government of DKI Jakarta in terms of preparing the required regulations.

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# 1. BACKGROUND

Garbage in Indonesia is still a controversial issue to this day. At the end of 2021, a recent study conducted by Greenpeace Indonesia found microplastic content in water springs in Indonesia<sup>1</sup>. The study was carried out by the Indonesian Plastic Bag Diet Movement (GIDKP) with support from the DKI Jakarta Provincial Government and Environment Agency and Ecological Observation and Wetlands Conservation (ECOTON), which also found microplastic particles in DKI Jakarta waters. In addition, there have been numerous discoveries of microplastics in the human body, ranging from the discovery of microplastics in human faeces<sup>2</sup> to the placenta and meconium in pregnant women<sup>3</sup>. Recent research has also found microplastic particles in human blood<sup>4</sup> and human lungs<sup>5</sup>.

Seeing the increasingly serious adverse effects of single-use plastic waste, the Government of Indonesia has issued Presidential Regulation no. 83 of 2018, committing itself to reducing marine waste by 70% by 2025. This commitment was reinforced by the efforts of the Ministry of Environment and Forestry (KLHK), which issued Permen LHK No. 75 of 2019 that included the Road Map for Reducing waste by Producers originating from products, product packaging (including plastic packaging), and the containers they produce by 30% during the 2020-2029 period and by 100% by 2030. The Ministry of Environment and Forestry has also reminded the local governments of their obligations to comply with Presidential Regulation number 97 of 2017 concerning a National Policy and Strategy for the Management of Household Waste and Household Waste-like Waste (Jakstranas) for waste management in the form of regional policies and strategies (Jakstrada)<sup>6</sup>.

In responding to these conditions, the DKI Jakarta Provincial Government has finally taken steps to reduce the consumption of single-use plastics by implementing Governor Regulation No. 142 of 2019 on the Obligation to Use Environmentally Friendly Shopping Bags. It has successfully increased public awareness about reducing the use of single-use plastics, especially in shopping centres, supermarkets and traditional markets. The increasing awareness and concern of the people of DKI Jakarta will contribute to further curbing the consumption of single-use plastic, not only plastic bags but also other types of single-use plastic, such as plastic packaging for daily necessities (e.g., soap, shampoo, etc.), packaging for food and disposable cutlery. This achievement was also supported by the Jakarta Waste Awareness Programme (JSS) which was initiated by DLH DKI Jakarta Provincial Government. To support one of the "Reduce" pillar of the JSS programme, a solution for creating an ecosystem that can encourage people to join the reuse movement is necessary.

<sup>1</sup> Greenpeace Indonesia. 2021. Uji Laboratorium Terhadap Galon Sekali Pakai Menemukan Kandungan Mikroplastik yang Tidak Sedikit. <https://www.greenpeace.org/indonesia/siaran-pers/45341/uji-laboratorium-terhadap-galon-sekali-pakai-menemukan-kandungan-mikroplastik-yang-tidak-sedikit/>

<sup>2</sup> Ibrahim, Yusof Shuaib et al. (2021). Detection of Microplastics in Human Colectomy Specimens. JGH Open 2021 Jan; 5(1): 116-121. doi: 10.1002/jgh3.12457

<sup>3</sup> Braun, Thorsten et al. (2021). Detection of Microplastic in Human Placenta and Meconium in a Clinical Setting. Pharmaceutics 2021, 13(7), 921; <https://doi.org/10.3390/pharmaceutics13070921>

<sup>4</sup> Fortune. 2022. Tiny particles of plastic have been detected in human blood for the very first time. They can't be filtered out. <https://fortune.com/2022/03/24/tiny-microplastics-particles-human-blood/>

<sup>5</sup> Guardian. 2022. Microplastics found deep in lungs of living people for first time. <https://amp.theguardian.com/environment/2022/apr/06/microplastics-found-deep-in-lungs-of-living-people-for-first-time>

<sup>6</sup> Susanto. 2020. KLHK target pengurangan sampah hingga 30% pada 2025 <https://amp.kontan.co.id/news/klhk-target-pengurangan-sampah-hingga-30-pada-2025>

To put this into practice, GIDKP is supported by the Collaborative Actions for Single Use Plastic Prevention in Southeast Asia (CAP SEA) programme with the aim of preventing single-use plastics and starting collaborations to build markets for reuse solutions in food delivery services in Indonesia. CAP SEA is implemented by GIZ and funded by the German Federal Ministry for the Environment, Nature Conservation, Nuclear Safety and Consumer Protection (BMUV) and is part of the GIZ global project to support the Export Initiative Environmental Protection'.

Apart from that, GIDKP and Enviu have initiated a programme called the Jakarta Reuse Movement (GGUJ). This movement strives to create an ecosystem that fosters a reusable lifestyle in Jakarta, for example through advocacy, collaboration, and education approaches. In this context, GIZ, GIDKP, and Enviu have jointly supported the Export Initiative Environmental Protection to achieve common goals. To kick-off this collaboration, a public consultation involving various groups of people and groups of business actors was carried to incentivise the creation of a reuse ecosystem for food delivery services in DKI Jakarta.

## 2. PURPOSE

The general objectives of this public consultation are

- a. Delivering the latest information on policies at the national and local levels in relation to limiting the use of single-use plastics in food delivery services.
- b. Gather ideas and suggestions from business actors in the food and beverage services sector, food delivery services, and reuse initiatives, including civil society, representing the consumers, in making systemic changes in limiting the use of single-use plastics.

## 3. OUTPUT

The output of this public consultation is a report on the results of the discussion as material for consideration in preparing policy recommendations to the Provincial Government of DKI Jakarta.

## 4. METHODOLOGY

### 4.1. Participants Composition

The participants included hotel, restaurant and cafe (horeca) owners, reuse return service providers (e.g., Allas), food delivery service companies using reverse logistics (e.g., grab/gojek/traveloka eats, etc.), civil society groups representing consumers, and the Government.

## 4.2. Public Consultation Approach

The scientific method used in public consultations is descriptive and analytical, and it is based on qualitative data that will hopefully help to understand the participants' point of view. One of the important elements in collecting data in this public consultation is observing the behaviour of the respondents during an active discussion (Creswell, 2014, 48). This approach is used to describe the characteristics of certain individuals, situations, or groups. Meanwhile, according to Artherton a Klemmack (in Ruslan, 2006, 12-13), the descriptive approach encompasses:

- a. Research that describes the characteristics of a particular community, group, or individual as the object of research,
- b. Research to find a relationship between two or more variables,
- c. Research that estimates the proportion of those who have certain attitudes, opinions, views, perceptions or behaviours, and
- d. The research is carried out to reveal the percentage distribution of those who support or oppose the planned implementation of certain programmes and policies.

The Public Consultation that was carried out used data collection techniques such as focus group discussions (FGD) and was complemented by a human-centred design method, which is usually used to find solutions for social and environmental problems that are considered difficult, such as poverty, gender equality, and clean water. According to this method, those who face these problems are the ones who hold the solutions to their problems. This method is useful for understanding the target, generating different ideas, and for creating new and innovative solutions.

This method was introduced by IDEO and has been carried out for decades to create products, services, experiences, and social enterprises that have been successful because they have kept their focus on the lives and needs of the people. There are seven mindsets that are associated with this method, namely empathy, optimism, iteration, creativity, the process of making solutions, embracing ambiguity, and learning from failure.

The process itself consists of two main phases: inspiration and ideation. These two phases help to create a deep empathy with the communities and individuals at hand. This process demonstrates how ideas can build on learnings and turn them into opportunities by devising new solutions. Different ideas can be put to the test before being implemented. The inspiration phase manifests itself in the form of exposure, while the ideation manifests in the form of FGDs.

Co-creation sessions are a great way of receiving feedback on ideas and getting people more involved with the process. The purpose of a co-creation session is to gather a group of people from a target audience and then get them to find a solution to a certain issue. This method does not only gather their opinion, but also empowers them to join the dynamics of the group discussion.

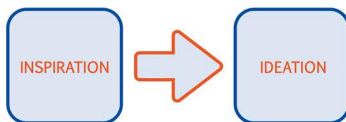


Figure 1. Illustration of the Co-creation Process in Public Consultation

### 4.3. Public Consultation Data Collection Process

In this public consultation, the data collection process was based on focus group discussions (FGD). FGDs are defined as a process of gathering information on a very specific topic or issue through moderated group discussions. This particular discussion was attended by a limited number of participants that were interested in the topic of the discussion. The discussion was facilitated by a moderator who made sure that each participant would be able to share their ideas openly over the course of the discussion. The participants were all stakeholders with an interest in and an influence on reducing the use of single-use plastic. Apart from that, they all would have benefited from the positive impacts of such a reduction. Prior to the data collection process, a question-and-answer session was also held to provide information and understanding to the participants to facilitate the discussion.

During the group discussion, the participants were divided into several groups to explore as much input and as many points of view on reducing the use of single-use plastic in food delivery services as possible. The data collection technique triggered questions/guidance as follows:

Step	Important Issues
<b>Step One</b> Initial Mapping (Brainstorming)	1. What can the community do to build this movement? a. Expectations from community groups/consumers?
	2. What policies are required? a. What support (facilities and infrastructure) from the government can be provided?
	3. Which hotel, restaurant and cafe (horeca) initiatives require improvement? a. Best practices in food delivery services, restaurants and cafes b. Challenges arising from the implementation of best practices c. Proposed ideas for improving best practices
	4. Are there other areas and initiatives that need to be improved, e.g., e-commerce, food and beverage courier services, and reuse service providers? a. Sharing ideas from reuse initiatives

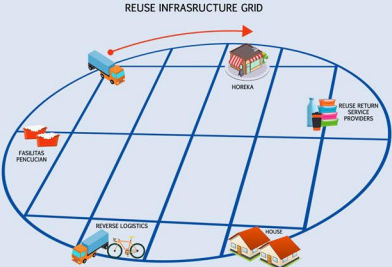
Step	Important Issues
<p><b>Step Two</b></p> <p>Identification of Reuse Infrastructure Grid</p>	<p>In this second step, after discussing the thought-provoking questions, the participants are then asked to provide input for each part of the Reuse Infrastructure Grid, e.g., what can be proposed or provided so that the reuse ecosystem can run smoothly.</p>  <p>Figure 2. Reuse Infrastructure Grid</p>

Table 1. Reference to the Process of Implementing Group Discussions

#### 4.4. Data Analysis

In general, Kriyantono (2006, 196-197) states that data analysis in qualitative research begins with the data collection in the field. In this study, data was collected by means of FGD. Then, the collected data was classified into categories.

The different stages of data analysis in qualitative research using constant comparative techniques, which is based on the model introduced by Glasser & Strauss and Lincoln & Guba (Kriyantono, 2006, 198), are as follows:

- Placing events (data) into categories. These categories must be comparable to one another.
- Expanding the categories so that the data categories are pure and do not overlap with one another.
- Looking for relationships between categories.
- Simplifying and integrating data into a coherent (reasonable, cohesive, or logically related) theoretical structure.

The next step consisted of interpreting the data. As a basic principle of qualitative research, reality is created by the human mind. Thus, it is a social construct. Data interpretation must also correlate the findings with the social, cultural, political, and other contexts that form the background of the phenomena at hand (Kriyantono, 2006, 197-198).



According to Kriyantono (2006, 109) it is best to immediately document the results of the interviews after collecting the data. If a recording device was used, the researcher can listen to the interview again and document it. If not, the researcher must immediately write down the answers they collect. The documentation process should not be delayed and is best carried out in a quiet place.

In the documentation process, the collected data was re-read in order to obtain an outline or general picture of the FGD results through categorisation. Each category had to match the participants' input without overlapping with other categories. The results of the categorisation were then analysed and discussed according to the existing groups.

## 5. REPORT LIMITATIONS

This report was prepared based on public consultation activities involving various backgrounds and participant profiles. The participants consisted of hotel, restaurant and cafe (horeca) owners, reuse return service providers, food delivery service companies using reverse logistics, civil society groups, and the government. In the public consultation process, the facilitator seeks to make sure that everyone is part of the discussion and encourages participants to express their opinions and aspirations directly and in written form (e.g., sticky notes). Given the limited time available, the facilitator's time for elaborating on the intent of the opinions and aspirations of the participants was limited.

## 6. RESULTS AND DISCUSSION

### 6.1. Presentation and Question-and-Answer Discussion (Inspiration Phase)

In setting the initial context, this public consultation began with an introduction by the speaker, Mr. Rommel Pasaribu, Head of the Cleanliness Management Division of the DKI Jakarta Provincial Government's Environmental Service. He spoke about the development of the implementation of DKI Jakarta Governor Regulation (Pergub) No. 142 of 2019 concerning the Obligation to Use Eco-Friendly Shopping Bags, which has been implemented in restaurants and cafes in shopping centres. The presentation also conveyed the implementation of DKI Jakarta Governor Regulation No. 102/2021 concerning Obligations for Waste Management in Areas and Companies. Various improvement and development plans had been prepared to encourage even better implementation, including both incentives and other policies.

This was followed by a presentation by Mr. Ujang Solihin Sidik, Head of Producer Administration Sub Directorate of the Directorate of Waste Reduction, Ministry of Environment and Forestry (KLHK), regarding Minister of Environment and Forestry Regulation (Permen LHK) No. P75 of 2019 concerning Roadmaps for Reducing Waste by Producers. Mr. Ujang highlighted the responsibilities of producers and key actors in business in order to manage packaging or goods produced that hardly or do not decompose by natural processes at all. Manufacturers in the manufacturing, retail, food and beverage service sectors were obligated to reduce packaging waste.

Regarding the pilot ecosystem for individual reuse approaches, Rahyang Nusantara, the National Coordinator of the Indonesian Plastic Bag Diet Movement, said that GGUJ itself was carried out through advocacy, collaboration, and educational approaches to reduce single-use plastic waste other than plastic bags, which are consumed in high quantities and are difficult to manage. This was accomplished by involving various groups from civil society and the private sector to reduce plastic waste in DKI Jakarta Province through reuse solutions in line with the trend of plastic reduction policies at the global level. The use of the reuse model implemented in GGUJ is based on the Reuse Framework compiled by the Ellen MacArthur Foundation.

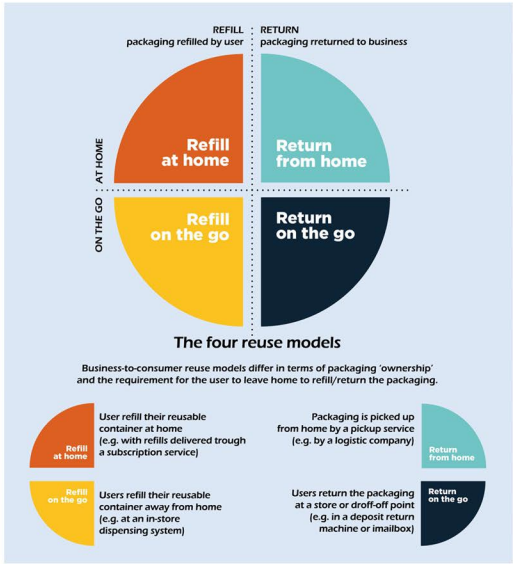


Figure 3. Reuse Model According to Ellen MacArthur Foundation Reuse Framework  
(Source: Ellen MacArthur Foundation Reuse Framework)

In addition to several types of models that can be applied to this reuse movement, it was also necessary to map the stakeholders involved in the reuse system. This was carried out within the framework of the Reuse Infrastructure Grid, starting with the manufacturers (Fast-Moving Consumer Goods, FMCG), to the reuse return service providers and the washing facilities. This is important because it ensures that all parties have been included and it safeguards the sustainability of the reuse ecosystem that will be implemented.

This is also in line with the results of the Baseline Research for the CAPSEA programme carried out from 10-24 May, 2022. It revealed that respondents thought that in order to build a good reuse ecosystem, there are several things that must be prepared/improved, namely certain systems, policies, communication strategies and campaigns, financial support, as well as support from related actors.

In the context of advocacy for reuse standardisation, Tiza Mafira, a consultant for the Partnership to Reuse, Refill, and Replace Single-use Plastics (PR3), explained that reusing plastics is the most economical single-use plastic reduction step that can be implemented by using global standards, the first draft of which is currently under review by the World Economic Forum (WEF). Meanwhile, PR3 has collaborated with the Bogor Agricultural Institute (SEAFast Center) in Indonesia, especially in DKI Jakarta Province, to carry out an initial risk assessment of the use of reusable packaging so that it can become a reference for similar regulations in the future, which is also part of the CAP SEA GiZ programme.

Laurencia Cindy, the Director of Allas as part of the Zero Waste Living Lab by Enviu, explained Allas' role as a new initiative that focuses on reuse and as a service for providing food and beverage containers that can be returned and reused. These containers can be used by restaurants that cooperate with online food and beverage ordering services or for take-away orders as an effort to reduce single-use food or beverage packaging, especially in online food and beverage delivery services.

The presentation session was followed by a question-and-answer session. The first question was submitted by Stevan from Kopidab asking about the impact of the reuse system on water consumption because it uses water for washing the containers. He also pointed out that the level of water consumption should be compared with amount of water used for chopping and processing disposable plastic for recycling. Therefore, system use water but the difference is that reuse containers can reduce other kinds of waste, too. Mr. Ujang Solihin added that not only can the containers be used repeatedly, but the water can also be reused. It is essential that the different stakeholders of the reuse initiative pay attention to water consumption. Water that was used for washing could be reused for other purposes by using a water filter.

The next question was submitted by Arif from Kecipir, who mentioned that the pick-up fee in the Jabodetabek area was quite high and asked whether there were any additional incentives for business actors for implementing a reuse system for food delivery services. Mr. Ujang Solihin replied that the government also had to ensure that such incentives would not be a burden for the business actors. One of these incentives, which is promoted by the government, is aimed at business actors and reuse initiatives that have already paid attention to environmental aspects in their business activities. When it comes to financial incentives, though, discussions with various stakeholders are still needed, especially with the Ministry of Finance.

The last question was submitted by Manik from Everythey. He asked whether there was an alternative solution for reusable delivery packaging that would neither cause inconvenience to the consumers nor burden businesses, which would have to bear the additional costs for producing reusable containers. Laurensia Cindy answered that Allas' containers could be a viable alternative because cafes and restaurants will not incur additional costs for purchasing reusable containers or for collecting them, as this will be taken care of by Allas.

## 6.2. Group Discussion Activity (Ideation Phase)

To realise the Initial Mapping (Brainstorming) phase, the participants were asked different questions in the context of the Reuse Infrastructure Grid which is used as the basis for creating proposals and recommendations for curbing single-use plastics in food and beverage delivery services. The suggestions and recommendations for the Reuse Infrastructure Grid are as follows:

### HOTEL, RESTORAN, DAN KAFE (HOREKA)

#### Business ecosystem:

- There needs to be an agreement of all business people to use reusable containers

#### Safety standard:

- Awareness needs to be raised regarding food and beverage packaging standards for reusable packaging based on current standards (PP Number 86 of 2019 concerning Food Safety and POM Number 20 of 2019 concerning Food Packaging)
- Guidelines for providing safe and healthy reusable packaging containers

#### Operational standard:

- Support the implementation of the reuse system with policies
- Practice the use of reusable food or beverage containers
- Restaurants need to provide support (in the form of partnership options) to Allas so they can implement reusable food containers as well
- Dine-ins should always use reusable plates made of glass, ceramics or other materials that can be washed and reused

#### Affordability for the users (consumers):

- Implementing a reuse system without increasing the price for food and beverages
- The community expects many options for using reusable containers or loan and return systems

#### Incentives for consumers:

- The hotel provides a welcome drink using a dispenser and reusable glasses
- Horeca can provide discounts for consumers who bring/use their own reusable containers, like Starbucks
- Offer gimmicks such as free products or discounts so that people are more interested in participating in this activity

#### Government incentives:

- The government needs to reward restaurants that have adopted reuse solutions

## REUSE & RETURN SERVICE PROVIDERS (Example: Allas)

### Operational standard:

- Waste handling policy for reusable packaging containers that have reached their usage limit (e.g., recycling, disposal, or other safe measures)
- There is a standard procedure for transporting reusable packaging containers to and from the restaurants, to the consumers, and to the washing facilities to maintain the quality and shape of these containers and to ensure the optimal use of the packaging containers in the long term
- There needs to be a price adjustment for container lending services to make them more affordable for consumers (subscribers and partners/merchants)

### User affordability:

- It is necessary to pay attention to the middle- and lower-class consumers so that they can continue to access reusable containers

### Business ecosystem:

- Encouraging manufacturers to produce reusable containers that comply with food safety standards and pay attention to the end-of-life materials at affordable prices

## WASHING FACILITIES

### Operational standard:

- There needs to be a hygiene standard for food and non-food that can be applied to the washing facilities, with a focus on hygiene, cost, and liquid waste

### Infrastructure management:

- Establishing waste banks (copying existing designs) in regions as partners (e.g., for packaging or washing)
- Inviting the laundry business to carry out the washing
- Cooperation with the sub-districts to provide washing facilities per RT/RW
- The washing facilities should make sure that the used water is recycled properly and safely.

## REVERSE LOGISTICS (GRAB/GOJEK/ETC.)

### Operational standard:

- Integrated pick-up and drop-off points
- A scheduling system is necessary for ensuring a timely pick-up at the consumers' location
- Addition of a clearly visible "button" or an alternative option for selecting reusable packaging in the application instead of using the "notes" section

### Infrastructure management:

- Implement a more affordable pick-up service for the consumers
- Business actors are required to use reusable containers for deliveries within a 5 km radius to facilitate pick-up
- There needs to be a publication related to technical operations

## HOME/CONSUMERS

### Consumer Education

- Obtain information on environmental cost externalities of reuse systems (such as pick-up fees, container maintenance, and container borrowing)
- Get big campaigns and education about reusable products (through brand awareness and action plans)
- Get a wide selection of restaurants and types of reusable packaging that consumers may consider

### Participation

- Empowering the community so that they can collect and manage their household waste
- Shaping consumer behaviour and promoting a reuse-friendly lifestyle in daily life with the family with additional support from schools (as part of the curriculum)
- Encouraging the community to use reusable products (e.g., products offered by Allas)

## DELIVERY FROM WASHING FACILITIES\*

- Provide information about how many times the containers have been used

(Along with WASHING FACILITIES and REVERSE LOGISTICS)

## GOVERNMENT

### Rule enforcement

- Regulations stipulating the use of reusable containers for hotel, restaurant and cafe business actors
- Issue regulations that stop the production of single-use plastics
- Pave the way for reuse service providers to expand their services, either in the form of net works or resources
- The Highest Retail Price (HET) rule for reusable containers ensures that the price of container borrowing services is affordable
- Conduct awareness-raising campaigns regarding food and beverage packaging standards in reusable packaging based on current standards (PP Number 86 of 2019 concerning Food Safety and POM Number 20 of 2019 concerning Food Packaging)
- Ensure the cleanliness (hygiene) of the container
- Policies governing reuse down to the RT & RW level
- In building a reuse ecosystem, the government has expanded regulations to completely prohibit the use of single-use plastics in the hospitality business, including plastic straws, Styrofoam and non-handle plastic; it has also shifted the work of garbage collectors to washing facilities for reuse (just transition).
- Formulate synergy regulations and reuse policies that apply internationally
- Regulations are passed as Governor Regulations (Pergub) for reuse provisions in horeca
- Standard packaging policy
- Financial incentives and disincentives, such as incentives for hospitality businesses that are interested in becoming more environmentally friendly via a reuse system
- Recognise business activities that already use reusable packaging
- Create regulations for business activities related to the use of reusable packaging
- Adopt policies related to standards or criteria that guarantee the use of safe containers

- Standardised container safety guarantee, such as from BPOM, e.g. BPA-free
- Rules that allow for sanctions for people who do not return the reusable packaging they borrowed
- Provide adequate facilities, for example by increasing the number of places for collecting used containers
- Adopt government regulations that make the reuse system mandatory for business actors, not voluntary
- Set up a reuse-friendly infrastructure (washing facilities, reverse logistics, etc.) based on future regulations regarding reuse ecosystems as a solution to single-use plastic restrictions

#### Communication, Information, and Education

- Inform the public about the Roadmap for Reducing Waste by Producers in accordance with Permen LHK No. P75 in 2019, especially about restaurants and catering businesses that have already implemented a reuse system.
- Clear information regarding SUP packaging costs
- Collaborate with reusable product providers, by establishing community-based policies that suit the needs of the community (collection point systems that can be replicated, such as i Japan)
- Engage with consumers so they want to be involved in building a reuse movement
- Regular and consistent education
- Convey the values and benefits of this movement thoroughly and appropriately so that more and more parties are motivated to join this movement
- The context in reuse policies needs to be understandable to the general audience
- Build on good practices in the reuse system carried out by horeka so that people who have implemented it have a sense of pride and are motivated to do this as a new normal (new habit)
- Start with a pilot project in one area
- At the upstream level, all options for implementing this movement in the communities should be available and affordable for the community; namely one RW, one waste bank, one refill store and one collection point for reusable containers

Table 2. Categorisation of the Participants' Input Findings in Group Discussions

By way of illustration, the proposals and recommendations have been translated into the Reuse Infrastructure Grid model as follows:

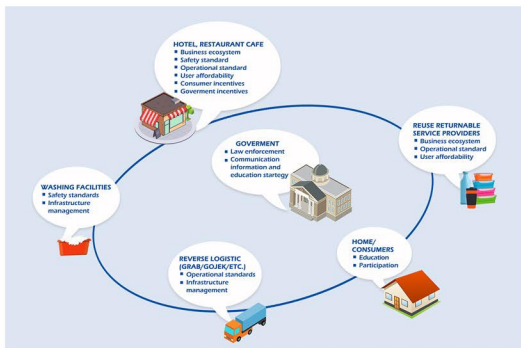


Figure 4. Illustration of Proposed Practices in the Reuse Infrastructure Grid Model

## 7. CLOSING

### 7.1. Conclusion

The public consultation activities have revealed a variety of new and up-to-date information regarding ecosystem ideas and practices for reuse that were highlighted by presenters from various roles and initiatives. The presentation session showed that the people of DKI Jakarta themselves have already started reusing practices in their respective homes such as bringing their own drinking bowls and provisions, or by refilling water bottles. Even though such actions are still simple and limited to a small scope, the need for people to be involved in a larger ecosystem is becoming more and more crucial. This is also consistent with the policy trend of reducing plastics in food delivery services, where the use of the reuse model that is currently being implemented is on “return from home” and “return on the go” models when referring to the Reuse Framework compiled by the Ellen MacArthur Foundation.

During the public consultation, the participants showed great enthusiasm and attention, which also proved that this is an important and urgent issue that must be prioritised. Various ideas and suggestions from business actors in the field of food and beverage services, food delivery services, and reuse initiatives, can be combined in an effort to achieve systemic changes in limiting the use of single-use plastics.

The Reuse Infrastructure Grid tool can be helpful in identifying various constructive ideas from participants for each role in the reuse ecosystem, from hotels, restaurants, and cafes (horeca), to reuse and return service providers (e.g., Allas), container washing facilities, food delivery service companies using reverse logistics (such as grab/gojek/traveloka eats, etc.), consumers, and the Government.

### 7.2. Recommendation

#### 7.2.1. Recommendations for Hotels, Restaurants, and Cafes

In the public consultation, the participants agreed that to strengthen the reuse ecosystem in hotels, restaurants, and cafes (horeca), they must first strengthen their own business ecosystem. This can be accomplished by an agreement of all business actors to use reusable containers. Another important factor is the compliance with safety standards for reusable containers, which are based on Government Regulation Number 86 of 2019 concerning Food Safety and the POM Agency Number 20 of 2019 concerning Food Packaging, so that the consumers know that they get a safe and clean product. To increase consumer involvement, hotels, restaurants, and cafes (horeca) also need to strive for product price levels that various levels of society can afford (from the lower, middle to upper class), or provide special incentives for consumers. In this context, the government can contribute by providing various facilities (such as licensing) and incentives (fiscal or non-fiscal) to business actors who use reusable containers and contribute to limiting single-use plastics.



### 7.2.2. Recommendations for Reusable Container Providers

Reusable container service providers, such as Allas, could reinforce their role in the reusable ecosystem by strengthening and developing business operation standards that are safe for consumers. This can be achieved, among others, by internal policies for containers that have reached their usage limit, or by an internal system that monitors the state of the containers (quality, shape, damage, etc.). In addition, business model development can also be strengthened by providing a special platform for a user-friendly pick-up of containers, as well as door-to-door system initiatives to provide stock containers for regular reuse or pick-up of containers every day. Allas is also expected to be able to provide their service at affordable prices. As is well known, at the time this survey was carried out, users of Allas had to pay a rental fee of IDR 3,000 for each Allas container. This is not extremely expensive for middle- to upper-class consumers. However, by keeping their fee affordable for all, Allas could attract potential lower- to middle-class customers. This would be further facilitated by a stronger business ecosystem that could result in the mass production of reusable containers. This, in turn, would result in an even more economical price.

The role of companies providing reusable containers is also related to a business process that is often overlooked, namely the role of washing to maintain the hygienic quality of containers. For this reason, a common hygiene standard could be developed as a benchmark to ensure public confidence in the system. To realise this, companies providing reusable containers can cooperate with certain government agencies, such as the National Standardisation Agency and the Food and Drug Supervisory Agency, so that the intended standardisation will be more credible for consumers. In addition, the factor of safety standards is again an important concern, as hygiene standards for food and beverage packaging can be applied to the washing facilities. The availability of infrastructure and parties involved in the washing process can be improved with various innovations, such as involving waste banks in the regions as partners, inviting laundry businesses to carry out the washing, and working with the sub-district administration to provide washing facilities per RT/RW.

### 7.2.3. Recommendations for the Government

Legal certainty and standardised practices must be provided through policy instruments of the Government. This is very relevant, especially in DKI Jakarta, because the Provincial Government is currently preparing draft regulations for solving the existing single-use plastic problem with a wider range of regulatory objects, not only single-use plastic bags that have already been regulated by Governor Regulation No. 142 of 2019. In addition to regulatory recommendations, there are several other recommendations that can be proposed to the Government, such as setting the Highest Retail Price (HET) for reusable containers provided, standards for reusable packaging, regarding shape and material, the provision of certified facilities for clean and safe containers, and sanctions for those who continue using single-use plastic containers. The involvement of waste banks in developing a washing facility infrastructure can be considered, provided that the waste bank meets the standard operating procedures set by the competent authorities. This input then needs to be followed up by joint consultations, especially with the Food and Drug Monitoring Agency (BPOM) as the competent authority for maintaining food safety and hygiene.

Communication, information, and educational activities can also serve as important resources for each party in the reuse ecosystem. Examples include the distribution of information for the public about the Roadmap for Reducing Waste by Producers in accordance with Permen LHK No. P75 of 2019, especially about restaurants and catering businesses that have already implemented a reuse system, the provision of transparent information on the price of disposable containers, regular and consistent education, both at home and at school, and supporting the implementation of a pilot project in a certain area.

There are also various consumer- related initiatives for increasing consumer involvement. These include information and communication on cost externalities of the system as well as education about reusable products for a better understanding of the various choices that consumers can make in their daily lives. This is expected to increase community participation with the impact of shaping their behaviour and lifestyle to make reuse activities part of their everyday life.

After the implementation of this public consultation, the obtained results will hopefully be followed up by the Government, in this case the DKI Jakarta Province Environmental Service. Given that there have been very few similar discussions, DLH DKI Jakarta is also encouraged to hold similar activities to sharpen the existing findings. The government can also carry out limited discussion and consultation activities with each role in the reuse ecosystem which has been discussed in turn, so that various challenges and needs that have to be anticipated are identified as a whole.

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## 9. ANNEX: DOCUMENTATION







## 9. ANNEX: PARTICIPANTS LIST OF ATTENDANCE

No.	Name	Organization
1.	Arditya Pratomo	Suku Dinas Lingkungan Hidup Jakarta Timur
2.	Shendy Ristandi	Indorelawan
3.	Sari Kartini	Suku Dinas Lingkungan Hidup Jakarta Timur
4.	Kanina T.	Cleanomic
5.	Annisa Ghina R.	Toko Kopi Tuku
6.	Nida I.	Toko Kopi Tuku
7.	Belmiro Ali	Nexus 3 Foundation
8.	Muhammad Aminullah	Walhi Jakarta
9.	Dani	Greeners
10.	Enrile	Suku Dinas Lingkungan Hidup Jakarta Barat
11.	Rosana F.	Suku Dinas Lingkungan Hidup Jakarta Selatan
12.	Efraim	Change.org
13.	Ori	Change.org
14.	Dwika	Grab ID
15.	Bryan	Penjaga Laut
16.	Iqbal	Penjaga Laut
17.	Nabila	Traveloka Eats
18.	Pricilla	Traveloka Eats
19.	Muhammad Arif S.	Kecipir.com
20.	Muh. Salman A.	Divers Clean Action
21.	Risto Arsavati	PT. Richeese Kuliner Indonesia
22.	Dina Ayu Soraya	PT. Richeese Kuliner Indonesia
23.	Stevan	Kopi Dab
24.	Manik Marganamahendra	EveryThey Coffee and Plant
25.	Syukra	Tador Coffee
26.	Ibar	Greenpeace
27.	Hanna	GIDKP
28.	Alby	GIDKP
29.	Sarah	GIDKP
30.	Zakiyus	GIDKP
31.	Septo	Dinas Lingkungan Hidup Pemrov DKI Jakarta
32.	Darina M.	Enviu
33.	Laurencia Cindy	Enviu (Allas)
34.	Eric N	Enviu
35.	Yoga	Divers Clean Action
36.	Annisa M.	Nexus 3 Foundation
37.	Gitafajar S.	GIZ
38.	Atty Yuniawati	GIZ Consultant
39.	Rika Lumban Gaol	GIZ

