

Hospitality and Food Service

Reducing Food Waste: Starting Off



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Reducing Food Waste: Starting Off

About this toolkit

The amount of food which could have been eaten but is being thrown away by food service outlets is equivalent to 1 in 6 meals.

By providing a simple step-by-step approach this toolkit will help you to reduce food waste, reduce your business costs and reduce your impact on the environment.

For more information or to give us your feedback contact us at hafs@wrap.org.uk

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continue



Reducing Food Waste: Starting Off

1: Saving money

2: Focusing in on savings

3: Taking action

4: Measuring savings

Introduction

Work out your waste costs

Talk to your team

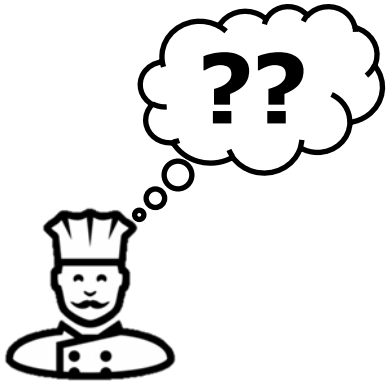
Measure your waste

Involve your managers

How much is your food waste costing you?

Food that could have been eaten, but is thrown away, on average costs **38 pence per meal**. [See how much food waste could be costing your business.](#)

On average this is costing a business **£10,000 per year**. With food costs rising, now is the time to take action.



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Work out your waste costs

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Work out your waste costs

- Count or estimate how many bags or bins of food you throw away each week
- Make sure you include the food waste you put down the sink or macerator (sink disposal unit)



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Work out your waste costs

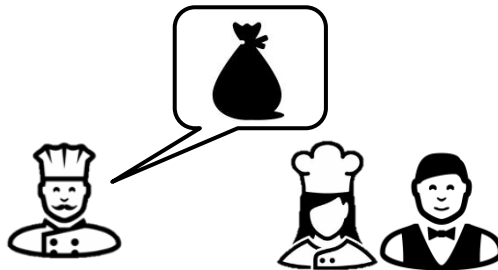
Talk to your team

Measure your waste

Involve your managers

Talk to your team

- Let your staff know how much food is being wasted
- Look at what sort of food you throw away and why



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Work out your waste costs

Talk to your team

Measure your waste

Involve your managers

Measure your waste

- Separate food waste into three bins:

1. Spoilage



.....kg

2. Preparation



.....kg

3. Customer plate waste



.....kg

- [Measure and monitor food waste at each of these stages](#)
- Use this information to work out where you can save the most money



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Work out your waste costs

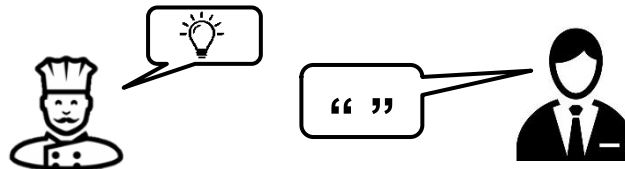
Talk to your team

Measure your waste

Involve your managers

Involve your managers

- From your measurements work out with your team where you can find savings
- Come up with ideas on where you can make improvements
- Discuss targets to cut waste and how staff can help meet them
- Get your manager's agreement and support to make changes



On to
Step 2



Links to more information

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Introduction

Identify improvements

Prioritise actions

Develop a plan

Training and communication

What do I focus on to save money?



- Typically, food waste comes from:

21% Spoilage

45% Food preparation

34% Plate waste

- Compare this with your own measurements taken in Step 1

Source: WRAP Research



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Introduction

Identify improvements

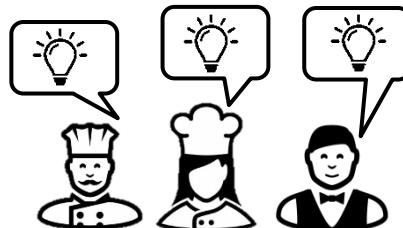
Prioritise actions

Develop a plan

Training and communication

Identify improvements

- Discuss with your team what can be done to meet your targets
- Collect staff ideas on how to cut down food waste
- Focus on priority areas



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Introduction

Identify improvements

Prioritise actions

Develop a plan

Training and communication

Prioritise actions

- Work out the costs for each idea that you want to take forward
- Consider which ideas support other plans within the business (such as changes to the menu)



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Identify improvements

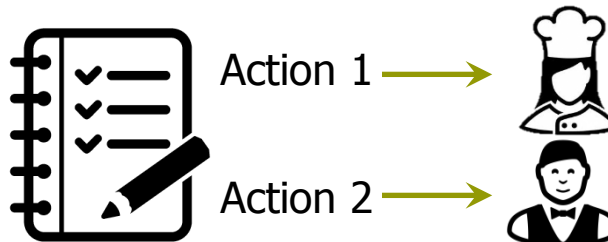
Prioritise actions

Develop a plan

Training and communication

Develop a plan

- Agree which actions to take forward
- Make individual staff responsible for specific actions and support them as needed
- Monitor progress regularly



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Identify improvements

Prioritise actions

Develop a plan

Training and communication

Training and communication

- Identify who needs training and who will train them
- Think about who else you need to talk to (other staff, suppliers, contractors)
- Identify the main messages and the best way to communicate them



On to
Step 3



Links to more information

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Introduction

Support your staff

Get your team on board

Make the changes

Encourage and motivate



Turning your ideas into action

Before taking action, consider how you will explain to staff what you need them to do, enable them to do it and encourage them to make changes.

Make sure that you have everything in place to break old habits and kick-start change. Be prepared to change your approach as attitudes and behaviours change over time.



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Support your staff

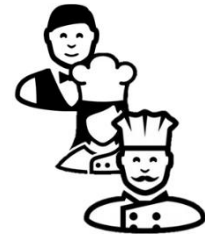
Get your team on board

Make the changes

Encourage and motivate

Support your staff

- Explain what changes need to take place
- Provide training to staff who need it
- Find ways to remove any barriers
- Make sure staff have the equipment and facilities they need
- Change procedures if you need to



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Support your staff

Get your team on board

Make the changes

Encourage and motivate

Get your team on board and keep them informed

- Use suggestion boxes or team meetings to get new ideas
- Keep managers informed of progress to ensure their continued support
- Share achievements with the team and explain the next steps



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Support your staff

Get your team on board

Make the changes

Encourage and motivate

Make the changes

- Talk through any new procedures and discuss any concerns
- Provide instructions to staff on what needs to be done differently
- Use posters and [checklists](#) to reinforce instructions



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Support your staff

Get your team on board

Make the changes

Encourage and motivate

Encourage and motivate

- Set-up staff recognition or reward schemes and run competitions
- Make budget available to support these activities
- Encourage staff to support each other
- Make sure new procedures are followed and recognise efforts



On to
Step 4



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Introduction

Review progress

Measure change

Seek feedback

Communicate progress



How much money have I saved?

Now that you have made some changes, work out how much you have saved and continue to look for more opportunities to save money.

To determine what savings you have made, look back at your records. Compare how much food waste you produce now with the amount you measured at the start in step 1.



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Review progress

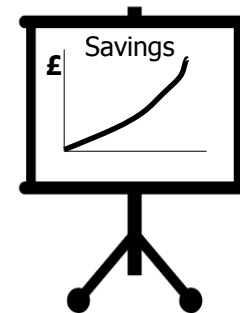
Measure change

Seek feedback

Communicate progress

Review progress against your plans

- Review progress regularly and update timescales as required
- Continue to find ways to remove any barriers
- Prioritise actions going forward



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Introduction

Review progress

Measure change

Seek feedback

Communicate progress

Measure change

- Continue to measure and monitor the effects of the changes you make
- Use this information to understand where cost savings have been made
- Discuss any issues and their causes
- Tackle increases in food waste immediately



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Introduction

Review progress

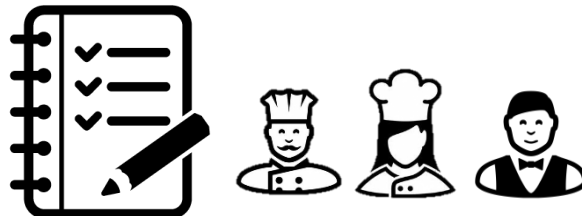
Measure change

Seek feedback

Communicate progress

Seek feedback from staff, suppliers and customers

- Note down any feedback that can help make improvements
- If actions are not going to plan, work out what you can do to get back on track



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Review progress

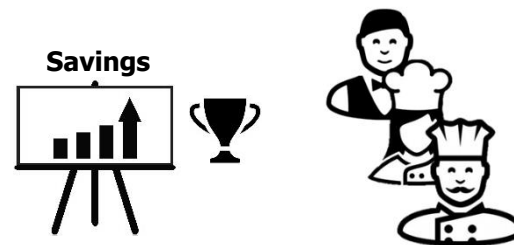
Measure change

Seek feedback

Communicate progress

Communicate progress and aim for continual improvement

- Recognise team efforts and highlight successes using charts and graphs to show progress
- Build on successes and look for further improvements



Further resources



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More information

Take a look at what others are doing:

- WRAP - [good practice case studies](http://www.wrap.org.uk/content/good-practice-case-studies) - www.wrap.org.uk/content/good-practice-case-studies
- Unilever - [United Against Waste video wall](http://www.unileverfoodsolutions.co.uk/our-services/your-kitchen/video-wall) - www.unileverfoodsolutions.co.uk/our-services/your-kitchen/video-wall
- Foodsave - [case studies](http://www.foodsave.org/casestudies) - www.foodsave.org/casestudies

Further support



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More information

Further support www.wrap.org.uk/hospitality

- Get the most from your ingredients – [Chef masterclass videos](http://www.wrap.org.uk/chef-masterclass) - www.wrap.org.uk/chef-masterclass
- How to take action – [Waste information sheets](http://www.wrap.org.uk/takingactiononwaste) - www.wrap.org.uk/takingactiononwaste
- Tips to cut down on food waste – [Online resource centre](http://www.wrap.org.uk/resource-centre) - www.wrap.org.uk/resource-centre
- More ideas to help you make savings – [Hospitality and food service info-finder](http://hafsinfinder.wrap.org.uk/) - <http://hafsinfinder.wrap.org.uk/>
- Recycling food waste at work – [Food waste recycling hub](http://www.wrap.org.uk/recyclingfood) - www.wrap.org.uk/recyclingfood
- Remind staff about food waste recycling - [Food waste recycling poster](http://partners.wrap.org.uk/assets/3941/) - <http://partners.wrap.org.uk/assets/3941/>

Further support



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Further support www.wrap.org.uk/hospitality

- Engaging with consumers to help reduce plate waste - [Resource pack](http://www.wrap.org.uk/sites/files/wrap/UK%20LFHWHospitalityResourcePack_0.pdf)
www.wrap.org.uk/sites/files/wrap/UK%20LFHWHospitalityResourcePack_0.pdf
- Free online training course - [Resource Efficient Scotland Green Champion training](http://www.resourceefficientscotland.com/resource/green-champions-training)
www.resourceefficientscotland.com/resource/green-champions-training

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Ready reckoner: How much food waste can cost each HaFS sub-sector

Type of food service outlet	Average cost of avoidable* food waste per cover	Cost per year (£)		
		500 covers per week	1000 covers per week	1500 covers per week
Restaurants	£0.97	25,220	50,440	75,660
Hotels	£0.52	13,520	27,040	40,560
Leisure	£0.46	11,960	23,920	35,880
Services	£0.43	11,180	22,360	33,540
Pubs	£0.41	10,660	21,320	31,980
Healthcare	£0.22	5,720	11,440	17,160
Education	£0.22	5,720	11,440	17,160
Quick Service Restaurants	£0.14	3,640	7,280	10,920

* Food that could have been eaten



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