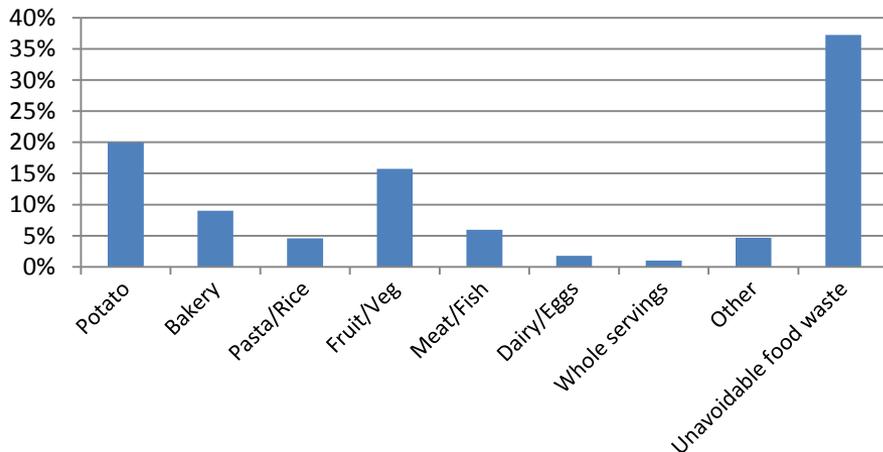


The Hotel Sector

Waste is a key issue for the Hotels Sector. Food waste represents a cost to the Hotels Sector of **£318 million** each year including food procurement, labour, utilities and waste management costs, or **£4,000** per tonne.

This information sheet outlines where waste arises as well as showing how to reduce this waste and save money.

UK Hotels: The Composition of Food Waste



Financial Implications For Business

The average cost of avoidable food waste to business is £0.52 per meal.

Estimated annual statistics show that UK Hotels:

- serve **8%** of all meals eaten out in the UK each year, equivalent to **611 million meals**;
- produce **289,700 tonnes** of waste each year in the UK, including **79,000 tonnes** of food waste; and
- produce **9%** of the total food waste across the Hospitality and Food Service sector in the UK.

Estimated Recycling Rates of UK Hotels

- Overall, **43%** of all waste is recycled. This is made up of:
 - **16%** of food waste composted or sent to anaerobic digestion (AD).
 - **54%** of packaging and other wastes recycled.

Why Take Action?

Applying a cost to food waste demonstrates the true value of what is wasted and the potential savings that can be made. By taking a few simple steps to waste less and recycle more, businesses can reap financial as well as environmental benefits. Read on and find out more.

The Hotel Sector

Step 1
Measure and monitor

Step 2
Develop an action plan;
Ways to waste less

Step 2 (cont.)
Develop an action plan;
Ways to recycle more

Steps 3 and 4
Review progress and share your good work

Hotels: Taking Action on Waste

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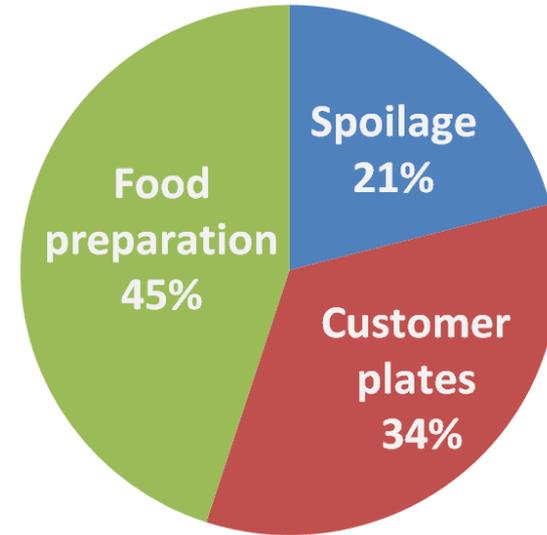
Step 1: measure and monitor food that goes in the bin for a trial period, e.g. a week, to understand where and why this waste arises. Repeat this at least twice a year to measure your progress. This will enable the cost of food waste to be identified and for progress to be tracked over time.

- **For the trial, start collecting food waste in separate bins**, where appropriate. Weigh them so that the amount of food waste can be compared to other wastes. Alternatively, if separate food waste collections are in place, your waste contractor may be able to provide this data.
- **For the trial use three separate bins** (one each for preparation, spoilage and plate waste), where appropriate. Weigh them daily to find out where the most food waste is being generated. This should include food that would otherwise have ended up in the sink disposal unit.
- **Calculate the amount of food waste produced each year** from the data collected. Multiply this figure by the cost per tonne (£4,000) to find out how much this is costing your business each year.

Useful Tools

- WRAP's Online Resource Centre, which includes downloadable tracking sheets: <http://www.wrap.org.uk/resource-centre>
- The Unilever Food Solution mobile app for chefs, Wise up on Waste: <http://www.unileverfoodsolutions.co.uk/our-services/your-kitchen/wise-waste-app>

Where Does Food Waste Come From?



These ratios are general estimates from hospitality and food service research. They can vary according to different kitchen operations and how much food is brought in pre-prepared.



Step 2: develop an action plan using the data collected, with targets, timescales and responsibilities. Ensure that staff are involved. Build in time to measure progress and track how much money is being saved. There are lots of opportunities, as outlined below.

Ways to Waste Less

- **Review stock management and food delivery processes** for food items with a short shelf life. This can be a simple way to reduce spoilage waste.
- **Run your own 'chef master classes'** to reduce food wasted during preparation.
- **Look at ways to improve menu planning** as well as giving customers more choice. For example:
 - offer customers the choice of different portion sizes; for smaller portions you could offer a refill/second helping.
 - consider offering customers options for side dishes so that they can order what they prefer and will not leave food on the plate.
- **Redistribute surplus food to charities**, where possible. Work with charities such as [Plan Zheroes](#) and [FareShare](#). Note: donations must comply with food safety legislation.
- **Train staff** so that they are aware of what they can do to help reduce food waste.
- **Offer doggy bags/boxes to consumers**, where appropriate. Check out the Love Food Hate Waste [resource pack](#) for further advice.

Meeting Consumer Expectations

Use plate waste information to help with menu planning and portion sizes. A recent consumer survey showed that:

- 41% of those surveyed blamed oversized portions for leaving food.
- The main dish and sides are most likely to be left behind, with chips are the most commonly left food (32%).
- Participants were asked about their ideas on how to reduce food waste when eating out. The most popular response concerned the provision of different portion sizes (38%).

Get the Packaging Right

Packaging plays a vital role in protecting and preserving food and drink throughout the supply chain. Suppliers may be able to help to manage your packaging, for example by:

- using returnable and re-usable transit packaging, e.g. for fruit and vegetables;
- using catering packs which can result in less packaging per unit of product, but only if this is not going to create food waste because product is not used before it goes out of date;
- using re-usable packaging and/or serve drinks on tap, e.g. refillable drinks bottles, wine in carafes; and
- optimising packaging, e.g. lighter weight bottles.

Useful Tools

- WRAP's consumer-facing Love Food Hate Waste campaign has a [resource pack](#) which can be used to help to reduce plate waste www.wrap.org.uk/content/less-food-waste-saves-money

The Hotels Sector	Step 1 Measure and monitor	Step 2 Develop an action plan; Ways to waste less	Step 2 (cont.) Develop an action plan; Ways to recycle more	Steps 3 and 4 Review progress and share your good work	Hotels: Taking Action on Waste ← back next →
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Step 2 (cont.): ways to recycle more

- **Get the bins right.** Incorrect types and numbers of bins can lead to the wrong waste going in the wrong bin, such as recycling going in with general waste. Adjusting the size of bins or frequency that they are collected can also save money.
- **Ask the waste management contractor for your data.** Having data on how much waste is going to landfill, being recycled or going to AD will help to understand current levels of recycling. This information can then be used to identify further opportunities. Monitor how this changes on a regular basis.
- **Do the sums.** Recycling waste doesn't attract landfill tax and may cost less. If you are already recycling packaging, it's worth speaking to the waste contractor about other services including food waste collections.
- **Get staff on your side.** Engage staff to recycle more by helping them to understand which waste goes in which bin. It is key for staff to 'buy in' to initiatives so that they see the benefits. This will encourage participation and help increase recycling rates.
- **Work together.** Consider working with neighbouring businesses to procure food waste and recycling collections, where appropriate. There may be efficiencies/economies of scale to be made by working together.

- **Choose the most appropriate waste management solution for your needs.**
- When entering into a contract for food waste recycling, or other waste collections, make sure that the service meets your requirements and won't incur additional costs. Ask questions such as:
 - What type of containers will be provided?
 - What can and can't they recycle?
 - What are the charges; are there any separate charges e.g. for bin rental or over-filled bins?
 - What is the process for changing and/or renewing the contract?
 - What is the process for changing and/or renewing the contract?

Useful Links

- Information and practical advice on food waste recycling collections, including posters, bin labels, and case studies: www.wrap.org.uk/recyclingfood
- Visit www.recyclenowpartners.org.uk to find lots of useful information about recycling, such as signage.
- Online waste management course by Nestlé Professional: <http://www.nestleprofessional.com/uk/en/Courses/Pages/Default.aspx>

Waste Regulations in Scotland

- Legislation for the disposal of food and packaging waste is changing in Scotland from 2014, including a ban on food waste being disposed of to landfill and to sewer, and a requirement to separate food waste and certain packaging wastes for recycling: <http://www.zerowastescotland.org.uk/content/waste-scotland-regulations>

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Step 3: review progress on the plan each month, including speaking to staff and get their feedback on the progress being made. This will keep people involved and motivated. Measure the amount of waste produced regularly and work out how much money is being saved.

Step 4: share your good work with staff, consumers and industry. Keep up-to-date on all the good practice being carried out by other businesses by looking online e.g. the WRAP website. Apply anything you learn to the plan and update it regularly.

Useful Links

- Free tools are available to help with measuring and reducing waste. Access all of these tools and more at www.wrap.org.uk/hospitality
- Help for organisations across Scotland to save money by using resources more efficiently: <http://www.resourceefficientscotland.com/>

Take Action on Waste

- To find out more about the Hospitality and Food Service Agreement, which is helping industry to take action on reducing waste and increasing recycling rates, visit: www.wrap.org.uk/hafsagreement

Strattons Hotel: A Small Hotel Makes Big Savings

Strattons is a small, independent, family-run hotel in Norfolk. In just one year (2010-11), the hotel managed to save over £16,000 by reducing food and packaging waste, increasing recycling to 98% and making savings in other areas such as good housekeeping and water use.

Food waste is prevented by cooking to order, using fresh produce including fruit and vegetables grown in the gardens, sourcing meat from a local butcher and eggs from free-range chickens on site. These measures also help to minimise packaging requirements.

Bulk buying reduces the amount of packaging used and arrangements with suppliers enables cardboard boxes to be returned for re-use. Re-usable crates and cloth bags are also used with some suppliers.

All waste produced in the hotel is segregated, weighed and recorded. Where possible, the waste is taken to the 'recycling room' for storage prior to re-use or recycling. Less than 2% (149 kg) of the hotel's waste is sent to landfill.

[Read the full case study](#)

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In association
with:



This information sheet provides a summary of research data from WRAP.
To view the full reports visit www.wrap.org.uk/wasteinhafs

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