

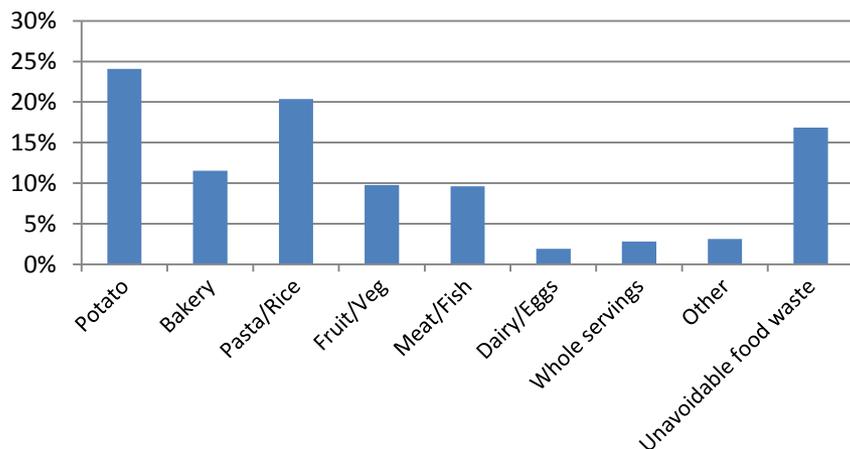
The Services Sector

UK Services catering covers Ministry of Defence (MoD) sites and prisons.

Waste is a key issue for the Services Sector. Food waste represents a cost to the Services Sector alone of more than **£112 million** each year including food procurement, labour, utilities and waste management costs, or **£1,700** per tonne.

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

UK Services: The Composition of Food Waste



Estimated annual statistics show that the UK Services Sector:

- serves **3%** of all meals eaten out in the UK each year, equivalent to 261 million meals.
- produces **83,700 tonnes** of waste each year in the UK, including **68,000 tonnes** of food waste.
- produces **3%** of the total food waste across the Hospitality and Food Service sector in the UK.
- The average cost of avoidable food waste is £0.43 per meal.

Estimated recycling rates for UK Services

- Overall, **34%** of all waste is recycled. This is made up of:
 - **36%** of food waste composted or sent to Anaerobic Digestion (AD).
 - **25%** of packaging & 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 Services Sector

Step 1
Measure and monitor

Step 2
Develop an action plan;
Ways to waste less

Steps 3 and 4
Review progress and share your good work

Services: Taking Action on Waste

next

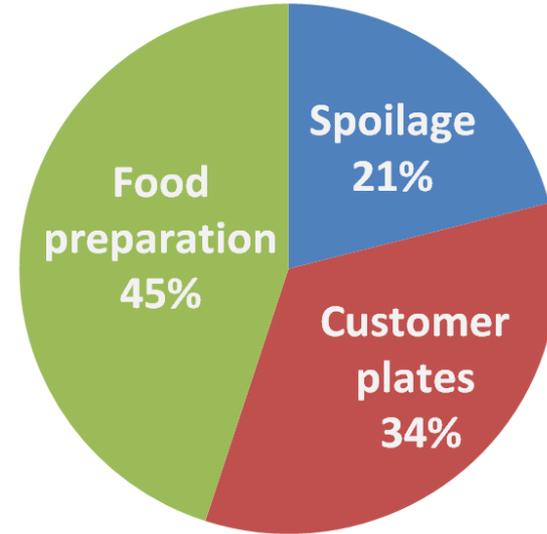
Step 1: measure and monitor food that goes in the bin for a trial period, e.g. a week, to understand where and why this waste arises. Repeat this at least twice a year to measure your progress. This will enable the cost of food waste to be identified and for progress to be tracked over time.

- **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 (£1,700) 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, with targets, timescales and responsibilities. Involve your staff. Build in time to measure progress and track how much money is being saved.

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** through monitoring plate waste.
- **Consider improving demand forecasting systems.**
- **Train staff** so that they are aware of what they can do to help reduce food waste.

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 you manage your packaging 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; and
 - optimising packaging, e.g. lighter weight bottles.

Useful Tools

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

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 anaerobic digestion 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, where appropriate, to procure food waste and recycling collections; there may be efficiencies/economies of scale to be made by working together.

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Step 2
Develop an action plan; Ways to waste less & recycle more

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Step 2 (cont.): ways to recycle more

- **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 or can't they recycle?
 - ❑ What are the charges; are there any separate charges e.g. for bin rental or over-filled bins?

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 from 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>

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 to calculate improvements and savings achieved.

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

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

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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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