

Engaging Teams in Food Waste Reduction



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WRAP- Waste and Resources Action Programme

Target
Measure
Act

Our vision

A world in which
resources are used
sustainably

Our mission

To accelerate the move to a
sustainable, resource-efficient
economy through:

Re-inventing how we design, produce
and sell products.

Re-thinking how we use and
consume products.

Re-defining what is possible
through re-use and recycling.

**WRAP works with partners including HCA,
NHSI, NACC to:**

- Share best practice and promote food waste prevention;
- Engage NHS Trusts / healthcare sites to help them identify food waste prevention opportunities, improve the management of their kitchens and save money

Overview

Today we will talking about

- Food Waste Challenges
- “Guardians of Grub” food waste reduction and behaviour change campaign,
- Opportunities for online learning, Supporting you in your food waste prevention Journey.
- Essential team engagements to ensure effective actions against food waste that make a difference
- The importance of categorising wasted food
- Sharing further insights into engaging your teams and clients on reducing food waste.

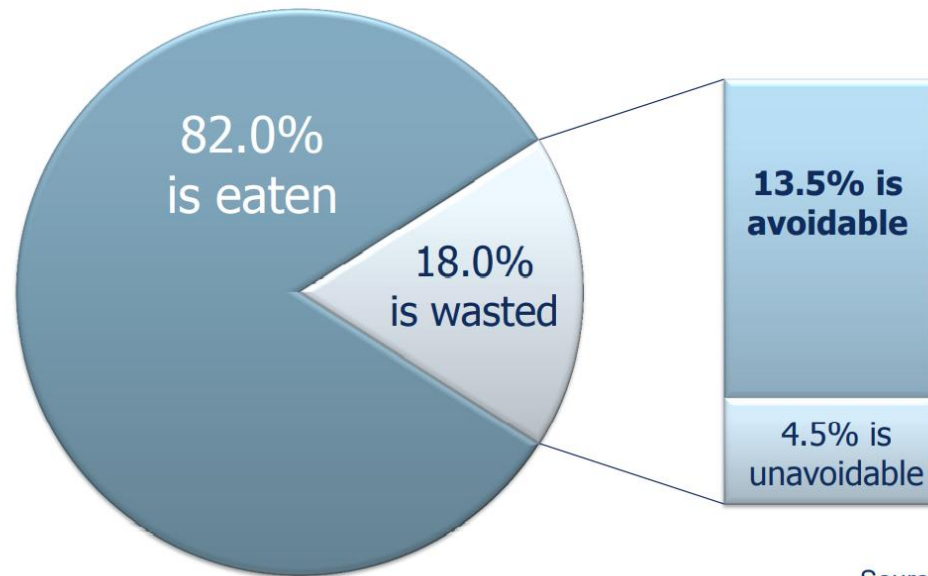
Healthcare food waste stats*



For Health care average costs of food waste

- 1kg is 94p
- 3.39kg CO2e

Food purchased by the healthcare sector



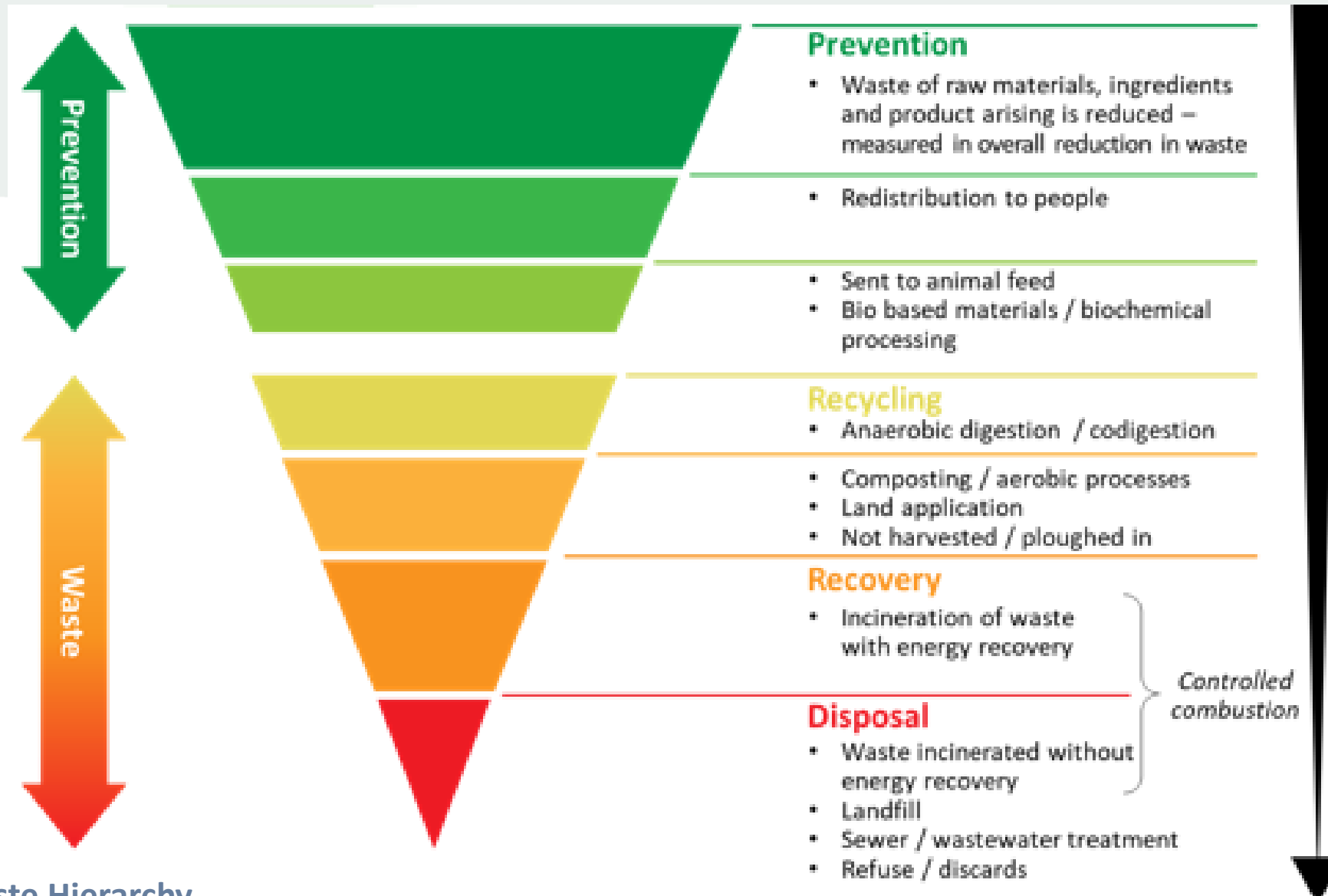
Source: WRAP

13% of food purchased (by weight) ends up in the bin – and that could have been eaten.

Feed People Not Bins

* Stats provided by WRAP





The Food Waste Hierarchy
Stay in the Green

THE HARD TRUTH

81%

of UK citizens are concerned about climate change but only 32% see a clear link between it and food waste

70%

of all food wasted in the UK is wasted by citizens in their own homes

4.5 MILLION

tonnes of edible food is thrown away each year by UK households - the equivalent of 8 meals per week

30%

of global CO₂e greenhouse gases are created from the production and distribution of food

**FOOD WASTE ACTION WEEK
2022**

7th March – 12th March

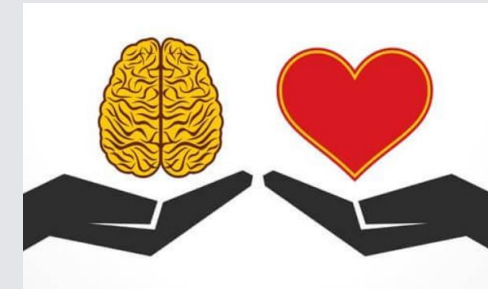
Behaviour change

Your teams are also Citizens – Behaviors are shaped at Home



Behavioral loyalty

"I do it because its my job and My company tell me to"



Emotional loyalty

"I do it because it matters to me, and I believe our company really cares."

Two main strategies for changing behaviour

MAKE IT EASY

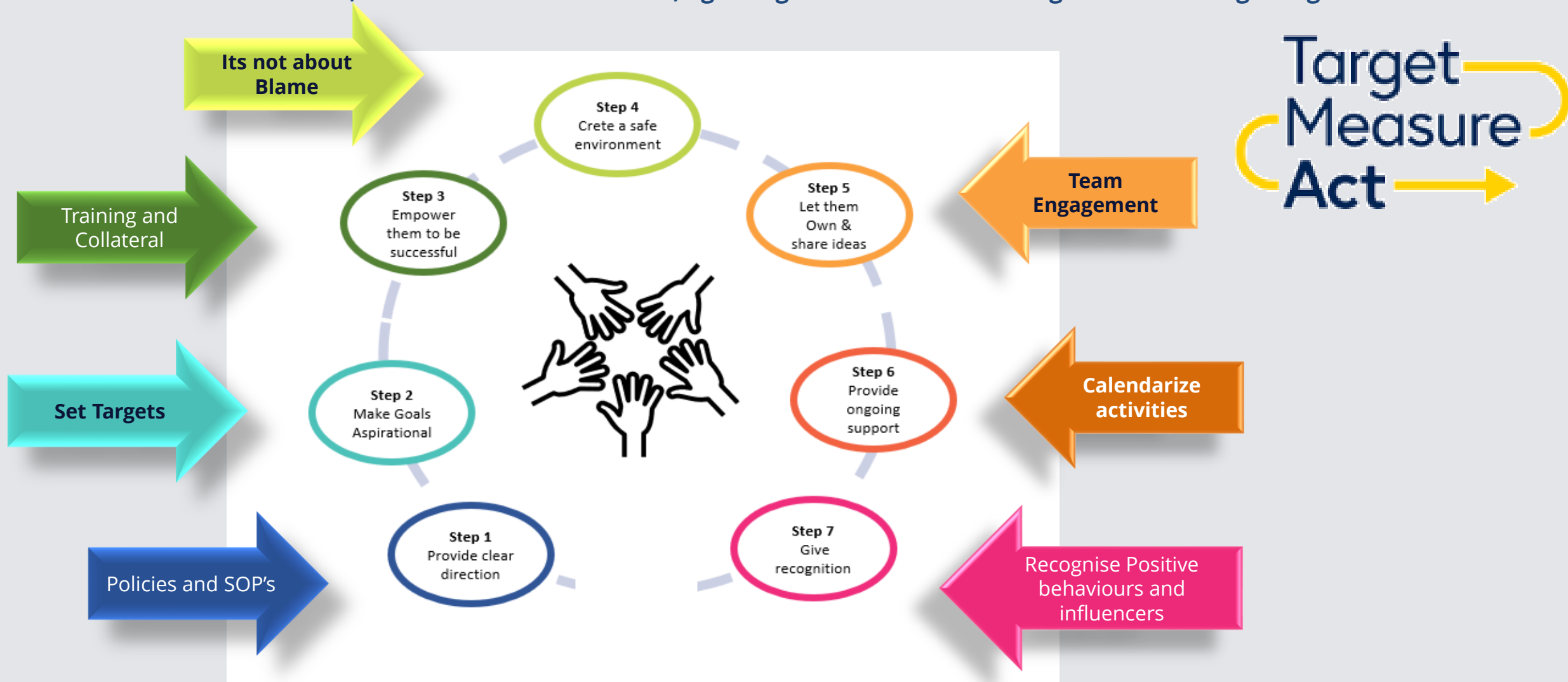
ADD PRESSURE

7 steps to highly engaged team



Take ownership

"It's not about blame, it's about collective action, agreeing correct behaviours together and recognising them."





Helping you Rise Up Against Food Waste

guardiansofgrub.com #GuardiansOfGrub




GUARDIANS
— OF GRUB —

Visit
guardiansofgrub.com

Access the resources

- Campaign toolkit
- Operational resources
- Cost savings skills course
- Becoming a Champion

Subscribe to receive regular updates (tick both boxes)

 As a Guardian of Grub, I pledge to be the driving force behind reducing wasted food across the Hospitality and Food Service sector. I will increase awareness of the issue, track, measure, save and report on wasted food in our business, and do all I can to embed behaviour and working practices that will positively impact the environment, our business and communities.

NAME

EMAIL

COMPANY NAME

PLEASE SELECT

SELECT INDUSTRY

☐ I agree to the Terms and Conditions

☐ Sign up to updates, including the newsletter and evaluation about Guardians of Grub



Protecting Profits & the Planet in Healthcare



www.guardiansofgrub.com: Free tools to track and reduce wasted food

Follow principles of UK Food Waste Reduction Roadmap **Target Measure Act**

- Cost Saving Skills Course 15 minute module
- Interested in next cohort - Becoming a Champion behaviour change course
- Sign up to website and news letter – click both buttons

Becoming a Champion pilot saw up to 38% reduction of food waste in just 4 weeks.



**BECOMING A
CHAMPION**



**GUARDIANS
- OF GRUB -**

Guardians of Grub provides the tools we need to reduce waste in our business...



SUMMARY CHECKLIST

✓ Tick off the actions to track your progress

STAFF TEAMS

- ☐ Set up a team and review data for food thrown away.
- ☐ Make staff aware of the benefits of reducing the amount of food thrown away, e.g. hold a 'Stand Up for Food' month of action.
- ☐ Set targets and share with staff.
- ☐ Train staff on how to prevent food thrown away in their work areas.
- ☐ Keep staff updated on progress – use team meetings, posters, etc.
- ☐ Encourage staff to put forward ideas for further improvements.
- ☐ Challenge wasteful behaviours.
- ☐ Reinforce good practice and recognise the contribution of individuals.
- ☐ Communicate your success with customers.

PURCHASING AND ORDERING

- ☐ Design a smart menu using lower ingredients.
- ☐ Include seasonal produce where possible.
- ☐ Use core items across the menu.
- ☐ Review your menu regularly.
- ☐ Keep an eye out for events near you and regularly check weather conditions.
- ☐ Check use by dates and rotate stock.
- ☐ Work with suppliers to arrange just-in-time deliveries.
- ☐ Consider buying portions ready made for menu items.
- ☐ Bulk buy if it fits with demand or if items are non-perishable.

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GUARDIANS OF GRUB

6 WAYS TO SAVE FOOD

THROWING AWAY LESS FOOD IS EASY

SPOILAGE

Food that is damaged or out of date such as vegetable spoilage

1 SMART ORDERING
Check your stock and purchase only what you need. Buy smaller portions of fresh produce, order more often. Support local – you'll get fresh seasonal produce that lasts longer.

2 SAVVY STORAGE
First in, first out! Store newer items at the back to ensure older items are used first. Label and date new supplies as they come in. Use airtight containers or cling film to keep ingredients fresh or freeze them.

PREPARATION

Food that is thrown away during preparation, such as offcuts

3 SMART MENU
Explore ways of using the same ingredients for different dishes. Use cooking methods for meats, fruit and vegetable and herbs that make the most of ingredients. Be creative by using leftover ingredients and offcuts.

4 ESSENTIAL SKILLS
Empower staff and train them on how to throw away less food safely. Review preparation schedule and food handling procedures. Remove less popular or time consuming dishes from your menu.

PLATE

Food that is left on customers' plates such as chips and garnishes

5 RIGHT PORTION SIZES
Offer portion size and side dish options as well as laboratory doggy bowls.

6 ENGAGE CUSTOMERS
Let your customers know about the work you are doing to save food from being thrown away and ask what they think. Find out what food they don't like and leave it out of their meal.

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7 DAY TRACKING SHEET

Make sure that staff don't make any changes to what is normally thrown away while you are carrying out the review. This will give you a good starting point or 'baseline' which you can use to track progress.

When customers start to be surprised, weigh it and record the weight in the correct column. At the end of the day add up the weights to find out the total amount of food thrown away per day. You can even add this into our handy calculator [find here](#).

While you're doing this, use the 'Notes' section below for any ideas you have about preventing food being thrown away. Try to record what food could have been redistributed, for example.

REMEMBER	SPOILAGE	PREPARATION	PLATE	OTHER
The more you measure the more you can see where savings can be made.	Food that is damaged or out of date such as vegetable spoilage	Food that is thrown away during preparation, such as offcuts, and food that is saved but not served	Food that is left on customers' plates such as chips and garnishes	You can use this column to track other types of food thrown away, such as food that is ready to serve e.g. buffet, but not eaten
DAY 1	kg	kg	kg	kg
Total meals served	kg	kg	kg	kg
TOTALS:				
Notes:				
DAY 2	kg	kg	kg	kg
Total meals served	kg	kg	kg	kg
TOTALS:				
Notes:				

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You make it come to life for your teams

[illegible]

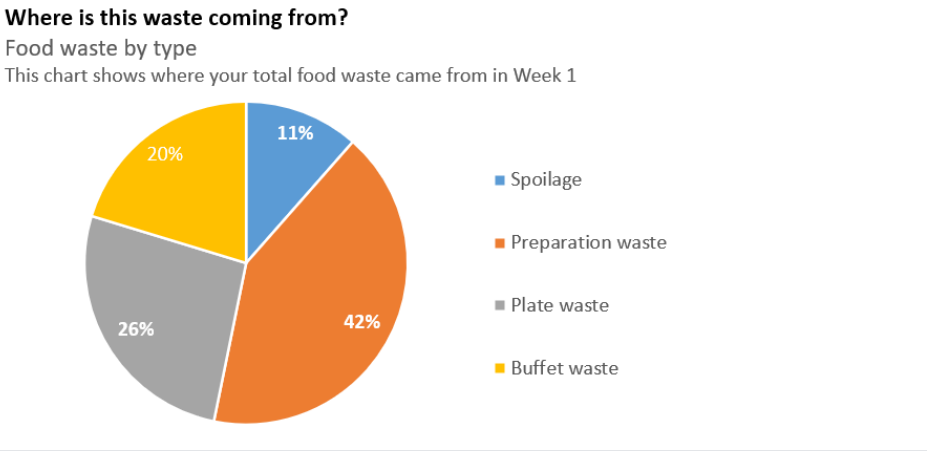
You make it come to life for your teams



FROM THE DATA YOU HAVE ENTERED SO FAR...	
The total number of covers in week 1 was...	3998
	grammes
The average amount of food waste per cover was ...	89
The average cost of waste per cover was ... (based on food purchase cost data from WRAP research. See 'BACKGROUND' tab)	£0.08
	tonnes
Multiplying this up to a whole year suggests that you would be wasting...	18.45
Costing the business an estimated ...	£17,275

HOW MUCH COULD YOU SAVE BY REDUCING WASTE?	
If you were able to reduce food waste by 25%, you would save this in a year...	£4,319
If you were able to reduce food waste by 50%, you would save this in a year...	£8,638
If you were able to reduce food waste by 75%, you would save this in a year...	£12,957

Add Carbon section



You make it come to life for your teams



HOW MUCH CARBON ARE YOU WASTING?

Please note, these calculations are based on assumptions from WRAP's work found in the 'BACKGROUND' tab and should only be understood as estimates

FROM THE DATA YOU HAVE ENTERED SO FAR...

The estimated amount of CO₂e (g) from food waste per cover in week 1 was ...

grammes

No data

The estimated amount of CO₂e (kg) from total food waste in week 1 was ...

kilogrammes

No data

Multiplying this up to a whole year suggests that you could be wasting CO₂e (t) of...

tonnes

No data

Based on week 1 food waste, the yearly estimated CO₂e (t) produced by disposal could be

tonnes

No data

The yearly estimated CO₂e (t) from embodied energy in wasted food could be

No data

The majority of emissions from wasted food come from the production of food itself, rather than disposal.

HOW MUCH CARBON COULD YOU SAVE BY REDUCING WASTE?

If you were able to reduce food waste by 25% from week 1, you could save CO₂e (t) in a year of...

tonnes

No data

If you were able to reduce food waste by 50%, you could save CO₂e (t) in a year of...

No data

If you were able to reduce food waste by 75%, you could save CO₂e (t) in a year of...

No data

DID ANYTHING CHANGE OVER THE FOUR WEEKS OF MEASUREMENT?

Sometimes, just the act of measuring waste leads to a change ... or you may have taken deliberate action on your processes ... did either show up in your food waste figures?

Estimated CO₂e (g) per cover in Week 1 was...

grammes

No data

Estimated CO₂e (g) per cover in Week 4 was...

No data

Change in CO₂e (g) per cover...

No data

POTENTIAL CARBON SAVINGS

If changes made from weeks 1 to 4 were ongoing, this could save CO₂e (kg) per week of...

kilogrammes

No data

If changes made from weeks 1 to 4 were ongoing, this could save CO₂e (t) per year of...

tonnes

No data



You make it come to life for your teams



Action Examples

Preparation waste

- Training basic knife skills
- Review trimming options
- Review purchasing spec
- Review equipment and knives suitable for purpose
- Set up preparation waste recipe blue sky thinking session

Spoilage waste

- Review order cycles
- Review storage systems
- Assess training needs
- Ensure procedures for storage are understood and supported by posters/labels

OUR FOOD WASTE REDUCTION ACTION PLAN					
Organisation/Site:		Owner of plan:		Review date:	
No.	Example Action	By who	By when	Date completed	Comments
Reduce food waste					
1	Preparation - Introduce a Specials board to use up surplus ingredients	(Name)	(Date)	(Date)	
2	Plate - Introduce customer table talker				
3	Spoilage - reduce cooking errors by retraining staff. Display posters are in place to remind staff of FIFO				
Redistribute surplus food					
1	Make arrangements with appropriate organization to redistribute surplus food where it arises.	(Name)	(Date)	(Date)	
2					
3					
Recycle food waste					
1	Contract waste management company to collect food waste separately to discuss setting up collections.	(Name)	(Date)	(Date)	
2					
3					

TOP TIP

Beyond batch cooking - segregating compound dish elements to maximise reuse and commercial benefits

Action Examples

Plate waste

- Review portion sizes
- Review menu cycle
- Review portioning tools
- Create feedback mechanisms
- Look at pre-order systems

Overproduction waste (buffet category)

- Introduce safe chilling for reuse
- Review production plans
- Review cooking in Batch form

Redistribute/Recycle

- Aim for no food to landfill
- Understand food waste collection mechanism and speak with providers

Visibly better for the Planet Team engagement.



**Categorise your waste
for effective action planning**



Visualising the waste,
Helps to define the actions and
brings them to life

FOOD SPOilage WASTE ONLY

Food that is damaged
or out of date



FOOD PREPARATION WASTE ONLY

Food waste from preparation
e.g. offcuts and peelings



PLATE WASTE ONLY

Food left on
customers' plates



PRODUCTION WASTE ONLY

food left after service not sold and not safe
for re-use



Asking the right questions

- **Could we have use it?** Anyone want to create a recipe?
- **What does it cost?** Visualise the commercial impact.
- **Did anything contribute to the waste?** Equipment Breakdown etc.
- **Is there a better way to order it?** Increase frequency reduce volume.
- **Are we noticing any trends?** Menu planning, recipe review.
- **What are the customers telling us?** E.g. Food is cold, presentation is unappealing.
- **Can we change the way we cook it?** E.g. size of batches

Bang the Drum

Make your success stories come to life and advocate the culture

- Client teaching kitchens
- Team recipe competitions
- Sustainability calendar events
- Client business review
- Create case studies and share great practices
- Support continued learning through becoming a champion and the cost savings skills courses
- Make it part of your teams' personal objectives/KPIs
- Recognise and reward Champion behaviours



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SEEING IS BELIEVING WHEN IT COMES TO FOOD THROWN AWAY

Background
Elor is a leading provider of food services. Recognising the impact of food services on society, it has made sustainable development an integral part of its business strategy.

TIP
Get your kitchen crew involved in making savings. The "Guardians of Grub" poster will be a great addition to your staff noticeboard.

TRACKING AND SAVING
A review at a single Elor site suggested a range of initiatives that offered possible annual cost savings of £2,441 and diversion of 1.6 tonnes of waste from landfill.
By implementing a tracking system the company realised that it was throwing away greater levels of food than imagined.
"Recording our wastage by weight has helped us enormously."
"In the first week, the chef manager phoned me to say he couldn't believe that they had filled a whole bag of food waste. Previously, we had no indication on the volume being wasted. If anything, just holding on to the waste before disposal allows you a clear view of the quantities."

LOW COST TO RE...

Background
The Dragon Hotel, part of Macdonald Hotels & Resorts, is a 4 star, 106 bedroom hotel in Swansea city centre, South Wales.

TIP
Use the tracking sheets and calculator tool in the "Guardians of Grub" starter pack to help you reduce food thrown away and save money on running costs.

THE HOTEL HAS ALSO BEEN REDUCE ITS PERISHABLE FOOD PURCHASING COSTS BY 25%

Background
Crieff Hydro is a four star spa hotel in Perthshire, 900 acre estate with rooms and over 500 hotel is in a group of 8 similar, high quality hotels. It has five restaurants, cafes and bars serving a wide range of full meals and snacks.

TIP
Use our tracking sheets and calculator tool to help your business make smart savings too!

Background
After just 8 weeks in a single restaurant, Crieff Hydro reduced costs relating to food thrown away by around 43%, and by 31% in "weight per cover" terms. This equates to an annual saving of around 11.5 tonnes of food, with approximately £51,760 of savings.

Background
By the end of the 6 month pilot, the hotel had reduced costs by £3,000 through simple no or low cost measures including:
• Better menu design
• Offering customers choices on side dishes and
• Introducing food waste recycling collection.
These actions, together with investment in stock control systems are now saving about £15,000 per year.

THE HOTEL HAS ALSO BEEN REDUCE ITS PERISHABLE FOOD PURCHASING COSTS BY 25%

Background
Cath Garcia, General Manager

Background
This has given us the wake up call that we needed. It has shown us just how much cash we were effectively putting into the bin on a daily basis. Seeing the level of detail, down to the waste from specific components of a dish, really brings home the need to change practices and increase awareness. The Wrap and has played a massive part in helping to change perceptions and deliver savings.
Marcus Kenyon, General Manager

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Wall of Fame

<https://guardiansofgrub.com/wall-of-fame/>



Andy Jones , Phill Shelly, Nick Vadis



Without collaboration and advocacy we will not get there as a world if we do not move further faster

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