

Your business is **FOOD**,  
**DON'T THROW**  
**IT AWAY ...**

Cut costs and save money  
by following our easy tips  
to reduce food waste.



[lovefoodhatewaste.nsw.gov.au](http://lovefoodhatewaste.nsw.gov.au)

Waste less food, save money and our environment



**LOVE**  
**FOOD**  
hate waste

# A bit about FOOD WASTE

Food waste is generated across the business. It occurs at purchasing, storage and preparation and through leftovers on customers' plates. What is wasted is not just food, but also staff time and disposal costs.

Reducing waste is **EASY!**

1.

Do a  
**FOOD WASTE  
REVIEW**

2.

Develop an  
**ACTION  
PLAN**

3.

Celebrate  
**SUCCESS**

## About Love Food Hate Waste

Love Food Hate Waste is a food waste avoidance education program under the NSW Environment Protection Authority's Waste Less, Recycle More initiative. It aims to support food businesses with simple steps and handy resources to avoid food waste, educate staff and customers and promote your business.

**NSW food businesses throw away over 30% of their food. Do you?**

## Here's how you'll benefit by AVOIDING FOOD WASTE

- You'll **save money** on purchasing and waste disposal costs.
- Less food waste means **more profit** and **reduced operating costs**.
- Diverting food waste from landfill helps our environment.

# Why do a food waste REVIEW?

A review is an easy way to find out where food is being wasted in your business. It'll give you some clear ideas on how to reduce excess waste and start saving money.

## What are the three types of waste?

### Spoilage

Food that is damaged or out of date, such as spoilt vegetables.



### Preparation waste

Food that is thrown away during preparation, such as offcuts.



### Plate waste

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



## I'm ready. WHERE DO I START?

- > **Notify staff** that you are all working towards reducing food waste.
- > **Nominate staff** members to sort and record your food waste for a week.
- > **Set up** separate 5-15 litre buckets for spoilage and preparation and plate wastes.
- > **Weigh** the buckets before emptying them.
- > **Record** the weight on a food waste review sheet or by using the free app *Wise Up On Waste*.

*Reminder: Check bins regularly to make sure staff are following instructions.*

## YOUR FOOD WASTE REVIEW

Food that is out of date such as...

- > The 3 food waste types are to be recorded each day.
- > Record your food waste weight in kilograms (KG).

Day 1

Total meals served:

Day 2

## How long should the review last?

A one-week food waste review will give you a clear picture of where food is wasted and what you can do to cut waste. Repeating it seasonally or every six months will keep your business in check.

## What's next?

Based on the results of the food waste review, you can develop an action plan to tackle the three types of food waste and improve your profits and efficiency.

**Smart ordering** reduces food waste from spoilage and increases efficiency.  
**Clever menu design** reduces food waste from preparation and saves money.  
**Food donation or recycling** diverts waste from landfill and helps those in need.

# How can I order and store food **SMARTER?**

If spoilage is a big contributor to food waste in your business, then changing the way you order and store food can make a big difference.



## Savvy STORAGE ...

Well-organised storage increases efficiency and avoids unnecessary food waste.  
**Some good tips for storing:**

**Declutter/ arrange** your storage spaces. Label and date food as it comes in.

**First in, first out!** Store new supplies at the back to ensure older items are used first.

**Store food** as soon as it is delivered. Avoid overloading the fridge or freezer.

Use **airtight containers** or vacuum packing to keep already prepared food fresh for longer.

**Clever storage = lower running costs and higher profits.**

## A few handy tips to get you ordering smarter. **ORDER UP!**

- Check your stock and **buy only what you need**.
- **Buy local and seasonal** products – fresher, rich in flavour and they're cheaper.
- **Order less** but more frequently to save on storage space and keep food fresh.
- Order meat and fish **pre-cut to size** to save preparation time and leave less food waste to manage.



# Creating a CLEVER MENU

If your food waste review shows that spoilage and food preparation are responsible for a lot of waste, then reviewing your menu could help save money and reduce waste.



## Clever ideas to REVIVE YOUR MENU

**Explore** ways of using the same ingredients for different dishes.

Employ **nose-to-tail** cooking methods for meats, fruit and vegetables and herbs.

**Be creative** by using leftover ingredients and offcuts.

### Time to review the menu

Your menu is your 'public face' and should appeal to the tastes of your customers. Too many choices on the menu can overwhelm customers. It can also mean high running costs for ingredients and more preparation and food waste to manage. Cut running costs and increase customer satisfaction by reviewing your menu.

### Broadcast your efforts

Your customers want to be part of your food waste avoidance actions to save our environment. Display Love Food Hate Waste business program materials to share your good work and thank them for their support.

### Do something SPECIAL!

- Offer **chef or lunch specials** to use up excess ingredients.
- Offer a **range of portion sizes**, so customers will have space for dessert.
- Offer **garnishes and side orders** on request to give customers the choice of what and how much they want to eat.
- Incorporate **seasonal ingredients** to excite your regular customers and cut costs.



# It's easy to reduce PLATE WASTE

Common sources of plate waste are side dishes like chips, bread and vegetables. Portion sizes that are too big also add to plate waste. Take notice of the leftovers on plates, as it will give you a clear picture of how satisfied your customers are and some solutions for increasing your profits.



## How can I reduce plate waste?

1.

Offer a range of portion sizes.



2.

Offer side dishes as options or on request.



3.

Offer take-away containers.



### Ask for customer feedback

The steps you take to reduce plate waste will depend on why your customers don't finish their food. Your front-of-house staff can chat to customers about why they have leftovers and options for smaller portion sizes. Staff are often good at identifying the most common leftovers and least popular side dishes.

### Empower your staff

Empower your front-of-house staff to promote your good efforts and communicate changes with customers. Involving them with menu design and listening to their feedback can boost waste reduction and help profits increase.

**71% of people would think more favourably about restaurants that offer take away containers for leftover food.**

### Why not take home and enjoy later?

The *Food Act 2003 (NSW)* does not prevent restaurants from offering take-away containers to customers. It's the responsibility of the consumer to store and handle food taken away from the restaurant safely to minimise the risk of food poisoning.

- Customers can bring their own container. However, any take-away containers you provide must be both new and food grade.
- Place a sticker on the container to remind customers about food safety and promote your business.



It's easy to reduce plate waste!

# FOOD DONATION OR RECYCLING

When food waste can't be avoided, donating food or recycling it are much better options than sending it to landfill. It's a perfect way of building an environmentally and socially sustainable business while cutting down operational costs.

## On-site COMPOST or WORM FARM and FOOD COLLECTION

Composting or worm farms are a great way to manage food that is no longer suitable to be eaten and it breaks down food waste into nutrient-rich compost for your gardens or plants. Check with your local council before setting up to ensure you have followed environmental guidelines.

You can also find a food waste collection service provider through [businessrecycling.com.au](http://businessrecycling.com.au) or contact your current waste collection provider or local council for more information.



## Why donate food?

Every month in NSW, food rescue agencies help 100,000 people in need, a quarter of them children. Your local food recovery charity can collect your surplus food on a regular basis or as a one-off service and distribute it to those in need.

Food donors are protected under the *Civil Liability Amendment (Food Donations) Act 2002*. The Act limits the liability of individuals and businesses that donate food, providing certain food safety conditions have been met.