
RECOMMENDATIONS FOR

SUSTAINABLE DESTINATION PARTNERSHIP

MEMBERS





Procurement



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Commit

- ▶ Ask suppliers to commit to food waste reductions and discuss how they will achieve their commitments.



Measure

- ▶ Request key suppliers provide data on:
 - **% of food wasted.**
 - **% of waste which is recycled.**
- ▶ Measure food waste due to poor quality or expiry of produce.



Engage

- ▶ Seek sustainably certified suppliers.
- Frame a set of questions to ask suppliers, for example:**
- Does your business measure food waste?
 - What % of food is wasted?
 - Does your business recycle food waste?
 - What measures do you have in place to reduce food waste?
 - What system do you use to check quality of products?



Implement

- ▶ Develop ongoing communication and collaboration with suppliers on food waste. This can enable implementation of the following:
 - Supplier stocks of items approaching end of life can be purchased at discounts and promoted to customers as specials, assisting supplier to clear stock and avoid waste.
 - Menus can be designed to include preserved ingredients where suppliers have excess stock.
 - Collaborative planning to support purchase of local seasonal produce through menu design.
- ▶ Manage ordering and stock control through menu planning, software tools and efficient pantry design and processing.



Share

- ▶ Share data on your suppliers performance in reducing food waste with SDP members to exchange and develop knowledge and innovation.

- ▶ Measure food waste/carbon in the supply chain:

- **DIRECT**

- ▶ For Carbon, a range of businesses can help you measure each of your scopes of emissions such as:

- **Planet Price**
- **Energy Conservation**
- **Many others**

- ▶ Reduce waste by procuring items destined for Landfill through some of the following platforms:

- **YUME**
- **Refresh: Food**

- ▶ Use suppliers and platforms looking to connect businesses and farms directly such as:

- **Natoora**
- **Open Food Network**
- **Sustainable Table**

- ▶ Sustainability certification programs

- **B Corp (see sample supplier sheet)**
- **Ecovadis**
- **Science Based Targets Initiative**



Kitchen



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Measure

- ▶ Measure waste in the kitchen, with data segmented by spoilage, prep waste and plate waste and/or food groups such as proteins, carbohydrates and fruit & veg. *(food group categorisation can be useful for calculating the cost of waste).*

Processes may include:

- A one-off separation audit for one or several days to establish typical waste patterns.
- Ongoing measurement and recording of food waste, using separation bins in the kitchen *(or relying on waste contractor collection records if you have an organics service,)*
- Technologies such as Leanpath or Winnow, which utilize software and photography to provide accurate, long-term tracking of waste.



Implement

- ▶ Plan low waste menus where off-cuts are used, excessive prep waste is avoided, and portion sizes are appropriate for customer consumption.
- ▶ Separate waste streams in the kitchen, maximising limited kitchen space *(typical in CBD locations)* and bin functionality by using well colour coded "Slim Jims", with photos of acceptable items which are actually generated in your kitchen.

If space is a serious constraint, spend time on reducing food waste to begin with - the less food is wasted, the smaller the bins you need to provide.

- ▶ Tech tools for Monitoring Food Waste:
 - [LeanPath](#) | [Winnow](#) | [Op Central](#) | [Fourth](#)

Sell Surplus at a discount:

- [Too Good to Go](#)

Food Donation:

- [Copia](#) | [Takerway/Ywaste](#)

- ▶ Production Management:
 - [UpShop](#) | [Deliverect](#) | [Crunchtime](#)

Demand Prediction:

- [Fourth](#) | [Predict HQ](#) | [UpShop](#) | [Crunchtime](#)

Inventory Management:

- [Fourth](#) | [PrepSafe](#) | [PreciTaste](#)

- ▶ Further Guidance in how to manage kitchen waste see:

- [Love Food Sydney](#)
- [Your Business Is Food](#)
- [Guardians of Grub](#)

- ▶ Utilize business support programs such as the [NSW EPA's Bin Trim program](#) to guide action.



Staff



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Commit

- ▶ Include effective management of food waste as a task in staff position descriptions.



Measure

- ▶ Include reduction and separation of food waste as formal or informal KPI for relevant staff and review measurement of food waste, waste intensity and recycling in performance reviews.



Engage

- ▶ Hold regular Staff WIP (*work in progress meetings*) covering food waste issues in a non-hierarchical manner.
 - Staff handling waste can provide expert insights to the larger team.
 - Encourage collaboration between BOH and FOH teams.
- ▶ Specify front of house roles in reducing waste, such as:
 - Explaining food origins to emphasise value of food to customers.
 - Advising customers on meal sizes and whether the food ordered is enough for a table.
 - Determining the pace of service for catered events.
 - Arranging provision of goodie bags.
 - Giving feedback to the kitchen about food items that are routinely unfinished.
- ▶ Engage upper management by converting food waste figures into financial figures / carbon figures & presentation of business case in terms of ingredient costs saved, and lower waste cartage fees.
- ▶ Engage and encourage chefs to be change managers in the fight against food waste.



Implement

- ▶ Induct staff on food waste avoidance and recycling procedures and regularly remind them to follow.
- ▶ Set staff with challenges such as:
 - creating a dish out of a commonly wasted ingredient.
 - make drinks look beautiful without including a garnish that will end up as waste.
 - how can we push up a minimum spend without pushing up food waste
 - how can you talk to customers away from excessive abundance and towards elegant satisfaction.
- ▶ Structure staff access to food in ways which reduce waste. Approaches may include:
 - providing staff with a rotating roster of a limited number of meals and giving them input into what is rostered for the week
 - providing a buffet of items earlier in the working day, running down stocks and then providing cooked to order meals later in the day to avoid waste
 - allowing staff to take home good quality leftover food reduces waste, can be easier to arrange than sending food waste to charities, helps workers navigate the current cost of living crisis, and can create goodwill.



Share

- ▶ If your staff team has created a recipe or a process that reduces waste, share it within the SDP, or other communities of practice that you are part of.
- ▶ Reducing entrenched wasteful practices is an all hands on deck situation, and no one organisation can create a singular solution that fixes everything.
- ▶ Reducing food waste is about changing a multitude of everyday practices, creating new habits, changing the infrastructure so that it supports the minimisation of waste, and shifting the public perception of food waste to being something as unclassy as littering. Sharing knowledge and ideas with other organisations will help you to achieve your goals.

- ▶ Provide education to Staff:

- [Love Food Sydney](#)
- [Your Business Is Food](#)
- [Guardians of Grub](#)



Service options



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Measure

- ▶ Audit specific high food waste activities such as events and buffets, to better understand where food waste is generated and to inform customers.



Engage

- ▶ Engage customers by offering targeted low waste options for events and buffets.



Implement

- ▶ Provide buffet customers with the appearance of abundance in less wasteful ways, such as putting out smaller, more curated plates of food or including serve ware that works at various heights; including produce displays and florals that can be used multiple times. Involve your design team in developing attractive, less wasteful buffet displays.
- ▶ For events, consider cook to order options at on-site "stalls" an alternative to tray service of pre-cooked food. particularly when factors such as unpredictable attendance numbers or alcohol consumption may make it hard to estimate how much food will be consumed.
- ▶ Structure staff access to food in ways which reduce waste.

- ▶ Resources on how to manage buffets and the future of Buffets

- [Guardians of Grub](#)

- ▶ Ensure Caterers have been informed by the [Catering Sector Action Plan](#)

- ▶ Provide food service managers are across their relevant [Sector Action Plans](#) to reduce food waste. These have been developed by [End Food Waste Australia](#) and encompass various food service sector types such as [Cafes](#)



Customer



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Commit

- ▶ Assist government and corporate customers to achieve their sustainability commitments by reducing food waste and reporting outcomes. This will increase your attractiveness as a supplier or destination.



Measure

- ▶ Measure food waste at corporate events and report results to the customer. Note that weight will be a more useful measure than volume, especially to present customers with carbon footprint or a financial information.

To calculate a carbon footprint, use the [Watch My Waste calculator](#)



Engage

- ▶ Develop customer segmentation profiles regarding attitudes to food waste and offer targeted low waste options. Corporate clients may respond well to low waste events as a contribution to sustainability targets. Private customers may respond better to presentation of food waste avoidance as a way to keep down prices, or to options for goodie bags or options to supply excess food to charities.
- ▶ Consider variations in international attitudes and awareness of food waste for overseas visitors.
- ▶ Utilise champions or celebrities to enthuse customers with the importance of managing food waste. For example, chefs could be promoted through posters, social media or talks to customers as champions for avoiding wastage of the high-quality food which they prepare.
- ▶ Engage with customers through menu, marketing and front of house conversations by providing information on the quality and value of your food and the costs of wasting it.



Implement

- ▶ Implement customer information packages on food waste targeted at relevant customer profiles, for example:
 - low carbon event packages for corporates
 - cheaper **"low waste"** options for budget conscious customers
 - presentation of food origins for visitors to emphasise value of food
- ▶ Manage uncertainty regarding attendee numbers at events by offering cook to order options at on-site **"stalls"** an alternative to tray service of pre-cooked food, particularly when factors such as alcohol consumption may make it hard to estimate how much food will be consumed.
- ▶ Encourage customers to take home leftovers by rebranding, for example:
 - **"goodie bag"** not **"doggie bag"**.
 - British government program **"Be a lover, not a leaver"**.

- ▶ The NSW EPA has a range of tools and signage to help engage customers.

- [Your Business is Food](#)

- ▶ Appeal to corporate customers with sustainability goals by sharing your hotels performance using sustainability performance tools:

- **NABERS Waste Verification**
- **SBTi commitments**

- ▶ Look at ways to encourage customers to take home leftovers:

- [Good to Go Initiative](#)



Waste collection and processing



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Commit

- ▶ Commit to **waste intensity and recycling targets** based on improvements above current baseline (*note that reducing the total amount of waste, including food waste that goes to compost is the most important action*).

Measure

- ▶ Specify waste contractors are to provide data on actual collections of waste by waste stream, size and numbers of bins.
- ▶ Provision of bin weights is the optimum data quality.
- ▶ Require contractors to inform you which destination your organic waste is delivered to for recycling.

Engage

- ▶ Consider a staff & management tour to an organic waste recycling facility to help your team to understand the beneficial uses of compost and the importance of eliminating contamination in food waste.

Implement

- ▶ Make space for separation of food waste in kitchens and provide bins for food recycling services.
- ▶ If volume of food waste justifies, consider onsite methods of pre-processing waste - such as pulping systems, dehydrators or the Goterra system. These systems can reduce collection costs, carbon footprint and limit issues with odours and pests.
- ▶ There may be potential to share systems between businesses in the same precinct.

Share

- ▶ Share data on your waste and recycling performance with SDP.
- ▶ Promote improvements in recycling and waste intensity through social media and sustainability reporting

▶ Food Waste Donation Businesses:

- [OzHarvest](#)
- [FoodBank](#)
- [SecondBite](#)

▶ Onsite Processing Technologies:

- [Wastemaster](#)
- [Pulpmaster](#)
- [Goterra](#)
- [BioFeed](#)
- [Enrich 360](#)
- [Foodie – Powertech](#)
- [EcoGuardians](#)

▶ Waste Service Providers in Sydney:

- [ORG](#)
- [Veolia](#)
- [Cleanaway](#)
- [JJ Richards](#)
- [Many others](#)

▶ Waste measurement ratings

- [NABERS Waste assessment](#)
- [Earthcheck](#)



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