



FoodService
EUROPE



FOOD WASTE REDUCTION
*Case studies from the contract
catering industry*

July 2014

FoodServiceEurope

About us



Contract catering covers food services for people working or living in communities: private and public undertakings, schools, hospitals, retirement homes, prisons

- ➔ We represent the interests of the European contract catering sector at the EU level
- ➔ 600,000 employees in Europe / 6 billion meals year
- ➔ Key stakeholder in the EU policymaking process

OBJECTIVES

- Provide valuable insight on EU policy initiatives/legislation
- Inform policymakers on the perspective of the EU contract catering sector
- Create EU-level forum for contract caterers
- Cooperate with other EU stakeholders on areas of joint interest

Our Members



Our members include 9 national associations that represent contract catering across Europe. Through the Food Service Round Table, we also bring together the CEOs and senior business managers of Europe's leading contract catering companies

Full Members



Belgium
Union Belge du Catering
(U.B.C.)



Italy
Associazione Nazionale
Aziende di Ristorazione
Collettiva (ANGEM)



Spain
Federación Española de
Asociaciones Dedicadas a la
Restauración Social
(FEADRS)



France
Syndicat National de la
Restauration Collective
(S.N.R.C.)

VENECA Vereniging
Nederlandse
Cateringorganisaties

Netherlands
Vereniging Nederlandse
Cateringorganisaties
(VENECA)



Sweden
Visita



Hungary
Turisztikai és Vendéglátó
Munkaadók Országos
Szövetsége



Portugal
Associação da Hotelaria,
Restauração e Similares de
Portugal



United Kingdom
British Hospitality
Association (B.H.A.)

Associate Members



Compass Group



ISS World Services



TRIVALOR SERVIÇOS

Trivalor



Elior



Sodexo



Initiatives by Companies

1. FoodServiceEurope associate members
(*Food Service Round Table*)
2. Companies that are members of the national
association members of FoodServiceEurope



Initiatives by Companies

- 1. FoodServiceEurope associate members**
(Food Service Round Table)

- British multinational contract food and support services company
- 500,000 employees/ 50 countries
- 4 billion meals a year/ 50,000 client location

PROJECT	Trim Trax
WHERE	UK & Ireland
WHEN	Since 2012
OBJECTIVES	<ul style="list-style-type: none"> • Waste reduction in-unit teams • Raising awareness of wastage & embedding disciplines necessary to reduce it
OVERVIEW	<ul style="list-style-type: none"> • Members of food production teams receive individual Trim Trax food waste bins. All waste to be recorded by volume, categorised & assigned a value • Results to be monitored online though weekly reports & the best performers to be rewarded • Online accessibility enables identifying trends & improving measuring wastage across the whole company
RESULTS	<ul style="list-style-type: none"> • 100% implementation target by September 2013 - achieved!



Trim Trax
The Trim Trax Process

1. Collect food waste in the container
2. Record the volume before you...
3. ...Empty into rubbish bin

Be aware of waste. Trim it with Trim Trax!

Eurest Services

Other initiatives by Compass

PROJECT



WHERE

US

WHEN

Since 2011

PARTNERS

Green Restaurant Association, Environmental Defense Fund, Food Service Technology Center, First Carbon Solutions

OBJECTIVES

- Creating customised strategies to decrease waste disposal
- Reduction of energy & water consumption

OVERVIEW

- Based on a software application developed by First Carbon Solutions that includes thousands of data points from the food industry supply chain that gauge the impact of menu choices, appliances, procurement policies, packaging and disposal methods on an operation's carbon footprint.
- By comparing their own metrics against those benchmarks, chefs and managers can get a sense of how their business practices measure up against other operations.
- Chefs are also provided customised menus of 185 choices to reduce own environmental impact & operation costs

RESULTS

The system is now available to all 9,900 US Compass Group locations

Source: [Webiste](#) / [News](#)

Initiative at Roland Garros

France

June 2014

- Association Missing Link (“Chainon Manquant”), the City of Paris
- Joint initiative with Potel&Chabot et Le Nôtre

Reducing food waste to address the particular difficulty for catering companies to foresee during the tournament the food supplies needed

- The partners agreed to redistribute products and sandwiches that remained unsold during the competitions.
- With about 7,000 sandwiches provided daily, Eurest could accumulate between 500 and 1,000 unsold sandwiches per day.

After a week of the tournament, more than 10,000 meals were provided

Source: [PDF](#)



- Third provider of contract catering services in Europe
- 105,000 employees/ 13 countries (with around 50% of turnover in France)
- 3,45 million customers taken care of every day



PROJECT	Contre le gaspillage alimentaire dans les restaurants scolaires
WHERE	France
WHEN	Ongoing since 2010
OBJECTIVES	<ul style="list-style-type: none">• Increase awareness among children and adolescents to reduce food waste• A real collective progress and reduction of waste in school cafeterias.• Reducing food waste by 50% by 2025
OVERVIEW	<p>Every year Elior develops campaigns to increase awareness on food waste among school students, involving as well teachers, facilitators and catering staff throughout France. On the occasion of the annual Sustainable Development Week 2014, Elior renewed its commitments through actions that included:</p> <ul style="list-style-type: none">• «Chasse aux gaspi» (<i>waste hunt</i>) with more than 400,000 students. The initiative aims to teach students how to adequately assess the amount of food they intend to eat. The amount of wasted bread is recorded and students become alerted. Subsequently, the new waste is measured and the results are compared. Once the project is completed, the amount of wasted bread can be provided for animal feed and the wasted water to watering plants.• The sorting table developed by Elior, allows guests to divide their food waste in an intelligent manner• The Atelier on food waste recycling (in partnership with the Association Worgamic) including practical workshop for producing worm composting basics. Students learn about different types of organic waste and environmentally friendly practices.
RESULTS	<ul style="list-style-type: none">• Food waste in schools reduced from 30 to 20%



Source: [Webiste](#)

Other initiatives by Elior

PROJECT	Resource Optimisation Review
WHERE	UK
WHEN	2013
PARTNERS	<ul style="list-style-type: none"> • WRAP / TDK-Lambda
OBJECTIVES	<ul style="list-style-type: none"> • At TDK-Lambda’s manufacturing site in Ilfracombe, Elior provides breakfast and lunch to 315 employees in addition to offering an all-day vending service. TDK-Lambda has a recycling rate of 97% across the site, so Elior needed to address food wastage to meet client expectations. • Elior’s Regional Director for the South, Mark Hall, described the drivers for becoming more resource efficient as three-fold: “Legislation, corporate responsibility and cost all play their part.”
OVERVIEW	<ul style="list-style-type: none"> • WRAP analysed Elior’s activities and proposed changes that included: data recording, awareness raising, tweaked food preparation techniques, use of clear bags • Potential cost savings of £2,441, diversion of 1.6t of waste from landfill, 2.6t of CO2 equivalent saving
RESULTS	<ul style="list-style-type: none"> • For Elior, the review has already had a major impact, helping it notably to highlight areas for improvement and cut costs • The company is now exploring potential for a separate food waste collection for disposal to anaerobic digestion (AD) • Elior intends to apply similar monitoring systems across other UK sites

Source: [WRAP](#)

Key lessons

The use of clear bags when separating food waste has been crucial to success: *“When you can actually see the mass, it makes an enormous difference. We learnt quickly that some of the things going in the bins during production – such as the tops from peppers, for example – could be made use of”,* says Mark Hall



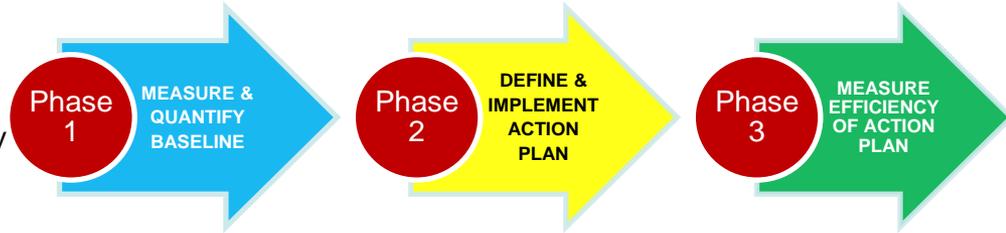
Using clear bags for the segregation of food waste has helped to emphasise the quantities wasted



- French multinational company, worldwide leader in Quality of Life services
- 40 years of experience and unique expertise
- 428,000 employees/ 80 countries



PROJECT	WasteWatch	
WHERE	Being rolled out in all Sodexo sites globally	
WHEN	2013 -2014	
OBJECTIVES	Reduce food waste through a management tool intended to reach efficiency via a pragmatic and easy-to-handle methodology	
OVERVIEW	<p>Sodexo's commitment to fight food waste is part of its continuous improvement approach, the Better Tomorrow Plan, adopted in 2009. One of the three pillars of this initiative focuses on the protection of the environment. In particular concerning food waste, Sodexo has committed to reduce organic and non-organic food waste in all the countries where the company operates and at all of the clients' sites by 2015. Sodexo also commits to support initiatives to recover organic and non-organic waste.</p> <p>The WasteWatch program is based on a 3 steps methodology that starts by monitoring food waste to then define an action plan to address the challenges identified and concludes by measuring the efficiency of the actions adopted.</p> <p>The program is based on a positive and participatory approach that seeks to engage teams on site (restaurants), supported by a central team throughout the process. The local teams receive a toolkit of information to help them deploy the project on site and take ownership of the methodology to be able to apply it alone and ensure a sustainable process.</p> <p>Lessons learned: site teams are highly motivated by social and ethical arguments; support from high management is a key for success'</p>	
RESULTS	<p>The percentage of food waste detected is less important than expected</p> <p>The program is still ongoing but results so far show that WasteWatch has helped reduced food waste at restaurant from 30% up to 45%.</p>	



Key challenges

- Mobilization of resources for deployment
- Ensure reliability of food waste measurement and data reporting
- Food safety rules

PROJECT

Food donation initiative

WHERE

Belgium

WHEN

Pilot project has started in the first semester of 2014.

PARTNERS

A major corporate client of Sodexo and the social NGO Bij Ons/Chez Nous (who feeds homeless people)

OBJECTIVES

Donate to social organizations the food that has not been consumed by consumers at the end of the service

OVERVIEW

This initiative to donate food to social organization is linked to a Sodexo global social program, called Stop Hunger. Sodexo created Stop Hunger in 1996, after some of the company's U.S. employees noted that, during school holidays, some children lacked the basic nutrition provided by school food services. The Sodexo employees decided to step in and provide free meals during those holiday periods. Although Stop Hunger has become an independent organization, today Sodexo continues to provide its support by engaging employees, suppliers, clients and consumers in the Stop Hunger efforts.

Stop Hunger is active in around 30 countries and Sodexo employees play a role through various initiatives, including surplus food distribution.

Additional information on Sodexo's engagement in the Stop Hunger initiative is available in Sodexo's [Website](#)

RESULTS

The current results are very positive. Between 10 and 20 sandwiches are given every day.

Sodexo hopes to be able to reproduce this best practice in other restaurants.



stop hunger

Key challenges

- Food safety rules are a constraint as only a limited amount of food that has not been offered to the consumers can be given. (e.g. example sandwiches that are fully packaged)
- Client has to agree to participate in this kind of project and may have special requirements about beneficiaries for example



Initiatives by Companies

2. **Companies that are members of the national association** members of FoodServiceEurope



- Member of the British Hospitality Association
- UK leading independent food service specialist
- 7,000 employees/ 600 locations



PROJECT	Waste to renewable energy programme
WHERE	UK
WHEN	Since 2008
PARTNERS	PDM Group
OBJECTIVES	Finding a local solution to manage each of 700 UK sites' food waste
OVERVIEW	<p>1st UK company to launch a nationwide programme of recycling food waste into green energy</p> <p>The company partnered with a specialist whose network made it a sensible option for BaxterStorey to use the bio-energy route: the PDM Group, one of the UK's largest food chain by-product recyclers</p> <p>Recent developments: BaxterStorey has just rolled out companywide segregation of food waste integrated with its accounts package 'evolution' to enable real data reporting and the opportunity to reduce volume through accurate monitoring.</p>
RESULTS	<p>Trial to recycle waste food from the kitchens into biofuel was so successful that within 6 months the project was rolled out making the service available to all BaxterStorey clients across the UK.</p> <p>Recycling in excess of 300 tonnes of food waste annually generating 65 mwh per annum preventing over 500 tonnes of CO2 emissions by diverting waste from landfill and preventing use of fossil fuel to generate the same level of power.</p>

Key challenge:

Client understanding and their ability to see this as not just another cost. *"We operate the kitchens on behalf of our clients and, while we encourage all of our clients to use alternative waste management streams, ultimately the decision is theirs"*, as pointed out by Mike Hanson (Head of Sustainability and Environmental Management at BaxterStorey)

The future: BaxterStorey is now moving towards turning food waste into renewable energy by anaerobic digestion



- Member of Syndicat National de la Restauration Collective
- 55,000 meals a day/ 256 clients
- Winner of 2013 Prix Entreprises and Environment



PROJECT	« Zéro Gaspil [®] »
WHERE	France
WHEN	Since 2007
PARTNERS	Project validated & monitored by the independent inspection body "Bureau Veritas Certification"
OBJECTIVES	Reduction/Recycling of food waste in restaurants through actions based in the principle of educational and nutritional freedom
OVERVIEW	<p>Students help themselves to starters and the chef serves them a hot main course with just one condition: the dish has to be empty before the student can have the main course. The chef will serve the student at his or her request and the student can then help himself or herself to the side dishes (vegetables and starches). Only dessert and cheese are not all-you-can-eat. At the end of the meal the student's dish has to be empty.</p> <p>Children are thereby made responsible for taking part in the fight against food waste; they eat depending on their appetite; the food is hot when they eat it and there is an increased conviviality with the kitchen staff.</p>
RESULTS	<ul style="list-style-type: none">• Waste reduction from 150 g. to less than 10 g, for which the company received an award « Coup de Coeur » in the category circular economy at the "Prix Entreprises & Environnement 2013".• Adoption in 35 schools• Meeting the 60 auditing criteria of the "Bureau Veritas Certification"• Having started in schools, the projects is also expanding to companies



Source: [Webiste](#) / [PDF](#) / [Prix-Entreprises-Environnement](#)



Initiatives by National Associations

FoodServiceEurope members

PROJECT	<p><i>Support to the Hospitality and Food Service Agreement</i></p>	
WHERE	UK	
WHEN	Since 2012	
PARTNERS	<ul style="list-style-type: none"> • Project launched by WRAP and supported by the BHA • Signatories include 73 UK hotels, pubs, restaurants, quick service restaurants, contract caterers, industry bodies, government 	
OBJECTIVES	<ul style="list-style-type: none"> • Reduction of food and packaging waste arising by 5% by the end of 2015 (against a 2012 baseline and be measured by CO₂e emissions) • Increasing the overall rate of recycled food and packaging waste, sent to anaerobic digestion(AD) or composted to at least 70% by the end of 2015 	
OVERVIEW	<ul style="list-style-type: none"> • More than 1.3 billion meals are wasted annually in UK's hospitality sector. This flexible voluntary agreement aims to tackle the problem of waste. • Open to various organisations (i.e. multi-national companies, small businesses, wholesalers, distributors or trade bodies) • Businesses who've signed the agreement have until 2015 to meet the targets set • WRAP hopes that 25 per cent of the industry will sign up to the agreement. 	
RESULTS	To be delivered	

Other initiatives by the BHA

PROJECT

AD & Hospitality Conference

WHERE

UK

WHEN

February 2014

PARTNERS

BHA together with Anaerobic Digestion and Biogas Association (ADBA)

OBJECTIVES

Food waste reduction & stressing benefits of anaerobic digestion as a treatment option for remaining unavoidable food waste

OVERVIEW

- WRAP Nov 2013 report valued the cost of food waste to the hospitality industry at £2.5 billion
- BHA and ADBA committed to make best use of food waste through anaerobic digestion (AD)
- Separating the food waste portion from the general waste and seeing what is actually being thrown away can help businesses reduce food waste

RESULTS

To be delivered



Charlotte Morton
Chief Executive ADBA



John Dyson, Food and Technical
Affairs Adviser, BHA

Source: [Webiste](#)



Syndicat National de la Restauration Collective, represents:

- 31 foodservice companies in France
- 87 % of the entire contract catering sector
- 70,000 employees in over 11,000 restaurants.



PROJECT
WHERE
WHEN
PARTNERS
OBJECTIVES
OVERVIEW

National Agreement against Food Waste

France

June 2013

French Ministry for Agriculture,
Food Industry and Forestry & SNRC

- Create civic awareness
- Encourage responsible eating habits
- SNRC signed the National Agreement against Food Waste and held the presidency of the steering committee. 6 major actions were set up, including involvement of companies, school cafeterias and a new daily management (Action 4). The catering community would also work with local suppliers and attempt to accurately estimate the amount of meals served.
- Steps taken by SNRC include:
 - Encourage employees to participate in the process
 - Companies' commitments to social responsibility in this field
 - Work with suppliers to ensure that portions correspond to requirements of different types of restaurants
 - Recommend clients and contractors to estimate the daily number of meals to be served
 - Support the emergence of local industries & recovery of bio-waste
 - Promote good practices and allowing the improvement of professional practices
 - Educate guests on necessity to tackle food waste problem, including their active participation in the National Day initiated by the Ministry

Pacte national
de lutte contre
le gaspillage
alimentaire



PROJECT	<i>Commitment letters on the occasion of the national anti-food waste day</i>
WHERE	France
WHEN	16 October 2013
PARTNERS	French Ministry for Agriculture, Food Industry and Forestry & SNRC
OBJECTIVES	<ul style="list-style-type: none"> • Greater engagement of the industry • Incorporation of societal concerns • Reduction of food waste
OVERVIEW	<ul style="list-style-type: none"> • The President of SNRC Jacques Roux announced to the Minister of Agriculture Guillaume Garot the commitment letters of the association • Innovative actions have allowed to reduce the food waste by 30%. SNRC reaffirmed industry's support . SNRC is going to undertake concrete actions to reduce food waste including: <ul style="list-style-type: none"> → Regular awareness campaigns among employees, costumers and suppliers → Promoting good practices → Educational campaigns in school cafeterias, including the reduction of uneaten bread and free redistribution of leftovers to local associations. Students can decide how much fruits and vegetables they have, under the condition they do not throw away anything
RESULTS	Food service companies share the goal of the Ministry of halving the volume of food waste in their restaurants by 2025. Nearly 3,000 sites could achieve this target by 2015.



SNRC President Jacques Roux presents to the Minister Guillaume Garot the commitment letters on behalf of the SNRC members



- Union Belge du Catering represents contract catering in Belgium
- 5 Member companies, the leaders in this sector in Belgium
- Member of Comeos - umbrella association for trade & services



PROJECT
WHERE
WHEN
PARTNERS
OBJECTIVES
OVERVIEW

Signatories of declaration on Food Waste

Belgium

March 2014

Include the Flemish government, Food Industry, UBC, Comeos, HORECA sector

To limit food waste throughout the entire supply chain and to valorise unsold food

The Signatories of the declaration define a joint approach to food losses in Flanders by committing to engage in six action points:



- Establish a Roundtable on loss in the food chain in order to define a Food Waste Roadmap 2020 that sets the signatories strategy, objectives and concrete measures to reduce food waste.
- Knowledge building (including facts and figures), mapping of efficient and effective policies, good practices, smart innovations and successful partnerships
- Awareness raising, through a communication plan
- Call for a coalition to prevent food waste, encouraging organisations in the supply chain and social stakeholders to endorse the declaration
- Involving consumers
- Seek sustainable partnerships with Social Initiatives: work to support them with food surpluses and keep stakeholders informed about food donation possibilities

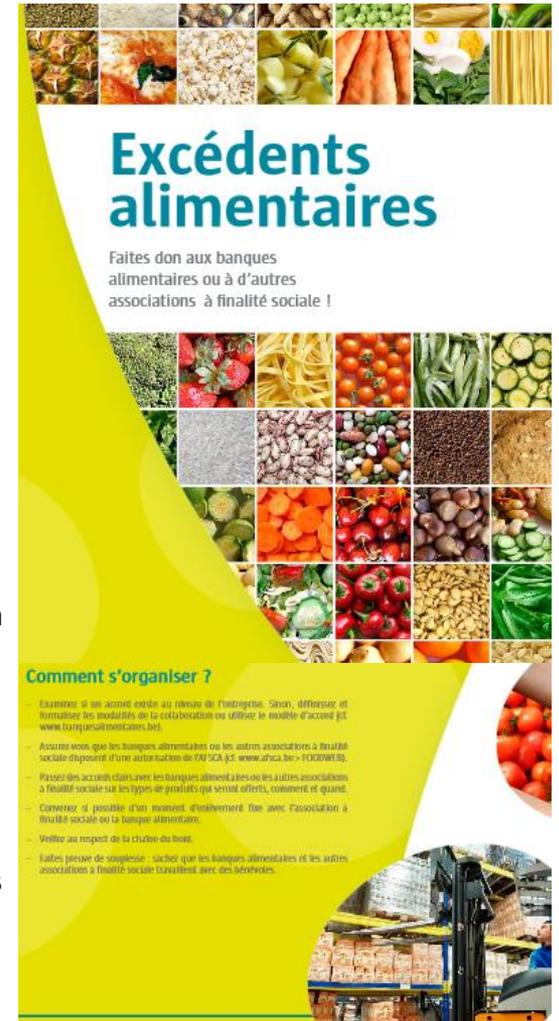
Samen tegen voedselverlies

RESULTS

In 2014 the industry donated more than 1,800 tons of food to the food banks, what is an equivalent of 2.5 million full meals

Other initiatives

PROJECT	Food surpluses (Excédents alimentaires)
WHERE	Belgium
WHEN	December 2012
PARTNERS	<p>Representatives of Ministries, regional authorities, industry and social institutions:</p>  <p>Met steun van de Vlaamse overheid</p> <p>comeos Vlaanderen</p> <p>Vlaanderen</p> <p>Wallonie</p> <p>Banques alimentaire</p> <p>FEVIA Fédération de l'Industrie Alimentaire</p>
OBJECTIVES	<p>UBC is engaged as member of COMEOS</p> <p>Encourage food donation to reduce food waste by diverting unavoidable food surplus to fight against poverty</p>
OVERVIEW	<ul style="list-style-type: none"> • Despite the efforts of companies to reduce food waste, the unsold food surpluses are inevitable in the process of production and distribution. • The industry and local authorities joined forces and called on companies to increase efforts to avoid food waste and promote structural donations. Any food that can still be eaten, but no longer sold, may be distributed (provided it meets safety conditions such as not exceeding expiration date; cold chain compliance, etc...). Such food can be donated to the food banks or other social organisations. • The brochure provides the list and contact details of food banks and relevant social organisations, as well as the list of formal conditions that need to be met.



Excédents alimentaires

Faites don aux banques alimentaires ou à d'autres associations à finalité sociale !

Comment s'organiser ?

- Examiner si un accord existe au niveau de l'entreprise. Sinon, définir et formaliser les modalités de la collaboration ou utiliser le modèle d'accord (cf. www.banquesalimentaires.be).
- Assurer vous que les banques alimentaires ou les autres associations à finalité sociale disposent d'une autorisation de l'AFSCA (cf. www.afsca.be > FOODWEB).
- Passer des accords clairs avec les banques alimentaires ou les autres associations à finalité sociale sur les types de produits qui seront offerts, comment et quand.
- Convaincre si possible d'un moment d'embarquement avec l'association à finalité sociale ou la banque alimentaire.
- Veiller au respect de la chaîne du froid.
- Faites preuve de souplesse : sachez que les banques alimentaires et les autres associations à finalité sociale travaillent avec des bénévoles.

- Veneca represents the contract catering sector in the Netherlands
- Members represent 90% of the market and provide more than 2 million meals per day

PROJECT	<i>2011 Food Waste Report</i>
WHERE	Netherlands
WHEN	2011
PARTNERS	Research undertaken by Wageningen University
OBJECTIVES	Gain knowledge about the exact location and cause of waste in order to effectively tackle the problem through academic research on the processing in catering restaurants.
OVERVIEW	<ul style="list-style-type: none">• The report indicated that about 104 tonnes per week is wasted in the catering sector. The most important cause of waste is the fact that it is unknown how many guests will be having lunch. The implementation of this measure has proven to be complex, as a result of which the outcome of the pilot has only an indicative value. This outcome suggests that anticipation on the number of people in the building will reduce the amount of food waste. The outcomes of the study are to be extended further in the sector.• Main recommendations:<ul style="list-style-type: none">○ Include practicable method to make a better estimation of the number of guests, if need be based on historical data;○ Return the forced variation from the contract on the menu cycle and adapt it to the local situation based on consumers preferences;○ Add the required amount of products in doses towards the end of the lunch,○ Prepare after the order and adapt minimal order quantities for products which cause waste,○ Process food that is left over in other products.
RESULTS	Exchanging best practices: on the basis of research done, Veneca developed a toolkit for caterers on how to reduce waste

Other initiatives by Veneca

PROJECT	2014 Year against Food Waste: initiative of the Alliance on Sustainable Food (DuurzamerEten)	
WHERE	Netherlands	
WHEN	2014 (Veneca is member of the Alliance since 2009)	
PARTNERS	<p>The Alliance on Sustainable Food is a collaboration of the Agricultural and Horticultural Organisation Netherlands (LTO Netherlands), the Dutch Food Industry Federation (FNLI), the Central Bureau of Food Trade (CBL), the Association of Dutch Catering Organisations (Veneca) and Koninklijke Horeca Netherlands (KHN).</p>	
OBJECTIVES	<p>The Alliance on Sustainable Food has elected 2014 the 'Year against Food Waste', seeking to encourage companies to take action to prevent food waste and launching consumer awareness initiatives.</p>	
OVERVIEW	<p>The premise of the Alliance is that companies cannot provide individually for a sustainable transition throughout the agrifood chain, but that sustainability can arise through a good cooperation within the food chain and with an actively involved government.</p> <p>Specifically concerning Food Waste, the Alliance is engaged with the government notably through the “No Waste Network” an initiative of the Ministry of Economic Affairs that brings together various stakeholders in the fight against food waste.</p> <p>Among the actions that are planned in 2014 to fight against food waste, KHN and Veneca will create an e-learning module on food waste with emphasis on behavioral change (eg, portion size).</p>	
RESULTS	Ongoing	



Sources: [Website](#) / [Website](#)

FoodServiceEurope contact details

For Additional Information



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