

 <p>University of BRISTOL</p> <p>Residential and Hospitality Services</p>	<p>Food Waste Policy</p>
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Title: Food Waste Policy

HOSPITALITY SERVICES, UNIVERSITY OF BRISTOL

1. Purpose

The Policy applies to all staff employed in Residential and Hospitality Services who work within the Hospitality departments.

2. Scope

This policy outlines the Division's commitment to sustainably managing food waste across all catering activities, incorporating every stage of the food delivery chain from procurement through production to end consumer. Preferably through consumption but also through sustainable disposal.

Catering areas included in the policy are:

- Event Catering
- Delivered Catering (internal and external)
- Restaurants, Cafés and Bars
- Residential Catering

3. Overarching principles/background

Where is food waste generated?

Food waste comes from a variety of sources:

- Food production processes.
- Spoiled or out of date food (over ordering or over producing).
- Inedible by-products - bones, coffee grounds, tea leaves.
- Human Factor (portion control errors, ensuring enough food is available, ordering miscommunications).
- Customer waste.

Why does it matter?

Even in the best-run kitchens there will be some food waste. The priority is to reduce how much food is wasted, whilst considering how best to dispose of unavoidable waste.

Food-service and hospitality companies throw away 920,000 tonnes of food waste every year, about 13% of which is generated in the education sector. Food waste is calculated to cost £2,100 per tonne (source: WRAP).

If food waste was a country it would be the world's third largest emitter of CO₂. Roughly one third of the world's food produced for human consumption every year gets lost or wasted.

Future Trends

A research paper by Euromonitor International, identified 'green' food, sustainably sourced and handled food and food which is beneficial to health, as one of 10 major trends for 2016. It concluded that "more people will care about cutting down on food waste in and beyond the home, trying harder to avoid un-healthy food and overeating and be keener on more natural, local and seasonal food".

Consumers will also become more accepting of buying and eating food which is "non-perfect". With a continued demand for transparency about the production process, with consumers seeking out products that have stories which make them feel good about their consumption choices. Demand for local food is predicted to remain strong.

4. Procedure

What is hospitality services doing?

Hospitality Services works in partnership with Sustainability at the University of Bristol in managing the disposal of food waste. Following the Waste Hierarchy (European Waste Framework Directive), this policy outlines what the Division does to efficiently manage food waste under the following headings:

a. Reducing Food Waste at Source

- i. Sustainable Purchasing
- ii. Supply Chain
- iii. Menu Design

iv. Food Production

b. Reusing Food to prevent excessive waste

- i. Re-utilising by-product food.
- ii. Re-utilising produced food.

c. Recycling Food Waste

- i. From Kitchens
- ii. By end Consumers
- iii. Staff
- iv. Consumers

Food waste management is also a key element of Hospitality Services Ethics and Sustainability Policy, focusing on the management of food from procurement through to waste, please also refer to this document for further information.

1. Reducing Food Waste at Source

- a) Purchasing – Daily ordering takes place to reduce the potential levels of food going out of date and spoiling. This takes place through all aspects of the catering operation, thus reducing the levels of food held in the catering operations.
- b) Supply Chain – ‘The University Catering Organisation’ (TUCO), is a trade body that provides professional membership offering catering frameworks in the education sector. The Division uses TUCO nominated suppliers who have adopted TUCO’s sustainability policy.
- c) Menu Design – Menus are designed with the cross utilisation of products in mind thus reducing the amount of raw ingredients necessary.
- d) Food Production – careful consideration is given to the quantities of food produced to ensure tight control with a ‘just enough approach’, thus benefitting the following:
 - Cost control – preventing additional monetary spend on unnecessary food.
 - Payroll – reducing the labour costs that goes into producing food.
 - Food waste - by preventing the production of additional portions not required.

2. Reusing Food to prevent excessive waste

- a) Reutilising by-product food – The production of food for consumption creates unavoidable natural food waste such as: vegetable peelings and meat bones. The division reuses as many food by-products as possible across the catering operations to produce in-house items such as stocks, soups, gravies. Additionally this reduces ingredient costs thus helping in achieving budget targets.
- b) Reutilising used coffee grounds - The Source Catering Retail operation bags used coffee grounds and boxes for customers to take away to use in their garden.
- c) Reutilising produced food - Within the boundaries of our Food Safety policy, the Division actively re-utilises food on a routine basis. For example in the Halls of Residences, any appropriate hot food that is left over from dinner service is incorporated into a subsequent salad bar option. Additionally, catering kitchen leftovers are blast chilled and frozen where possible for re-use.

3. Recycling Food Waste

- a) Food waste generated by the kitchen production operations is disposed of through food recycling bags/bins within the kitchen environments. Food waste from the University of Bristol is taken off site

by Waste Contractors to Anaerobic Digestion plant called GENEE.co. This is a sustainable way of recycling food waste, producing renewable energy and a sustainable agricultural biofertiliser.

Catering has strict Food Safety guidelines that must be adhered to by Law. One of these guidelines is the time food can be held out of temperature control. Once food has left this controlled environment it should be discarded. This is the reason Catering food waste cannot be 'upcycled' to Charity or Food Banks.

- b) Delivered Catering packaging comes with instructions to the end user how to recycle food waste and includes a complimentary food waste bag, to encourage sustainable disposal.

4. Education

- a) Educating Staff – Regular briefings and updates are given about waste management from procurement to disposal. Ongoing training and monitoring of portion sizes is in operation throughout all the catering operations. Additionally, the Chartered Institute of Waste Management's (CIWM) - training programme 'Waste Smart' has been rolled out through key catering management.
- b) Educating the Consumer - The University has over 100 external food wheelie bins onsite and over 1000 internal food waste collection points throughout the Estate. 60% of food waste is recycled correctly captured in food waste bins and the remaining 40% is incorrectly disposed of being placed into landfill bins. This demonstrates an opportunity for further education in food waste management. Information is also displayed on Delivered Catering and Event Catering web pages about food waste which hopefully encourages the Event organiser to consider how much food is really needed for their event.

5. Future Actions

The following points are the key actions the Division aims to achieve throughout 2017 in the continued improvement of the Food Waste Policy:

- Create a '*Sustainability Action Group*' made up of a cross section of team members from across the Division and recruit Student Champions, to effectively consider and implement improvements to the Food Waste Policy. Further aims of the '*Sustainability Action Group*' are to implement a Communications programme and Campaigns programme to include:
 - Clear and fun posters at waste collection points in dining rooms and cafés to encourage food waste to be put into a food caddy.
 - Run 'Love Food Hate Waste' campaigns across the catering operations working with the Sustainability Action Group and Student Champions.
 - Take part in the University's Green Impact Awards to help improve sustainability in departments including how food waste is managed.
- Continue to work with the University of Bristol Sustainability Department to ensure that waste collection contractors continue to use the most sustainable waste management option for food waste. Also monitor any new recycling methods which may become available to use in the future.
- Upcycling pre-packaged foods. Work with Food Route who are contacted via an app regarding prepacked food waste for collection from site and distribution <http://foodroutelocal.org/>
- Catering (Event, Delivered, Retail and Residential Catering) to produce waste monitoring reports, by units and events teams, to record food waste and monitor improvements across the following catering activities:
 - Kitchen and production waste.
 - Plate waste from customers.
 - Spoilage.

Plans are to:

- Communicate the results i.e. volume of uneaten, plate scraped, food waste to students in residences and raising awareness of wastage levels.
- Communicate the volume of kitchen wastage to staff, quantifying the volume of wastage in not just food waste but in staffing waste too.
- Communicate the results to Event and Delivered Catering customers raising awareness of wastage levels; promoting better ordering levels.
- Trial 'no tray' days in Halls of Residence Dining Halls and monitor waste levels on these days to be compared to other days. Research shows that by not using a tray in Dining Halls, waste can be reduced by up to 30%.
- Follow a whole life costing exercise RHS working in partnership with Sustainability to look at 'from procurement through to waste' and identify routes for waste prevention, waste reuse, and finally anaerobic digestion. Look at capturing the last bits of food which currently go into the landfill bins across Hospitality Services and plan how to move this to a recycle route.
- Within Residences Dining Halls allow the customer to ask or collect more rather than assume they will require more. The Refectory Service have a portion size with the ability to add on at an additional cost which encourages the customer to decide if they really want the food. This isn't about telling the customer to eat less; rather asking them to waste less.
- Improve communication with delivered catering boxes to encourage responsible waste management, i.e. a leaflet to advise staff/users to use the food waste bins in their kitchens and not landfill bins.