

lovefoodhatewaste.nsw.gov.au Waste less food, save money and our environment





### 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.



#### **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?

#### **FOOD WASTE ACTION REVIEW PLAN**

#### 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.

**SUCCESS** 



- 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.

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.

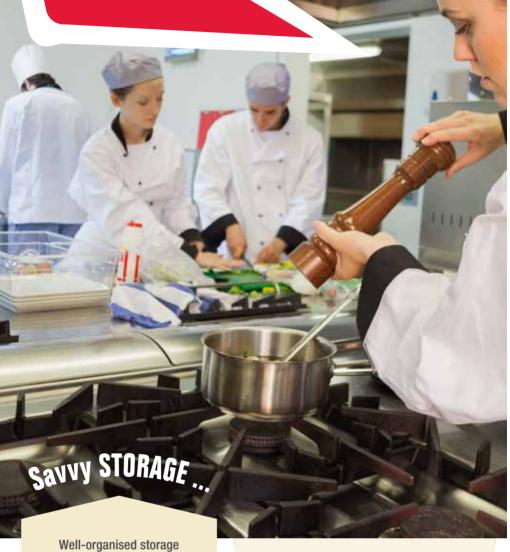
Smart ordering reduces food waste from spoilage and increases efficiency.

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.



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.





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.

ingredients and offcuts.

#### **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.



#### 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 takeaway 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.



Can't be avoided, donating food or recycling it are much better options than sending it to 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 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.