

## Eurest Services AB



### 1. Summary

Country/Geographical Area	Sweden, National
Level of implementation	120 Eurest restaurants all over Sweden.
Scale	Pilot + Roll-out
Waste fraction / Specific Waste Type	Food waste
Target Audience	Restaurant guests and staff
Objective	Decrease food wastage in the restaurants and hereby reduce the environmental impact of CO2 emission.
Initiator/coordinator	Eurest Services AB
Other key actors involved	
Duration	November 2009 to March 2010.
Number in Pre-waste Mapping	106
Drafted by	Karlskrona municipality
Contacts / URL	<a href="mailto:jeanette.nordin-groth@compass-group.se">jeanette.nordin-groth@compass-group.se</a> <a href="http://www.compass-group.se/Varumarken/Eurest/">www.compass-group.se/Varumarken/Eurest/</a> (in Swedish)

## 2. Context

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In Sweden, it is estimated that about a quarter of all food purchased never gets eaten, but is thrown away. This means unnecessary production and often long transportation, leading to a waste of raw material and energy.

A fifth of all food consumed in Sweden, e.g. 1.4 bn. portions, is consumed within the so called hospitality sector (hotels, restaurants/canteens and catering). One of the actors - Eurest Services - runs restaurants at private companies, universities and schools all over Sweden. They have 120 restaurants with approximately 60.000 meals served every day.

### 3. Strategy

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#### *Objectives*

To reduce the food thrown away in the restaurants, both in the kitchen and by guests.

#### *Preconditions*

The Compass group, which Eurest is part of, work on different themes and campaigns for their environmental work. For this campaign 25 restaurants were chosen. Before the campaign on food waste a baseline was established by weighing the food thrown away.

#### *Procedure*

All the company's units took part in the action (mostly restaurants), they measured the amount of waste produced during preparation and wastage due to the guests. Each participating unit reported the quantity of food wasted by the restaurant on posters. This information was available for guests and staff in the restaurant.

They also gave information regarding the negative impacts of food wastage and advice where given in order to decrease food wastage.

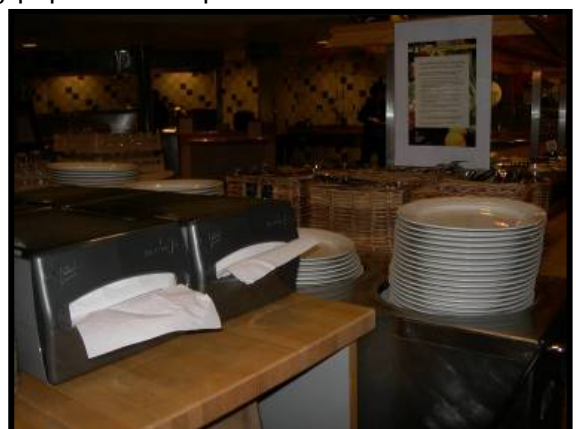
Every month, unit managers reported the food waste quantities to the environmental coordinator. They calculated the mean values for food waste from preparations and clients. Feedbacks were given to all managers of the concerned units. They reported the quantity of food wasted from the restaurants on posters between November 2009 and March 2010 and this information was made available for guests and staff. From June on they reported on their website how much CO<sub>2</sub> emissions had been saved between Nov-March. They also made guest surveys to get a satisfaction index.

#### *Instruments*

For the project, Eurest produced a 10-measure list to reduce food wastage and related waste - for both guests and staff. The focus was on how the restaurants could improve their production and how better plan the menu. Suggestions for guests in order to reduce waste included to use the same plate for both salad and main course, use one table napkin, avoid single use articles, use porcelain cups and so on. This information was displayed in the restaurants and on the tables. They also used posters to illustrate the importance of reducing paper consumption and raise awareness regarding food waste.

Examples of information displayed on the tables:

- Avoid food waste. Don't take more than you can eat. Food waste generates every year as much emissions as 700 000 cars.
- Use only one table napkin.
- Thank you for helping us to separate the food waste. We leave the organic waste to local authorities for biological conversion to biogas and compost.



Almost all the company's units left the organic waste to local authorities for biological conversion to biogas and compost (when possible in the municipality).

How they implemented the action:

- Tools on the intranet to be printed and used locally.
- Information to all the area managers one month before European Week for Waste Reduction.
- Reminders sent the weeks before with information about the evaluation.
- In-house news on the intranet with links to the project, a guideline for an effective communication, and a toolbox with information such as where to find posters and work material.
- Press releases about participation in the project.

### *Timeframe*

It was first run as a project during the European Week for Waste Reduction in 2009 (where EUREST Sweden was awarded with first prize in the enterprise sector), afterwards participant restaurants continued the measurement in order to use it as a reference for the yearly audit of the ISO 14001 certification.



## 4 .Resources

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### *Financial Resources*

No exact figures are given, but it is considered a very cost effective project. All material was distributed via the intranet, meaning the local managers printed out the posters and info material they needed. The only direct costs were the purchase of scales and napkin dispensers (but those made people use less napkins leading to savings).

### *Human Resources*

The project leader worked full time during the 6 months of the project. All staff was involved, from the managers to dish washers, meaning that they were able to do this during their regular working hours - no additional staff costs.

### *Equipment*

Scales to weigh the food were purchased for all restaurants. The material (posters, stickers etc was put on the intranet and downloaded locally to produce the campaign material. Tools were put on the intranet (check lists, handbooks and so on).

### *Communication tools*

Staff was trained on nine occasions. Posters and signs were put up in the restaurants to educate the guests.

### *Allocation of resources over time*

The original project is finished, but the work continues at a smaller scale with weighing every month. So far these show that the effects are lasting.

## 5. Evaluation

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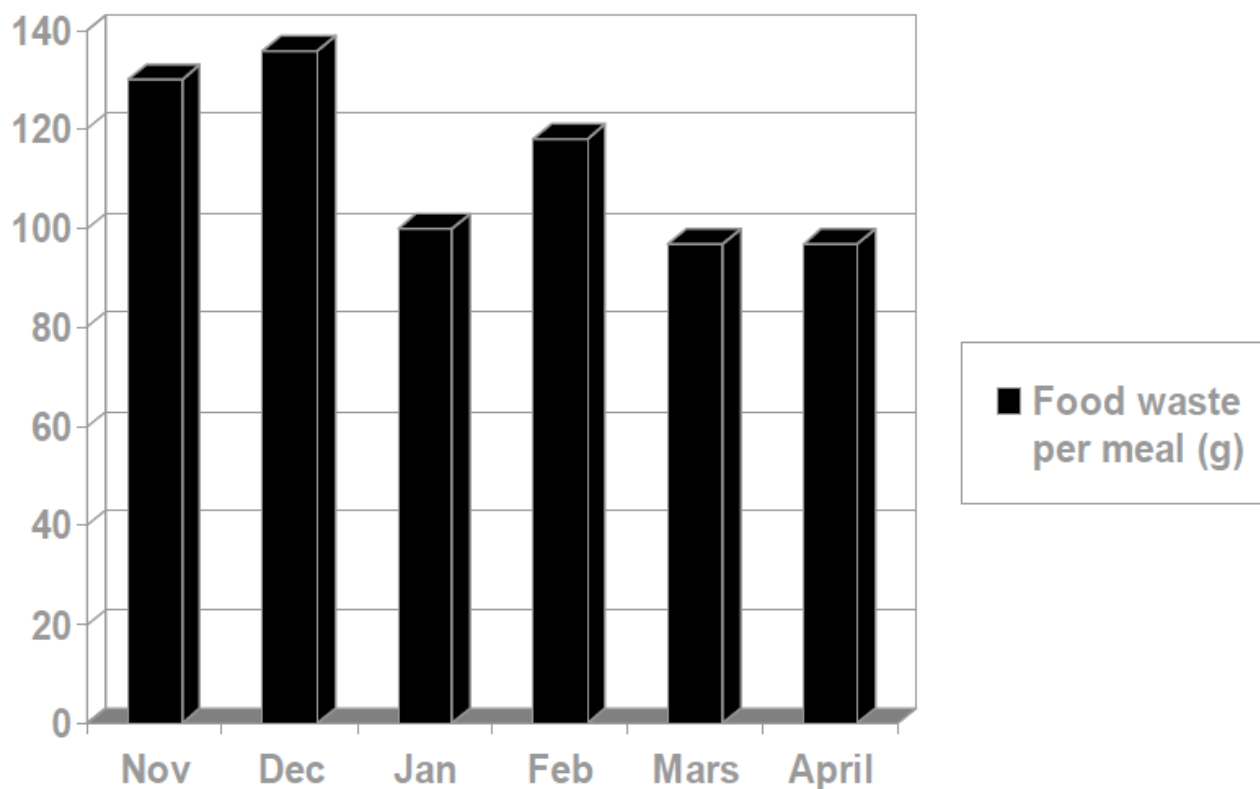
### Results

#### - Participation

25 of the 120 restaurants in the chain participated in the project, and the results were then extended to all.

#### - Avoided waste quantities

Before the project (November 2009), there were about 7,8 tons of food waste per day and after the project this was down to 5,8 tons per day. Meaning a reduction from 130 gram/serving to 101 gram.



### Impacts

#### - Avoided Costs

Project benefits are multiple: Planning the purchases on basis of the results means less unnecessary purchases, correct portion sizes means also that resources are spared. The restaurants also get a lower disposal fee if they throw less waste.

#### - Avoided CO<sub>2</sub> equivalents

Calculations show that there was a daily reduction from 16,1 tons to 12 tons CO<sub>2</sub> after the project.

#### - Social Benefits

This project was a good opportunity to involve both employees and guests and also raise awareness about the environmental aspects of avoidable food waste.

### *Continuation over time*

Officially the project has ended, but the monthly weighing continues, and some restaurants have even developed a more accurate monitoring.

### *Difficulties encountered*

Not many difficulties have been reported, the main one being that not all restaurants paid to dispose of their waste (the cost was incorporated in the rent), thus not giving such a strong incentive to reduce waste.

### *Monitoring system*

The restaurant chain is certified with both ISO 9000 and 140001, meaning much of the resources are monitored. Purchases and thrown away food are measured and compared.

## ***6. Lesson learnt & recommendations***

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### ***Opportunities & challenges***

Many restaurants have the feeling that regulations and internal processes lead to unavoidable food wastage. Some operators ask for more flexible rules related to compulsory discarding of edible food.

Another challenge for the project was that some of the restaurants had the cost for waste handling included in their rent, meaning that they did not get the direct benefit of a reduction in the disposal fee (important incentive). To convince the concerned restaurants owners required some negotiating.

### ***Key factors of success***

This is a strong top-down organisation, and the most important key to the success was the direct order from the management to take part in the project

The evaluation also shows that in those restaurants where most of the staff took an active part in the project, the amounts of waste were reduced faster.

### ***Recommended improvements/adaptations***

Usually the food thrown away is weighed, but to get better statistics weighing the food before it is served may be useful in order to make a comparison..

### ***Recommended indicators & monitoring***

The obvious indicators are weight of food waste compared to the number of customers and answers to questionnaires on customer attitudes. From the weight of the thrown away waste CO<sub>2</sub>-emissions can be extrapolated. There are some different methods for this - in this project the one used by the Stockholm Cooperative Association (Stockholms konsumentförening) has been used, but there might be a more universal tool. Ideally as said above it could be relevant to weigh the portions on the plate before they are distributed, but that is seldom done. The overproduction (food left in the kitchen after the day) also needs to be measured. Sometimes only scrapings are measured which does not provide the full picture.

## ***7. Comparison with similar actions***

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### ***In different location/context***

There are numerous projects all around the EU on reducing food waste from restaurants. In the Pre-waste project there is for instance the prevention of food waste in school canteens.

Halmstad schools competing to reduce food waste in canteens, Sweden (Pre-waste factsheet 29)