

ZERO WASTE IN TRAINING FOR CATERING & HOTELS



CATALOGUE OF BEST PRACTICES

STUDY ANALYSIS - TRANSNATIONAL LEVEL

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ZWITCH Project N°: 2021-1-FR01-KA220-VET-000024799

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Description of the project

Project title: ZWITCH - ZERO-WASTE in TRAINING for Catering & Hotels

Agreement number: 2021-1-FR01-KA220-VET-000024799

Programme: Erasmus+

Key Action 2: Cooperation for Innovation

Field: Strategic partnerships in the field of Vocational Education and Training

Project Duration: 24 months

Project partners

- OSENGO (Applicant, France)
- Euroform RFS (Italy)
- EU-Trade (Lithuania)
- Pap Corp. (Greece)
- ITPIO (Bulgaria)

The context

The concept of zero waste has become a major topic nowadays. There are many vocational trainings in the respective partner countries in the hotel and catering sector, but they do not specifically take into account the concept of zero waste or do not address this issue. These trainings should be improved by adding awareness of the zero-waste concept, how to reduce or avoid waste.

We will produce a training module on zero waste that can be used as a stand-alone training or included in existing circulars. This will help to spread theories and teachings on zero waste to many training and education courses. The format of the programme will allow existing courses to include these additional modules without having to redesign their entire curriculum. This would give schools the flexibility to open up new optional or compulsory modules to their learners.

We want to take action on waste reduction, zero waste, in the catering sector, from education to working life, through a set of technical methods gathered in a platform & learning guide with rich examples.

The proposed project

In line with the Europe 2020 strategy and the United Nations 2030 Sustainable Development Goals, we want Europe to continue to develop and improve in a sustainable way. It is important to teach how to take care of the planet and how to avoid waste.

The proposal aims to take action on waste reduction, zero waste, in hospitality education through a programme (based on 2 MOOCs), a collection of technical methods and good practices and an online platform with rich examples.

Although waste reduction has become an unavoidable topic nowadays, no concrete initiatives have been taken in the education sector on this subject. There are many vocational trainings in the respective partner countries, but they do not specifically take into account the concept of zero waste. These trainings are mainly based on conventional models or are targeted on an individual basis at home.

We are planning to offer a new training programme based on concrete actions to be taken for zero waste in the hospitality industry. This will be a collection of methods on zero waste actions in the hotel and catering industry in the form of a guide. These methods/examples will be developed from examples collected in each partner country, thus contributing to a bottom-up learning experience.

In addition, the format of the programme will allow existing curricula to include these additional modules without having to redesign their entire curriculum. This will give schools the flexibility to open up new optional or compulsory modules to their students.

Activities

A1: Collection and research of concrete "Zero Waste" methods and good practices for waste reduction in the hotel and catering industry. These methods will be specified so that we can create parts of the curriculum with these methods in mind. The methods and methodologies combined with the research of best practices will lead to a guide on "Zero Waste" in the hospitality industry in order to provide teachers and trainees with theoretical and practical guidance on "Zero Waste" in their practice.

A2: Learning package for the creation of a Zero Waste curriculum:

This outcome will lead to the creation of a learning package for the creation of zero waste curricula. To create this model, the partners will establish learning objectives, curriculum activities, collect and/or create learning materials to conduct the activities and determine assessment methods.

A3: Zero Waste Curriculum Model:

The partners will develop and test a model zero waste training programme. The model will be a stand-alone training module that can be implemented in any course as an 'add-on', ensuring high transferability. The developed model course will have a total duration of one week and will represent 35 hours.

A4: Learning platform:

It will lead to the creation of an online platform that will include the examples of outcome 1 and the Zero Waste package of outcome 2, as well as the model Zero Waste training programme and the experiences of the pilot training of outcome 3.

Purpose of the study

Best practices have been researched to define «Zero Waste» modalities in hotel and catering & eventually existing trainings in this field.

The research of best practices has been done on 5 key actions in catering:

1. **Purchase**
2. **Preparation**
3. **Production**
4. **Service**
5. **Waste handling**

Methodology

Both benchmark framework, methodologies and results can be transferred to other geographical and educational contexts. In order to unify collection of practices in all partner countries, coherent tools have been developed.

Identification and selection of best practices

Good practice definition

A “good practice” can be defined as follows:

A good practice is not only a practice that is good, but a practice that has been proven to work well and produce good results, and is therefore recommended as a model. It is a successful experience, which has been tested and validated, in the broad sense, which has been repeated and deserves to be shared so that a greater number of people can adopt it.

Good practice criteria

The following set of criteria will help you determine whether a practice is a “good practice”:

- **Effective and successful:**
A “good practice” has proven its strategic relevance as the most effective way in achieving a specific objective; it has been successfully adopted and has had a positive impact on individuals and/or communities.
- **Environmentally, economically and socially sustainable:**
A “good practice” meets current needs, in particular the essential needs of the world’s poorest, without compromising the ability to address future needs.
- **Gender sensitive:**
A description of the practice must show how stakeholders, men and women, involved in the process, were able to improve their livelihoods.
- **Technically feasible:**
Technical feasibility is the basis of a “good practice”. It is easy to learn and to implement.
- **Inherently participatory:**

Participatory approaches are essential as they support a joint sense of ownership of decisions and actions.

- **Replicable and adaptable:**
A “good practice” should have the potential for replication and should therefore be adaptable to similar objectives in varying situations.
- **Reducing disaster/crisis risks, if applicable:**
A “good practice” contributes to disaster/crisis risk reduction and resilience building.



Ways to collect practices

1. The first way would involve collecting information of practise through available documentation on the basis of desk research. Then an analysis would be carried out by each partner in their country by using the practice description form (Template of Practice). The information can be collected using:
 - written article
 - internet
 - website
 - telephone
 - etc;
2. The second way, if necessary, would involve conducting interviews with practice promoters. The interviews will confirm the previously gathered information and supplement them with those missing. The number of interviews will depend on the degree of completeness of the previously gathered information. The purpose of the interview is to present a full picture of Practice.

Best practice collection

- sorted by main type of key action -

Purchase

Buying at 0 km	
Element	Guiding questions
Type of key action	<i>Purchase</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>0 km shopping is synonymous with short supply chain, environmental sustainability, genuine food and savings. Thanks to the short supply chain, middlemen are cut out and prices linked to transport and large-scale distribution are eliminated.</i>
Target audience	<i>Restaurateurs, hoteliers</i>
Field	<i>Act in the local area and exploit resources within a radius not exceeding 100 km.</i>
Introduction	<i>Zero-kilometre shopping helps the local economy and there are considerable savings on transport costs.</i>
Stakeholders and Partners, Financing Body	<i>This practice started in northern Italy and has gradually spread throughout the country.</i>
Where the good practice takes place? Location/geographical coverage	<i>This is an initiative launched by Coldiretti Veneto in 2008.</i>
Context	<i>Having to keep to the seasonality and having to travel to neighbouring farms at one's own expense to find products</i>
Objective	<i>Growing the local economy and small entrepreneurs. Have fresh, quality products. Limit long transport of goods.</i>
The description of the practice	<i>Embracing the philosophy of 0-km products allows you to meet the farmer in person, who welcomes the people responsible for sourcing products for restaurants and hotels, in his farm shop and allows direct contact with the environment, the animals, the processes and the people behind the cheese, meat, fruit and vegetables that will be served later.</i>
Outcomes of the practice	<i>Farmers' markets can be found throughout many Italian regions, especially in the north, where typical products are sold without intermediaries, no packaging and no storage costs.</i>
What elements allow to reduce waste	<i>Reduction of packaging costs and long transport times. Facilitating the regional and local economy</i>
Success Factors	<i>A return to the consumption of seasonal and high-quality products.</i>
Constraints	<i>The challenge is to create menus that change approximately every three months without losing creativity.</i>
Lessons learned	<i>Promotion of regional and local products</i>

Sustainability	<i>The success of this practice is due to the increasing awareness of using fresh products.</i>
Transferability	<i>It is a practice that can be implemented from restaurants into the habits of individual households.</i>
Conclusion	<i>Buying 0 km means not only supporting the regional economy and growing small businesses but also using fresh, seasonal products that enhance the culinary heritage of a given geographical area.</i>
Related resources that have been developed	<i>You can find many articles and research papers on the subject. There are laws regulating the buying and selling of zero kilometres.</i>
Language(s)	<i>Italian</i>
Summary	
Please provide an extensive summary of the technique/method	<i>Zero km products are also called 'short chain' products. Both expressions aim to transfer a sense of proximity, of the proximity of the product to the place of sale. The purchase of zero km products is a choice that can also be made in classic supermarkets, which sometimes offer this type of product, and through some online sites. Short supply chain food is usually found in markets or bought directly from the farms that produce it. The aim is to reduce the distance between producer and consumer, which benefits the environment in particular. Transporting food from one side of the planet to the other is expensive, both economically and environmentally. Getting it from the field to the table can be a long journey, with massive carbon dioxide emissions from transport and packaging. Embracing the philosophy of zero-kilometre products also allows us to get to know the farmer in person, who welcomes us to his farm shop and allows us direct contact with the environment, the animals, the processes and the people behind the cheese, meat, fruit and vegetables that we will then consume. We can say that zero-km farming and zero-kilometre shopping are a philosophy of sustainable consumption; farms open the doors of their farms to consumers, giving them the opportunity to buy genuine, first-rate products without having to go through intermediaries.</i>
Contact details	
Name	
Company/Institution	
Address/Website	https://it.wikipedia.org/wiki/Chilometro_zero#Km_0_nei_ristoranti_e_la_spe_s_a_km_0 https://2night.it/c38bcc-/si-scrive-km-si-legge-slow-food-ristoranti-di-roma-dove-il-cibo-natura.html
Telephone	
E-mail	

OVERPRICING SINGLE-USE PLASTICS	
Element	Policy issues
Type of key action	<u>Purchase</u>
Scope of application	<ol style="list-style-type: none"> 1. <i>Restoration</i> 2. <i>Hotel</i>
Brief description of the technique or method	<i>Best Western Opéra Liège's aim is to identify the various activities, services and facilities in the hotel industry where single-use plastic is used and to replace them with sustainable and more ecological containers (glass, stainless steel, vegetable matter, etc.) in order to avoid waste and generate savings.</i>
Target audience	<i>To all hotels.</i>
Field	<i>Training in general</i>
Introduction	<i>Best Western® Hotels & Resorts is a group of independent 3 to 5 star hotels. It currently has nearly 4,700 hotels worldwide, including around 300 in France. Charming hotels or boutique hotels, their establishments cultivate their singular character through their architecture and decoration. They respect the same rules of hygiene, welcome and quality submitted by the group. The group's philosophy is to be ZERO PLASTIC HOTELS FOR SINGLE USE. In order to do so, since 2020 on a pilot site, they are launching an overhaul of their practices to meet this 100% plastic-free experience.</i>
Stakeholders and partners, funding agency	<i>Best Western, Hôtel Opéra Liège, Racing For The Oceans Company</i>
Where does good practice take place? Location / geographical coverage	<i>All over the world</i>
Context	<p><i>Today we are at a stage where if we do not intervene quickly on the use of plastic there will be more plastic in the oceans than fish in 30 years. On the other hand, plastic represents a danger to our bodies because we regularly ingest plastic microballs and we do not know at the moment what this will mean for public health in the years to come.</i></p> <p><i>Best Western understands that the challenge is to change buying/using habits and to integrate new behaviours to curb the use of plastic as foreseen in the legislation on ecological transition by 2040.</i></p>
Objective	<i>The zero plastic initiative of the Best Western Premier Opéra Liège is in line with the legislation that foresees the ecological transition in order to ban all single-use plastic objects by 2040 and thus become a reference for zero waste in the hotel industry and more particularly in France. The commitment is that the rooms, reception and breakfast will offer concrete alternatives while preserving the service and quality of a 4-star hotel.</i>
Description of the practice	<i>With the support of Racing For The Oceans, the company conducted audits to take stock of the hotel's spending on plastic items and to determine where it would be possible to eliminate plastic.</i>
Results of the practice	<i>The Opéra Liège hotel is proud to participate in the transformation of the hotel sector, as it is helping to eliminate more than 100,000 single-use plastic packaging items per year and is setting new travel trends. A pioneer in France,</i>

	<i>this has enabled them to eliminate the following products, among others: + 24,000 plastic bottles, + 55,000 cosmetic packages, + 16,000 plastic bags</i>
What are the elements that reduce waste?	<p><i>On the hospitality side, the most notable change is the replacement of the classic plastic shampoo bottle with solid, non-packaged soap shampoos. Other sustainable solutions include moisturising oil in refillable glass bottles, bamboo toothbrushes and other accessories on demand (sewing kit, cotton, toothpaste) and in eco-friendly versions. Plastic water bottles in the rooms have also been replaced by glass ones and a water fountain has been set up in the hotel to refill them. The project also provides guests with magnetic cards made of wood, paper or plant-based garbage bags and organic cotton laundry bags.</i></p> <p><i>For the catering part, the bar and breakfast products are delivered in a short circuit, to offer fresh and protected products, without single-use plastic packaging. Many other products are also delivered in glass or biodegradable containers, such as coffee capsules.</i></p>
Success factors	<p><i>In order to ensure a relevant and efficient result, the Opéra Liège hotel called on the start-up Racing for the Oceans, which helps players in various sectors to become zero waste references by offering them supply and consulting solutions.</i></p> <p><i>Then the hotel chose to select partners combining quality and sustainability to offer a range of products 100% free of single-use plastic.</i></p>
Constraints	
Lessons learned	<i>As for the transition costs, Marine Pescot, co-founder of Racing for The Oceans, explains that although the cost of new ecological products is currently higher than that of traditional plastics, the difference remains minimal, and in the medium term, and on large volumes, the investment even becomes profitable.</i>
Sustainability	<i>The best way to embed the practices is to duplicate them and deploy them throughout the group's establishments.</i>
Transferability	<i>Zero plastic can be applied wherever plastic is consumed, not only in companies but also at home.</i>
Conclusion	<i>Going plastic-free is no longer an option but a necessity due to the ecological and economic impact it has. And it is necessary that global players such as Best Western commit to zero plastic to set an example and encourage other economic sectors to do the same.</i>
Related resources that have been developed	<p>https://www.hotel-opera-liege-paris.com/</p> <p>https://hospitality-on.com/fr/rse/le-premier-hotel-zero-plastique-usage-unique-en-france</p> <p>https://fr.racingfortheoceans.com/</p>
Language(s)	<i>French</i>
Summary	
Please provide a detailed summary of the technique/method.	<i>The zero plastic initiative of the Best Western Premier Opéra Liège is in line with the legislation that foresees the ecological transition in order to ban all single-use plastic objects by 2040 and thus become a reference for zero waste in the hotel industry and more particularly in France. The commitment is that</i>

	<p><i>the rooms, reception and breakfast will offer concrete alternatives while preserving the service and quality of a 4-star hotel.</i></p> <p><i>In order to ensure a relevant and efficient result, the Opéra Liège hotel called on the start-up Racing for the Oceans, which helps players from different sectors to become zero waste references by offering them supply and consulting solutions.</i></p> <p><i>Then the hotel chose to select partners combining quality and sustainability to offer a range of products 100% free of single-use plastic.</i></p> <p><i>The Opéra Liège hotel is proud to participate in the transformation of the hotel sector, as it is helping to eliminate more than 100,000 single-use plastic packaging items per year and is setting new travel trends. A pioneer in France, this has enabled them to eliminate the following products, among others: + 24,000 plastic bottles, + 55,000 cosmetic packages, + 16,000 plastic bags</i></p>
Contact details	
Name	
Company/Institution	Hotel Opéra Liège
Address/website	https://www.hotel-opera-liege-paris.com/fr/page/contact-opera-liege-hotel-paris.2541.html
Telephone	+33 1 53 72 85 00
E-mail :	hotel@operaliege.com

Up-cycling	
Element	Guiding questions
Type of key action	<i>Purchase</i>
Implementation field	<i>Hotel</i>
Short description of the technique or method	<i>Up-cycling is the art of recovery, at almost zero cost means literally creative reuse, that is to transform waste into objects and give it a new use.</i>
Target audience	<i>hoteliers and restaurateurs</i>
Field	<i>Giving old objects new life rather than throwing them away</i>
Introduction	<i>Up-cycling, also known as creative reuse, is the process of transformation of waste materials, useless or unwanted products, into new objects perceived as of higher quality, to which an artistic or environmental value is attributed.</i>
Stakeholders and Partners, Financing Body	<i>The practice involves different accommodation facilities</i>
Where the good practice takes place? Location /geographical coverage	<i>Facilities using up-cycling are located in different Italian regions (e.g. Tuscany/Lombardy)</i>
Context	<i>Up-cycling is born from the love for the planet and its defense. Living in the age of consumerism we are often accustomed to throw away "old" things for new ones but not everyone agrees with this philosophy appreciating what can be a vintage furniture that can be obtained from the reuse of old cassettes, tires or glass jars turned into pretty furniture.</i>

Objective	<i>Give new life to objects that would be piled in landfills.</i>
The description of the practice	<i>Up-cycling consists in giving new life to the objects that should be thrown away. For example, an old staircase after a proper restoration could have different uses inside a room (cutting it, repainting it and using it as a bedside table), a bathroom (repainting it, attaching it to the wall and using it as a linen hanger) or even a hall (sanding it, adding thicker wooden planks, and using it as a bookcase).</i>
Outcomes of the practice	<i>This creative reuse is usually chosen by people (young people for the most part) who want to start a new business and do not have very high financial capital available.</i>
What elements allow to reduce waste	<i>Reusing these materials now for disposal reduces the environmental impact of waste.</i>
Success Factors	<i>These objects obtained from reuse are highly appreciated by customers attentive to sustainability.</i>
Constraints	<i>The challenge is to achieve something new and innovative from the old.</i>
Lessons learned	<i>Reusing objects that you commonly think can no longer be useful.</i>
Sustainability	<i>Up-cycling is used to avoid creating large waste deposits.</i>
Transferability	<i>This technique could also be adopted in families to avoid waste.</i>
Conclusion	<i>Up-cycling is an ecological practice that transforms waste into objects that can have a new use and acquire a greater economic, aesthetic, or emotional value.</i>
Related resources that have been developed	<i>You can find various articles on the web related to this new practice. Very common are the video tutorials that show how to revive an object.</i>
Language(s)	<i>Italian, English</i>
Summary	
Please provide an extensive summary of the technique/method	<i>Up-cycling is the process of transforming waste materials, useless or unwanted products into new objects perceived as of higher quality, to which an artistic or environmental value is attributed. Up-cycling is born from the love for the planet and its defense is also the art of the recovery of objects at almost zero cost. It is spreading in Italy thanks to several social networks (e.g. Pinterest) that show how to revive an old object to decorate: rooms, bathrooms, living rooms or gardens. In different accommodation facilities, such as bed and breakfast a type of increasingly common use that lowers high costs of furniture. Up-cycling is an ecological practice much appreciated by customers that transforms waste into objects that can have a new use and acquire a greater economic, aesthetic or emotional value.</i>
Contact details	
Name	B&B Botton d'Oro B&B Paradiso n°4
Company/Institution	
Address/Website	https://www.bottondoro-valleimagna.it/chi-siamo/ http://www.paradiso4.com/
Telephone	
E-mail	

WASTE MANAGEMENT AND RECOVERY	
Element	Policy issues
Type of key action	<u>Purchase</u>
Scope of application	<ol style="list-style-type: none"> 1. Restoration 2. <u>Hotel</u>
Brief description of the technique or method	<i>Reducing the environmental impact of a hotel firstly involves reducing waste, which can be a real "revolution" in habits and operating methods, but this is the objective that the Hotel du Louvre in Paris has set itself to become greener.</i>
Target audience	<i>To all hotels</i>
Field	<i>Training in general</i>
Introduction	<p><i>The Louvre Hotel in Paris, part of the Hyatt group, decided to take concrete action to reduce its environmental impact. They have reviewed their waste management and reduction, in order to establish a diagnosis and implement effective and sustainable measures on two main issues:</i></p> <p><i>Regulatory compliance</i></p> <p><i>Reduction of CO2 emissions</i></p>
Stakeholders and partners, funding agency	<i>Hotel du Louvre, Hyatt, Racing for the ocean</i>
Where does good practice take place? Location / geographical coverage	<i>All over the world</i>
Context	<i>A true Parisian institution, the Hyatt du Louvre is going green. Adrien Dupont, financial manager and in charge of the waste reduction project, says that the hotel generates 400 tonnes of waste in the course of a year. Consequently, the proper management of this waste and its recycling are at the heart of the group's governance.</i>
Objective	<p><i>Their main objective is to reduce the impact of their activity on the environment every day:</i></p> <ul style="list-style-type: none"> <i>- regulatory compliance</i> <i>- reduction of CO2 emissions</i> <i>- to have solidarity actions</i>
Description of the practice	<i>The Hyatt du Louvre hotel called on the company Take a waste to carry out a complete diagnosis of their establishment and to define the best methods of sorting and recovery while limiting waste and helping the most disadvantaged</i>
Results of the practice	<i>Following the implementation of these new practices, 3 tonnes of waste were diverted from incineration and 85 kg of food was distributed to the Saint Ouen Red Cross in 2020.</i>
What are the elements that reduce waste?	<p><i>Sorting and recovery to comply</i></p> <p><i>By implementing the sorting and collection of packaging and confidential paper, the hotel has already reduced its environmental impact by 5% while complying with regulations.</i></p> <p><i>These measures were accompanied by training for the hotel's staff in sorting techniques and the installation of equipment adapted to each source of waste production. There are 5 mandatory waste streams to be taken into account</i></p>

	<p>when sorting waste: paper, biowaste, glass, packaging and cardboard, but the hotel only took 3 into account.</p> <p>Lastly, local collection service providers were given priority. The City of Paris was selected to collect the hotel's packaging and glass. All the service providers selected have a strong local presence, which has made it possible to reduce the total distance covered by the waste trucks to around 15 km between the hotel and the waste outlets.</p> <p>Giving to limit waste and help the poorest</p> <p>A large amount of food was donated to the Restos du Cœur de Saint-Ouen, an association that distributes food to the most disadvantaged. In total, 85kg of food products (drinks, snacks, groceries, herbal tea) were donated. These foodstuffs were used to complete the baskets distributed to over 1,500 beneficiaries by the association. This operation helped the most disadvantaged while reducing the hotel's food waste.</p> <p>The donation of foodstuffs by the Hôtel du Louvre, organised by Take a Waste, was a nice addition to the products that the Restos du Coeur do not usually distribute, and which was very much appreciated by the 1,500 beneficiaries that they assist on a daily basis in the city of Saint Ouen. The solidarity of restaurants and hotels enabled them to offer more varied baskets and a little comfort to people who have unfortunately not been spared by the health crisis.</p>
Success factors	<p>To be supported in your ecological transition by a company specialised in the elaboration of a waste diagnosis to zero waste</p> <p>Setting up a "green team" to bring together one person from each department to have a global view of the company and thus exchange on dysfunctions linked to the implementation of good practices or new eco-gestures proposals</p> <p>Working with local providers to reduce environmental impact</p>
Constraints	<p>Hoteliers are not experts in the field of the environment and regulations, so it is difficult to operate on their own and it is done step by step, so they have to have a medium or long-term vision.</p>
Lessons learned	<p>This good practice allowed them to see that they could intervene on several levels and really save time, make savings, be in solidarity action and strengthen links with local partners.</p>
Sustainability	<p>The food donations will be repeated and there are still many areas for improvement, such as sorting packaging throughout the establishment and working towards zero waste.</p>
Transferability	<p>Waste management and recovery as well as donation can be transferred to any area of life: at the office, at home, at school.</p>
Conclusion	<p>The involvement of a group such as Hyatt, which has an international influence, is an opportunity to change habits and become more ecological and anti-waste. Their economic weight is an opportunity to trigger real change in the field of waste management and recovery in the hotel world by setting an example.</p>
Related resources that have been developed	<p>https://www.tendancehotellerie.fr/articles-breves/communique-de-presse/15568-article/l-hotel-hyatt-du-louvre-met-au-vert-ses-dechets-avec-take-a-waste</p> <p>https://about.hyatt.com/fr.html</p> <p>https://takeawaste.fr/</p>

Language(s)	French
Summary	
Please provide a detailed summary of the technique/method.	<p><i>The Louvre Hotel in Paris, part of the Hyatt group, decided to take concrete action to reduce its environmental impact. The management team relied on the expertise of Take a Waste, a start-up that assists companies in managing and reducing their waste, in order to establish a diagnosis and implement effective and sustainable measures on two main issues:</i></p> <p><i>Regulatory compliance</i></p> <p><i>Reduction of CO2 emissions</i></p> <p><i>The measures recommended were very quickly conclusive: within 2 months, 3 tons of waste were diverted from incineration.</i></p> <p><i>By implementing the sorting and collection of packaging and confidential paper, the hotel has already reduced its environmental impact by 5% while complying with regulations.</i></p> <p><i>These measures were accompanied by training for the establishment's teams in sorting techniques and the installation of equipment adapted to each source of waste production.</i></p> <p><i>Finally, preference was given to local collection providers.</i></p> <p><i>Giving to limit waste and help the poorest</i></p> <p><i>A large amount of food was donated to the Restos du Cœur de Saint-Ouen, an association that distributes food to the most disadvantaged. In total, 85kg of food products (drinks, snacks, groceries, herbal tea) were donated. These foodstuffs were used to complete the baskets distributed to over 1,500 beneficiaries by the association. This operation helped the most disadvantaged while reducing the hotel's food waste.</i></p>
Contact details	
Name	
Company/Institution	Hotel du Louvre / Hyatt
Address/website	https://www.hyatt.com/en-US/hotel/france/hotel-du-louvre/paraz?src=corp_lclb_gmb_seo_paraz
Telephone	01 73 11 12 34
E-mail :	parishoteldulouvre@hoteldulouvre.com

AUPARAGER, responsible food	
Element	Policy issues
Type of key action	1. <u>Purchase</u>
Scope of application	1. <u>Restoration</u> 2. Hotel
Brief description of the technique or method	<p><i>Auparager is a food-truck that aims to raise awareness about food waste. The products they use are products whose appearance does not fit the requirements of current demand but also parts of products that are not usually used."</i></p> <p><i>The aim of this project is therefore to create a food truck that offers gastronomic dishes made from unsold food from supermarkets</i></p>
Target audience	To all restaurant owners
Field	Training in general

<p>Introduction</p>	<p><i>Students at the French gastronomy school Ferrandi, Charles, Baptiste, Alexandre, Maxime, Curtis, Camille and Lise have decided to fight against food waste by proposing gastronomic dishes made from food destined to leave the traditional sales cycle.</i></p> <p><i>They have opted for an original format (street-food) to let as many people as possible discover the importance of their fight and their delicious recipes</i></p> <p><i>In old French Auparager means "to ennoble". The students take unsold food and transform it into gastronomic dishes. Auparager is a recycling that embellishes.</i></p>
<p>Stakeholders and partners, funding agency</p>	<p><i>The Auparager association, the Ferrandi school, Ernest (a network linking solidarity restaurant owners and their customers to associations offering meals to the most disadvantaged), Phénix (a Parisian association that links start-ups that use unsold food or not, with supermarkets), Association EPA</i></p>
<p>Where does good practice take place? Location / geographical coverage</p>	<p><i>In France in the city of Paris</i></p>
<p>Context</p>	<p><i>The figures for excess</i></p> <p><i>9,000,000 That's how many tonnes of food are wasted each year in France, according to the European Commission. This figure rises to 10.4 million tonnes in Germany and up to 14.4 million tonnes in the UK.</i></p> <p><i>200,000,000 That's how many people in the world could be fed with the food wasted in Europe, according to the UN Food and Agriculture Organisation (FAO).</i></p> <p><i>1,300,000,000 That is the tonnage of food for human consumption that is lost or wasted each year, according to the FAO. In total, the global volume of food waste and loss amounts to 1.6 billion tonnes of commodity equivalents, which includes both edible and inedible production.</i></p> <p><i>1,400,000,000 According to the FAO, the number of hectares of land used each year to produce food is lost or wasted. Les Dames is the food branch of the Unagi Group, a major player in the field of media (Le Petit Bulletin, City Crunch, etc.), communication (Agence Tintamarre) and events (Peinture Fraîche, Lyon Bière Festival).</i></p>
<p>Objective</p>	<p><i>The soul of the project: cooking unsold food and overcoming waste through awareness and education. Who is it for? For people who can't afford to eat. In the spring, Auparager, with the help of Ernest (a network linking solidarity restaurant owners and their customers to associations offering meals to the most disadvantaged), cooked a gourmet meal for the tenants of an Emmaus home in Paris.</i></p> <p><i>In addition to the poorest people, private individuals can also enjoy the delights of a gastronomic but... economical meal. Where? In a temporary restaurant, concocting quality food at an affordable price.</i></p>
<p>Description of the practice</p>	<p><i>Recovering unsold goods</i></p> <p><i>Head for Rungis, the world's largest fresh produce market is a godsend for those who want to pick up the day's unsold goods for free. There is no need to be there at dawn, you just have to arrive around 11 o'clock, which is the end of the day in "Rungis" language. Because earlier in the night, the wholesalers are doing business, it's not the time for good deeds.</i></p> <p><i>On the other hand, when the young people from the Auparager association show up, the merchants offer them boxes of vegetables (it is enough for one</i></p>

	<p>vegetable in the batch to be stained), or a whole pallet if a customer has withdrawn. An exceptional donation of fresh produce</p> <p>Finding places to cook</p> <p>To be able to prepare a gourmet meal and serve it to the residents of the Emmaus hostel in rue de Lancry, Paris, in the 10th arrondissement. For the occasion, the restaurant Le Réfectoire, located 200m from the shelter, made its kitchen available. The Auparager team was assisted by the Ernest team.</p> <p>The owners of the Parisian restaurant Zoé Bouillon (in the 19th arrondissement) played along and lent them their restaurant for a day. A dinner gathering 40 people who enjoyed gastronomic dishes for the sum of 25 euros and optionally 8 euros more for a wine pairing.</p> <p>In partnership with the Crous, they gave cooking classes to students at the Sorbonne, to teach them how to use the whole of a product (example: carrots, their peelings and tops... nothing is lost, everything is eaten).</p> <p>In partnership with Phenix (a company that manages all unsold goods, especially food), they will organise Zero Waste Meals in companies.</p> <p>At festivals such as We love Green, in Paris, Auparager was able to offer anti-waste meals. More than 400 kilos of unsold food were processed and more than 600 meals were sold. In just one day, they sold the entire production planned for the weekend. New recipes were created in a hurry to satisfy a clientele convinced by this tasty cuisine and by this approach.</p>
Results of the practice	In France, their anti-waste restaurant concept won the first prize. Qualification for the international competition in Lisbon in 2015
What are the elements that reduce waste?	To succeed in such a challenge, you have to imagine a race against the clock for a day: heading for Rungis, bringing back what the wholesalers are willing to give up, investing in a new kitchen, taking stock of the catch, designing the menu with the dishes available and cooking, welcoming and serving. So that it is perfect, hot and on time. Successful anti-waste restaurant operation
Success factors	Being in a group, finding serious partners who are experts in their field to maximise the success of the projects
Constraints	Find places that are willing to "give up" their kitchen for an evening or a lunchtime to cook the unsold food
Lessons learned	Overcoming waste through awareness and education
Sustainability	<p>To continue their growth by moving to the Darwin space, an alternative Bordeaux venue dedicated to responsible economic development, social entrepreneurship, ecological transition and citizen activism. This will allow them to play the circular economy to the hilt. As a demonstration, they will spend lunchtime in a food truck that they will park near an event (conference, exhibition, etc.); the evening will be spent in their gastronomic restaurant where you can dine for about 30 euros. The recipe is always the same: get the unsold goods from supermarkets. And between meal times, cook the rest of the unsold food and make delicious preserves to sell in their grocery shop. As Charles explains: "If a producer offers us aubergines, if we have any left over, we will cook them into caviar.</p> <p>Thus, no routine, the products of this grocery shop will vary according to the donations. And then, in the medium term, a small plot of land, with a vegetable garden, they will cultivate to cook.</p>
Transferability	We can have a zero waste and anti-waste approach in all other areas of activity: school, business, family.

Conclusion	<i>These students have demonstrated that it is possible to use unsightly leftovers to create gourmet meals, and as they say: "You denigrate, we ennoble, you hesitate, we embellish, and then taste, you will be surprised."</i>
Related resources that have been developed	
Language(s)	<i>French</i>
Summary	
Please provide a detailed summary of the technique/method.	<p><i>Auparager is a food-truck that aims to raise awareness about food waste. The products they use are products whose appearance does not fit the requirements of current demand but also parts of products that are not usually used."</i></p> <p><i>The aim of this project is therefore to create a food truck that offers gastronomic dishes made from unsold food from supermarkets</i></p> <p>Recovering unsold goods</p> <p><i>Head for Rungis, the world's largest fresh produce market is a godsend for those who want to pick up the day's unsold goods for free. There is no need to be there at dawn, you just have to arrive around 11 o'clock, which is the end of the day in "Rungis" language. Because earlier in the night, the wholesalers are doing business, it's not the time for good deeds.</i></p> <p><i>On the other hand, when the young people from the Auparager association show up, the merchants offer them boxes of vegetables (it is enough for one vegetable in the batch to be stained), or a whole pallet if a customer has withdrawn. An exceptional donation of fresh produce</i></p> <p>Finding places to cook</p> <p><i>To be able to prepare a gourmet meal and serve it to the residents of the Emmaus hostel in rue de Lancry, Paris, in the 10th arrondissement. For the occasion, the restaurant Le Réfectoire, located 200m from the shelter, made its kitchen available. The Auparager team was assisted by the Ernest team.</i></p> <p><i>The owners of the Parisian restaurant Zoé Bouillon (in the 19th arrondissement) played along and lent them their restaurant for a day. A dinner gathering 40 people who enjoyed gastronomic dishes for the sum of 25 euros and optionally 8 euros more for a wine pairing.</i></p> <p><i>In partnership with the Crous, they gave cooking classes to students at the Sorbonne, to teach them how to use the whole of a product (example: carrots, their peelings and tops... nothing is lost, everything is eaten).</i></p> <p><i>In partnership with Phenix (a company that manages all unsold goods, especially food), they will organise Zero Waste Meals in companies.</i></p> <p><i>At festivals such as We love Green, in Paris, Auparager was able to offer anti-waste meals. More than 400 kilos of unsold food were processed and more than 600 meals were sold. In just one day, they sold the entire production planned for the weekend. New recipes were created in a hurry to satisfy a clientele convinced by this tasty cuisine and by this approach.</i></p> <p>Successful anti-waste restaurant operation</p> <p><i>To succeed in such a challenge, you have to imagine a race against the clock for a day: heading for Rungis, bringing back what the wholesalers are willing to give up, investing in a new kitchen, taking stock of the catch, designing the menu with the dishes available and cooking, welcoming and serving. So that it is perfect, hot and on time.</i></p>
Contact details	

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Green purchasing decisions	
Element	Guiding questions
Type of key action	<i>What type of technique or method is your best practice</i> 1. Purchase
Implementation field	1. Catering 2. Hotel
Short description of the technique or method	When making purchasing decisions Gergini takes into account environmental, social and ethical considerations. Main principles for the restaurant: <ul style="list-style-type: none"> • Buying certified green appliances; • Avoiding packages and individual portions and replacing them with free packaging products, as in bulk; • Focus on fresh products, avoiding food preservation additives; • Avoiding prepared products; • Buying bio-agriculture products to encourage agricultural techniques more respectful of the environment; • Promotion of local purchasing. Main principles for the hotel: <ul style="list-style-type: none"> • Green interior finishes; • Biodegradable, non-toxic products in sustainable packaging.
Target audience	Hoteliers, Staff
Field	Hospitality, Tourism
Introduction	Green purchasing considers the following: <ul style="list-style-type: none"> • whether a purchase is necessary at all; • what products are made of; • under what conditions they have been made; • how far they have travelled; • their packaging components; • how they will be used; and • how they will be disposed of.
Stakeholders and Partners, Financing Body	Hotel Gergini, local agricultural producers
Where the good practice takes place? Location	This practice takes place at Gergini, a small hotel in the heart of Stara Planina (Balkan Mountain), Bulgaria.

/geographical coverage	
Context	Implementation of a purchasing policy enables environmental quality which promotes fair trade for the products purchased and prefers products bearing an eco-label issued by independent and reliable organizations. However eco-labels are not always sufficient to identify environmentally friendly products, thus the importance to work with suppliers that encourage social and environmental practices and to motivate them to offer new products.
Objective	Green & Social Responsibility Policy; Environmental benefits; Lower costs
The description of the practice	Gergini hotel has established a sustainable/green purchasing policy which incorporates items line: <ul style="list-style-type: none"> • Paint • Office supplies, writing pads, and pens • Light bulbs • Cleaning supplies, sanitizers, and adhesives • Paper products • Kitchen electrical appliances • Farm products
Outcomes of the practice	Environmental benefits <ul style="list-style-type: none"> • Reduction of transport related greenhouse gases emissions when buying locally • Energy and water efficiency Financial benefits – lower costs
What elements allow to reduce waste	All above mentioned.
Success Factors	Engaging farmers in the local the area to offer their produce; eco-friendly mindset of hotel and restaurant staff.
Constraints	N/A
Lessons learned	Going green the hotel is doing less damage to the environment, reduces energy and water consumption, lowers costs.
Sustainability	The economic logic in this green purchasing policy is in favour of its sustainability.
Transferability	Gergini's green purchasing policy can be shared with other hotels to inspire a change of their policies.
Conclusion	Making green purchasing decisions is lucrative and beneficial to the environment.
Related resources that have been developed	
Summary	

Please provide an extensive summary of the technique/method	<p><i>Gergini is going green for purchasing.</i></p> <p><i>It buys locally most of the farm products necessary for the kitchen, including meat and meat products, milk and milk products, fruit and vegetables, wine and strong drinks, etc. The restaurant has seasonal menus with local products. Regional certifications and logos guaranteeing that the produce has been grown and harvested in harmony with nature are clearly displayed. Diners appreciate very much the local products in the restaurant.</i></p> <p><i>The hotel's managerial team has asked itself the question: 'How much money is our hotel wasting on inefficient appliances?' and has consequently decided to replace its existing line-up with energy-saving appliances like commercial fryers and griddles, ice machines, ovens, dishwashers, freezers, and refrigerators. Older-model washing machines have been swapped out with models that conserve energy and water.</i></p>
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Green purchasing	
Element	Guiding questions
Type of key action	Purchase
Implementation field	<ol style="list-style-type: none"> 1. Catering 2. Hotel
Short description of the technique or method	Suite Hotel Sofia is choosing suppliers that offer products free of hazardous substances and/or based on natural ingredients. Its purchasing policy enables environmental quality which promotes fair trade for the products purchased and prefers products bearing an eco-label issued by independent and reliable organizations.
Target audience	Hoteliers, Hotel Guests, Staff
Field	Hospitality, Tourism
Introduction	<p>Suite Hotel Sofia is dedicated to life-long environmental responsibility and will continue to embrace the addition of new eco-friendly policies in the future. It is considering the environmental impacts in its purchasing. For a hotel as much as for a restaurant, going down the road to "zero waste" can be quite a challenge!</p> <p>The first step is to acknowledge its impact. The second step is to dare to question employees, suppliers, customers and the local community on the subject so as to incite their collective intelligence with the aim of creating a realistic action plan.</p>
Stakeholders and Partners, Financing Body	Suite Hotel Sofia is working with partner organisations that share the company's green values.

Where the good practice takes place? Location /geographical coverage	This practice takes place at Suite Hotel Sofia, Bulgaria.
Context	Implementation of a purchasing policy enables environmental quality which promotes fair trade for the products purchased and prefers products bearing an eco-label issued by independent and reliable organizations. However eco-labels are not always sufficient to identify environmentally friendly products, thus the importance to work with suppliers that encourage social and environmental practices and to motivate them to offer new products.
Objective	Green & Social Responsibility Policy; Environmental benefits; Lower costs
The description of the practice	<p>Suite Hotel Sofia has created a sustainable/green purchasing policy for:</p> <ul style="list-style-type: none"> • cleaners, sanitizers, paints, office supplies, etc. throughout the hotel: nontoxic, biodegradable cleaning, laundry and dishwashing products; • environmentally-friendly paper (copier paper, toilet paper, facial tissue, paper towels, etc.); • office and guest amenity products that contain recycled material; • flooring that is urea-formaldehyde free, recycled content, rapidly renewable materials, salvaged, and/or locally produced; • organic, biodegradable, fair trade, locally-produced, cruelty-free guest amenity products (hair and body care, coffee and tea, etc.) with minimal (or recycled), plastic-free packaging whenever possible; • avoiding packages and individual portions and replace them with free packaging products, as in bulk; • avoiding prepared products (kitchen assembled) which requires greater energy consumption throughout their life cycle and generates lots of packaging; • buying bio-agriculture products to encourage agricultural techniques more respectful of the environment; • focusing on fresh products, avoid food preservation additives; • promotion of local purchasing; • prefer buying wholesale.
Outcomes of the practice	<p>Environmental benefits</p> <ul style="list-style-type: none"> • Reduction of transport related greenhouse gases emissions when buying locally • Waste reduction when buying products packaged in bulk, rather than individually <p>Financial benefits – lower costs</p>
What elements allow to reduce waste	All above mentioned.
Success Factors	Engaging the hotel's teams – education and awareness workshops for the employees to ensure an eco-friendly staff
Constraints	N/A
Lessons learned	Going green the hotel is doing less damage to the environment, reduced energy and water consumption, lowers costs, and win goodwill from guests.

Sustainability	Taking part in initiatives and activities that raise awareness of sustainable development and support partners that share our green values (e.g. staff trainings).
Transferability	The practice can be shared to inspire change of hotel policies. Suite Hotel Sofia communicates the actions it has undertaken, acknowledging that it's not 100% zero waste, but being it has chosen to take the path. Forging strong links with local initiatives by hosting workshops for example.
Conclusion	Smart purchase, paying attention to the purchase or preservation of products make waste reduction possible.
Related resources that have been developed	
Summary	
Please provide an extensive summary of the technique/method	<p><i>Suite Hotel Sofia has undertaken actions towards zero waste in its hotel and restaurants:</i></p> <p><i>Saying no to disposable plastic</i></p> <p><i>Plastic water bottles and glasses have been replaced with reusable jugs and glasses and/or make water fountains; no plastic straws; shower gel and shampoo dispensers instead of individual items</i></p> <p><i>Local supply-chain for the restaurants</i></p> <p><i>Supplying quality food products that will spoil less quickly, such as seasonal fruit and vegetables from the region</i></p> <p><i>Re-thinking textile purchases</i></p> <p><i>Buying fabrics made from natural organic materials (comfortable bedding, household linens, tablecloths, employee uniforms, etc.). The environmental impact of fabrics can vary considerably depending on how they are mixed, dyed, transported and processed. Synthetic fibres made from petrochemicals are the worst of all. They consume more resources and release microfibers into the wild.</i></p> <p><i>Limiting chemicals and using environmentally friendly products</i></p> <p><i>Hygiene is key in the hotel and catering industry, particularly in kitchens, waste storage areas, rooms and gardens, not only for obvious hygiene and regulatory reasons, but also for commercial reasons. The attractiveness and comfort of a place is linked to its cleanliness. Chemical-based plant and sanitary products are widely used, but they can have adverse effects on human health and the environment.</i></p> <p><i>Many chemicals will end up in the environment either because they are used directly in gardens or because they are released into the wastewater system. Once released into the environment, they can take a considerable amount of time to break down and become inactive. Some of these chemicals are known to accumulate in plants and animals and have long-term adverse effects.</i></p> <p><i>Therefore, Suite Hotel Sofia is choosing suppliers that offer products free of hazardous substances and/or based on natural ingredients.</i></p>
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Bioapapa	
Element	Guiding questions
Type of key action	<i>Purchase Preparation Waste handling</i>
Scope of application	<i>Catering</i>
Brief description of the technique or method	<i>Organic – zero-waste – vegan shop, community, and the very first eco-certified cafe in Lithuania. Health and nature-friendly range of products: organic raw and dry unpackaged produce, raw + vegan homemade desserts, snacks, cheese, drinks, sustainable household goods, and more.</i>
Target audience	<i>Customers that order food from the company</i>
Field	<i>Purchase of organic, cleanly grown and manufactured products</i>
Introduction	<i>Biopapa is the first certified organic store in Lithuania - a community created on the principle of a sustainable lifestyle. They started their activities in order to promote a cleaner, healthier and more conscious life.</i>
Stakeholders and partners, funding agency	<i>The company has friendly business relations with government and business representatives in order to be able to effectively spread the idea of sustainability, which is common and relevant to everyone.</i>
Where does good practice take place? Location / geographical coverage	<i>Lithuania, Vilnius city.</i>
Context	<i>This practice is an excellent way of not wasting food but at the same time reducing a considerable amount of waste</i>
Objective	<i>Avoiding food waste and reduce environmental pollution with unnecessary and non-ecological packaging</i>
Description of the practice	<i>The practice is to give customers what they have ordered and not consumed so that they can consume it later</i>
Results of the practice	<i>This practice teaches to share knowledge about a sustainable lifestyle, healthy food, and to gather a community fostering similar values, basing mutual relations on the principles of benevolent cooperation that enriches everyone.</i>
What are the elements that reduce waste?	<i>Do not waste quality food</i>
Success factors	<i>Unnecessary packaging is avoided, and if necessary they use organic packaging; healthier - because is selling organic, cleanly grown and produced products; more conscious - because before acting, they consider what consequences our activities will have on nature and the future of all of us.</i>
Constraints	<i>Customers are often uninterested in taking their leftovers home.</i>
Lessons learned	<i>This practice teaches us how important it is not to waste anything we order.</i>

Sustainability	<i>In terms of sustainability, it is good to say that the practice produces more waste but you can opt for biodegradable bags and customers visiting the physical store are invited to bring their own containers that have less impact on the environment.</i>
Transferability	<i>Biopapa - the first certified organic store in Lithuania created on the principle of a sustainable lifestyle - the community is well-known and popular in Lithuania, its activities are introduced in the press and on the radio.</i>
Conclusion	<i>This practice is already present in the family habits of Lithuanians as often after a lavish lunch what is left over is kept for the next day's meal.</i>
Related resources that have been developed	<i>Several articles on this practice can be found on the web, press, radio but also on the website with the success and evolution of the Biopapa .</i>
Language(s)	<i>Lithuanian</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>Biopapa was founded to offer a wide selection of health and nature-friendly products to people who care about their healthy diet and a healthy environment and nature freed from unnecessary packaging/waste.</i></p> <p><i>Biopapa is the first certified organic store in Lithuania - a community created on the principle of a sustainable lifestyle. We started our activities with the aim of promoting a cleaner, healthier and more conscious life.*</i></p> <p><i>In order to reduce environmental pollution with unnecessary and non-ecological packaging, e.t packing food products bought in the store in paper bags, and customers visiting the physical store are invited to bring their own containers - for this we apply a 5% tax. discount. For those who do not have their own containers, offering free reusable container solutions - clean used jars, and when the above solutions are not suitable - paper bags. Those who want to take coffee away are welcome to bring their own cups. For those who do not have them, we offer CupCup deposit cups or buy reusable cups.</i></p> <p><i>In the store, offering only products of plant origin. Here you will find various organic thermally untreated products without packaging, raw + vegan locally made desserts, snacks, Lithuanian flowers, nature-friendly household items, works of local artists.</i></p> <p><i>30 percent are committed to giving the earned profit to the „Sengirės Foundation”, which takes care of the preservation of Lithuanian forests - www.sengiresfondas.lt - therefore, by purchasing the products offer, you will also contribute to the protection of our country's forests.</i></p> <p><i>Establish friendly business relations with government institutions and business representatives in order to effectively spread the idea of sustainability, which we believe is common and relevant to all of us.</i></p> <p><i>You can view Biopapa's eco-label certificates on the "Ekoagros" page.</i></p>
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Grand hotel Kempinski Vilnius	
Element	Guiding questions
Type of key action	<ol style="list-style-type: none"> 1. Purchase 2. <i>Preparation</i> 3. <i>Production</i> 4. <i>Service</i> 5. <i>Waste handling</i>
Scope of application	<ol style="list-style-type: none"> 3. <i>Catering</i> 4. <i>Hotel</i>
Brief description of the technique or method	<i>As a global company, Kempinski believes its responsibility extends beyond its employees and guests, into the communities in which it operates. In addition to its hotels' individual engagement into socially responsible initiatives that meet the specific needs of their local community; Kempinski also has a corporate social responsibility programme.</i>
Target audience	<i>Hoteliers</i>
Field	<i>Embracing an eco-friendly lifestyle</i>
Introduction	<i>Actively implementing the award-winning EarthCheck Certified program for hotels worldwide. Participating hotels closely monitor and report the environmental and social impacts of their operations, including energy and water consumption, carbon footprint, waste generation and community engagement.</i>
Stakeholders and partners, funding agency	Kempinski Hotels S.A. , commonly known as Kempinski , is a luxury hotel management company headquartered in Geneva , Switzerland. Founded in Berlin in 1897 as the <i>Hotelbetriebs-Aktiengesellschaft</i> , the group currently operates 78 five-star hotels and residences in 34 countries
Where does good practice take place? Location / geographical coverage	Kempinski Hotels claims to be Europe's oldest luxury hotel group, located in the heart of Vilnius Old Town.
Context	<i>Hotel has responsibility programme and all employees participate in this program, both at the company level, at the regional level, and at the individual hotel. Kempinski operates in three key areas where it believes it can have the greatest impact, staying true to the group's values and improving hotel performance. In each area, Kempinski has its own unique approach to engagement and action:</i> <ul style="list-style-type: none"> • <i>By tackling serious issues with a very positive concept, Kempinski believes it can contribute to the spread of health in the communities where it operates hotels. Learn more about Kempinski's commitment to health</i> • <i>Kempinski also believes that there is more to life than all work and no play: arts and culture are a necessity for the soul. As part of our commitment to creating high-quality, safe and sustainable luxury experiences, we actively implement the award-winning EarthCheck Certified program in hotels worldwide.</i>
Objective	<i>Making the hospitality sector a model of sustainability</i>
Description of the practice	<i>In line with commitment to craft high-quality, safe, and sustainable luxury experiences, they are actively rolling out the award-winning EarthCheck Certified programme to hotels worldwide. Participating hotels closely monitor and report the environmental and social impact of their operations, including</i>

	<i>energy and water consumption, carbon footprint, waste generation, and community engagement. Economic concerns addressed in the EarthCheck Certified programme include employment conditions, support of the local economy, use of fair trade goods and services, and recognition of the seasonality of revenue streams – all contributing to the economic and social health of the region. Using a science-based approach, hotels aim to create bespoke guest experiences while minimising their environmental and social footprint.</i>
Results of the practice	<i>Using a science-based approach, hotels aim to create bespoke guest experiences while minimising their environmental and social footprint. Currently, nine of the hotels hold Silver Certification, and three hotels are Benchmarked Bronze. At Kempinski, they believe that they are conscious of their responsibility to create a sustainable yet luxurious guest experience that is respectful of the environment.</i>
What are the elements that reduce waste?	<i>Mission is therefore to deliver uncompromising luxury while ensuring a minimal environmental and social impact. As international luxury hotel operators, are acutely aware of our responsibility towards the environment, put the ecological footprint at the core of our business model and we strive to alleviate pressure on natural resources by reducing energy and water consumption in our hotels. Having identified hotel operation areas with a high impact in terms of energy and water consumption, as well as waste management, have implemented multiple technologies to optimise those areas. In this context, they have partnered with EarthCheck, one of the most reputable sustainability certification programmes in the hospitality industry. F</i>
Success factors	<i>An important success factor for this practice is the growing interest of the world's population in sustainability.</i>
Constraints	<i>They carefully choose to work only with partners who have a strong sustainability vision and strong ethical values without compromising on the quality of their products and services.</i>
Lessons learned	<i>The importance of not wasting anything and responsibility to create a sustainable yet luxurious guest experience that is respectful of the environment.</i>
Sustainability	<i>After identifying areas of hotel operations that have a significant impact on energy and water consumption and waste management, several technologies are implemented to optimize these areas. In line with goal to make the supply chain more sustainable, have taken a stand to eliminate single-use plastic from all hotel amenities by 2021.</i>
Transferability	<i>This practice could also be transferred to other hotels and restaurants to make environments more sustainable</i>
Conclusion	<i>As an internationally active company, Kempinski has introduced its own corporate social responsibility programme. In this respect the company is primarily committed in the areas of health and safety. In addition, individual Kempinski Hotels support social projects in specific locations to improve public welfare and justice locally.</i>
Related resources that have been developed	<i>There are a lot of articles on the web about this practice, some related to the structures that have adopted it.</i>
Language(s)	<i>English</i>
Summary	

<p>Please provide an extensive summary of the technique/method</p>	<p><i>Kempinski hotel efforts are focused on preventing the use of plastic in the first place, and where a sustainable alternative is not available, we reinforce recycling practices. With people at the very heart of business, enhancing health and wellbeing for all is vitally important to Kempinski. This is why they have made a firm commitment to helping tackle the urgent issue of infectious diseases for the benefit of local communities in the countries where they have a presence. Kempinski is one of the founders of the BE Health Association, which facilitates the prevention, detection and treatment of the diseases. They have crafted Beautiful Performances since 1897, and strengthened by commitment to sustainable practices, look forward to continuing to enchant guests for many years to come. Employees are at the heart of what they do and everything we stand for. Their work and dedication are what makes hotel one of the best and most prestigious luxury hospitality providers in the world. Just as they are dedicated to providing the best possible experience for guests, as a company is committed to providing all employees and contractors with a safe and enjoyable working environment. That is why they have established the following policies, to ensure a safe and respectful working environment for all employees and contractors, free of harassment and discrimination. As a global company, they believe that their responsibility extends beyond their employees and guests. Kempinski hotel take a holistic approach to sustainability which includes a thorough assessment of all vendors and partners. They strive to work with product and service suppliers that share similar values and standards when it comes to protecting the environment without compromising on quality. They delight in creating memorable gastronomic experiences that highlight the best of local flavours and the freshest ingredients. Team of international renowned chefs ensure that the Kempinski gastronomic excellence goes hand in hand with sustainable practices of product procurement. This principle is not limited to food suppliers and applies to all vendors. As part of the sustainable supply chain, for example, they work with certified providers of laundry products and services that responsibly manage water and energy consumption, and minimise the impact on the environment from the use of chemicals. They are committed to safeguarding animal welfare in food procurement and have pledged to source 100 percent cage-free eggs – shell, liquid and ingredient – by 2025 across our entire portfolio. With properties located in what may be considered unusual or remote travel destinations, recognise this may be achievable sooner in some countries than others, but our properties in Central European locations are leading the way on this commitment. They believe that their commitment to using cage-free eggs will have a lasting positive impact on animal welfare and sustainable food sourcing practices where they operate and they will continue to work with their properties and their suppliers to swiftly further this cause.</i></p>
<p>Contact details</p>	
<p>Name</p>	<p>Kempinski Hotel Vilnius</p>
<p>Company/Institution</p>	<p>Global Hotel Alliance</p>
<p>Address/Website</p>	<p>Universiteto str 14, 14, 1122, Vilnius, Lithuania</p>
<p>Telephone</p>	<p>+370 52201100</p>
<p>E-mail</p>	<p></p>

Park INN by Radisson Kaunas	
Element	Guiding questions
Type of key action	<i>Purchase Preparation Production Service Waste handling</i>
Scope of application	<i>Catering Hotel</i>
Brief description of the technique or method	<i>The Hotel Park Inn sustainable and eco strategy serves to minimise waste in hotels by applying simple practices such as: educating staff in sustainability, reducing energy consumption, recycling and reuse of objects, customer involvement.</i>
Target audience	<i>Hoteliers</i>
Field	<i>Embracing sustainable, ethics an eco-friendly business.</i>
Introduction	<i>Making a difference Radisson Hotel Group has a long history of being a responsible business. They are passionate about caring for others, and that extends beyond their hotels. They believe in conducting business ethically in all they do, and they want to be a thriving, sustainable, and responsible business for people, communities, and the planet.</i>
Stakeholders and partners, funding agency	<i>Several accommodation facilities are involved in this initiative and the municipalities have to promote them.</i>
Where does good practice take place? Location / geographical coverage	<i>This modern hotel is in Kaunas city centre.</i>
Context	<i>Employees of the hotel live Responsible Business every day: at home, together with their hotel colleagues, and in their local communities, where they work on building better futures and a better planet for all. Committed to delivering a clean and safe environment through health and safety protocols One of our highest priorities is the health, safety, and security of our guests, team members, and business partners.</i>
Objective	<i>Making a difference Radisson Hotel Group has a long history of being a responsible business.</i>
Description of the practice	<i>COVID-19 has fundamentally changed the way we live, and we are adjusting our daily operations to fit within the new normal. In response to this, we and a team of experts have reviewed our existing health and safety processes and developed a new safety protocol. This in-depth cleanliness and disinfection protocol was created in partnership with SGS and is designed to ensure your safety and peace of mind from check-in to check-out. To learn more, watch our cleaning and safety protocol videos. Face Coverings To help protect the health and safety of the guests, employees and visitors, they require the use of face coverings in indoor public spaces (areas). For those children under the age of two or anyone who has trouble breathing, is unconscious, incapacitated, or otherwise unable to remove the mask without assistance, face masks are not mandated.</i>

Results of the practice	<i>People At Radisson Hotel Group have ethical business practices at the core of their culture, which is evident in the way they treat their customers, team members, suppliers, and business partners. They believe in providing meaningful employment, developing talent, and increasing young people's employability. Promote human rights, business ethics, and diversity in hotels, business network, and supply chain.</i>
What are the elements that reduce waste?	<i>Hotels use the IHG Green Engage system, an innovative online environmental sustainability system that gives hotel the means to measure and manage their impact on the environment.</i>
Success factors	<i>The hotel can choose from over 200 'Green Solutions' that are designed to help them reduce their energy, water and waste, and improve their impact on the environment.</i>
Constraints	<i>The challenge is to be completely sustainable and involve as many facilities as possible.</i>
Lessons learned	<i>The importance of not wasting anything</i>
Sustainability	<i>The IHG Green Engage system has four levels of certification that our hotels can achieve and those achieving Level 3 certification or above can reduce energy use by up to 25%.</i>
Transferability	<i>This practice could also be transferred to other hotels and restaurants to make environments more sustainable.</i>
Conclusion	<i>Level 1 is a requirement for all IHG hotels. ihg-green_engage-body-image-level-one-540x304 Level 1 hotels have completed ten best practice solutions that set them up for success and support them through activities that provide immediate energy and costs savings. This includes actions such as tracking consumption data, setting up a property green team and installing energy efficient lighting in guest rooms. ihg-green_engage-body-image-level-two-540x304 Level 2 hotels have really begun to see the benefits of sustainability on property, and have taken steps to go above and beyond the basics and implement solutions such as sustainable purchasing and ingraining sustainability into the hotel operations. ihg-green_engage-body-image-level-three-540x304 Level 3 hotels have mastered the foundations of sustainability, and are embarking on large projects, such as installing energy efficient appliances and sustainable site management. ihg-green_engage-body-image-level-four-540x304 Level 4 hotels are leading hotels in the environmental sustainability area. They demonstrate leading and innovative approaches to being sustainable. From using smart design and innovative systems, every single thing that this hotel do to be sustainable can make a big difference to our planet. By staying in the hotel it means that you are part of a worldwide effort to protect our environment.</i>
Related resources that have been developed	<i>There are a lot of articles on the web about this practice, some related to the structures that have adopted it.</i>
Language(s)	<i>Lithuanian, English</i>
Summary	
Please provide an extensive summary of the technique/method	<i>The hotel is not content with just taking care of its staff members to be a social institution and not solely an economic organisation. As an economically sound and healthy enterprise and with the flexibility that ensues from this, they are happy to be able to share their success and get involved with social commitments in order to make a contribution to the community. This was and</i>

	<p><i>still is very important to them. They thus support education and training goals that far exceed their own needs, and sponsor schools and sports associations in the area regularly with donations. They voluntary social commitment also extends to their suppliers and contractors since the respectful handling of natural resources is extremely important to them. It is not only a question of maximising profits, but taking on ethical and moral responsibility. They therefore obtain their food from the region to the largest degree possible (avoid CO2 emissions) and as far as they are able, from organically certified companies or farms (e.g. Manos Bio-TransFair coffee, organic eggs, etc.); they procure their energy exclusively from renewable energy sources.</i></p>
Contact details	
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Preparation

Doggy bag	
Element	Guiding questions
Type of key action	<i>Preparation</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>It is a practice against food waste. Restaurateurs give out these doggy bags, which are nothing more than wrappers with the remains of the food eaten by customers, which are given to customers to avoid being thrown away, so that they can consume them later.</i>
Target audience	<i>Restaurateurs and hoteliers</i>
Field	<i>Reducing food waste</i>
Introduction	<i>All those who work in the restaurant industry throw away huge quantities of food every day, because almost no customer manages to consume all the food they order. In order to solve this problem, the Doggy bags, already widespread in the rest of the world, have been introduced in Italy as well, in order to avoid great food waste.</i>
Stakeholders and Partners, Financing Body	<i>It is not a practice that affects one company but all catering companies.</i>
Where the good practice takes place ? Location/geographical coverage	<i>In Italy The Doggy Bag project - Se avanzo mangiatemi (If I have leftover, eat me) - launched in the year of Expo 2015, has found positive experiences in over 50 Slow Food Italy restaurants and more than 200 venues in Milan, Bergamo, Varese and Rome.</i>
Context	<i>This practice is an excellent way of not wasting food but at the same time reducing a considerable amount of waste.</i>
Objective	<i>Avoiding food waste</i>
The description of the practice	<i>The practice is to give customers what they have ordered and not consumed so that they can consume it later.</i>
Outcomes of the practice	<i>This practice was initially only present in a few cities, but as it is very functional, it quickly spread to a large number of catering businesses.</i>
What elements allow to reduce waste	<i>Do not waste quality food</i>
Success Factors	<i>One success factor is the support given by FIPE - Federazione Italiana Pubblici Esercizi - which has created cellulose packaging and donated it to a thousand Italian businesses.</i>
Constraints	<i>Customers are often uninterested in taking their leftovers home.</i>
Lessons learned	<i>This practice teaches us how important it is not to waste anything we order.</i>
Sustainability	<i>In terms of sustainability, it is good to say that the practice produces more waste but you can opt for biodegradable bags that have less impact on the environment.</i>

Transferability	<i>This practice is already present in the family habits of Italians as often after a lavish lunch what is left over is kept for the next day's meal.</i>
Conclusion	<i>The practice of doggy bags is becoming more and more popular despite the idea that taking leftovers home is not in good taste. The truth is that 30% of the food served every day is not thrown away.</i>
Related resources that have been developed	<i>Several articles on this practice can be found on the web, but also on the FIPE website with the success and evolution of the 'Doggy Bag - if I have leftover eat me' project.</i>
Language(s)	<i>Italian</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>The doggy bag is a common practice in many countries around the world for a variety of reasons: in France it is an obligation, in America a fashion and in China just good manners. It is a fight against waste and for reducing leftover food in restaurants. In restaurants, hardly any customers manage to consume all the food they order and what is left inevitably goes into the bin. Food waste in restaurants is very high: more than 30 per cent of the meals ordered are wasted. When the practice was introduced in Italy, there was not a very positive attitude towards the use of doggy bags. Suffice it to say that 25 per cent of Italians considered it 'vulgar, rude and poor'. The use of doggy bags today seems to be seen in a different light, even if not all restaurateurs apply it and not all customers request it. According to the Fipe survey, 43% of restaurateurs propose, on their own initiative, to take away what has not been eaten, followed by 34% who rarely do so and the remaining 24% who never do. However, 90% of restaurants are already equipped with common aluminium containers to allow customers to take away ordered and uneaten food. It is essential that restaurant staff offer this opportunity to their customers.</i></p> <p><i>Interesting is the proposal of a restaurant in Rome Duke's to call the doggy bag "rimpiattino", winner of a competition launched in 2019 by Fipe and Comieco "Doggy bag all'italiana" aimed at the Italian catering world. The objective was to define a project for the dissemination and promotion of the doggy bag also by identifying an Italian expression that could be more explanatory than the English version and that could encourage a greater and more widespread diffusion of the habit of not wasting leftover food when eating lunch or dinner outside the home.</i></p>
Contact details	
Name	Duke's Restaurant in Rome.
Company/Institution	
Address/Website	https://confcommercioroma.it/dalla-doggy-bag-al-rimpiattino-fipe-comieco-insieme-nuova-cultura-antispreco-al-ristorante/ http://www.dukes.it/
Telephone	
E-mail	

Trash Cooking	
Element	Guiding questions
Type of key action	<i>Preparation</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>This is a trend in the restaurant industry whereby chefs have to create dishes from the remains of one or more foods in order to make full use of the product.</i>
Target audience	<i>Restaurateurs and chefs</i>
Field	<i>Using raw materials in their entirety</i>
Introduction	<i>It should be pointed out that this new branch of food preparation is based on fresh food and has nothing to do with waste products already prepared for other customers. The idea is also to return to the way of life of a few decades ago, when there was a fundamental rule in every household: "throw nothing away".</i>
Stakeholders and Partners, Financing Body	<i>It is a trend that started to develop in Italy in Modena in 2015 thanks to Massimo Bottura.</i>
Where the good practice takes place ? Location/geographical coverage	<i>Some chefs in northern Italy have adopted this type of cuisine.</i>
Context	<i>Even today, many people believe that this type of cuisine is made from other customers' waste.</i>
Objective	<i>Using food 100% of the time</i>
The description of the practice	<i>In kitchens, nothing is thrown away when preparing meals. For example, biscuits can be made from coffee grounds or ice cream from potato skins.</i>
Outcomes of the practice	<i>For the time being, few daring chefs are using this type of cooking.</i>
What elements allow to reduce waste	<i>No waste of raw materials</i>
Success Factors	<i>More and more people sit down at restaurants expecting not only to eat well, but also not to damage the environment by unnecessarily wasting resources.</i>
Constraints	<i>The challenge of this type of cuisine is to create new dishes without wasting anything. The constraint is to overcome the distrust linked to the cultural factor of considering waste as "rubbish" and an indication of poverty.</i>
Lessons learned	<i>The importance of not wasting</i>
Sustainability	<i>This practice reduces waste of raw materials</i>
Transferability	<i>If they like it, families could use these recipes in their daily lives.</i>
Conclusion	<i>Using this type of cooking requires a good knowledge of ingredients and combinations, but the results can be surprising.</i>

Related resources that have been developed	<i>As this trend originated in the USA and has spread to the rest of the world, you can find many articles about it on the web.</i>
Language(s)	<i>Italian, English</i>
Summary	
Please provide an extensive summary of the technique/method	<i>Trash Cooking originated in the United States of America as a new culinary trend. The watchword is zero waste, because with "trash cooking" you look for inspiration in the bin rather than in the fridge or the pantry. It should be pointed out that this new trend in food preparation is based on fresh food and has nothing to do with waste products already prepared for other customers. The name of this trend, literally "trash cooking", has a very precise social and economic objective: to combat food waste and avoid throwing away products that, on the contrary, could easily be used, thanks to the chef's creativity. Moreover, trash cooking can only benefit the pockets of restaurateurs, with a net saving on raw materials. The idea is also to return to the lifestyle of a few decades ago, when there was a fundamental rule in every home: "throw nothing away". A habit that has unfortunately disappeared over time. In the hope that trash cooking is not just a passing fad, the positive impact on customers sensitive to conscious consumption is evident. It is a bit like the possibility given to customers of taking leftover food home, so that it is not thrown away. In Italy this is still an experiment, while overseas it is now a more than established custom. More and more people sit down at restaurants expecting not only to eat well, but also not to damage the environment with an unnecessary waste of resources. Anyone working in the restaurant industry will have noticed with regret, at least once in their life, how much waste is produced in a working day. If we think that 230 million tonnes of foodstuffs are thrown away every year in Italy, the idea of trash cooking no longer seems so absurd.</i>
Contact details	
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Company/Institution	
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E-mail	

Chef Horticulturists	
Element	Guiding questions
Type of key action	<i>Preparation</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>This practice encourages Italian chefs to use the green spaces at their disposal by creating gardens that allow them to serve fresh, sustainable and 0 km products.</i>
Target audience	<i>Restaurateurs and hoteliers</i>
Field	<i>Reduce the costs of transporting raw materials and the resulting CO₂ emissions of the vehicles that handle them.</i>

Introduction	<i>This practice has deep roots in Italian culture. After Covid-19, many people went back to cultivation for healthy food and this also happened to chefs who, at least the most ambitious ones, had always dreamed of cultivating what would end up in their dishes.</i>
Stakeholders and Partners, Financing Body	<i>This practice involves many top chefs such as Carlo Cracco, Moreno Cedroni, Salvatore Bianco, Massimo Spigaroli etc.</i>
Where the good practice takes place ? Location/geographical coverage	<i>The regions where this practice is widespread are: Emilia Romagna, Campania, Marche. But even small restaurateurs in other regions often have their own vegetable garden.</i>
Context	<i>It is important to consider the effort required to manage a vegetable garden, which needs a lot of care and attention every day.</i>
Objective	<i>Sustainability of the environment and serving fresh, quality products</i>
The description of the practice	<i>The idea of this practice is to grow what will then be served to guests while maintaining a high quality of raw material and avoiding heavy transport costs.</i>
Outcomes of the practice	<i>Several catering and hotel businesses are involved, which are located on Italian territory.</i>
What elements allow to reduce waste	<i>Use of 0 km raw materials</i>
Success Factors	<i>Great cost savings and the freshest seasonal products attract a knowledgeable and discerning clientele.</i>
Constraints	<i>This practice necessarily needs a suitable space near the facility, so not everyone can do it, especially in cities.</i>
Lessons learned	<i>The importance of using the freshest raw materials</i>
Sustainability	<i>The spread of this practice guarantees economic and social advantages for restaurateurs but also for those who care about reducing food waste and the quality of raw materials. In the long term, the application can also have important environmental benefits in terms of reducing pollution linked to the transport of goods and increasing green spaces in cities.</i>
Transferability	<i>This practice is part of a strong Italian tradition which, unfortunately, has been lost over the years, so it would be transferable to families who could have their own vegetable garden as it was in the past.</i>
Conclusion	<i>For restaurateurs and hoteliers, having their own personal vegetable garden is a good practice to avoid buying processed goods or goods that have undergone a long journey to the kitchens where they will be processed.</i>
Related resources that have been developed	<i>Some articles talk about this practice booming in 2019</i>
Language(s)	<i>Italian</i>
Summary	
Please provide an extensive summary of	<i>If we talk to someone who works in the restaurant industry, we can see that cooking enthusiasts often dream of producing the raw materials themselves to serve to their customers through their creations. This practice or tradition in</i>

the technique/method	<p><i>Italy has ancient origins linked to the territory and the cultivation of the countryside that characterised the landscape. The tradition has been lost due to social and economic factors, but also to the evolution of cities.</i></p> <p><i>During the period of the covid-19 pandemic, however, for a variety of reasons this practice became part of everyday life again for many people. Four out of ten (including cooks) have started to grow fruit and vegetables in their gardens, terraces or vegetable plots. Whether it is to avoid stress or to make use of the green spaces at their disposal, this practice has only one positive result and that is to ensure healthy food. This "going back to the past" could actually be a step forward, as the practice not only cuts the cost of transporting raw materials but also the pollution produced. More and more chefs of various reputations have started to produce their own raw materials, some concentrating on fruit and vegetables, others including aromatic herbs.</i></p>
Contact details	
Name	
Company/Institution	
Address/Website	https://www.italiaatavola.net/check-in/locali-turismo/ristoranti-pizzerie/cosa-cresce-al-ristorante-i-migliori-locali-italiani-con-l-orto/80591/
Telephone	
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FOOD ZERO WASTE @ FZONE- P.A.P Corp. GREECE	
Element	Guiding questions
Type of key action	preparation
Implementation field	Catering at the American Farm School of Thessaloniki Campus
Short description of the technique or method	Elimination of waste food & disposals .
Target audience	The P.A.P Corp Staff, the students, faculty & parents of the A.F.S
Field	The training is for employees in Purchase, Kitchen , Maintainance, Service & Communication Department of P.A.P Corp.
Introduction	<p>The ZERO WASTE action started from our desire to obtain a WASTE FREE environment for the future generation. The Environment of the A.F.S , is the proper field to practise and succeed in our mition.</p> <p>Students will know how to appreciate the Farm Products and their responsible use in food preparation. They will know how to eat with responsibility. As future parents they will know how to purchase , cook & eat properly.</p> <p>In order to be able for F zone , our Catering Department, to achieve this along with the A.F.S faculty, we developed a synergy. The Fzone team are developing an updated menu using the products of the farm, local production, and all the safe to hygiene rules in order to optimise the waste.</p> <p>We developed a code for our suppliers, and asked tchem to join us with better technics in minimizing the packaging disposals.</p> <p>We developed along with the communication department of PAP corp. Leaflets for our Staff in kitchen and service.</p> <p>We will now develop a communication code for the faculty & students.</p>

	The maintenance is monitoring the liter from day 1 and our aim is to minimize our liter every year to approx. 30% respectively. The outcomes are motored by the Purchase Department and are on daily disposal upon request.
Stakeholders and Partners, Financing Body	<p>We will use the ZWITCH training tool as our manual for further education of the matter and the A.F.School will add the training to their sustainability courses.</p> <p>Further we obtained assistance from WWF, the GREEN KEYS & BLUE FLAG organisations and from the Greek Company of Recycling.</p> <p>The funds are all covered by P.A.P Corp., the Erasmus+ budget will help to the administration costs of the ZWITCH project.</p>
Where the good practice takes place ? Location /geographical coverage	The practise takes place in the campus of the American Farm School in Thessaloniki, Greece and it is a P.A.P Corp. Practise. P.A.P Corp. Is a small hotel company with basis in Thessaloniki and hotels in Thessaloniki & Halkidiki.
Context	The liter handling by the Municipality, the recycling companies that are involved, the Hygiene rules that should be strictly maintained throughout the operation , the COVID-19 pandemic that limits some possible actions .
Objective	The welbeing of our home, planet Earth
The description of the practice	<p>Administration/ General Management</p> <p>They will introduce the Project to the following team, they will plan a timetable and the guidelines of the Project and they will supervise the meetings that will follow.</p> <p>F-Zone Manager :</p> <p>They will implement the strategies of the administration by introducing the actions to the various division managers of the hotel . They will have daily 30 minutes meetings with the division managers to keep records of the progress.</p> <p>Maintenance Managers & Housekeepers</p> <p>They will make sure that the daily shifts checklists and every action that should be followed goes on line with the timetable of the project and they will gather all</p> <p>the necessary information for the daily meetings with the managers.</p> <p>F&B Managers :</p> <p>They will make sure that the checklists and every action that should be followed goes on line with the timetable of the project and they will gather all</p> <p>the necessary information for the daily meetings with the hotel managers.</p> <p>Chefs :</p>

	<p>They should design their menus according to the seasonal local products, find alternatives in order to reduce the organic waste, present the menus to the hotel management and purchase managers and assure the daily report of the food waste . Many different ideas should be adopted regarding the food storage, the food and serving s presentation, the purchase of local fresh products, the proper forecasting of the purchase and the proper storage and recycling of cooked food that is not served. This is estimated as a month preparation and presentation of the results to the higher management.</p> <p>After that they should report daily to the hotel Manager & once per week to the purchase Manager .</p> <p>Purchase Manager & Logistic Manager :</p> <p>They should work closely with the Chefs in finding the safest total of quantities in products and to find the Best quality from local distributors.</p> <p>They should avoid the storage of big quantities and should have a quality check list for each product that is used in the kitchen, the Food & Beverage and the Housekeeping & Maintenance Department.</p> <p>They should find and cope with these distributors that are in the same line, distributors and products that have the lowest rapping, packaging and carbon free waste.</p> <p>A research should be done for all the products that are used in the hotel operation in order to make strategic cooperation's with partners that will meet both the HACCP & the Waste Free rules.</p> <p>This will take a two month preparation and daily reports to the higher management. After this a weekly meeting should be conducted with the Chefs and a monthly meeting with the higher management.</p> <p>Communication Manager</p> <p>They should find the Best communication tools to communicate this project to the guests, by asking them to follow the measures of Waste management. (Postairs, digital screens, e.g)</p> <p>They should add the project to the general communication media plan in order to share this with a larger group of people.</p> <p>Once every week a meeting with the Higher Management is essential, once every week a meeting with the manager is essential as well.</p>
<p>Outcomes of the practice</p>	<p>We will have reduced waste material, the Staff will be trained and will obtain a higher value of skills , we will add our practise to the bigger global action for sustainability, the future generations will be more educated and responsible on the subject mater</p>
<p>What elements allow to reduce waste</p>	<p>All our actions from each department at P.A.P Corp. Are being monitored with facts (kilos, cost per kilo, so that we can measure our results in every step.</p>

Success Factors	<p>There must be a common objective by both the Catering & the Institution, good and honest relationship and communication. The Human resources department of P.A.P Corp. Should also find the way to motivate the employees that all this is for a better cause.</p> <p>The State must help by giving financial help in private initiatives like this, like taxation benefits.</p> <p>As the result of this action should be communicated with the final consumer, the clients satisfaction and participation should also be an initial part of any decision making.</p>
Constraints	<p>Women are challenger more in this practise as in our societies they still hold many responsibilities both in their household, their daily hygiene, their childrens needs, their jobs.</p> <p>As our team consist mainly from women , we believe that in our practise we have given empasis to all the above matters.</p>
Lessons learned	<p>We all have the same home which is planet Earth and we have to make it a safer place for the future.</p>
Sustainability	<p>Every action should be monitored , estimated and interpreted to Energy figures: Water, Oxygen, Electricity, e.g</p>
Transferability	<p>The project will be transfered with small alternations in all P.A.P Corp. Hotels in the next months, when the seasonal hotels will start operating.</p>
Conclusion	<p>A good practice is always beneficiary to the ones who are involved. It needs a high element of dedication, it brings you back satisfaction from the results, a more strong bontage with the Team , a stronger partnership with the partners. It is always a good example for the community and society in general.</p>
Related resources that have been developed	<p>We will develop 5 videos according to the different departments that are involved. Short videos in each department will be added too.</p>
Language(s)	<p>Greek</p>
Summary	
Please provide an extensive summary of the technique/method	<p><i>A good practise brings more education to the human resources that are envolved, a more loyal clientelle to the company and a better undsrstanding of the results of our daily work and life to all.</i></p> <p><i>Being able to do this under the umbrella and guideness of the European Union it gives to the company a self assurance and strenght , and a hope that the results will be accessable and recogized from more people in a multinational Environment as Europe. Digitalising is a trend that helps zero waste but raises questions regarding the carbon foodprint. A balance must be found and obtained. Zero Waste in P.A.P corporation is a communication campaign addressed mainly to our partners, students, guests and the local communities in order to show all the efforts that take place in the every day operation, to enhance loyalty and volunteering, and to finally endorse similar actions.</i></p>
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Rhino Alpine Resort	
Element	Guiding questions
Type of key action	<u>Preparation</u>
Implementation field	<ol style="list-style-type: none"> 1. <u>Catering</u> 2. <u>Hotel</u>
Short description of the technique or method	This is a settlement committed to sustainable development and they want to keep the world green. They show a caring attitude towards the environment, especially in the field of waste, drinking water, and respect for food. In 2018, they obtained the Zero Waste Hotel certificate and became the first hotel in Slovenia with this title. In 2021, they also acquired the title of Zero Waste Glamping. They are the first and only in Slovenia with this certificate.
Target audience	Resort guests, staff and stakeholders
Field	Hospitality & Catering Services
Introduction	Bled, Maj 10th 2018 – That day, Hotel Ribno officially received the title of Zero Waste Hotel, the first in Slovenia. After two intensive years of waste reduction and separation measures, they managed to reach a 92% separate collection rate, also meeting the international requirement for a zero waste title.
Stakeholders and Partners, Financing Body	<p>The hotel and its employees were not alone on this journey however, being coached by Ekologi brez meja, the local custodians of the title, and their partner Hotel Rifiuti Zero, which has introduced zero waste measures to more than 20 Italian hotels already. Gaining the title required more than just filling out forms; it would be impossible without the strong determination of the management and employees, who weighed and inspected hotel waste on several occasions. While policy changes in the workplace are the key to success, it's the measures undertaken that are most visible, be it the custom hallway separation bins or the packaging-free food offering.</p> <p>Hotel Ribno director Matija Blažič commented the occasion: “Just as today we are the odd one out as someone tackling it first, in a few years, so will every company that won't be working on it, just that this time they'll be a negative example.” They started on the zero waste path because they felt it was the right thing to do and still encourage other stakeholders in tourism from zero waste municipality Bled to join them, as tourists produce as much as 70% of all waste there.</p> <p>Ekologi Brez Meja (Ecologists Without Borders), the national Zero Waste organisation for Slovenia, which started to introduce the concept to tourism a few years ago, regularly warns that tourism can also have negative effects on the environment. President Urša Zgojznik added: “Deciding to start the journey to waste reduction requires the understanding of its urgency and courage to persevere. Such effort is awarded with motivated colleagues, higher quality of service and the recognition of the hotel or event as being environmentally responsible.”</p> <p>Ekologi Brez Meja has had tight cooperation with Italian company Hotel Rifiuti Zero (HRC) from the very beginning of the process. HRC ushered a change in Italian tourism when it comes to understanding waste. Antonino Esposito: “The community can thank Hotel Ribno and people who set new milestones in</p>

	<p>understanding quality of life and its connection to nature. Hotels are no exception here.”</p> <p>Slovenian state secretary Eva Štravs Podlogar, from the Ministry of economic development and technology, also supports the first zero waste steps in Slovenian hotels: “The Strategy for Slovenian tourism says that Slovenia is a green, active and healthy country for 5-star experiences. Today we witness this coming true.” Hotel Ribno has thus become a model and encouragement for all Slovenian accommodations. “The Strategy for Slovenian tourism says that Slovenia is a green, active and healthy country for 5-star experiences. Today we witness this coming true.”</p>
<p>Where the good practice takes place ? Location /geographical coverage</p>	<p>Hotel Ribno is very close to the Slovenian Alpine Pearl of Lake Bled, in the idyllic town from which it takes its name. Its location – on the fringes of a spruce forest with abundant birdsong – delights all those who long for peace and relaxation in close contact with nature. The hotel is an excellent starting point for hiking and cycling tours, fishing, adrenaline experiences and other sporting challenges in the nearby area.</p>
<p>Context</p>	<p>Unfortunately, tourism is a commercial activity that leaves behind a long trail of waste. Too long, even. According to the website of ‘Ekologi brez meja’ (Ecologists Without Borders), municipalities actually benefit from their participation in the Zero Waste movement. At the end of 2020, they wrote:</p> <p>Bled's main challenge remains the tourists, who visit the destination to enjoy the beauties of Slovenia's best-known natural attraction, and in so doing, produce a lot of waste. Through collaboration with hotels, campsites, and other accommodation providers, the municipality pays high attention to raising the awareness of its target audiences about responsible waste management and use of resources, promoting green practices such as drinking water from drinking fountains rather than plastic bottles. Since 2018 the Municipality of Bled has also been operating the Škart Reuse Centre, which gave new life to 3,790 products in 2019, most of them decorative. The eco workshop informing residents how they can make their own organic cleaners and cosmetics that was held in the framework of the European Waste Reduction Week was also very well received.«</p> <p>On YouTube you can view a film about how to behave in Bled to leave nothing behind but your footprints in the sand (Video: https://www.youtube.com/watch?v=ffnMUBm6rsE&feature=emb_imp_woyt).</p>
<p>Objective</p>	<p>Ecologists Without Borders drew up the guidelines for Zero Waste hotels and restaurants. As we have said repeatedly in these blogs, waste is a pressing issue in tourism. Bled is no different in this regard. In the years 2017, 2018 and 2019, the number of visitors far exceeded the number of residents (1.2 million overnight stays in 2018 and just about 8,000 residents).</p> <p>“The daily consumption of various products uses natural resources and energy for production or processing, and transport. When they turn into waste, they are linked to the pollution of water, air, soil, and loss of biodiversity”, say Ecologists Without Borders (Source), which also drafted the concept of introducing zero-waste strategies into the practices of hotels and restaurants.</p>

	<p>“All the strategies implemented in order to put the Zero Waste concept to practice are based on the study and analysis of concrete data and the situation at a hotel or restaurant. This keeps them flexible enough to meet environmental goals as well as the microeconomic performance targets at the company level”.</p> <p>The introduction of the concept into the tourism industry is designed to meet three types of objectives: the economic and social targets, and thirdly, and perhaps the most importantly in terms of future outlook, education and training. In its final phase, the circular economy also creates opportunities for upselling and higher prices. Bled is proud to have its first Zero Waste hotel in Slovenia. This inspiring story was written at Hotel Ribno.</p>
<p>The description of the practice</p>	<p><i>The hotel aims to provide high quality services for the guests to enjoy and for the benefit of nature. The hotel is planning to sort 90% of all collected waste, reduce annual waste by 30% and use 30% less water and energy. They will do this by introducing the following:</i></p> <ul style="list-style-type: none"> • <i>Sorting waste for collection</i> • <i>Reusing of towels and bedlinen</i> • Refillable soap or shampoo dispensers as well as reusable containers for sugar, jam, honey and other food in the hotel’s restaurant and kitchen • <i>working with local suppliers</i> <p>A few tips how one can become part of the Zero Waste story:</p> <ul style="list-style-type: none"> • Sort waste for recycling • Drink tap water instead of bottled water • Remember to turn off the lights in your room • Use reusable bags when going shopping • Reuse your towels • When dining, only take as much food as you are planning to eat
<p>Outcomes of the practice</p>	<p>After an intensive two-year implementation of measures to reduce waste and its separate collection, the hotel succeeded in reaching a 92% separate collection rate, which would not have been possible without the commitment of its management and staff.</p> <p>In addition to separate waste collection, the event organisers of Jurjevanje in Bela krajina, Art kamp and (Z)mešani festival also introduced measures for their prevention. They cut the use of disposable plastics and installed drinking fountains at their venues. Their responsible attitude towards the environment is also highlighted in their programmes.</p>
<p>What elements allow to reduce waste</p>	<p>The hotel dates back to the 1980s, but the chalet-style exterior has recently been renovated, and the old exterior wood has been re-used to make furniture for the lobby and restaurant. It embarked on an intensive two-year programme to reduce waste and ensure that any waste from the hotel was separated, which ended with the hotel achieving a 92% separate collection rate. It also aims to cut back on water and energy use.</p>

	<p>Entering the hotel, there is a set of recycling bins where you can separate your waste into organic, plastic, paper, textile and other categories before even arriving at the reception desk. There are similar sets of bins on each floor but none in the guest rooms (except for a tiny bin in the bathroom). There are no mini plastic packages either for toiletries (soap is provided in a refillable dispenser) or in the restaurant, where mostly local foods are laid out in bowls and plates. Signs on blackboards around the hotel urge guests to contribute by not taking more than they plan to eat from the buffet, sorting waste for recycling, drinking tap water instead of bottled water and using reusable bags when going shopping.</p>
<p>Success Factors</p>	<p>Slovenia wishes to remain a green destination and positive changes are also noticeable in tourism. Restaurants, hotels and other tourist accommodation facilities are introducing zero-waste measures and are striving to reduce waste by collecting it separately. In this way, they also contribute to Slovenia's sustainability goals. As the hotel manager points out, "Slovenia has a clear goal and we are already on the right path today. Everyone must become involved so that the country we feel remains beautiful and green. We grow in number every day. Be green and responsible. Be zero waste."</p>
<p>Constraints</p>	<p>Beyond the hotel sector, according to Ecologists without Borders, "in addition to separate waste collection, the event organisers of Jurjevanje in Bela krajina, Art kamp and (Z)mešani festival also introduced measures for their prevention. They cut the use of disposable plastics and installed drinking fountains at their venues."</p> <p>Meanwhile, on the demand side, says Nieboer, "More and more tourists search for hotels with a different experience. They value the zero waste philosophy and the protection of our healthy and green environment. Therefore hotels with zero waste certificates and labels attract a different kind of guest."</p> <p>But not everyone gets it. Other hotels in the Bled area and elsewhere are seeking to reduce waste and ensure that any waste produced is recycled. Yet this has had a mixed response among tourists, with online reviews of some hotels in the resort complaining, for example, about the lack of individual toiletries in the bathrooms. "I would have expected a hotel of this calibre to have a better selection of toiletries," complains one disgruntled traveller faced with a single refillable soap/shampoo dispenser in his bathroom.</p> <p>Ecologists Without Borders points out that the steps towards zero waste tourism are being taken in a country where green tourism and sustainability have long been promoted.</p> <p>"Slovenia is one of the cleanest and most environment-friendly countries in the world. It is the only country with a zero-waste capital where green tourism is also on the rise. Slovenia's goal is to be a green country ensuring its people's health, safety and sustainability," says the NGO's website.</p> <p>Ljubljana currently recycles 68% of its waste, up from 29.3% in 2008, putting it at the top of European cities in terms of the percentage of waste recycled. Across the country, there is a 55% recycling rate for municipal solid waste, which is as high as 80% in some communities.</p>

	<p>This is unusual in the CEE/SEE region, where Eurostat data shows that recycling is generally behind that in western EU members, though waste generation is lower too as consumption levels and the related explosion in packaging waste still have not caught up with the western part of the bloc. In fact, Slovenia produces larger amounts of waste than its peers in Central and Southeast Europe, though still relatively small amounts in an EU-wide comparison.</p> <p>The steps being taken in Slovenia come in the context of announcements made by major international hotel chains that they are cutting back on single-use plastics or eliminating them altogether, responding to the growing environmental awareness of business travellers and tourists.</p> <p>They include the Marriott group that said in 2019 that it will replace most of its hotels' single-use toiletries with larger bottles this year, which, it said, will prevent about 500mn tiny plastic bottles being sent to landfill each year. It is also eliminating plastic straws, a step already taken by the Hilton chain, which has also cut back on single-use mini toiletries.</p>
Lessons learned	Regular monitoring and verification of our activities and review of results (monthly waste weighing, water consumption, electricity...), which must meet the required criteria for obtaining the use of the certificate Zero Waste Resort.
Sustainability	The municipality of Bled, of which Ribno Alpine Resort is a part, has also embarked on the Zero Waste route and has set itself the goal of collecting 80% of all waste separately by 2025.
Transferability	The example of Ribno Alpine Resort can be easily transferred to any hotel that wishes to follow a Zero Waste policy.
Conclusion	As the hotel manager puts it, „We are proud to contribute important steps to this goal through our sustainable conduct with you, our guests”.
Related resources that have been developed	https://www.hotel-ribno.si/zero-waste/
Language(s)	English
Summary	
Please provide an extensive summary of the technique/method	<p><i>Globally, the scale of the plastic waste produced by major hotels is staggering. Calculations by sustainability and plastics consultant Marissa Jablonski for Eco-Business estimate that a 200-room four-star hotel at full capacity can use about 300,000 pieces of single-use plastic in a month, including 49,765 plastic amenities and amenity packages, 216,693 pieces of plastic for food and beverage operations and 20,000 plastic water bottles. Campaign group A Plastic Planet says that 855bn plastic sachets are used every year, enough to cover the entire surface of the planet, many of which are thrown away without being opened.</i></p> <p><i>In Slovenia, Ecologists without Borders analysed waste management data from Bled, a small town of just over 8,000 people on the shore of Lake Bled, one of Slovenia's top tourist destinations. This revealed a “steep increase in municipal waste and residual waste generation during summer months, starting at the beginning of June and lasting until the end of September, when</i></p>

	<p><i>data plummeted again. When we linked the data to tourist arrivals and overnight stays, it perfectly matched.”</i></p> <p><i>An article published by the NGO points out that not only do hotels create waste in the form of single-use plastic packaging, but tourists tend to use more water and electricity and create more waste when travelling than during their everyday lives.</i></p> <p><i>The NGO has been working with pizza chef and entrepreneur Antonino Esposito, who first introduced the concept of zero waste hotels and restaurants, and collaborated with Hotel Ribno, a family-run hotel and glamping site in the village of Ribno about 2km from Bled, to turn it into Slovenia’s first zero waste hotel.</i></p> <p><i>The hotel dates back to the 1980s, but the chalet-style exterior has recently been renovated, and the old exterior wood has been re-used to make furniture for the lobby and restaurant. It embarked on an intensive two-year programme to reduce waste and ensure that any waste from the hotel was separated, which ended with the hotel achieving a 92% separate collection rate. It also aims to cut back on water and energy use.</i></p> <p><i>Entering the hotel, there is a set of recycling bins where you can separate your waste into organic, plastic, paper, textile and other categories before even arriving at the reception desk. There are similar sets of bins on each floor but none in the guest rooms (except for a tiny bin in the bathroom). There are no mini plastic packages either for toiletries (soap is provided in a refillable dispenser) or in the restaurant, where mostly local foods are laid out in bowls and plates. Signs on blackboards around the hotel urge guests to contribute by not taking more than they plan to eat from the buffet, sorting waste for recycling, drinking tap water instead of bottled water and using reusable bags when going shopping.</i></p> <p><i>After an intensive two-year implementation of measures to reduce waste and its separate collection, the hotel succeeded in reaching a 92% separate collection rate, which would not have been possible without the commitment of its management and staff.</i></p> <p><i>In addition to separate waste collection, the event organisers of Jurjevanje in Bela krajina, Art kamp and (Z)mešani festival also introduced measures for their prevention. They cut the use of disposable plastics and installed drinking fountains at their venues. Their responsible attitude towards the environment is also highlighted in their programmes.</i></p>
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“Allazoume Synithies” Campaign by AB Vasilopoulos Super Markets	
Element	Guiding questions
Type of key action	<u>Preparation</u>
Implementation field	<ol style="list-style-type: none"> 1. <u>Catering</u> 2. <u>Hotel</u>
Short description of the technique or method	<i>#Allazoumesinithies (i.e. #ChangingHabits) is a printed & digital press campaign by Alfa Vita Vasilopoulos Super Markets. One of the largest super market chains in Greece, part of the Delhaize group, Alfa Vita Vasilopoulos follows a Sustainability strategy aimed to improve the Greek consumers' dietary and everyday habits.</i>
Target audience	<i>Everyone</i>
Field	<i>Retail</i>
Introduction	<i>#Allazoumesinithies (i.e. #ChangingHabits) is a printed & digital press campaign by Alfa Vita Vasilopoulos Super Markets. One of the largest super market chains in Greece, part of the Delhaize group, Alfa Vita Vasilopoulos follows a Sustainability strategy aimed to improve the Greek consumers' dietary and everyday habits. Began in 2018 and is ongoing and evolving since.</i>
Stakeholders and Partners, Financing Body	<ul style="list-style-type: none"> -WWF -Harokopeion University of Athens, Greece -Madame Ginger, blogger & chef -Procter & Gamble Group -Henkel Group
Where the good practice takes place ? Location /geographical coverage	Greece
Context	<i>The campaign #allazoumesinithies helps people reduce food waste so that nothing is lost. The company is committed to reducing their own footprint by 50% by 2025. They also undertake another great commitment to reduce plastic by 50% by 2025. Descriptions of the problems and needs, which were a condition for practice implementation;</i>
Objective	<p><i>Reduce food waste by 50% by 2025 through:</i></p> <ul style="list-style-type: none"> • <i>increasing food donations to our organizations and fellow human beings who are really in need,</i> • <i>the investigation and evaluation of food waste in its own supply chain in collaboration with Harokopio University and WWF Hellas and</i> • <i>the establishment of the 1st National "Alliance for the Reduction of Food Waste" in collaboration with NGO „WE CAN“</i> <p><i>To reduce plastic by 50% by 2025 through:</i></p> <ul style="list-style-type: none"> • <i>the removal of disposable plastics sold in their network stores,</i> • <i>reducing the weight of plastic in many packages</i> • <i>replacing plastic packaging with other more environmentally friendly ones</i>

	<ul style="list-style-type: none"> • <i>the replacement of 100% of the remaining plastic packaging with packaging from recyclable, recycled or compostable material.</i>
<p>The description of the practice</p>	<p><i>Online tools: Find your personal diet plan / Take a nutrition & psychology quiz / Discover nutritional advice / Shop online according to your results</i></p> <p><i>Printed magazine available for purchase at the store; all proceeds are donated to charity.</i></p> <p><i>Tips to implement Zero Waste in one's everyday lifestyle.</i></p> <p><i>Special promotions on vegan and bio products</i></p> <p><i>Selected stores offer Integrated Recycling Centers one can recycle up to 6 materials (plastic bottles, cans, glass bottles, plastic bags, metal containers and plastic containers), while in all stores the smaller Recycling Centers are available where you can recycle plastic and metal cans and batteries.</i></p> <p><i>Alfa Vita Vasilopoulos is the only company in Greece and Europe that allows their customers to recycle their packaging themselves, directly, without the involvement of third parties. They are the first company in Greece to implement the certified Individual Alternative Packaging Management System since November 2003, in collaboration with the company TEXAN.</i></p>
<p>Outcomes of the practice</p>	<p><i>AB, therefore, with the support of WWF Hellas:</i></p> <ul style="list-style-type: none"> - <i>changes its internal procedures to further reduce losses in its stores and warehouses</i> - <i>places even greater emphasis on donating quality and completely safe food, as it already does through the Short Food Donation Program, "Love Foods"</i> - <i>cooperates with its suppliers by providing them with practical information on ways in which they too can reduce losses in agricultural production and processing</i> - <i>informs responsibly and respectfully all its customers, developing useful tools that will help citizens to effectively reduce food waste within the home sector</i> <p><i>The outcome of all the above is:</i> <i>#Allazoumesinithies site https://allazoumesinithies.ab.gr/</i></p>
<p>What elements allow to reduce waste</p>	<p><i>A) Reduce food waste by 50% by 2025 through:</i></p> <ul style="list-style-type: none"> - <i>the increase of food donations to our institutions and fellow human beings who are really in need,</i> - <i>the investigation and evaluation of food waste in its own supply chain in collaboration with Harokopio University and WWF Hellas and</i> - <i>the establishment of the 1st National "Alliance for the Reduction of Food Waste" in collaboration with "WE CAN".</i>

	<p>B) <i>To reduce plastic by 50% by 2025 through:</i></p> <ul style="list-style-type: none"> - <i>the abolition of disposable plastics sold in its network stores within 2020,</i> -<i>reducing the weight of plastic in many packages and</i> - <i>the replacement of 100% of the remaining plastic packaging with packaging from recyclable, recycled or compostable material.</i>
Success Factors	<i>The website created is accessible to everyone, it is free and easy to follow</i>
Constraints	<i>Encouraging households to buy alternative products to what they usually did, e.g. organic foods, means they will need to spend more money</i>
Lessons learned	<i>Everyone can adapt to new habits and embrace the Zero Waste way of life</i>
Sustainability	<i>Anything digital is also sustainable. The printed magazine „Allazoume Synithies” is made from recycled paper and is encouraged to be recycled again.</i>
Transferability	<i>The elements of the context of „Allazoume Synithies” campaign can be adapted by everyone, anywhere in the world.</i>
Conclusion	<i>A great practice to encourage households to follow an environmentally friendly lifestyle.</i>
Related resources that have been developed	https://allazoumesinithies.ab.gr/
Language(s)	<i>Greek</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>AB Vassilopoulos, recognizes the importance of food waste and is committed to reducing its own footprint by 50% by 2025. In this context, and in collaboration with Harokopeio University conducted an 18-month survey to investigate and evaluate food waste throughout its supply chain and at every stage of production, from the farm to our plate. In cooperation with Dr. Katia Lazaridi, professor of the department of Geography of Harokopeion University conducted an 18-month research, with the aim of investigating and evaluating food waste throughout its supply chain and at every stage of production, from the farm to our plate.</i></p> <p><i>More specifically, the research of Harokopeio University revealed that every year in Greece, Greek households * throw away more than 1,000,000 tons of food, half of which could be safely consumed and not end up in the trash.</i></p> <p><i>In addition, food waste in the household sector exceeds 50% of the total waste and every citizen in Greece, throws every year 98.2 kg of food from his household, while for a family of four, this number reaches 392.8 kg of food annually. At the same time, the waste of food causes an incalculable waste of natural resources, which are available for the production of food that is ultimately not consumed.</i></p> <p><i>The research was conducted throughout the supply chain of AB Vassilopoulos. At the household level, this is the most extensive survey ever conducted in Greece to estimate food waste in the household sector. The survey, which was</i></p>

	<p><i>completed in September 2021, involved 772 households, in which the quantities of food that end up as waste were exhaustively studied.</i></p> <p><i>Through the #allazoumesinithies movement and rich digital content, AB takes action, with ideas, tips and suggestions regarding our two most important "homes": our body and our planet. These are changes big and small, aimed at evolving our consciousness, expanding our knowledge and opening our minds, in order to learn to love and take care of the obvious, which, unfortunately, almost all of us neglect. The visitor can find a lot of important information about recycling, environmental protection, healthy eating for young and old, as well as DIY solutions so that nothing is lost.</i></p> <p><i>At the same time, AB Vassilopoulos connected allazoumesinithies.ab.gr with its Youtube channel and created a pioneering web series, "#allazoumesinithiesby AB", on Youtube, highlighting a healthier and more environmentally friendly approach. In this new series, George Tsoulis (Chef) and Madame Ginger (Food Blogger), with an optimistic mood and humor, change the habits of our daily lives in simple and easy ways and with the aim of healthy eating and protection of our planet.</i></p>
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Reducing food waste	
Element	Guiding questions
Type of key action	Preparation
Implementation field	<ol style="list-style-type: none"> 1. Catering 2. Hotel
Short description of the technique or method	<p>Grand Hotel Sofia is committed in working towards preserving the environment, with eco-friendly initiatives at the corporate level since the company's long-term focus is on being "green." Wasting as little as possible ensures that we're not squandering the resources we take from the planet.</p> <p>The hotel has analysed its operations because food waste occurs at various stages in operations: delivery and storage, preparation and consumption. Therefore, a good storage process has been introduced and the volume of purchased food has been optimised; menu planning and establishing correct portion sizes is in place for reducing food waste.</p>
Target audience	Hoteliers, Hotel Guests, Staff
Field	Hospitality, Tourism
Introduction	<p>Internal engagement</p> <p>Food waste is mainly an issue within a hotel's Food and Beverage (F&B) operations, so it's good if that department leads your efforts. Food waste may also be processed by other back of house teams, such as waste management or cleaning, and it would be best practice to also involve someone from these departments from the start.</p> <p>Grand Hotel Sofia has recognized the financial incentives behind reducing food waste and has taken environmentally conscious steps forward in order to cut costs.</p>
Stakeholders and Partners, Financing Body	Grand Hotel Sofia is working with partner organisations that share the company's green values.
Where the good practice takes place? Location /geographical coverage	This practice takes place at Grand Hotel Sofia, Bulgaria.
Context	<p>One aspect of hospitality, and our daily lives, which is critical for saving money and reducing our environmental footprint at the same time, is the food we serve and eat. One third of all food produced is wasted each year. Addressing this issue is not just a priority in terms of sustainability, but also benefits the bottom line via significant reductions in food costs. When thinking about food waste, it's worth remembering the waste hierarchy of reduce, reuse, recycle:</p> <ul style="list-style-type: none"> • Reduce the amount of waste you create by making sure you only purchase what you need. • Re-use some food e.g. using preparation waste as a base for soup stock. • Recycling and recovery can prevent resources that went into producing the food from going to waste and have additional positive

	effects – food can be turned into compost and used as a soil conditioner or can be used to create energy through anaerobic digestion.
Objective	Green & Social Responsibility Policy; Environmental benefits; Reduced costs
The description of the practice	<p>What has Grand Hotel Sofia done to reduce food waste?</p> <p>The hotel has analysed its operations because food waste occurs at various stages in operations:</p> <p>Delivery and storage – Food can be spoiled during the delivery process and a good storage process (first in, first out) can help ensure that even spoiled/damaged food items can be repurposed and avoid landing in the bin. Tracking what is wasted at the storage stage will help to see if the hotel is purchasing more food than it is using.</p> <p>Preparation – This involves looking at how food is prepared, how to re-use offcuts, menu planning and introducing dedicated food-waste bins in the kitchens to ensure no food waste ends up in landfill.</p> <p>Food consumption – Analysing the food waste enables the chefs to establish correct portion sizes and reduce waste further by introducing optional (and ideally recyclable) take-away bags.</p> <ul style="list-style-type: none"> • It has provided a menu which shows the exact weight of the meal and different portion sizes (small and big option) for every meal. Researches have shown that the main reason why people are leaving food is that portion sizes are too big – 41%. • A survey has been carried out over the period of two weeks (taking into account busy and quiet days) to monitor how much food waste is left by your customers. It was also helpful to look at what type of food's being left (vegetables, meat, etc.) • Discovering that salad garnish is usually left, the chefs are making it more appealing. • Discovering that chips are left on a regular basis the kitchen reduced the portion size and also offered alternatives (e.g. mashed potatoes). • The restaurants provided Menu choices – customers can swap chips for potatoes, salad for vegetables, etc. which helps them get the food they want. Knowing that people need to feel comfortable when they ask for changes to be made, we have made this clear on menus before people order.
Outcomes of the practice	By simply reducing food waste, the hotel contributes to the environment by helping to decrease the gap between the amount of food we produce and how much we actually eat. The costs of reducing food waste are low – in fact, we are saving money – but the potential benefits are significant.
What elements allow to reduce waste	All above mentioned.
Success Factors	Engaging the hotel's teams – running education and awareness campaigns for the employees can inform them of steps to take to reduce food waste in the restaurants' kitchens; raising awareness with the hotel's guests.
Constraints	N/A
Lessons learned	Reduce food waste and save money

Sustainability	Taking part in initiatives and activities that raise awareness of sustainable development and support partners that share our green values (e.g. staff trainings)
Transferability	The practice has an enormous transferability because food waste is now becoming increasingly prominent on the hospitality agenda.
Conclusion	Minimising food waste is an opportunity to significantly cut costs while also contributing the environment, while focusing on food waste prevention and introducing sustainable practices such as recycling waste means that we are operating our hotels more responsibly and can help increase their popularity among customers.
Related resources that have been developed	
Summary	
Please provide an extensive summary of the technique/method	<p><i>Food waste has long been recognised as a global issue. Food is wasted throughout the value chain: at farms, in manufacturing processes, in cooking processes and by consumers leaving it on their plates. Food production needs a huge amount of resources (such as land, water and fertiliser) – if it's not eaten then all those resources have been wasted.</i></p> <p><i>Hotel kitchens traditionally budget 3-5% of food purchasing costs to be written off as unavoidable food waste. But kitchens actually waste between 5% and 15% by value of the food they have purchased. Two-thirds of the avoidable food waste occurs before it gets to the customer's plate.</i></p> <p><i>Grand Hotel Sofia has analysed its operations because food waste occurs at various stages in operations:</i></p> <p><i>Delivery and storage – Food can be spoiled during the delivery process and a good storage process (first in, first out) can help ensure that even spoiled/damaged food items can be repurposed and avoid landing in the bin. Tracking what is wasted at the storage stage will help to see if the hotel is purchasing more food than it is using.</i></p> <p><i>Preparation – This involves looking at how food is prepared, how to re-use offcuts, menu planning and introducing dedicated food-waste bins in the kitchens to ensure no food waste ends up in landfill.</i></p> <p><i>Food consumption – Analysing the food waste enables the chefs to establish correct portion sizes and reduce waste further by introducing optional (and ideally recyclable) take-away bags.</i></p>
Contact details	
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A. Exploiting each ingredient - Gaspar's restaurant case (INTERVIEW)	
Element	
Type of key action	<ol style="list-style-type: none"> 1. Preparation 2. Waste handling
Implementation field	Catering - Restaurant
Short description of the technique or method	Using every part of a specific ingredient without any waste and for different purposes and step of the meal creation and its serving
Target audience	This method is addressed to the restaurant kitchen team and, as a reflection, the restaurant costumers.
Field	Culinary, gastronomy
Introduction	<p>The initial context is try to use the restaurant's kitchen ingredients at their maximum, exploiting them, avoiding waste or not producing it at all.</p> <p>The period during which the practice has been carried out is all the restaurant's life long, since 2015.</p> <p>Gaspar's is a small restaurant in Vilnius, with a team of 11 members and around 24 seats at the restaurant. The restaurant provides a more exotic gastronomic experience on the Vilnius gastronomy scene than the majority of the restaurant, since Gaspar's chef has Goan and Portuguese roots, therefore the restaurant has imported meat and fish from other countries, but they are trying to order local ingredients as much as it is possible for their cuisine.</p> <p>For example, out of many, in summer the restaurant collaborates with a local farmer who grows all the vegetables on her farm.</p>
Stakeholders and Partners, Financing Body	There are no partners or donors involved because the practice is strictly correlated to the inner restaurant process and the financial part touches only the restaurant itself.
Where the good practice takes place ? Location /geographical coverage	Vilnius old town, Lithuania, Europe.
Context	<p>The genesis of this best practice come from the very beginning of Gaspar's restaurant life in 2015.</p> <p>The restaurant staff don't have any problems with implementing this practice at the restaurant since they follow the method during cooking.</p>
Objective	The aim of Gaspar's method is to reduce waste and to be as sustainable as possible, for the well-being of the planet.

<p>The description of the practice</p>	<p>This method came out naturally from Gaspar's chef who is trying to be environmentally friendly in his work as much as he can.</p> <p>In general, the restaurant team members are driven to be sustainable in their work and life in general, and they are constantly searching for new ways how to be more sustainable.</p> <p>Apart from such basics like recycling the cardboard and glass packaging at their restaurant, they are reusing the plastic packaging for storing some stationery as an example or returning them back to their suppliers when possible, clay wine bottles they for examples collect and use as vases for flowers, etc.</p> <p><i>Program Flows and their stages:</i></p> <p>Example: preparation of crab soup. The restaurant orders crabs from suppliers; the chefs take out the crab meat and use it for the crab soup filling; The shell crab they use to serve the soup, and the shell leftovers they use to cook the shellfish broth. In the end the dish looks like the one in the picture below, and they don't have any waste left from this ingredient (crab).</p> <p>People or groups involved in the implementation of the practice are the chefs and all the kitchen staff and restaurant's cleaners.</p>
<p>Outcomes of the practice</p>	<p><i>Measurable effects</i></p> <p>The main effect of this method is having less waste, and the restaurant reported it has an economical effect as well, it helps to reduce the food cost and expenses as well.</p>
<p>What elements allow to reduce waste</p>	<p>Using all the part of the ingredient itself.</p>
<p>Success Factors</p>	<p>Social and environmental knowledge are needed in order to implement this method, as first of all it should be important for team members themselves and not to be just one more requirement to be followed which is set by the employer.</p>
<p>Constraints</p>	<p>It can actually being implemmented only if a restaurant chose to prepare or serve the plate using the shell of the carb</p> <p>Based on the staff observations inside Gaspar's team, women are more driven to be environmentally friendly than men.</p> <p>During the interview, they noticed that it looks like women, among the staff, are caring more about sustainability and the future in general, and men find our method important if we share the economical positive side of it.</p>
<p>Lessons learned</p>	<p>The easyness of behaving with a sustainable approach.</p>

Sustainability	The usefulness of this easy practice helps to reduce the waste and be more environmentally friendly, as well as to reduce the food cost and the expenses of the restaurant business itself.
Transferability	<p><i>What are the elements that could be transferred to other contexts ?</i></p> <p>As from the interview, the same practice is being used when it comes to the preparation of meals based on fish.</p> <p>The staff during the interview said they use all the parts of the fish - fillet as much as possible, and all the leftovers including bones are being used to cook the fish sauce.</p> <p>With vegetables, they collect all the trimmings and use them to cook creamy vegetable soup, so they don't have any waste left from the vegetables.</p> <p>With eggs, they use egg yolks to serve their beef tartare dish with, then the whites leftovers they use to cook meringues, and the shells are collected by their cleaning lady to use later for her own compost at home for gardening.</p> <p>In general their practice can be implemented in many other contexts, as long as there are ideas on how to implement them.</p>
Conclusion	Sustainable, it helps reduce food waste and financially positive
Related resources that have been developed	No one
Language(s)	English, in the format of an interview.
Summary	
Please provide an extensive summary of the technique/method	<i>Try to use the restaurant's kitchen ingredients to their maximum, exploiting them, avoiding waste or not producing it at all. During the interview the Gaspar's team provide more than an example about their method of waste handling and its stages.</i>
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D'eco Bar&Restaurant	
Element	Guiding questions
Type of key action	<i>Purchase Preparation Service Waste handling</i>
Scope of application	<i>Catering</i>
Brief description of the technique or method	<i>As the meat industry tends to pollute the Earth quite a lot, many environmentally-conscious people either choose to have ecologically-raised meat or turn to vegetarianism or veganism.</i>
Target audience	<i>This practice is aimed at all those who have eco bar/ restaurant business.</i>
Field	<i>Act in the local area and using locally sourced ecological and organic farmer products. Reducing food waste</i>
Introduction	<i>From farm to table, we are a family owned restaurant that focuses on creating original recipes heavily inspired by classic European cuisine using locally sourced ecological and organic farmer products.</i>
Stakeholders and partners, funding agency	<i>D'eco Bar&Restaurant is a family owned restaurant</i>
Where does good practice take place? Location / geographical coverage	<i>Vilnius, Lithuania</i>
Context	<i>Bar/Restaurant serves organically sourced meals and focus on reducing, reusing, and recycling their collective resources.</i>
Objective	<i>Zero waste ideas and practices encourage a circular economy, which is sustainable and improves profits.</i>
Description of the practice	<i>At D'eco, locally source all of products from local natural, ecological and organic farmers. Many of dishes utilize classic, slow cooking methods and a vast number of drinks selection are certified organic.</i>
Results of the practice	<i>Bar&Restaurant focus on reducing, reusing, and recycling their collective resources.</i>
What are the elements that reduce waste?	<i>Important thing is to reduce current consumption of resources. Practice portion control and rotate stock regularly to reduce the chances of ingredient and food wastage. Instead of serving plastic water bottles that immediately go to the trash bin, use glass bottles to serve water to customers. Encourage guests to take their leftovers home when they can't finish their meal.</i>
Success factors	<i>Many of dishes utilize classic, slow cooking methods and a vast number of drinks selection are certified organic.</i>
Constraints	<i>The challenge of this practice is to maintain a high number of loyal customers</i>
Lessons learned	<i>Zero waste restaurants — This term has been gaining a lot of popularity in recent times. And rightly so, considering it highlights the importance of conservation of resources which is the need of the hour. Especially for restaurants, going 'zero-waste' is vital to improving their bottom line.</i>

Sustainability	<i>As zero waste restaurant focus on reducing, reusing, and recycling their collective resources.</i>
Transferability	<i>It can be transferred not only to the various companies in the catering sector, but also to individual citizens.</i>
Conclusion	<i>Chefs, kitchen professionals and other stakeholders learned about global food waste issues, surplus food and the reasons why food is wasted on such a large scale as well as build practical skills and gain hands-on experience with cooking more sustainably. The goal was to work with a more sustainable approach to everyday kitchen methods, finding creativity and joy in cooking with what is already there.</i>
Related resources that have been developed	<i>Various articles and websites about zero waste restaurants</i>
Language(s)	<i>Lithuanian, English</i>
Summary	
Please provide an extensive summary of the technique/method	<i>Prepared by D'eco Bar & Restaurant dinner presenting 7 both savoury and sweet dishes that each in their own way will show how diverse and tasty zero waste food can be. Using local, seasonal and organic ingredients and utilizing them to their fullest potential, the diners will be able to enjoy a both unique and sustainable dining experience. Sharing knowledge and experience across borders and proving that there does not have to be any discrepancy between fine dining, high quality food and zero waste. Starting with the 1st R, this step involves refusing items with negative environmental impacts. It suggests carefully evaluating every purchase you make for your restaurant to eliminate items that you don't need and don't want piling in the garbage bins. The next thing is to reduce your current consumption of resources. Practice portion control and rotate your stock regularly to reduce the chances of ingredient and food wastage. Becoming a zero waste restaurant involves understanding how much stock you need to order. Vegetable peels, scraps, and food leftovers can be used to create compost that can be used to improve the quality of the soil. If what we eat determines our health, let's eat real, natural, carefully prepared food and celebrate our well-being!</i>
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Production

ZERO FOOD WASTE AND SUPPORT FOR STUDENTS	
Element	Policy issues
Type of key action	<u>Production</u>
Scope of application	<p>2. <u>Restoration</u></p> <p>3. <i>Hotel</i></p>
Brief description of the technique or method	<i>Sodexo's commitment to fight food waste while providing food aid to students was made on March 22, 2021, with the introduction of meal baskets.</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<i>Students are being hit hard by the consequences of the health crisis. The most precarious students, deprived of the student jobs that used to enable them to make ends meet, are finding it difficult to meet their needs, whether it be to finance their studies, find accommodation or feed themselves. To help them, Sodexo has decided to join forces with Phenix and Too Good To Go, two major players in the fight against waste, to provide them with food aid in several French cities</i>
Stakeholders and partners, funding agency	<i>Sodexo (Sogeres subsidiary), Too Good To Go, Phenix, student associations</i>
Where does good practice take place? Location / geographical coverage	<i>In France</i>
Context	<i>For many years, Sodexo has been very committed to the fight against hunger and food waste. Since 1996, Sodexo, through its non-profit organization Stop Hunger, has been fighting hunger around the world. In France, it redistributes food and unsold meals to associations such as Restos du Cœur, the French Federation of Food Banks and local food aid associations throughout France and throughout the year. In 2019, Sodexo's central kitchens distributed 115 tons of surplus food, the equivalent of more than 210,000 meals, to the most disadvantaged.</i>
Objective	<i>In a context where the precariousness of students has increased significantly, Sodexo, as a player in the higher education sector, is committed to supporting them. Through this initiative, alongside Phenix and Too Good To Go, they will allow students to have access to healthy and varied meals cooked by our Chefs, either free of charge or at a reduced price. This action is also part of their commitment to fight against food waste.</i>
Description of the practice	<i>To support students affected by the health crisis and struggling to feed themselves, Sodexo and its subsidiary Sogeres have joined forces with Phenix and Too Good To Go, two players in the fight against food waste. Launched on March 22, the operation involves donations to associations that distribute meals to students and the sale of meal baskets at reduced prices to students.</i>
Results of the practice	<i>Nearly 2,000 meals per week could be targeted at students, i.e.: 500 to 1,000 weekly meals offered via local associations and Phénix, and 450 baskets (the</i>

	<p>equivalent of 1,100 meals offered each week) at reduced cost via the Too Good To Go application</p> <p>Since 2018, the action led by Sodexo in collaboration with Too Good To Go has saved nearly 10,000 baskets from the bin.</p>
<p>What are the elements that reduce waste?</p>	<p>Two solutions for distributing meals</p> <p>With the support of local student associations and Phenix :</p> <p>For the first time, Phenix will connect Sodexo's central kitchens with student associations in some fifteen cities in France to distribute their unsold food to students. Thanks to its tech platform and its network of 1,500 partner associations, Phenix will ensure the logistics, traceability and quality of the donations for the estimated 500 to 1,000 meals that Sodexo will give away each week. Students will have access to free starters, main courses and desserts, cooked by Sodexo chefs and distributed at least once a week by local student associations.</p> <p>Via the Too Good To Go app to collect meal baskets directly from Sodexo kitchens:</p> <p>Too Good To Go will offer meal baskets dedicated to students on its application for three months. Each basket will consist of 2 or 4 complete meals including a starter, a main course with side dish and a dessert, and will be offered at 2 and 4 euros respectively, i.e. 1 euro per meal.</p> <p>The baskets can be collected by students from one of the 24 Sodexo central kitchens participating in the operation throughout France, on presentation of their student card. 450 baskets, the equivalent of 1,100 meals, should be saved each week by students.</p>
<p>Success factors</p>	<p>To have a logistics system that allows the management of the flow of meals to be distributed by relying on partners such as Too Good To Go or Phenix. As well as local actors such as student associations who can organise such a scheme on a voluntary basis.</p>
<p>Constraints</p>	<p>The catering sector is subject to specific and very important legislation in terms of hygiene, quality and traceability, so it is important that even in the context of the gift of power, not only oneself but also one's partners bring the same guarantee of quality</p>
<p>Lessons learned</p>	<p>This good practice has enabled Sodexo to become a real player in eco-responsible attitudes in the field of collective catering, to be in solidarity and to strengthen links with local partners.</p>
<p>Sustainability</p>	<p>There is a real need to stop throwing away what can be consumed, and Sodexo is really committed to this approach since 2018 and has no intention of changing its bias.</p>
<p>Transferability</p>	<p>Food donation can be transferred to any area of life: at work, at home, at school.</p>
<p>Conclusion</p>	<p>The involvement of a group such as Sodexo, which has an international influence, is an opportunity to change habits and become more ecological and anti-waste. Their economic weight is an opportunity to bring about real change in the field of waste management and recovery in the catering industry by setting an example.</p>
<p>Related resources that have been</p>	<p>https://www.stop-hunger.org/fr/home.html</p> <p>https://fr.sodexo.com/home.html</p>

developed	https://www.sogeres.fr/ https://toogoodto-go.fr/fr https://www.restauration21.fr/restauration21/2021/03/sodexo-se-mobilise-avec-phenix-et-too-good-to-go-pour-apporter-une-aide-alimentaire-aux-%C3%A9tudiants.html https://www.neorestauration.com/article/sodexo-se-mobilise-avec-phenix-et-too-good-to-go-pour-apporter-une-aide-alimentaire-aux-etudiants,56478
Language(s)	French
Summary	
Please provide a detailed summary of the technique/method.	<p><i>To support students affected by the health crisis and struggling to feed themselves, Sodexo and its subsidiary Sogeres have joined forces with Phenix and Too Good To Go, two players in the fight against food waste. Launched on March 22, the operation involves donations to associations that distribute meals to students and the sale of meal baskets at reduced prices to students. Nearly 2,000 meals per week could be targeted at students, i.e.: 500 to 1,000 weekly meals offered via local associations and Phénix, and 450 baskets (the equivalent of 1,100 meals offered each week) at reduced cost via the Too Good To Go application</i></p> <p><i>Since 2018, the action led by Sodexo in collaboration with Too Good To Go has saved nearly 10,000 baskets from the bin.</i></p> <p><i>Two solutions for distributing meals:</i></p> <p><i>With the support of local student associations and Phenix :</i></p> <p><i>For the first time, Phenix will connect Sodexo's central kitchens with student associations in some fifteen cities in France to distribute their unsold food to students.</i></p> <p><i>Via the Too Good To Go app to collect meal baskets directly from Sodexo kitchens:</i></p> <p><i>Too Good To Go will offer meal baskets dedicated to students on its application for three months. Each basket will consist of 2 or 4 complete meals including a starter, a main course with side dish and a dessert, and will be offered at 2 and 4 euros respectively, i.e. 1 euro per meal.</i></p>
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An eco-responsible chef	
Element	Policy issues
Type of key action	<u>Production</u>
Scope of application	<ol style="list-style-type: none"> 1. <u>Restoration</u> 2. <i>Hotel</i>
Brief description of the technique or method	<i>In 2019, La Botte d'Asperges was awarded the "Éco-défi des artisans, restaurateurs et commerçants" label. Stéphane Bureau, who is the chef of the restaurant in Contres in the Loir-et-Cher region, has taken over the running of the restaurant and undertaken an eco-responsible transition. This means making a good turnover, but also taking responsibility for its social and environmental impact. To do this, the restaurant applies measures to reduce its carbon footprint and promote sustainable consumption.</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<p><i>To be an eco-responsible restaurant is to adopt ecology in your restaurant! To achieve this, the restaurant applies measures to reduce its carbon footprint and promote sustainable consumption. It uses sustainable management systems and materials, and offers gastronomy based on animal welfare and sustainable agriculture products.</i></p> <p><i>Clearly, transforming a traditional restaurant into an eco-responsible one is a major change, involving rethinking most of the current management practices and replacing them with others. On the other hand, the benefits are considerable.</i></p>
Stakeholders and partners, funding agency	<i>Stéphane Bureau, chef of the restaurant La Botte d'Asperges, partners and local producers</i>
Where does good practice take place? Location / geographical coverage	<i>In France</i>
Context	<p><i>The restaurant industry is becoming more and more eco-friendly, that's a fact! The ecological trend, also known as "eco-friendly", is making its way into many restaurants. Indeed, restaurant owners are increasingly concerned about the impact of their activity on the environment.</i></p> <p><i>Consumers are also playing an important role in this change. They are now demanding that the various industries pay more attention to their environmental impact and are moving more towards green restaurants. In other words, there is every reason for restaurateurs to adapt to this new demand around the world.</i></p>
Objective	<p><i>There are two reasons why a restaurant owner may want to go green: because it is a trend that attracts many customers and, above all, because it is important to contribute to the protection of our planet.</i></p> <p><i>Thus the objectives can be multiple and diverse, but for the restaurant La Botte d'Asperges it is mainly to: sort and recover this waste, reduce its energy consumption and work in a short circuit.</i></p>

Description of the practice	<i>Acting on all levels of a restaurant's work process, from purchasing to waste treatment, by minimising losses, recovering, adjusting and developing new habits</i>
Results of the practice	<i>This practice is quantifiable in financial and volumetric terms, but it is also qualitative in terms of the network created locally and the good brand image it generates, which has enabled the restaurant to obtain the "Eco-Challenge for craftsmen, restaurateurs and traders" label in 2019.</i>
What are the elements that reduce waste?	<p>Sorting and recycling waste <i>The former owners of the premises did not sort their waste very much and threw away the equivalent of 4 large containers, today with the implementation of selective sorting (by correctly separating the remains, by organising and managing their collection in an appropriate way) they are on average at 3 small bins.</i> <i>For organic waste, he entrusts it to their 3 sheep and their hens</i></p> <p>Reduce plastic packaging <i>Strongly replace the use of plastic with compostable biodegradable bags</i></p> <p>Reducing energy consumption <i>In terms of energy, they use very little gas and optimise the ovens as much as possible (they also use less energy consuming cooking methods). All their light bulbs are low consumption and the paper on the card is recycled</i></p> <p>Working in a short circuit <i>The restaurant has partnerships with local producers to try to add value to products that they are unable to use. For example, they realised that cakes could be made with the spent grain generated by the production of local beers. The restaurant owner therefore created a partnership with the beer producer: he recovers the spent grain, dries it and then transforms it into flour to create cakes!</i> <i>What interests the chef is the philosophy behind the products that are grown. For him, the objective is to have products that represent his region well and that are of impeccable quality so that he can make the most of them at the end of the chain.</i></p>
Success factors	<i>Show curiosity, interest in good practices used here and there, and creativity to test new modes, exploit new possibilities</i>
Constraints	<i>Continue to advance each day in these good practices while remaining within the good measure implied by the economic constraints</i>
Lessons learned	<i>Being in contact with both producers and customers creates a solid social fabric and allows the exploitation of many products of the region while avoiding food waste of cultivated products.</i> <i>Each new small gesture, idea is a step further towards ecology, common sense is often a return to ecological behaviour</i>
Sustainability	<i>The chef continues to make progress in the area of ecology on a daily basis, as this has become a way of working and is also the calling card, the brand image he has given to his restaurant.</i>
Transferability	<i>Becoming "green" can be transferred to any area of life: at the office, at home, at school.</i>
Conclusion	<i>Continue to do your part by finding alternatives to plastic again and again and achieve zero waste by cultivating as closely as possible, by processing products</i>

	<i>grown in the vicinity, and by considering the chain from product to plate, also including local actors</i>
Related resources that have been developed	https://www.labottedasperges.com/ http://www.valeco41.fr/pdf/guide%202019-2020.pdf https://www.theforkmanager.com/fr-fr/blog/restaurant-eco-responsable https://www.theforkmanager.com/fr-fr/blog/temoignages/parcours-dun-chef-eco-responsable-rencontre-avec-stephane-bureau-chef-du
Language(s)	<i>French</i>
Summary	
Please provide a detailed summary of the technique/method.	<p><i>In 2019, La Botte d'Asperges was awarded the "Éco-défi des artisans, restaurateurs et commerçants" label. Stéphane Bureau, who is the chef of the restaurant in Contres in the Loir-et-Cher region, has taken over the running of the restaurant and undertaken an eco-responsible transition. This means making a good turnover, but also taking responsibility for its social and environmental impact. To do this, the restaurant applies measures to reduce its carbon footprint and promote sustainable consumption.</i></p> <p><i>There are two reasons why a restaurant owner may want to go green: because it is a trend that attracts many customers and, above all, because it is important to contribute to the protection of our planet.</i></p> <p><i>Thus the objectives can be multiple and diverse, but for the restaurant La Botte d'Asperges it is mainly to: sort and recycle this waste, reduce its energy consumption and work in short circuits</i></p> <p><i>Being in contact with both producers and customers creates a solid social fabric and allows the exploitation of many products of the region while avoiding food waste of cultivated products.</i></p> <p><i>Each new small gesture, idea is a step further towards ecology, common sense is often a return to ecological behaviour.</i></p>
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THE RECYCLER	
Element	Policy issues
Type of key action	1. <u>Production</u>
Scope of application	1. <u>Restoration</u> 2. <i>Hotel</i>
Brief description of the technique or method	<i>Located in a former station on the inner ring road in the 18th arrondissement, the Recyclerie's calendar is marked by the 'four Rs': Rethink our way of life, Replant the city, Repair what can be repaired, and Recycle our waste. This atypical café-restaurant in an exceptional setting has an urban farm of almost 1000m² with goats and chickens. All the food served is prepared on the spot with fresh and local products and this convivial place also offers an open workshop, where you can learn to tinker, repair, create, lend, recycle, meet, evolve... A real space for sharing and peace, in the middle of the Parisian tumult.</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<i>Located in a former railway station on the Petite Ceinture that has been rehabilitated into a living space, the REcyclerie aims to raise public awareness of eco-responsible values in a fun and positive way. - THE 3 R's = REDUCE - REUSE - RECYCLE - Collaborative initiatives and "do it yourself" are values that guide the design of the place, its programming and catering offer. The aim of the Recyclerie is to respect the environment by reducing consumption, recycling waste and reusing instead of throwing it away.</i>
Stakeholders and partners, funding agency	<i>The association Les Amis Recycleurs (for all the management of the programming part of the place, the farm and René's workshop), the company (for the café and canteen part) and the Veolia Foundation</i>
Where does good practice take place? Location / geographical coverage	<i>In France, but the model has also been exported to Niamey in Niger (L'OASIS DE NIAMEY) and to Durban in South Africa (LE BAOBAB DE DURBAN)</i>
Context	<i>At a time when ecology is invading our lives everywhere, Stéphane Vatinel wanted to create a third place where people want to go to share ecology. The place is open every day from 8am to midnight. The main activity is the bar-restaurant, but there is also an ecological library, workshops, conferences and a space for DIY. For local food, you can't get much closer than this, the garden is below the restaurant, where many of the vegetables and herbs needed for cooking are grown. On the roof there are beehives for the bees, and downstairs, chickens eat the leftovers.</i>
Objective	<i>Promoting collaborative initiatives, raising awareness among "consumers", promoting recycling... Promoting the circular and sensitive economy around the principles of sustainable development</i>
Description of the practice	<i>The recycling centre promotes the principles of responsible consumption, which are reflected both in the bar-restaurant offer, based on fresh and seasonal products, and in the various events offered: DIY workshops, exhibitions, vegetable gardens, etc.</i>

Results of the practice	<i>The Recyclerie has already</i> - created 60 jobs in Paris - recovering more than 7.2 tonnes of waste into compost
What are the elements that reduce waste?	<p>In the middle of the Parisian suburbs, a few hens are raised in the middle of a vegetable garden. This little island of greenery is not a farm but a restaurant: La REcyclerie. The person in charge, Martin Liot, grows carrots, radishes, strawberries and peppers on his farm just a few metres from the main roads. And to support this ecological project, the inhabitants of the neighbourhood are doing their bit. They dump their organic waste in the restaurant's compost bins in exchange for a coffee at the bar.</p> <p>A committed team Every day, a dish is prepared with vegetables from the garden and all the herbs are grown on site. Some will even have the opportunity to taste the honey taken directly from the garden's beehives. And that's not all. Part of the profits from the restaurant will go towards subsidising the workshops and conferences that the REcyclerie team organises to raise awareness of environmental issues.</p> <p>The service has been designed with bulk packaging, e.g. the wine is served from the filler. Serving wine from the vat is both an "ecological" and fun gesture. The Recyclerie has therefore chosen to install three vats of wine from small French producers: red, white and rosé.</p> <p>All furniture is "Old is Gold", so second hand</p>
Success factors	<i>Show curiosity, interest in the good practices used here and there, and creativity to test new modes, exploit new possibilities while remaining playful to remain affordable for the general public</i>
Constraints	<i>To continue to advance each day in these good practices while remaining in the good measure that implies the economic and management constraints of such a place</i>
Lessons learned	<i>The recycling centre believes that economy and ecology can work together and this is what they do on a daily basis</i>
Sustainability	<i>Continue to create new animation, to include local actors in their engagement and to export to other places</i>
Transferability	<i>Becoming "green" can be transferred to any area of life: at work, at home, at school. And this place is a meeting place for learning and reproducing elsewhere</i>
Conclusion	<i>This place is a model for all structures that want to be inspired and are looking to set up/practice a more ecologically friendly activity. It offers end-to-end processes designed to include the environment in all its forms with the human being</i>
Related resources that have been developed	https://www.larecyclerie.com/ La REcyclerie LinkedIn La Recyclerie - Environment Green Hotels Paris (greenhotelparis.com) Veolia Foundation - home
Language(s)	<i>French</i>
Summary	

Please provide a detailed summary of the technique/method.	<p><i>At a time when ecology is invading our lives everywhere, Stéphane Vatinel wanted to create a third place where people want to go to share ecology. The place is open every day from 8am to midnight. The main activity is the bar-restaurant, but there is also an ecological library, workshops, conferences and a space for DIY. For local food, you can't get much closer than this, the garden is below the restaurant, where many of the vegetables and herbs needed for cooking are grown. On the roof there are beehives for the bees, and downstairs, chickens eat the leftovers.</i></p> <ul style="list-style-type: none"> • <i>Promoting collaborative initiatives, raising awareness among "consumers", promoting recycling...</i> • <i>Promoting the circular and sensitive economy around the principles of sustainable development</i> <p><i>The Recyclerie grows carrots, radishes, strawberries and peppers on its farm just a few metres from the main roads. And to support this ecological project, the inhabitants of the neighbourhood are doing their bit. They dump their organic waste in the restaurant's compost bins in exchange for a coffee at the bar.</i></p> <p><i>Every day, a dish is prepared with vegetables from the garden and all the herbs are grown on site. Some will even have the opportunity to taste the honey taken directly from the garden's beehives.</i></p> <p><i>The service has been designed with bulk packaging and all the furniture is "Old is Gold", so second hand</i></p>
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A ZERO WASTE RESTAURANT	
Element	Policy issues
Type of key action	<u>Production</u>
Scope of application	<ol style="list-style-type: none"> 1. <u>Restoration</u> 2. <i>Hotel</i>
Brief description of the technique or method	<i>Implement a real zero waste approach in the café-restaurant environment for all activities that make up this business. Think and apply the 3Rs and find the best compromises to guarantee a satisfactory level of zero waste production</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<p><i>In September 2019, Gabriel Monzerol and his partners wanted to create a different project that was closer to their values. The aim was to minimise the environmental footprint and waste material.</i></p> <p><i>While many grocery shops have been working towards zero waste for several years, the practice is much rarer in catering companies, as in this case the organisational burden falls solely on the staff in the kitchen and at the time of service and not on the end consumer.</i></p>

Stakeholders and partners, funding agency	<i>Local suppliers, zero waste café Le 5e, Verdun, the municipality, organic or recycled waste collection companies</i>
Where does good practice take place? Location / geographical coverage	In Canada (Montreal)
Context	<p><i>Climate awareness is increasingly knocking on the doors of restaurants. They are therefore seeking to respond to the environmental crisis by trying to reduce food waste</i></p> <p><i>Up to 30% of the world's production is wasted each year, 9% of which comes from the restaurant and hotel industry, according to the Table québécoise sur la saine alimentation. Restaurants in and around Montreal are no exception</i></p>
Objective	<p><i>Start a movement: prove that zero waste is accessible for businesses too, and that everyone can do it at their own level: don't be alone but be part of a movement</i></p>
Description of the practice	<p><i>Buying in bulk</i> (e.g. spices, vegetables, etc.) from local partners, specifying that they do not want to use packaging, just to put the crops directly into boxes.</p> <p><i>For herbs and sprouts, they source from an urban farm that grows plants hydroponically. The co-founders of Laboratoire grenouille rouge (Redfroglab), Guillaume Dagher and Gabriel Roy Doyon, have set up an ultra-local model: they travel less than 20 kilometres and can make deliveries by bicycle. They deliver their shoots in the ground, on trays that they collect from one time to another: nothing is lost and everything is collected.</i></p> <p><i>For the oil (which is used to cook chips, one of the most popular dishes): no need to buy it in cans, the precious liquid is transported to the restaurant by a tanker truck, which pours its load directly into the restaurant's 330 litre tank. These tanks have a life span of 20 years, unlike the 16-litre cans, which are then thrown away for recycling.</i></p> <p><i>Refuse and make your own</i></p> <p><i>The team had to make a cross on certain foods that were impossible to reconcile with the philosophy of the restaurant (such as vollaile which is often over-packaged, or tortillas which are almost impossible to find in bulk, or cocktail ingredients). Finally, everything that is packaged in 10s by the suppliers they chose not to buy and to make themselves. So they chose to make a lot of things in-house: tortillas, bread, croutons and breadcrumbs... The chef also makes his own sausages.</i></p> <p><i>At the bar, mixologist Luca Langelier, co-owner of the restaurant, concocts homemade syrups and juices each season (for example with cranberries, they produce large quantities of juice at the height of the season so they can use it all year round)</i></p> <p><i>In the dining room, customers are given handmade cloth napkins instead of paper ones. And the fries are served without parchment paper in their basket. In Gabriel's opinion, these are very easy things to avoid.</i></p> <p><i>Recycle (upcycling) :</i></p> <p><i>Even the furniture and decoration were designed with recycled materials: the counter is made of floor joists that are construction site residues, the benches are recycled wood pallets, and the light fixtures are made of used pipes.</i></p>

Results of the practice	<p><i>Most of their waste is compost, table scraps. They fill two 40-litre bins each week.</i></p> <p><i>They also have recycling, with cardboard boxes from some deliveries.</i></p> <p><i>For the garbage, they fill an average bag every four to six weeks.</i></p>
What are the elements that reduce waste?	<p><i>In terms of budget, it's pretty standard: labour is more expensive because there are more things to do. But by cutting back on processed products and optimising each ingredient, they manage to save money.</i></p> <p><i>The menu, which changes seasonally, is chalked on huge slates. In November 2021, prices range from a \$9 poutine to a \$19 vegan burger plate with sides.</i></p>
Success factors	<p><i>It's a lot of thought from the design stage of the restaurant because you have to set up operating procedures that are clear to the employees: but once the machine is up and running, it just happens.</i></p> <p><i>Surround yourself with local partners who share the same convictions</i></p>
Constraints	<p><i>There should be more mutual support in the zero waste restaurant business. It is already a fairly competitive environment. There is room for more cooperation</i></p> <p><i>There is a lack of incentives to produce less waste in the industry. Firstly, the city does not collect compost from businesses, so restaurants have to turn to a private service that collects the organic material on demand (and there are many service providers with very different rates - you have to choose!) The storage of compost while waiting for collection can also pose health problems</i></p>
Lessons learned	<p><i>When it comes to waste reduction, it is better to have 1000 people doing it imperfectly than one person doing it perfectly.</i></p>
Sustainability	<p><i>Start a movement</i></p> <p><i>When asked what Gabriel Monzerol would say to restaurant owners who would like to adopt the zero waste concept, he is unequivocal: Go! We don't want to be the only ones. We want it to be a movement!</i></p>
Transferability	<p><i>A zero waste approach and philosophy can be transferred to any area of life: at the office, at home, at school.</i></p>
Conclusion	<p><i>The outcome of this project shows that it is possible, and this is the will of the founders of the Cale pub</i></p>
Related resources that have been developed	
Language(s)	<i>French</i>
Summary	
Please provide a detailed summary of the technique/method.	<p><i>In September 2019, Gabriel Monzerol and his partners wanted to create a different project that was closer to their values. The aim was to minimise the environmental footprint and waste material.</i></p> <p><i>While many grocery shops have been working towards zero waste for several years, the practice is much rarer in catering companies, as in this case the organisational burden falls solely on the staff in the kitchen and at the time of service and not on the end consumer.</i></p> <p><i>Their objective: to launch a movement: to prove that zero waste is accessible for businesses too, and that everyone can do it at their own level: not to be alone but to be part of a movement</i></p> <p><i>Buying in bulk (e.g. spices, vegetables, etc.) from local partners, specifying that they do not want to use packaging, just to put the crops directly into boxes.</i></p>

	<p><i>For herbs and sprouts, they source from an urban farm that grows plants hydroponically. The co-founders of Laboratoire grenouille rouge (Redfroglab), Guillaume Dagher and Gabriel Roy Doyon, have set up an ultra-local model: they travel less than 20 kilometres and can make deliveries by bicycle. They deliver their shoots in the ground, on trays that they collect from one time to another: nothing is lost and everything is collected.</i></p> <p><i>For the oil (which is used to cook chips, one of the most popular dishes): no need to buy it in cans, the precious liquid is transported to the restaurant by a tanker truck, which pours its load directly into the restaurant's 330 litre tank. These tanks have a life span of 20 years, unlike the 16-litre cans, which are then thrown away for recycling.</i></p> <p>Refuse and make your own</p> <p><i>The team had to make a cross on certain foods that were impossible to reconcile with the philosophy of the restaurant (such as vollaile which is often over-packaged, or tortillas which are almost impossible to find in bulk, or cocktail ingredients). Finally, everything that is packaged in 10s by the suppliers they chose not to buy and to make themselves. So they chose to make a lot of things in-house: tortillas, bread, croutons and breadcrumbs... The chef also makes his own sausages.</i></p> <p><i>At the bar, mixologist Luca Langelier, co-owner of the restaurant, concocts homemade syrups and juices each season (for example, with cranberries, they produce large quantities of juice at the height of the season so they can use it all year round)</i></p> <p><i>In the dining room, customers are given handmade cloth napkins instead of paper ones. And the fries are served without parchment paper in their basket. In Gabriel's opinion, these are very easy things to avoid.</i></p> <p>Recycle (upcycling) :</p> <p><i>Even the furniture and decoration were designed with recycled materials: the counter is made of floor joists that are construction site residues, the benches are recycled wood pallets, and the light fixtures are made of used pipes.</i></p> <p><i>It is important for everyone to act at their own level and to remember that when it comes to waste reduction, it is better to have 1000 people doing it imperfectly than one person doing it perfectly.</i></p>
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BECOMING A ZERO WASTE CATERER	
Element	Policy issues
Type of key action	<u>Production</u>
Scope of application	<u>Restoration</u> <i>Hotel</i>
Brief description of the technique or method	<i>Becoming a zero waste caterer by using reusable containers: how to do it in practice with the advice of 3 companies in the field</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<i>The desire to switch to reusable containers for a caterer can be seen as a question of ethics, or because we know that waste is invading the oceans, and that its management and recycling costs money to communities, and therefore to professionals and citizens - and that it must therefore be reduced. But above all, if we look closely at the issue, we can see that working with reusable containers is not so complicated, and can even bring a whole lot of advantages to a caterer: this is the feedback we have received from the 3 partners Les Empotés, Meal Merci and The Good Place</i>
Stakeholders and partners, funding agency	<i>Three partners Les Empotés, Meal Merci and The Good Place , company RECONCIL</i>
Where does good practice take place? Location / geographical coverage	<i>In France</i>
Context	<i>In France, nearly 350 million tonnes of waste are produced each year, or about 11 tonnes every second. The home delivery sector alone generated more than 600 million pieces of single-use packaging in France in 2019. This is why Reconcil is developing reuse loops to make zero waste consumption possible outside the home and to promote reusable containers when they can replace disposable ones. Concerning the 3 partners: Les Empotés delivers corporate lunch trays in glass jars. From the start, in 2019, the use of reusable containers was part of the project. - Meal Merci also delivers meal trays to companies in glass jars, and also offers an event catering service. Like Les Empotés, the use of reusable containers is part of the company's DNA, and is part of a wider eco-responsible approach: use of seasonal and local products, delivery by bicycle, etc. - The Good Place sets up cafeterias in companies, and offers part of the meals in reusable containers.</i>
Objective	<i>Each year more single-use packaging is avoided than in the previous year and the use of reuse in food packaging is democratised.</i>
Description of the practice	<u>The organisation of</u> <i>the zero waste caterer: the key to success The first observation shared by the three partners is that reusable containers require a lot of logistics. Whereas disposable trays are all light, stack up without taking up any space and disappear from your life the minute the customer leaves, glass jars or plastic reusable containers are heavier, take up more space, have to be picked up twice (delivery and return), and washed. In</i>

	<p><i>other words: more organisation, more storage, more handling, and ultimately more working time.</i></p> <p><i>However, the three partners agree on one thing: the biggest task is to find an organisation that works. And for that, it is especially when you start using them that you need time and reflection to find new processes and change your habits.</i></p> <p><i>Each caterer can therefore find his own way of working with experience, but our partners agree on two ways to simplify life:</i></p> <p><i>Surrounding ourselves with service providers</i>, particularly for the washing and transport of containers. All three are clients of our reusable container washing service.</p> <p><i>For Mathilde of Meal Merci, the secret is to make all this handling profitable by delivering several meals in one place. For example, in a company!</i></p>
Results of the practice	<p><i>Back to the kitchen, nothing but the kitchen!</i></p> <p><i>Another aspect that the three partners welcome is the return to their core business: cooking, and not handling or managing container stocks, since all the logistics (washing, delivery) are handled by one or more service providers.</i></p> <p><i>And, the seasonal cherry on top of the green cake, these new containers allow us to experiment with new ways of shaping food, giving free rein to the imagination of creative cooks: "With the glass jars, we can arrange things in layers, in a more vertical way. It makes it easier to see the ingredients, and it makes our dishes stand out," Franck explains.</i></p>
What are the elements that reduce waste?	<p><i>Thanks to the commitment of their partners and consumers, Reconcil's solutions have already prevented more than 175,000 single-use packages, which unfortunately is still a small amount compared to the mountain of waste produced each year.</i></p>
Success factors	<p><i>Using reusable containers in the catering business works if you surround yourself with the right people and find the right organisation</i></p>
Constraints	<p><i>Heavy logistics (in any case involving a lot of handling) which often requires the use of service providers: therefore, in the end, reusable products are no cheaper than disposable ones</i></p>
Lessons learned	<p><i>Zero waste to attract eco-responsible customers</i></p> <p><i>Operating with zero waste is an argument that appeals to a different clientele. In the light of his customer feedback, Pierre, co-manager of Les Empotés, sums up: "People come to us because we are a zero waste caterer. After that, for them to stay, you have to be good, of course, and have the quality to match... But zero waste is clearly the reason why people come in the first place. Franck from The Good Place confirms this: 6 months after starting to use the Reconcil containers, he can see a clear impact on customers and feedback.</i></p>
Sustainability	<p><i>To go further, awareness-raising workshops, reinforced communication on the use of zero waste methods or new actions (such as digital deposits) will allow us to continue on this path towards zero waste.</i></p>
Transferability	<p><i>Reusable containers can be used in all other areas of activity or life: in business, at home, at school...</i></p>
Conclusion	<p><i>So, should we go for reusable containers? For Franck, staying with single-use containers is not an option anyway: "Even if we don't do it out of conviction, we know that we'll have to go to reusable containers at some point. So we might as well do it without having the ultimate constraint, by testing several formulas," he summarises.</i></p>

	<p>And for Mathilde from Meal Merci, this obligatory passage is also a new world full of promise that is opening up: "It's the right time to do it. There are a lot of actors who are moving to facilitate all this. A network has been set up, and there are more and more solutions. It's very interesting, formative and enriching to be able to be part of the change!"</p>
Related resources that have been developed	<p>https://les-empotes.com/ https://www.meal-merci.fr/ http://thegoodplace.fr/</p>
Language(s)	<p>French</p>
Summary	
Please provide a detailed summary of the technique/method.	<p><i>Becoming a zero waste caterer by using reusable containers: how to do it in practice with the advice of 3 companies in the field</i></p> <p>The organisation of the zero waste caterer: the key to success</p> <p><i>The first observation shared by the three partners is that reusable containers require a lot of logistics. Whereas disposable trays are all light, stack up without taking up any space and disappear from your life the minute the customer leaves, glass jars or plastic reusable containers are heavier, take up more space, have to be picked up twice (delivery and return), and washed. In other words: more organisation, more storage, more handling, and ultimately more working time.</i></p> <p><i>However, the three partners agree on one thing: the biggest task is to find an organisation that works. And for that, it is especially when you start using them that you need time and reflection to find new processes and change your habits.</i></p> <p><i>Each caterer can therefore find his own way of working with experience, but our partners agree on two ways to simplify life:</i></p> <p>Surrounding ourselves with service providers, particularly for the washing and transport of containers. All three are clients of our reusable container washing service.</p> <p><i>For Mathilde of Meal Merci, the secret is to make all this handling profitable by delivering several meals in one place. For example, in a company!</i></p> <p><i>Thanks to the commitment of their partners and consumers, the solutions proposed by Reconcil have already made it possible to avoid more than 175,000 single-use packaging items, which unfortunately is still very little compared to the mountain of waste produced each year.</i></p> <p><i>Thanks to the commitment of their partners and consumers, Reconcil's solutions have already prevented more than 175,000 single-use packages, which unfortunately is still a small amount compared to the mountain of waste produced each year.</i></p>
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Natural & popular cuisine: Zero waste catering	
Element	Policy issues
Type of key action	<u>Production</u>
Scope of application	<ol style="list-style-type: none"> 1. <u>Restoration</u> 2. Hotel
Brief description of the technique or method	<i>Les dames de la cantine offers committed cooking and a zero waste approach to all their activities: from purchasing to customer service</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<i>Les Dames de la cantine was born, on the benches of the Institut Paul Bocuse, from the meeting between Juliette Plailly and Guillaume Wohlbang. Guillaume Wohlbang is no stranger to Hétéroclite's regular readers, as he has been a contributor to the magazine for many years. This is a testament to the real commitment of the Dames de la cantine to LGBT+ and feminist issues. If their "zero waste" proposal quickly seduced local cultural actors such as Les Subsistances, the Villa Gillet or the association working for gender equality HF Auvergne-Rhône-Alpes, Les Dames de la cantine is not only an institutional caterer and also addresses itself to individuals.</i>
Stakeholders and partners, funding agency	<i>The Ladies of the Canteen,</i>
Where does good practice take place? Location / geographical coverage	<i>In France in the city of Lyon</i>
Context	<p><i>New battle horses: anti-waste and zero waste. This is an issue that affects meal delivery in particular, as the big players in the sector have been ordered by the Ministry of Ecology to look into their waste. But also haute cuisine: for example, Mauro Colagreco has committed his three-starred restaurant on the Côte d'Azur to the plastic-free path. The sight of soiled beaches in Mexico is said to have made him aware of this issue. Between the industrialists and the starred restaurants, there are small structures that are taking the subject in hand, such as Des Dames de la Cantine.</i></p> <p><i>Juliette and Guillaume are the managers and cooks. They met at the Institut Paul Bocuse in 2018 and decided to create a project around their passions: popular cuisine, culture and ecology.</i></p> <p><i>Les Dames is the food branch of the Unagi Group, a major player in the field of media (Le Petit Bulletin, City Crunch, etc.), communication (Agence Tintamarre) and events (Peinture Fraîche, Lyon Bière Festival).</i></p>
Objective	<i>Work on three niches: events, catering and catering by providing a popular and natural cuisine</i>
Description of the practice	<i>Les dames de la cantine offers a committed cuisine and a zero waste approach by :</i> - respecting seasonal products

	<ul style="list-style-type: none"> - offering products from organic or sustainable agriculture - working with local producers and committed to an environmentally friendly approach and product quality - use vintage and reusable tableware - Encourage bulk purchases to avoid the use of packaging - choose those suppliers with zero waste commitments as well - work on anti-waste, particularly in the kitchen, by making maximum use of products (peels, peelings, etc.)
Results of the practice	<i>Ecotable lists restaurants and caterers who have an ecoresponsible approach. Thanks to precise criteria (percentage of products from organic farming, sorting and recycling of bio-waste, ...) and a thorough analysis (of invoices, suppliers, ...) one, two or three ecotables are awarded. The Dames de la Cantines are proud to have obtained 3 ecotables.</i>
What are the elements that reduce waste?	<i>Adapting and bouncing back, as for example: during the health restrictions, the Dames de la Cantine propose once a week, on Wednesdays, to order a meal made by the Dames served in a glass dish and transportable in cloth tied in the Japanese furoshiki manner, to be collected at Vins Nature, rue du Plat in Lyon. The dishes can then be returned to the nearest La Gamelle Consignée partner location.</i>
Success factors	<i>Pay close attention to sourcing from suppliers and be on the lookout to change bad habits In addition to their eco-responsible dimension, they have a resolutely inclusive approach which tends to attract a wider public. The Dames de la cantine have a long-standing commitment to LGBT+ and feminist struggles. It is therefore possible to call on them to organise buffets for weddings between people of the same sex, PACS and other ceremonies.</i>
Constraints	<i>Reusable tableware is expensive to handle and less easy logistically And customers must be made aware of the approach: they must be educated to encourage them to consume differently or even to do so on their own</i>
Lessons learned	<i>Always keep challenging yourself to keep moving forward in this field</i>
Sustainability	<i>Have a communication linked to the commitment, such as sharing good advice on revisiting gastronomic dishes in an anti-waste version or the art of cooking with leftovers, which they share on their Instagram account.</i>
Transferability	<i>We can have a zero waste and anti-waste approach in all other areas of activity: school, business, family.</i>
Conclusion	<i>Developing a zero waste approach as a caterer is a constraint, of course, but it makes you creative, virtuous... It's the future, we have to get started and more and more players are on the market to provide solutions.</i>
Related resources that have been developed	<i>https://ecotable.fr/fr https://www.cma-lyonrhone.fr/actualites/portrait-dartisan-semaine-europeenne-de-reduction-des-dechets</i>
Language(s)	<i>French</i>
Summary	
Please provide a detailed summary of the technique/method.	<i>Les Dames de la cantine was born, on the benches of the Institut Paul Bocuse, from the meeting between Juliette Plailly and Guillaume Wohlband. Guillaume Wohlband is no stranger to Hétéroclite's regular readers, as he has been a contributor to the magazine for many years. This is a testament to the real commitment of the Dames de la cantine to LGBT+ and feminist issues. If their "zero waste" proposal quickly seduced local cultural actors such as Les Substances, the Villa Gillet or the association working for gender equality HF</i>

	<p><i>Auvergne-Rhône-Alpes, Les Dames de la cantine is not only an institutional caterer and also addresses itself to individuals.</i></p> <p><i>Les dames de la cantine offers a committed cuisine and a zero waste approach by :</i></p> <ul style="list-style-type: none"> • <i>respecting seasonal products</i> • <i>offering products from organic or sustainable agriculture</i> • <i>working with local producers and committed to an environmentally friendly approach and product quality</i> • <i>use vintage and reusable tableware</i> • <i>Encourage bulk purchases to avoid the use of packaging</i> • <i>choose those suppliers with zero waste commitments as well</i> • <i>work on anti-waste, particularly in the kitchen, by making maximum use of products (peels, peelings, etc.)</i> <p><i>Pay close attention to sourcing from suppliers and be on the lookout to change bad habits. In addition to their eco-responsible dimension, they have a resolutely inclusive approach which tends to attract a wider public. The Dames de la cantine have a long-standing commitment to LGBT+ and feminist struggles. It is therefore possible to call on them to organise buffets for weddings between people of the same sex, PACS and other ceremonies.</i></p> <p><i>Developing a zero waste approach as a caterer is a constraint, of course, but it makes you creative, virtuous... It's the future, we have to get started and more and more players are on the market to provide solutions.</i></p>
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Staramaki – the wheat straw	
Element	Guiding questions
Type of key action	<u>Production</u>
Implementation field	<ol style="list-style-type: none"> 1. <u>Catering</u> 2. <u>Hotel</u>
Short description of the technique or method	<p>Staramaki, an alternative form of drinking straw, made from wheat, is cultivated and produced in Kilkis, Greece.</p> <p>It is created by a social cooperative enterprise based in a rural area, supports the environment, the local rural economy and offers the possibility of employment in vulnerable social groups.</p>
Target audience	<i>Consumers</i>
Field	<i>Food & Beverage</i>
Introduction	<p><i>Staramaki was first produced in 2019, with own resources, in a very small production base outside Kilkis. Its initial idea and the whole process, from production to packaging, has remained the same. The goal is to provide the market and individual consumers with a very commonly used item that is 100% eco-friendly and at the same time supports the local economy and society.</i></p>
Stakeholders and Partners, Financing Body	<p>-EKETA (The National Center for Research and Technological Development) https://www.certh.gr/root.en.aspx</p> <p>-AMDeLAB (The Research Laboratories of the Aristotle University of Thessaloniki) http://amdelab.physics.auth.gr/index-en.htm</p> <p>-ALIMENT LAB (The Microbiological and Chemical Laboratory of Food & Water) https://www.alimentlab.gr/en/</p> <p>-IEYP (Soil & Water Resources Institute) https://www.swri.gr/index.php/en/</p> <p>Supported by:</p> <p>-Beneficial Returns (USA)</p> <p>-Global Whole Being Fund (USA)</p>
Where the good practice takes place ? Location /geographical coverage	<p>Production: Kilkis, Greece</p> <p>Coverage: Greece</p>
Context	<p><i>In Greece, over 1 billion plastic straws are used every year. Staramaki is created by the natural grain itself, replacing disposable plastic straws in the best way.</i></p> <p><i>In Kilkis the percentage of lands that present a high risk of desertification reaches 72%. Some of the agricultural practices used in regenerative agriculture, which contribute to soil protection, are being examined and implemented by the social cooperative enterprise. In Greece, the percentage of extreme poverty touches 15%. Produced by a Social Cooperative Enterprise, which belongs to all those who contribute to its development and provides work to people who need it most. Last but not least, this product is produced in accordance with strict European regulations for food-contact materials.</i></p>
Objective	<i>To present an eco friendly, sustainable, vegan and ethical product.</i>

<p>The description of the practice</p>	<p>A) <i>Harvest: The stems are mechanically harvested and collected by hand, after removing the inflorescence intended for food. Cultivation fields in Kilkis, Gorgopi and Archangelos Pella</i></p> <p>B) <i>Storage: The stems are stored based on origin and date of harvest in designated, large bags that allow them to be aerated. The room is equipped with industrial dehumidifiers that control humidity levels</i></p> <p>C) <i>Selection: Not all stems can become straws. Sorting, finding knots and cutting to the right size are procedures that are currently done by hand</i></p> <p>D) <i>Cutting: The stems are cut by hand, using specially shaped stainless steel scissors</i></p> <p>E) <i>Prewash: The cut stems are immersed in preheated stainless steel tanks, specially designed for staramaki</i></p> <p>F) <i>Boil: The liquid stems are then placed in the boiling tanks</i></p> <p>G) <i>Sprinkle: The stems are sprinkled after each stage</i></p> <p>H) <i>Wash: Industrial food washing machine completes the washing process</i></p> <p>I) <i>Dry: The stems are placed in hot air drying chambers</i></p> <p>J) <i>Check: Each strain is checked separately before the final stage of packaging</i></p> <p>K) <i>The stems are then packaged according to the order</i></p> <p><i>People involved:</i> <i>Managing Director</i> <i>Production Manager</i> <i>Quality Manager</i> <i>Sales Manager</i> <i>HR Manager</i> <i>Sterilization Supervisor</i> <i>Cut Supervisor</i></p>
<p>Outcomes of the practice</p>	<p><i>In 2021, the cooperative enterprise managed to produce and offer 8% of the total straw market in Greece. They are hopeful to raise this percentage every year.</i></p>
<p>What elements allow to reduce waste</p>	<p><i>The process itself, as analyzed above. During the production of one kilo of bioplastic straws, 247 grams of carbon dioxide are released. In contrast, each wheat plant captures 11 grams of carbon dioxide during its growth. In addition, staramaki is a natural product that will decompose completely, in natural conditions.</i></p>
<p>Success Factors</p>	<p>A) <i>Non-thermal sterilization procedures for wheat stalks</i> <i>Studying the results of various emerging sustainable technologies, Near UV-Visible Light (NUS-Vis), Continuous UV Light (UV 254nm), High Intensity Light Pulses (HILP), Ultrasound (US)</i></p> <p>B) <i>Aristotle University of Thessaloniki research laboratories perform tests and further analysis that will enrich our database</i></p> <p>C) <i>Conversion of biomass into energy</i></p>

	<p><i>Pilot-scale combustion boiler that will use agricultural and urban biomass as fuel. The efficient management of our production residues as biomass combustion, offers the possibility to achieve a greener production line, reducing production costs</i></p> <p><i>D) Morphological characteristics of wheat genotypes</i> <i>Measuring a range of anatomical and chemical characteristics of various varieties of hollow stem grains. Evaluating wheat species from different regions of Greece in terms of their physicochemical characteristics for the production of high quality straws. Selected varieties will be evaluated for their suitability and will be tested in production</i></p> <p><i>E) Regenerative agriculture contributes to the retention of carbon in the soil and to the supernatant biomass, reversing current global trends in the concentration of carbon in the atmosphere.</i> <i>The conventional way of growing cereals, mainly aims to maximize the productivity of a single species. Staramaki adopts a system of cultivation principles and practices, which leads to an increase in biodiversity, the enrichment of soils and the improvement of the aquifer (eg crop rotation with legumes)</i></p> <p><i>F) Experimental application of coffee residues for immediate use in agriculture as a soil conditioner</i> <i>With the help of Incommon NGO (https://incommon.gr/), we collect used coffee from the cafes of Kilkis and Thessaloniki giving them new Staramaki straws in return. The used coffee is composted and converted into organic matter which is returned to the experimental fields of staramaki as a soil conditioner, increasing the amount of organic matter in the soil.</i></p>
<p>Constraints</p>	<p><i>„The market is not yet ready to recognize the environmental benefit for 3-4 cents more and wants training. However, we have cooperation with various companies that want to support the project and promote it, so we will structure and present some synergies where, with a spare economy and a social sign, they will supply their cafes with drops. Thus, the promotions will enable the world to know it, without having to spend money to buy it.” - Stefanos Kamperis, Managing Director</i></p>
<p>Lessons learned</p>	<p><i>Staramaki is not just a straw, it is a product that comes from local production, that can meet part of the demand in Greece, that gives jobs in Kilkis and is part of a circular economy movement</i></p>
<p>Sustainability</p>	<p><i>„We already follow a sustainable production process, but the ultimate goal would be to implement sustainable logistics. We know it is far-fetched for Greek standards, but not impossible”.</i></p>
<p>Transferability</p>	<p><i>Choosing natural materials instead of plastic in our everyday lives.</i></p>
<p>Conclusion</p>	<p><i>Staramaki is an excellent alternative to the traditional straw, that is eco friendly, sustainable, vegan and ethically produced.</i></p>
<p>Related resources that have been</p>	<p>https://www.staramaki.gr/</p>

developed	
Language(s)	Greek
Summary	
Please provide an extensive summary of the technique/method	<p><i>Staramaki is a Social Cooperative Entreprise based in Kilkis, a rural region in Greece, that uses the byproduct of local wheat cultivation to create a viable, eco-friendly alternative to single use plastic straws. It provides benefits for the environment and the local agricultural economy and offers labour opportunities for vulnerable groups of people such as former unemployed-Greeks and refugees. The recent covid-19 pandemic and related socio-economic crisis highlighted the need for innovation and to address social challenges. Staramaki offered solutions for economic growth, social cohesion and local and regional development. Therefore, it demonstrated that there is room for social innovation in Greece and that circular economy can become a fertile field for such innovative actions. Staramaki was first produced in 2019, with own resources, in a very small production base outside Kilkis. Its initial idea and the whole process, from production to packaging, has remained the same. The goal is to provide the market and individual consumers with a very commonly used item that is 100% eco-friendly and at the same time supports the local economy and society. The man behind the idea, Stefanos Kamperis, an advocate of environmentally friendly living and Zero Waste believer himself, hopes that Staramaki will inspire others to produce ecological and social innovations.</i></p> <p>Watch this video and find out more about the project here.</p>
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Project "Establishing a Training and Production Centre for Youth Participation and Sustainable Agriculture"	
Element	Guiding questions
Type of key action	<i>Production</i>
Implementation field	<i>Agriculture</i>
Short description of the technique or method	The project enabled young people to learn about sustainable agriculture and acquire skills to find employment or start their business in this field. A training and production centre for youth participation and sustainable agriculture was set up in the village of Nadarevo, Bulgaria, to offer learning and training facilities, hostel, production field for practices, and agricultural equipment to maintain the vegetable gardens. The centre organized a Green School and a Green Academy for different groups of children and young people. The training centre was registered as a Centre for Vocational Training and developed a social enterprise.
Target audience	The project's main target group were young people not in education, employment or training.
Field	Agriculture; Education;
Introduction	Sustainable agriculture is an emerging field in Bulgaria and contains an enormous potential for ecological food production and economic development.
Stakeholders and Partners, Financing Body	Ecological and Cultural Association ZIARNO; JA Bulgaria; Express Print The project is financially supported by the Velux Foundations, Denmark.
Where the good practice takes place? Location /geographical coverage	The village of Nadarevo, Targovishte region
Context	Sustainable agriculture is an emerging field in Bulgaria and contains an enormous potential for ecological food production and economic development. At the same time, it gives opportunities for personal and professional development of disadvantaged children and young people to acquire skills for working in the agricultural sector in Bulgaria.
Objective	With the establishing of a social enterprise Botanica Life Foundation will support mainly young people not in education or employment, who will have the opportunity to acquire labour skills and gain experience in the foundation's production field.
The description of the practice	Young people engaged in growing fruits and vegetables, garden maintenance, land cultivation, organizing classes and training activities, etc.

Outcomes of the practice	The social enterprise will encourage labour occupancy among youngsters and will financially support the training centre through produce realization.
What elements allow to reduce waste	
Success Factors	The opportunity to live, learn and practice at the same place.
Constraints	N/A
Lessons learned	Young people and children are happy to learn skills and gain experience in the field of organic farming and sustainable agriculture.
Sustainability	The social enterprise developed by the Centre for Vocational Training can continue its operation.
Transferability	The practice can be implemented in other regions.
Conclusion	The project enabled young people to learn about sustainable agriculture and acquire skills to find employment or start their business in this field.
Related resources that have been developed	
Summary	
Please provide an extensive summary of the technique/method	<p><i>The project focuses on encouraging young people to learn and develop in the area of sustainable agriculture and prepare them for successful employment. A production field and a mini organic garden were developed.</i></p> <p><i>A Green School was organized for children 5 to 15 years of age where they engaged in fun interactive activities, developing their relationship with nature, and a Green Academy for young people up to 29 years of age, providing professional training, practical activities, support for finding employment, or setting up their own agricultural enterprise.</i></p> <p><i>A team of educational and agricultural experts, lecturers from universities and schools, etc., engaged by the foundation, conducted the project activities. The lessons were supported by local people as mentors, who shared their personal experience in agriculture and gardening.</i></p> <p><i>There was a small organic garden for production of fruits and vegetables. The organic garden combined decorative plants, fruit trees and vegetables, cultivated according to permaculture principles. All growing processes were conducted with the active participation of children and young people.</i></p> <p><i>The production field encompassed an area of 30 decares of land in the village of Nadarevo, where fruits and vegetables were cultivated by the methods of sustainable agriculture, and whose produce supported the social enterprise.</i></p>
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Reducing food waste	
Element	Guiding questions
Type of key action	Production
Implementation field	Education
Short description of the technique or method	The school has its own garden where the students grow the vegetables they use in their practical lessons. The school also composts its organic rubbish.
Target audience	Educational institutions; Hoteliers
Field	Education
Introduction	Organic rubbish is very valuable to nature if it is handled in the right way. Compost is organic material that can be added to soil to help plants grow.
Stakeholders and Partners, Financing Body	Students, teachers, local community
Where the good practice takes place? Location /geographical coverage	This practice takes place at the Vocational School of Tourism “Pencho Semov” in the town of Gabrovo.
Context	Food scraps and yard waste together currently make up more than 30% of what we throw away, and could be composted instead. Making compost keeps these materials out of landfills where they take up space and release methane, a potent greenhouse gas.
Objective	Green & Social Responsibility Policy; Environmental benefits
The description of the practice	All the students need is a suitable container in order to turn organic rubbish into humus – the fertile soil.
Outcomes of the practice	<ul style="list-style-type: none"> • Reduction of garbage
What elements allow to reduce waste	
Success Factors	Active participation of students in the composting and gardening activities
Constraints	N/A
Lessons learned	The students get awareness of the benefits of composting
Sustainability	The practice is sustainable.
Transferability	The practice can be transferred to other schools and to the homes of students.
Conclusion	<ul style="list-style-type: none"> • Benefits of composting: • Enriches soil, helping retain moisture and suppress plant diseases and pests. • Reduces the need for chemical fertilizers.

	<ul style="list-style-type: none"> Encourages the production of beneficial bacteria and fungi that break down organic matter to create humus, a rich nutrient-filled material. Reduces methane emissions from landfills and lowers your carbon footprint.
Related resources that have been developed	
Summary	
Please provide an extensive summary of the technique/method	<p><i>The students learn the composting basics, what to compost, what not to compost and why. All composting requires three basic ingredients:</i></p> <ul style="list-style-type: none"> <i>Browns – This includes materials such as dead leaves, branches, and twigs.</i> <p><i>Helpful Link</i></p> <ul style="list-style-type: none"> <i>Greens – This includes materials such as grass clippings, vegetable waste, fruit scraps, and coffee grounds.</i> <i>Water – Having the right amount of water, greens, and browns is important for compost development.</i> <p><i>The compost pile should have an equal amount of browns to greens and also alternate layers of organic materials of different-sized particles. The brown materials provide carbon for the compost, the green materials provide nitrogen, and the water provides moisture to help break down the organic matter.</i></p>
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B. “Great Taste Zero-Waste” conference	
Element	Guiding questions
Type of key action	<p><i>What type of technique or method is your best practice</i></p> <ol style="list-style-type: none"> <i>Purchase</i> <i>Preparation</i> <i>Production</i> <i>Service</i> <i>Waste handling</i>
Implementation field	<ol style="list-style-type: none"> <i>Catering</i> <i>Hotel</i>
Short description of the technique or method	One-day conference Great Taste – Zero Waste aims to promote sustainable food culture and provide solutions to minimize food waste.
Target audience	Consumers, restaurants, food companies and institutions
Field	Citizenship and Food industry

<p>Introduction</p>	<p>The conference served as a knowledge and experience exchange between the Nordics, the Baltics, and Poland — countries with different historical backgrounds and experiences when it comes to reducing food waste and optimal use of resources.</p> <p>The event brought together experts and stakeholders working in the fields of gastronomy, food, and waste reduction. Leading researchers and environmental NGO representatives from the Baltic Sea region will share the latest findings on food consumption and food waste. Possible solutions were presented by the EIT Food community and other experts. The event will conclude with culinary conversations by Polish, Baltic, and Nordic top chefs. The focus was on specific methods for reducing food waste which the participants will be able to implement in their future daily work</p>
<p>Stakeholders and Partners, Financing Body</p>	<p>Nordic Council of Ministers Office in Latvia, EIT Food, the Danish Cultural Institute in Estonia, Latvia, and Lithuania, as well as the Danish Embassy in Latvia</p>
<p>Where the good practice takes place ? Location /geographical coverage</p>	<p>Online conference organized among the project Future Trends of Food in the Nordic-Baltic region - Geographical coverage: all the Baltics and Poland.</p>
<p>Context</p>	<p>Event part of a bigger project that aims to close the knowledge and awareness gaps in the region when it comes to food, nutrition, health and sustainability.</p>
<p>Objective</p>	<p>Arise awareness among the participants in zero waste best practices helping them with some tools.</p>
<p>The description of the practice</p>	
<p>Outcomes of the practice</p>	<p>The ambitious long term goal is to change current food production and actual preferences and consumption in the region to a healthier, smarter and digitally trained system and the conference what to be a moment of high-level dissemination.</p>
<p>What elements allow to reduce waste</p>	
<p>Success Factors</p>	<p>Good initial collaboration among the partners.</p>
<p>Constraints</p>	<p>The possible difficulties to reaching every partner if in different countries and the difference of cultural among the</p>

Lessons learned	
Sustainability	
Transferability	
Conclusion	
Related resources that have been developed	Toolkit: https://drive.google.com/file/d/1YqDpHgh34J1igTRdhYRFz5-Pi-iTF1Nr/view
Language(s)	English
Summary	
Please provide an extensive summary of the technique/method	<p>This conference between the Nordics, the Baltics, and Poland — countries with different historical backgrounds and experiences when it comes to reducing food waste and optimal use of resources - served as a knowledge and experience exchange.</p> <p>The event brought together experts and stakeholders working in the fields of gastronomy, food, and waste reduction. Leading researchers and environmental NGO representatives from the Baltic Sea region discussed possible solutions, which were presented by the EIT Food community and other experts. Top chefs were also invited to this event. The focus was on specific methods for reducing food waste which the participants will be able to implement in their future daily work. In order to ensure that, a flyer was made in 2021 with all of the input and advice from the top chefs.</p>
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Service

Limiting disposability	
Element	Guiding questions
Type of key action	<i>Service</i>
Implementation field	<i>Catering</i>
Short description of the technique or method	<i>Limiting disposable products is very important for the preservation of our planet. In recent years, plastic disposable products (which are very polluting) have been replaced by biodegradable ones, but this is not enough because large amounts of waste continue to be produced. Ideally, we should limit disposable products on a large scale by purchasing reusable products.</i>
Target audience	<i>This practice is aimed at all those who have a fast-food restaurant business.</i>
Field	<i>Reducing waste disposal and making people aware of the problem of disposable waste.</i>
Introduction	<i>Disposable consumption encapsulates all the distortions of a cultural, economic and social model that is no longer sustainable. The unbridled consumerism of the last 60 years has produced gigantic quantities of waste, whose life has been short, very short: the time of a single use that, once disposed of, ends up in our rivers and seas, contaminating the planet for centuries.</i>
Stakeholders and Partners, Financing Body	<i>A good example of "limiting disposability" is brought to us by the international Starbucks company. Another example is to sell water in small glass bottles which can then be reused by the purchaser.</i>
Where the good practice takes place ? Location/geographical coverage	<i>Milan metropolitan area, Turin and Serravalle scriveria (Starbucks). The majority of bars and restaurants throughout the territory.</i>
Context	<i>Limiting disposability is very difficult in today's society because of consumer habits. Moreover, with reusable products, more time would be needed for washing.</i>
Objective	<i>The aim of limiting these products is to reduce the amount of waste</i>
The description of the practice	<i>At Starbucks, reusing a cup previously purchased at the store grants a 30% discount on other drinks. The use of glass bottles can be favourable for companies using the returnable vacuum.</i>
Outcomes of the practice	<i>Fast-food companies or various restaurants and pubs throughout Italy are involved.</i>
What elements allow to reduce waste	<i>Less waste of disposable products with a positive impact on waste production</i>
Success Factors	<i>Getting consumers used to not preferring disposable materials whether they are bi-degradable or not.</i>
Constraints	<i>The challenge of this practice is to maintain a high number of loyal customers.</i>
Lessons learned	<i>The importance of this practice is to reduce the large amount of waste that is wasted.</i>

Sustainability	<i>Reducing environmental impact</i>
Transferability	<i>Many restaurants on the fast-food model and beyond could adopt this technique.</i>
Conclusion	<i>Completely eliminating disposability from the habits of both consumers and restaurateurs is very difficult. This problem can be addressed by using biodegradable material and for some utensils (glasses/cutlery) investing in the purchase of reusable products.</i>
Related resources that have been developed	<i>You can find various articles on the percolation of overuse of disposable products and also videos showing how harmful these products are.</i>
Language(s)	<i>Italian, English</i>

Summary

Please provide an extensive summary of the technique/method	<p>Disposables, even those made from biodegradable material, should always be avoided: the resources needed to produce them are disproportionate to their use anyway. The problem with all these products used during service, mainly in fast-food restaurants, is that they produce a lot of waste, which then has to be disposed of properly. Many companies are now trying to reduce disposable waste, perhaps by using glass cups for drinks, or even simple restaurants opting for cloth table linen rather than the classic paper tablecloths. Some major international companies have chosen very different approaches to this problem. Certainly, all of them have adhered to the use of biodegradable products, but Starbucks, which can be defined as the promoter of this initiative, has started offering discounts on drinks for those who use its personal cup. This initiative has a very important value also on a social level because it is a new form of education and loyalty for customers who will acquire a healthy habit encouraged by small discounts.</p>
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Contact details

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Company/Institution	
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Telephone	
E-mail	

Too good to go

Element	Guiding questions
Type of key action	<i>Service</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>This is an application through which an anti-waste campaign can be carried out. People can buy the boxes (which have different food inside) for a lower value than expected.</i>
Target audience	<i>All restaurant or hotel owners.</i>
Field	<i>Reduce or eliminate food waste.</i>

Introduction	<i>Too Good To Go is a mobile application for iOS and Android devices that connects the user to restaurants and shops with unsold surplus food. The restaurants sell the surplus food at a lower price so that it is not wasted.</i>
Stakeholders and Partners, Financing Body	<i>The app is used by 21,623 bars, restaurants, supermarkets, bakeries, hotels</i>
Where the good practice takes place ? Location/geographical coverage	<i>Its use is widespread throughout Italy but particularly in the most densely populated urban centres.</i>
Context	<i>The risk of using this method is to meet people who are unhappy with the products that are put in the box.</i>
Objective	<i>Reducing food waste</i>
The description of the practice	<i>The premises prepare boxes with the surplus food, which can contain raw materials and/or ready-made meals, set the time when the customer can pick it up and deliver it to the customer. Payment and selection of the box is done entirely via the app.</i>
Outcomes of the practice	<i>5.7 million people in Italy are already saving food with the app. 21,655 bars, restaurants, supermarkets, bakeries, hotels (and many more) are on the app 7 million meals saved to date in Italy</i>
What elements allow to reduce waste	<i>The app can be used by restaurateurs via their smartphones, so the number and type of potential users that can be reached and managed is very high.</i>
Success Factors	<i>Convenient thanks to easy operation and secure payment</i>
Constraints	<i>It is difficult to get older landlords and people living in small villages where, unfortunately, waste is often present, to approach this system.</i>
Lessons learned	<i>The importance of not wasting food</i>
Sustainability	<i>The use of this app helped save up to 7 million meals in a single day</i>
Transferability	<i>It could also be extended to farmers who sell raw materials that unfortunately cannot be stored for a long time.</i>
Conclusion	<i>It is a good way to combat waste on the part of both restaurateurs and the community.</i>
Related resources that have been developed	<i>The official website explains in detail how the app works and its benefits</i>
Language(s)	<i>Italian, English</i>
Summary	
Please provide an extensive summary of the technique/method	<i>Too good to go is an application for mobile devices that any citizen can use to buy or restaurant to save the surplus food of a day. It is present in Italy since March 2019 and is the most downloaded by Italians regarding the session of "Food&Drink".</i>

	<p><i>It was born from the dream of some young people who imagine a world without food waste. Despite the fact that humanity's survival depends on food, a staggering amount of food is wasted every day in every corner of the world. In developed countries, food waste is concentrated in the final stages of the food supply chain: the quantities of food available are becoming more and more abundant, while consumers are becoming more and more selective. In Italy, 7.8 million tonnes of food are wasted each year. Using this tool is easy: customers simply select the box they are interested in and purchase it directly through the app. Once the box has been delivered, the customer can take the contents home and consume it.</i></p>
Contact details	
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Address/Website	https://toogoodtogo.it/it/
Telephone	
E-mail	

Zero waste hotels	
Element	Guiding questions
Type of key action	<u>Service</u>
Implementation field	<i>Hotels</i>
Short description of the technique or method	<p><i>The Hotel Zero Waste strategy serves to minimise waste in hotels by applying simple practices such as:</i></p> <ol style="list-style-type: none"> <i>1. educating staff in sustainability</i> <i>2. reducing energy consumption</i> <i>3. recycling and reuse of objects</i> <i>4. customer involvement</i>
Target audience	<i>Hoteliers</i>
Field	<i>Embracing an eco-friendly lifestyle</i>
Introduction	<i>The expansion of the Hotel Rifiuti Zero project over the last few years is tangible proof of the epoch-making change that is transforming sustainable tourism into a reality that is of interest to an ever-increasing number of people, despite the fact that until a few years ago it was only a niche phenomenon, today it is not destined to remain a passing trend.</i>
Stakeholders and Partners, Financing Body	<i>Several accommodation facilities are involved in this initiative and the municipalities have to promote them</i>
Where the good practice takes place ? Location/geographical coverage	<i>The first zero waste hotel opened in Sorrento (Conca Park Hotel)</i>
Context	<p><i>Becoming a zero-waste hotel is a way to distinguish yourself from your competitors and transforming your hotel with a zero-waste objective is a strategy to build loyalty with customers who are increasingly aware of environmental sustainability.</i></p> <p><i>The zero waste concept is the development of strategies and tools not only to manage waste but first and foremost to avoid generating waste as much as possible. The most significant impact will be achieved by reducing the amount</i></p>

	<i>of waste disposed of in landfills, with the ultimate goal of eliminating waste altogether.</i>
Objective	<i>Making the hospitality sector a model of sustainability</i>
The description of the practice	<p><i>In order to make a hotel zero-waste, it is important to implement some small practices in the various areas of the hotel. Soap dispensers can be installed in the rooms and ecological and natural products can be used. Organic jams and homemade cakes could be used for breakfast instead of packaged products. Recycling bins should be integrated in order to involve guests. Install water purifiers in hotel restaurants so that water can be served in glass to guests, or place dispensers in staff areas.</i></p> <p><i>The Conca Park Hotel in Sorrento has been the first zero waste hotel in Italy since 2014. It has reduced its waste by 40%, turning breakfast leftovers and fruit and vegetable scraps into compost for the hotel's gardens; they grind glass and donate it to companies that turn it into filters for swimming pools. They avoid wasting food, water and energy. With the help of their guests, they have achieved 95% separate waste collection. They do not use disposable and single-serving items, avoid courtesy kits and do not sell plastic drinks, but use dispensers located throughout the hotel and glass bottles.</i></p> <p><i>They irrigate the green areas only with rainwater, recovered and stored thanks to an artesian well. It is possible to buy recycled and recyclable water bottles and fill them whenever you want from dispensers. The lights in the building are timed and the air conditioning stops when the doors and windows are opened.</i></p>
Outcomes of the practice	<i>Many hotels in Sorrento are involved in this initiative, including the five-star Bellevue Syrene.</i>
What elements allow to reduce waste	<i>Almost total reduction of waste as even organic waste can be reused in the garden of the facility as compost</i>
Success Factors	<i>An important success factor for this practice is the growing interest of the world's population in sustainability.</i>
Constraints	<i>The challenge is to be completely sustainable and involve as many facilities as possible.</i>
Lessons learned	<i>The importance of not wasting anything</i>
Sustainability	<i>This practice can also be successful due to cost reductions for the disposal of the little waste produced.</i>
Transferability	<i>This practice could also be transferred to restaurants to make environments more sustainable.</i>
Conclusion	<i>Making a hotel sustainable is a complex process that starts with the little things but has a very strong impact on the environment.</i>
Related resources that have been developed	<i>There are a number of articles on the web about this practice, some related to the structures that have adopted it.</i>
Language(s)	<i>Italian, English</i>
Summary	

<p>Please provide an extensive summary of the technique/method</p>	<p><i>Hotel zero waste is a project in the Sorrento area in Campania that includes a series of good practices to make a hotel completely eco-sustainable. By applying these good practices a single hotel can reduce the amount of waste produced from 1 tonne to 350 kg. Attention to waste on the part of Italians has increased significantly and 65 out of 100 people consider it very important that the establishment where they are going to stay has a low environmental impact.</i></p> <p><i>In order to make a hotel zero waste it is important to implement some small practices in the different areas of the hotel:</i></p> <ul style="list-style-type: none"> - Soap dispensers can be installed in the rooms and ecological and natural products can be chosen. - For breakfast, instead of using packaged products, you could use organic jam and homemade cakes. - Integrate recycling bins in order to involve the guests. - Installing water purifiers in hotel restaurants so that it can be served in glass to customers. - Place in staff areas of dispensers. <p>Making a hotel zero waste is difficult but it is certainly important to move in this direction of sustainability.</p>
Contact details	
Name	Conca Park Hotel in Sorrento
Company/Institution	
Address/Website	https://www.concapark.com/en/eco-friendly-hotel
Telephone	
E-mail	

Collective catering and zero waste	
Element	Policy issues
Type of key action	1. <u>Service</u>
Scope of application	1. <u>Restoration</u> 2. Hotel
Brief description of the technique or method	<i>The school restaurant in Ligné (Loire-Atlantique) is committed to a zero waste approach. The child chooses what he or she wants but eats it and serves himself or herself.</i>
Target audience	<i>To all restaurant owners</i>
Field	<i>Training in general</i>
Introduction	<i>Mission Zero is the anti-waste concept of the catering company RESTORIA. Since 4 November 2019, the pupils of Ligné have been involved in the fight against food waste, a return to a new way of thinking about the canteen</i>
Stakeholders and partners, funding agency	<i>Restoria company, Ligné municipality, primary school students</i>
Where does good practice take place? Location /	<i>France in the Loire Atlantique in the commune of Ligné</i>

geographical coverage	
Context	<p>The commune has been providing the school catering service under concessionary management since 1 August 2014 for the pupils of the two primary schools. Since August 2015, the catering company RESTORIA has been preparing the meals on site. Today, this represents 78,500 meals per year with an average of 530 guests/day and concerns 450 families.</p> <p>Committed to a Sustainable Development approach for several years, the Municipality of Ligné has made the fight against waste one of its 3 priorities. After raising awareness and providing information... the elected representatives and departments of the municipality are taking action by opening the first "Mission 0 waste" school restaurant in Loire-Atlantique in November 2019!</p>
Objective	<p>The 360 pupils of the Jules Verne and Notre Dame elementary schools discovered a brand new organisation of the self-service restaurant, the mission they are entrusted with: zero waste at the end of lunch!</p>
Description of the practice	<p>The principle is simple: in order to avoid filling the bins at the end of the service, the distribution system has been completely redesigned. The table service disappears in favour of a route that the young guest will follow step by step throughout his lunch:</p> <ul style="list-style-type: none"> - Upon entering the restaurant, the student takes a tray, cutlery and glass. They go directly to the dessert area to serve themselves. - He sits at the table. - He then goes to the salad bar for starters (hors d'oeuvre section) where he takes a plate and serves himself according to his appetite. - Once he has finished his starter, with the same plate, he goes to the hot spot for the dish served by the chef according to his appetite. He serves himself as a side dish and returns to his seat. - At the end of the meal, the young person clears his or her plate and sorts out the waste (organic or other waste). The plates must be empty.
Results of the practice	<p>Empowering students in the zero waste process Easier circulation in the canteen, less noise and waiting</p>
What are the elements that reduce waste?	<p>In just one month, the Zero Waste concept has been a success, as daily weighing shows, with a minimum of 6 grams of organic waste per guest (tray sorting). The national average remains at 120 grams according to ADEME (production waste, sorting tray and overproduction waste).</p> <p>5,000 investment to refurbish the self-service restaurant Out of 3000 meals, only two slices of bread were thrown away. The noise level in the restaurant also dropped from 90 to 70 decibels</p>
Success factors	<p>This ambition required an in-depth review of the distribution method and the organisation of the self-service restaurant. A close collaboration of several months between the elected representatives, the municipal services and the managers of RESTORIA has enabled the project to become a reality and the launch of the Zero Waste Mission on 4 November 2019</p>
Constraints	<p>Obtaining the endorsement of all parties and having a common effort on the zero waste project as well as a budget adapted to the project to carry it out</p>
Lessons learned	<p>The school restaurant is becoming a real place of conviviality for the children as well as for the staff and employees. After talking to some of the young diners,</p>

	<i>they say they appreciate this new concept where they are free to choose and eat to their hearts content.</i>
Sustainability	<i>The savings then allow us to continue with the food. For example, bread is now bought in a bakery. The Egalim law requires one organic meal per month and one vegetarian meal per week.</i>
Transferability	<i>The zero waste approach can be transferred to any area of life: at the office, at home, in associations, companies, public services, etc.</i>
Conclusion	<i>Mission Zero is an anti-waste concept that helps to fight against food waste by making children responsible for the content of their meals and by engaging them to change their lunchtime habits. This concept makes the children actors of their meal</i>
Related resources that have been developed	https://www.ligne.fr/ https://www.restoria.fr/
Language(s)	<i>French</i>
Summary	
Please provide a detailed summary of the technique/method.	<p><i>Mission Zero is the anti-waste concept of the catering company RESTORIA. Since 4 November 2019, the pupils of Ligné have been involved in the fight against food waste, a return to a new way of thinking about the canteen</i></p> <p><i>The 360 pupils of the Jules Verne and Notre Dame elementary schools discovered a brand new organisation of the self-service restaurant, the mission they are entrusted with: zero waste at the end of lunch!</i></p> <p><i>The principle is simple: in order to avoid filling the bins at the end of the service, the distribution system has been completely redesigned. The table service disappears in favour of a route that the young guest will follow step by step throughout his lunch:</i></p> <ul style="list-style-type: none"> • <i>Upon entering the restaurant, the student takes a tray, cutlery and glass. They go directly to the dessert area to serve themselves.</i> • <i>He sits at the table.</i> • <i>He then goes to the salad bar for starters (hors d'oeuvre section) where he takes a plate and serves himself according to his appetite.</i> • <i>Once he has finished his starter, with the same plate, he goes to the hot spot for the dish served by the chef according to his appetite. He serves himself as a side dish, and returns to his seat.</i> • <i>At the end of the meal, the young person clears his or her plate and sorts out the waste (organic or other waste). The plates must be empty.</i> <p><i>The school restaurant is becoming a real place of conviviality for the children as well as for the staff and employees. After talking to some of the young diners, they say they appreciate this new concept where they are free to choose and eat to their hearts content.</i></p>
Contact details	
Name	Sonia Feuillâtre, elected restaurant manager
Company/Institution	Restoria and the school restaurant in Ligné (Loire-Atlantique)
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E-mail :	

Laundry reuse programmes and laundry minimisation	
Element	Guiding questions
Type of key action	1. <i>Service</i>
Implementation field	1. <i>Catering</i> 2. <i>Hotel</i>
Short description of the technique or method	<i>Small steps make the change. System for change of sheets and towels in the rooms upon visitors' request and put signs for visitors for the availability of such an option. Guest involvement: Guests are asked to leave towels that they want to be changed on the floor – otherwise they will be used for one more day. This method conserves energy.</i>
Target audience	<i>Hoteliers, Hotel Guests, Staff</i>
Field	<i>Hospitality, Tourism</i>
Introduction	<i>When encouraged, 70% of customers adhere positively to this approach. Choose sustainable towels, beddings and mattress covers with an eco-label when replacing them or use a servicing company with an environmental approach. Linen requiring ironing demands much work and it is more favourable to opt for wrinkle-free cloth. If possible, put a laundry basket in bathrooms (preferably in a natural material) to facilitate housekeeping. Housekeeping staff training and support, such as clear written instructions (how to replace linen that should not be changed, what to do if a towel is dirty, etc.) allows for their active participation and ensures dialogue with the staff, so their needs and expectations are met.</i>
Stakeholders and Partners, Financing Body	<i>Various cultural institutions and firms</i>
Where the good practice takes place? Location /geographical coverage	<i>This practice has been used at Hotel Chateau Montagne, a business hotel, located in the central part of Troyan, Bulgaria.</i>
Context	<i>Bedding and towel laundry leads to significant energy and water consumption. A typical room with 4 kg of laundry will require up to 60 litres of water. Normally beddings and towels are changed daily for a customer staying several days, however it is possible to reduce such practice to 1 to 2 times a week or at the customer's request. Such an option allows customers to limit their indirect water consumption, if they wish. Written communication is essential to this kind of practice.</i>
Objective	<i>Both environmental benefit and reduced costs – water and energy savings, as well as reduced chemical use.</i>
The description of the practice	<i>Typically, guests are requested to indicate towel reuse by hanging towels on a towel rail in the bathroom, while sheet reuse may be indicated by not actively requesting a sheet change (Alliance for Water Efficiency, 2009). One of the most important factors for success is the provision of adequate and easy to use towel rails for storing and drying towels between reuse (Alliance for Water Efficiency, 2009). These should be sized to accommodate towels once-folded, and positioned within easy reach of guests (average waist to shoulder height, where space allows).</i>

	<p><i>Towel and bedclothes reuse schemes are only as effective as the housekeeping staff implementing them. It is essential that the staff are trained to follow the established procedures, so that if a guest hangs a towel on the rail for reuse it is not replaced by a fresh one. Good record keeping is essential, and daily checklists for each room should include changing dates for bedclothes. Finally, guests are more likely to participate in reuse schemes when they believe it is motivated by environmental protection and not cost saving by the hotel. Referring to water, chemical and energy savings helps, but the best schemes invest laundry cost savings into environmental programmes – and convey this clearly to guests.</i></p> <ul style="list-style-type: none"> • <i>Implement a schedule to change bed linen once per specified number of days for the same guest, unless a more frequent change is requested.</i> • <i>Implement an on-request towel change, with the procedure to indicate towel washing clearly conveyed to guests.</i>
Outcomes of the practice	<ul style="list-style-type: none"> • <i>Laundry volumes per room vary according to bed size, towel size, textile density, and number of items provided per room – often in relation to accommodation rating. Environmental benefits: 25% reduction of changing of sheets and towels – reduction of water, detergents and energy for washing the towels and sheet.</i> • <i>Well-trained housekeeping staff</i>
What elements allow to reduce waste	<i>Guests are inclined to participate in reuse schemes, believing they are protecting the environment.</i>
Success Factors	<p><i>There are three key points for successful implementation of towel and bedclothes reuse schemes:</i></p> <ul style="list-style-type: none"> • <i>guests are provided with clear information and instruction</i> • <i>adequately sized and easy to use towel rails are installed</i> • <i>staff training and support</i>
Constraints	<i>No challenges encountered in applying the good practice.</i>
Lessons learned	<i>Guests are more likely to participate in reuse schemes when they believe it is motivated by environmental protection and not cost saving by the hotel.</i>
Sustainability	<i>No any special additional requirements are necessary for following this good practice.</i>
Transferability	<i>Involvement of housekeeping staff: staff training and support, such as clear written instructions (how to replace linen that should not be changed, what to do if a towel is dirty, etc.) Involvement of guests: guests are asked to leave towels that they want to be changed on the floor – otherwise they will be used for one more day. This method conserves energy.</i>
Conclusion	<i>For a room with 75% occupancy and 4 kg of laundry per room night open year around, and at a laundry service cost of EUR 0.50 per kg, annual laundry costs would equate to EUR 479. Thus laundry costs for a 100-room hotel could be EUR 47 900 per year, and a textile reuse rate of just 5 % could save almost EUR 2 400 per year.</i>
Related resources that have been developed	<i>Video: YouTube: Saving water & energy in hotels – towel reuse (English)</i>
Language(s)	<i>English</i>
Summary	

<p>Please provide an extensive summary of the technique/method</p>	<p><i>Towel and bedclothes reuse schemes are only as effective as the housekeeping staff implementing them. It is essential that the staff are trained to follow the established procedures, so that if a guest hangs a towel on the rail for reuse it is not replaced by a fresh one. Good record keeping is essential, and daily checklists for each room should include changing dates for bedclothes.</i></p> <p><i>Guests are more likely to participate in reuse schemes when they believe it is motivated by environmental protection and not cost saving by the hotel. Referring to water, chemical and energy savings helps, but the best schemes invest laundry cost savings into environmental programmes – and convey this clearly to guests.</i></p> <ul style="list-style-type: none"> • <i>Implement a schedule to change bed linen once per specified number of days for the same guest, unless a more frequent change is requested.</i> • <i>Implement an on-request towel change, with the procedure to indicate towel washing clearly conveyed to guests.</i> <p><i>Cards or notices encouraging guests to reuse sheets and towels should be placed in prominent locations in the room/bathroom and inside hotel information booklets. Important information to present on such cards or notices includes:</i></p> <ul style="list-style-type: none"> • <i>the value of water and the need to conserve it</i> • <i>the reduction in water use achievable through reuse</i> • <i>a request for guests to help the establishment conserve water by reusing sheets and towels</i> • <i>a brief but clear description of the procedure for reusing sheets and towels</i> • <i>information on any environmental programmes funded by laundry savings</i>
Contact details	
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Green team	
Element	Guiding questions
Type of key action	Service
Implementation field	<ol style="list-style-type: none"> 1. Catering 2. Hotel
Short description of the technique or method	<i>Novotel has eco-friendly programmes, and its ‘green team’ ensures eco-friendly guest services. It makes guest rooms, the hotel’s lobby, restaurants, kitchen, gift shop, etc., greener by bringing sustainable best practices and strategies to the property.</i>
Target audience	<i>Hoteliers, Hotel Guests, Staff</i>
Field	<i>Hospitality, Tourism</i>

Introduction	<i>Novotel Sofia is one of the first hotels in the Bulgarian capital with an ALLSafe certificate from an independent international certification body. Novotel Sofia meets all ALLSafe standards, which shows that the hotel has put in place hygiene and cleaning rules that go beyond local and international requirements. Ensuring eco-friendly guest services largely depend on the hotel's 'green team'.</i>
Stakeholders and Partners, Financing Body	<i>Novotel Sofia is working with the hotels from its parent company.</i>
Where the good practice takes place? Location /geographical coverage	<i>This practice takes place at Novotel Sofia, Bulgaria.</i>
Context	<i>Interested employees in each department participate in a 'green team' to follow eco-friendly practices and take the lead in suggesting eco-friendly best practices in their area. This gives these employees a sense of ownership of green strategies, and more commitment to long-term adoption.</i>
Objective	<i>Green & Social Responsibility Policy; Environmental benefits; Lower costs</i>
The description of the practice	<p><i>Novotel Sofia is revamping cleaning processes to eliminate the use of aerosols and introduce eco-friendly cleaning chemicals. The 'green team' is encouraged to:</i></p> <ul style="list-style-type: none"> <i>• Regularly monitor the appearance of new Eco products;</i> <i>• Request product samples, test and compare them to currently used products;</i> <i>• Continuously collect and file information on innovative products that they or a colleague have tested as well as interesting and potential ones.</i> <i>• Purchase products that best match their needs and maintain a list of actions they have taken to continuously improve the eco-friendly policy;</i> <i>• Provide reusable items such as cloth napkins, glass cups, silver wear, ceramic dishes, etc. with all food and beverage services;</i> <i>• Minimize the amount of paper used for each guest and in the office (i.e., reduce paper size of invoices, etc.);</i> <i>• Use nontoxic, biodegradable dry cleaning solvent substitutes for dry cleaning services;</i> <i>• Favour the local production;</i> <i>• Choose less packed and organic products;</i> <i>• Limiting and making the most of left-over food;</i>
Outcomes of the practice	<i>Environmental benefits – Waste reduction Financial benefits – lower costs and achieving growth</i>
What elements allow to reduce waste	<i>All above mentioned.</i>
Success Factors	<i>Engaging the hotel's teams – education and awareness workshops for the employees to ensure an eco-friendly staff; providing incentives to 'green teams'</i>
Constraints	<i>N/A</i>

Lessons learned	<i>Going green the hotel is doing less damage to the environment, lowers costs, and win goodwill from guests.</i>
Sustainability	<i>Increasingly, consumers seek out green businesses and pay more for eco-friendly products and services. One in three consumers prefer sustainable brands, and the travel industry is taking note.</i>
Transferability	<i>The practice can be shared to inspire changes of hotel policies with a view to sustainability.</i>
Conclusion	<i>There are numerous ways for the hotel to go green and the commitment of employees in different departments to this end can bring about to the establishment's sustainability which is essential to achieving growth and satisfying customers.</i>
Related resources that have been developed	
Summary	
Please provide an extensive summary of the technique/method	<p><i>The hotel group already has eco-friendly programmes, but there is almost always room for improvement. Novotel's 'green team' ensures eco-friendly guest services. It makes guest rooms, the hotel's lobby, restaurants, kitchen, gift shop, etc., greener by bringing sustainable best practices to the property. Reducing waste is easiest done by not creating it in the first place. Some easy strategies include:</i></p> <ul style="list-style-type: none"> <i>• Look at replacing single serve toiletries and food packaging with refillable dispensers;</i> <i>• Cut down on the use of plastic water bottles by offering hotel reward program members a reusable branded bottle;</i> <i>• Add a water-bottle filling station in the lobby;</i> <i>• Monitor stock levels on perishable items, to prevent over-ordering;</i> <i>• Select suppliers who don't use unnecessary packaging, or who provide a return service on packaging;</i> <i>• Reasonable Product Use, e.g. reduce the amount of substances used by eliminating non-essential products and using them at the correct frequency and concentrations.</i> <i>• Replace plastic water bottles with refillable glass and tap or filtered water;</i> <i>• Install additional towel racks in bathrooms to make it easy for guests to reuse towels. Create a sign encouraging reuse;</i> <i>• Reduce waste during events;</i> <p><i>Make the gift shop green – stock-up with sustainable items.</i></p>
Contact details	
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12 O'Clock Box (interview)	
Element	Guiding questions
Type of key action	<i>What type of technique or method is your best practice</i> <ol style="list-style-type: none"> 1. <i>Service</i> 2. <i>Preparation</i>
Implementation field	<ol style="list-style-type: none"> 1. <i>Catering</i>
Short description of the technique or method	<i>Food is being delivered in reusable containers to avoid using plastic single use packaging. The food itself is also prepared without any waste.</i>
Target audience	<i>Customers that order food from the company.</i>
Field	
Introduction	<p><i>The restaurant industry is widely known to be the most wasteful, because they never know how much groceries they will need in a certain amount of time, that is why they buy a lot of them, so much that half of them expire not being used. The owner thought that it would be great to create a service that delivers healthy food in reusable containers to people that don't have time to prepare their lunch or just don't like doing it and not wasting any food in the process. The packaging that the food is being delivered in reusable boxes and is returned during the next delivery. The food itself is also prepared by the company, the owner gets her groceries from farmers who grow their produce without using any toxic chemicals, that way it is healthier.</i></p> <p><i>Since their service is based on a subscription, the company knows in advance how many meals they will have to prepare in certain amount of time, this helps them to plan their grocery amount and only order the amount they need to avoid wasting food, they claim that they do not produce food waste while they are preparing their food. The delivery of the meals is also scheduled, they make a plan where they deliver the food and also when and they do everything in order to avoid driving too much and polluting the air with their vehicle.</i></p> <p><i>When people order food to be delivered to them, they usually use a lot of packaging that is just being thrown away by customers. The usual single use packaging is made out of plastic, to solve this problem, the company thought of delivering food to people in reusable containers.</i></p>
Stakeholders and Partners, Financing Body	<i>Farmers that provide fresh produce for them once a month usually</i>
Where the good practice takes place ? Location /geographical coverage	<i>They have a website on the internet where people can order meals. the service is in Vilnius city.</i>
Context	<i>The owner herself lives with Zero-waste ideas, she has been living this way for about 15 years now, when she herself was working and was taking food to work noticed that a lot of people use food delivery services</i>

	<i>which are packed in plastic packaging that is only for single use, after eating people just throw away the food. So the owner thought that there is no other service that she knows of that provides healthy food in reusable containers for people who do not prepare lunch at home.</i>
Objective	<i>The aim is to produce as less waste as possible and to give people an opportunity to eat healthy even though they do not cook at home and also the ability to do so in a sustainable way.</i>
The description of the practice	<i>Providing people to eat healthy and also be sustainable.</i>
Outcomes of the practice	<i>Measurable effects ar that the company does not throw away any food after preparing the meals and also do not use any packaging for the meals, just reusable containers. Immeasurable effects is the impact that this way of sustainably eating affects them in their everyday lives.</i>
What elements allow to reduce waste	<i>reusable containers and careful planing to only buy the amount of groceries that you may need</i>
Success Factors	<i>This idea for a service is very unique, the owner thought of it and decided to do it, because she did not find a similar service. It is healthy very convenient for people to use this service</i>
Constraints	<i>The usual customer of the service is women who buy for themselves the subscription or take care of their husbands and order it for them. Women care more about the environment than men usually</i>
Lessons learned	<i>If you plan everything correctly you can eat sustainably and well.</i>
Sustainability	<i>General awareness needs to be raised</i>
Transferability	<i>The practice can easily be transferred delivering food from restaurants and delivering beverages also.</i>
Conclusion	<i>This practice not only gives people the opportunity to eat healthy and not spend time preparing it in the kitchen, but also it helps people to be more sustainable.</i>
Related resources that have been developed	
Language(s)	<i>Lithuanian and English</i>
Summary	
Please provide an extensive summary of the technique/method	<i>The practice is that lunch meals are delivered in reusable, sustainable containers to customers. The meals that are delivered in the containers are healthy, made only from fresh produce. The groceries themselves are from farmers and other places that also try implementing the Zero-waste ideas into their everyday work life. The</i>

	<p><i>groceries are planned according to the number of meals that the company has to prepare according to the subscription, the grocery amount is planned so the company does not have to go buy groceries every week, they do the shopping once a month or 2 times a month at most, they pollute less the air because they drive less to go get groceries. Because the groceries are planned, the company does not throw out any food because it is expired or so on, they claim that they don't produce any waste.</i></p> <p><i>The delivery itself is also planned depending on the distance from one place to another, they plan their trip and they deliver everything one by one, to avoid driving too much with a car.</i></p>
Contact details	
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D. Think green - Hector Container hotel	
Element	
Type of key action	<i>4. Service</i>
Implementation field	<i>Hotel</i>
Short description of the technique or method	<i>Using only natural materials in the hotel services and also taking old things and giving them a new purpose and using eco-friendly services and products as possible.</i>
Target audience	<i>the target audience are the people that are using the services of the hotel</i>
Field	
Introduction	<p><i>The initial context is try to use the restaurant’s kitchen ingredients at their maximum, exploiting them, avoiding waste or not producing it at all.</i></p> <p><i>The period during which the practice has been carried out is all the restaurant’s life long, since 2015.</i></p> <p><i>Gaspar’s is a small restaurant in Vilnius, with a team of 11 members and around 24 seats at the restaurant. The restaurant provides a more exotic gastronomic experience on the Vilnius gastronomy scene than the majority of the restaurant, since Gaspar’s chef has Goan and Portuguese roots, therefore the restaurant has imported meat and fish from other countries, but they are trying to order local ingredients as much as it is possible for their cuisine.</i></p>

	<i>For example, out of many, in summer the restaurant collaborates with a local farmer who grows all the vegetables on her farm.</i>
Stakeholders and Partners, Financing Body	<i>Their partners are companies that provide services and products to them.</i>
Where the good practice takes place ? Location /geographical coverage	<i>Tallin, Estonia, Europe.</i>
Context	<i>Environmental sustainability and eco-conscious mindset is important to the founders of the hotel in their personal lives and it's something that all of them wanted to apply and incorporate into their hotel. They implement this practice into their hotel services and cafe.</i>
Objective	<i>They have made environmentally friendly choices and pushed the limits of hospitality to not only do the most obvious but to also find solutions to those footprints that seem inevitable at the hotel.</i>
Description of the practice	<p><i>The aim is to reduce, reuse and to recycle so tomorrow would always be a little bit better.</i></p> <p><i>The hotel has 10 eco-conscious steps that they follow</i></p> <ol style="list-style-type: none"> <i>1. The hotel is in an old building to as they say 'give a new soul to an old building'. That means that they did not waste any materials by building a new building, they simply used the old one.</i> <i>2. They have reused old shipping containers as hotel rooms.</i> <i>3. They use pure cotton bedding with Ecolabel and Oeko-Tex quality labels are washed with environmentally friendly products according to Greenkey standards</i> <i>4. they use Oma Care's all-in-one body wash that's produced in Estonia from natural ingredients to use as less products as possible.</i> <i>5. Guests can wash their clothes in hotel laundry room with vegan and of 99,97% natural ingredients, paraben free laundry detergent produced in Estonia by Mulieres in environmentally friendly 15L packaging</i> <i>6. Their dispensers and toilet paper in hotel rooms and public bathrooms are made from recycled beverage cartons by Lucart</i> <i>7. The hotel's cafe uses reusable glass packaging instead of single-use options</i> <i>8. They carefully choose partners who delivers products package free or in reusable packaging, just not to use to much materials that could be avoided</i>

	<p>9. They have coffee partners “King Coffee Service” who provides coffee beans in refillable packaging which they deliver by bike if the weather conditions allow it.</p> <p>10. they sort all of their trash to send materials into recycling. Their guests can also recycle everything from paper to banana peels in sorting stations in the hallways.</p>
Outcomes of the practice	
What elements allow to reduce waste	<i>Using less packaging that can only be used once and using reusable packaging. Taking old things and giving them a new purpose, for example using old shipping containers as hotel rooms.</i>
Success Factors	
Constraints	
Lessons learned	
Sustainability	<i>Old containers are not being thrown out, they can always be used expanding the hotel or to create another hotel or restaurant using the same method.</i>
Transferability	
Conclusion	
Related resources that have been developed	<i>No one</i>
Language(s)	<i>English, Estonian and Finish</i>
Summary	
Please provide an extensive summary of the technique/method	<i>The Hotel staff and founders in their everyday life like to use as many eco-friendly products as they can, the same principles they try to implement into their work life. They try to use as less products that would need packaging, they choose the ones that have recyclable packaging or reusable packaging. They use products that are from natural ingredients and are made locally so that they would have more eco-friendly transportation.</i>
Contact details	
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Heart Made Farm	
Element	Guiding questions
Type of key action	<i>Purchase Preparation Production Service Waste handling</i>
Scope of application	<i>Catering</i>
Brief description of the technique or method	<i>Heart Made Farm is a small, family farm. They grow various vegetables and other products to feed our family and other people through the Farm Share Program.</i>
Target audience	<i>Restaurateurs and chefs</i>
Field	<i>Using fresh, organic vegetables and greens.</i>
Introduction	<i>Heart Made Farm grow fresh, organic vegetables and greens, and deliver them directly to your doorstep. Through the "Farm Share Program" their members not only receive a weekly veggie box, but they also join a community of friends passionate about nature, sustainability, and good food.</i>
Stakeholders and partners, funding agency	<i>In the beginning, as they were doing everything with hand tools (shovel, pitchfork, and rake), they were close to naming the farm "Hand Made Farm". However, soon they understood that what was moving them to create the farm was not that much their hands, but their hearts that were happy to finally be sharing good food with good friends and restaurants. And that's how we named their farm: "Heart Made Farm"</i>
Where does good practice take place? Location / geographical coverage	<i>They started the farm in September 2019. Peruvian-Lithuanian family in Vilnius, Lithuania. We grow various vegetables following ecological principles, which we then pack (plastic-free) and deliver to different people and families in the city.</i>
Context	<i>They grow various vegetables following ecological principles, which they then pack (plastic-free) and deliver to different restaurant, people and families in the city.</i>
Objective	<i>The Farm Share Program is not only about sharing the harvest of the season, but also about sharing the experience of having a farm together.</i>
Description of the practice	<i>Goal is to grow healthy food for people in Vilnius with whom they could share the benefits and joys of having a farm.</i>
Results of the practice	<i>Creating a community of friends, passionate about good food, nature, and simple living</i>
What are the elements that reduce waste?	<i>Farm works with a subscription model in which the subscriber receives weekly a box of fresh vegetables and greens. Boxes normally include 7-10 seasonal items, all grown on their farm. Most weeks they include a mix of leafy greens, roots, fruit vegetables, and others.</i>
Success factors	<i>More and more people are eating in restaurants and at home hoping not only to have a delicious meal, but also not to harm the environment by unnecessarily wasting resources and to use local organic products.</i>
Constraints	<i>The challenge is to grow fresh, organic vegetables and greens, and deliver them directly to your doorstep.</i>
Lessons learned	<i>This practice is about building a farm not with hands, but with hearts that are happy to finally share good food with good friends.</i>

Sustainability	<i>The importance is to join a community of friends passionate about nature, sustainability, and good food.</i>
Transferability	<i>They are creating a community of friends, passionate about good food, nature, and simple living.</i>
Conclusion	<i>Products are often local & organic. It's healthier for people, better for the nature and it dynamizes the local economy.</i>
Related resources that have been developed	<i>There are a lot of guidelines, technical fact sheets, posters, pictures, video and audio documents, and/or Web sites</i>
Language(s)	<i>Lithuanian, English</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>The farm works with a subscription model in which the subscriber receives a weekly box of fresh vegetables and greens. Boxes typically contain 7-10 seasonal items, all grown on the farm. Most weeks include a mix of leafy greens, roots, fruits, vegetables, and more. There are also farm events during the season, recipes are shared, urban farming advice is given, and sometimes there are surprises in the boxes!</i></p> <p><i>If people aren't sure if the Farm Share Program is right for them, we recommend ordering a sample box first. You'll have the chance to see how it all works - and if you like the vegetables, the service and the smiling farmers, you can order one of the subscriptions and save money by buying your vegetables in advance. Buying Zero Waste brings a lot more benefits! Food is cheaper because it's sold in bulk and only pay for the quantity you need.</i></p>
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Hilton Garden Inn Vilnius	
Element	Guiding questions
Type of key action	<p><i>Preparation</i></p> <p><i>Production</i></p> <p><i>Service</i></p> <p><i>Waste handling</i></p>
Scope of application	<ol style="list-style-type: none"> <i>1. Catering</i> <i>2. Hotel</i>
Brief description of the technique or method	<p>When in 1925 Conrad Hilton opened the first hotel named after Hilton, he aimed to run the best hotel in Texas. Today, Hilton is one of the most respected brands in the world thanks to its commitment, leadership and innovation. Hilton helps travelers around the world travel more sustainably with green initiatives like solar power and electric car charging from start to finish, rooms and kitchens make guests feel at home. The Hilton is committed to creating a</p>

	better world to travel by positively impacting the communities Hilton serves, with an emphasis on environmental and social impact.
Target audience	<i>All restaurant or hotel owners.</i>
Field	<i>Eco-friendly initiatives-paving the way to Net zero.</i>
Introduction	<i>They recognize their critical responsibility to protect our planet and preserve the beautiful destinations in which we operate for generations to come. Since 2009, they have used award-winning LightStay system to measure, report and improve environmental impact across global portfolio of managed and franchised hotels. They taking a leadership position in fighting climate change, as the first major hotel company to establish science-based targets to reduce greenhouse gas emissions in line with the Paris Agreement. They also taking major steps toward reducing their environmental footprint through our Watts, Water and Waste programs.</i>
Stakeholders and partners, funding agency	<i>A leading global hospitality company, with a portfolio of 18 world-class brands comprising more than 6,800 properties in 122 countries and territories.</i>
Where does good practice take place? Location / geographical coverage	<i>Vilnius city center, avenue of Gedimino</i>
Context	<i>From the moment guests search for a hotel to check-out, eco-friendly trips are now more attainable. At Hilton, a new search attribute helps EV owners find and book hotels with charging stations to power up their electric vehicles, so guests can be certain that their car will recharge while they do. More than 1,400 Hilton properties around the world offer EV charging stations, as well as other eco-friendly additions that help travelers leave a smaller carbon footprint on their next adventure. Whether located on a beautiful beach or in a bustling big city, these Hilton properties make it easy to plan an eco-friendly trip in 2022. Hilton is committed to leading the hospitality industry toward a net-zero economy and reducing greenhouse gas emissions in line with climate science. Hilton is proud to have been the first major hotel company to set science-based carbon targets aligned with climate science and the Paris Climate Agreement, and approved by the Science Based Targets initiative (SBTi).</i>
Objective	<i>Addressing Climate Change, Energy Efficiency, Water Stewardship Reducing Waste</i>
Description of the practice	<i>Hilton Garden Inn Vilnius became the first international brand hotel to debut in Lithuania, adopting the country's own sustainable tourism strategy and prioritizing a minimal environmental footprint.</i>
Results of the practice	<i>Hilton is committed to reducing waste and driving towards a circular economy. Waste prevention, recycling, and food upcycling and donation are all key components of creating a greener hospitality industry. They have pledged to reduce their waste, including food waste, by 50% by 2030. Hilton waste reduction strategy seeks to decrease the overall amount of waste produced in the hotels, while taking steps to divert remaining waste from landfill through donation, recycling, composting, energy from waste incineration and other opportunities.</i>
What are the elements that reduce waste?	<i>Measurable effects (countable results e.g. number of participants, new program of training, new methods etc.); Immeasurable effects (uncountable results e.g. increase of skills); Impact of good practice.</i>

Success factors	<i>Anticipated to be first net- hotel, modern energy management, zero emission cuisine, EV charging stations for guests</i>
Constraints	<i>In our effort to reduce single-use plastics, Hilton properties offer guests refillable water pitchers and filtered water dispensers.</i>
Lessons learned	<i>Through climate action and destination stewardship, Hilton hotel intend to pave the way to a net-zero future for the company and the global travel and tourism industry.</i>
Sustainability	<i>The diffusion of this good practice allows to raise awareness among companies and is also successful thanks to the incentives that are provided for its implementation.</i>
Transferability	<i>It can be transferred not only to the various Hotels, service sector, but also to individual citizens or establishments that thinking about zero waste future.</i>
Conclusion	<i>Hilton waste reduction strategy seeks to decrease the overall amount of waste produced in the hotels, while taking steps to divert remaining waste from landfill through donation, recycling, composting, energy from waste incineration, and other opportunities. Waste is more closely linked to occupancy than energy or water, and the amount of waste produced by the hotels decreased dramatically due to the pandemic. As they look to the future, they are working with their partners, including waste haulers, suppliers and donation partners, to find innovative ways to continue that positive trend, even as occupancy rises. Ensuring that food is not wasted.</i>
Related resources that have been developed	<i>The guidelines can be found on the Hilton website.</i>
Language(s)	<i>English and Lithuanian</i>
Summary	
Please provide an extensive summary of the technique/method	<i>The pandemic resulted in disruptions to food supply and a significant increase in global food insecurity, making fighting food waste even more of a business and moral imperative. Hilton is committed to reduce food waste by 50% by 2030. To achieve this ambitious target, they are driving a true culture shift in the hotels. Plastic pollution threatens communities, environments, and the destinations in which we operate. In 2021, remained focused on reducing unnecessary single-use items in Hilton hotels. In line with Hilton's Travel with Purpose 2030 Goal to reduce waste output by 50% by 2030, they are replacing single-use toiletries with full-size amenity bottles across entire global portfolio. They expect the majority of our hotels to be miniature-free by the end of 2023. Hilton's app-based Digital Key program expanded rapidly in 2021, as more guests chose to bypass the front desk and check in virtually. The technology is now available at more than 80% of Hilton's portfolio, or more than 5,600 of Hilton's more than 6,800 properties worldwide. It has been used to open more than 168 million guestroom doors and has reduced plastic waste by an estimated 125 tons. Hotel has implemented sustainable hydration solutions such as reusable drinking vessels, refill stations, and closed-loop bottling systems. They are proud to have been the first hotel brand to make soap recycling a brand standard, and the first to set the commitment to send zero soap to landfill. Hilton has collaborated on an industrywide waste measurement methodology developed by World Wildlife Fund (WWF) and Greenview, a global sustainability consulting group. The Hotel Waste Measurement Methodology provides a common approach, building on robust existing strategies to track waste and set targets, harmonizing methods of data collection, and addressing common data gaps and challenges. This gives</i>

	<i>major brands and individual properties a consistent way to set meaningful goals to reduce waste, keep it out of landfills, and track progres against those goals over time.</i>
Contact details	
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Waste handling

Returnable vacuum	
Element	Guiding questions
Type of key action	<i>Waste handling</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>The term "returnable vacuum" means that a container (typically glass bottles, but also PET plastic bottles) must be returned to the supplier once emptied, so that it can be reused (up to 20 reuses for PET bottles, 40 for glass bottles).</i>
Target audience	<i>It is aimed at all those who have an activity involving the use of containers, which can be recycled and reused</i>
Field	<i>Reducing waste and facilitating waste disposal</i>
Introduction	<i>Until the 1980s, we were among the first in Europe in this practice, which was widespread even in small towns where the reuse mechanism becomes easier. Then wretched environmental policies put the returnable-empty mechanism into the attic, resurrected in a chaotic, messy and not very incentivising way in 2017 by the Minister of the Environment and Protection of Land and Sea Gian Luca Galletti. In terms of Sustainable Development policies, the returnable vacuum mechanism fits perfectly with the European and national law that eliminates the use of plastic plates, cutlery, cotton buds and glasses.</i>
Stakeholders and Partners, Financing Body	<i>The returnable-empty initiative started extensively in the Campania region and Veneto in 2018 but today more and more companies are adopting it.</i>
Where the good practice takes place ? Location/geographical coverage	<i>Province of Salerno (Camerota, Sapri, Castel Velino, Novi Velia, Poderia, Centola) and Vicenza</i>
Context	<i>The considerable weight of the collected packaging must be taken into account, which will necessarily require management costs, mainly related to the transport of the empties and the practices to be carried out to limit the risk of shattering during transport. Another aspect to be assessed concerns hygiene: the packaging collected while awaiting collection by bottling companies may be exposed to contaminants, dust and animals. For this reason, it is necessary to proceed with specific hygienisation practices for containers destined for refilling.</i>
Objective	<i>Reusing glass containers and avoiding unnecessary waste</i>
The description of the practice	<i>The mechanism of the returnable vacuum is very simple: the restaurateur buys drinks and pays a deposit of a few cents according to the size of the drink. When it is emptied, he takes it back to the seller, who returns the deposit.</i>
Outcomes of the practice	<i>Several companies such as bars, restaurants and hotels are involved.</i>
What elements allow to reduce waste	<i>The re-use of these correctly recycled materials</i>
Success Factors	<i>Do not dispose of these materials in the environment and encourage restaurateurs/ hoteliers to dispose of waste correctly.</i>
Constraints	<i>The challenge is to collect as many containers as possible and reuse them as long as the material allows (e.g. glass reusable 40 times).</i>

Lessons learned	<i>The importance of recycling to reduce waste</i>
Sustainability	<i>The diffusion of this good practice allows to raise awareness among companies and is also successful thanks to the incentives that are provided for its implementation.</i>
Transferability	<i>It can be transferred not only to the various companies in the catering sector, but also to individual citizens or establishments that use beverage containers in large quantities.</i>
Conclusion	<i>Reusing materials that are still fully functional has its advantages on both the economic and environmental fronts. The ecological benefits are clearly linked to the re-use of containers without converting them into raw materials. There is also an important economic advantage in terms of resource and labour savings.</i>
Related resources that have been developed	<i>The guidelines can be found on the Italian government website.</i>
Language(s)	<i>Italian</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>Returnable packaging is a practice that originated in Germany, where it brings great economic but also environmental benefits. The practice consists of paying a small deposit for containers, mainly of beverages, which will be returned once the containers are returned. The returnable vacuum is very popular. In fact, there are distributors in Italy where simple citizens can deposit containers and collect money in proportion to the quantity deposited. The amount of packaging use has been reduced by 96% in the case of glass and 80% in the case of plastic.</i></p> <p><i>In the 1980s, this practice spread to Italy, but unlike in Germany, it was only implemented with glass containers. This practice also allows great savings in terms of resources and labour. It is an efficient recovery system, which was reintroduced in 2017, and if applied at all levels of the supply chain, it would produce significant economic relief by having a positive impact on the cost of packaging obtained from recovery activities.</i></p> <p><i>It induces consumers to behave more virtuously and relieves the community and the environment of a huge amount of waste, which would mean fewer emissions, clearer landfills and savings in raw materials.</i></p>
Contact details	
Name	
Company/Institution	
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Telephone	
E-mail	

Waste composting	
Element	Guiding questions
Type of key action	<i>Waste handling</i>
Implementation field	<i>Catering Hotels</i>
Short description of the technique or method	<i>Waste composting in restaurants and hotels is a common practice in northern Italy. It consists of buying a press to reduce the volume of waste produced and better manage its collection.</i>
Target audience	<i>This technique is aimed at all activities that produce large amounts of organic and non-organic waste.</i>
Field	<i>Improving waste collection and thus also reducing transport costs</i>
Introduction	<i>Most of the waste produced in restaurants is food waste that ends up in the rubbish and rots in landfills. As useful as separate collection is, food waste and residues, but also leaves, plants and other organic fractions that end up in municipal waste, could be turned into by-products. Restaurant composters allow organic waste to be treated on site, reducing the volume of food waste by up to 90% in just 24 hours.</i>
Stakeholders and Partners, Financing Body	<i>It is a widespread practice mainly in northern Italy</i>
Where the good practice takes place? Location/geographical coverage	<i>In Trentino Alto Adige many facilities use composters. An example is the hotel camping Markushof.</i>
Context	<i>Composters have a very positive impact on the environment, but to buy them you need to invest a fair amount of money and also have enough space to place it.</i>
Objective	<i>Reducing waste and cutting the cost of waste disposal</i>
The description of the practice	<i>Not all composting processes are the same. Depending on the machinery chosen and the type of organic waste composted, different types of compost can be obtained.</i>
Outcomes of the practice	<i>According to a study on food waste in restaurants conducted by a leading research institute, about 84% of food waste ends up in the rubbish. Composting not only prevents this percentage from growing, it also has environmental benefits. The biggest benefit to the environment is the absence of synthetic chemical fertilisers in the compost. The advantages of using "household" composters impact not only on restaurants but also on the companies that supply such equipment.</i>
What elements allow to reduce waste	<i>Reduce waste, improve safety, contain costs and increase sales.</i>
Success Factors	<i>Many environmentally conscious people, knowing that their waste will be properly disposed of, will prefer a restaurant/hotel with a composter over others.</i>
Constraints	<i>The challenge of this practice is to minimise the volume of waste generated</i>
Lessons learned	<i>The importance of recycling and proper waste disposal</i>

Sustainability	<i>In addition to the correct disposal of waste, this also reduces the number of trips that collection vehicles have to make, thereby reducing a considerable amount of CO₂ into the atmosphere.</i>
Transferability	<i>This practice could also be transferred to households (using smaller machines) but also to all those activities that produce a large amount of waste every day.</i>
Conclusion	<i>This good practice not only saves money over a long period of time but also protects the environment.</i>
Related resources that have been developed	<i>Sources are few and far between, but you can find evidence by contacting companies that have benefited from the purchase of these machines.</i>
Language(s)	<i>Italian, German</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>Every year, more than 5 million tonnes of surplus food products end up as waste along the food supply chain, from production to the catering sector. Current food waste management is still ineffective, as it is not always based on approaches that consider the opportunities offered by organic wet waste recycling. Despite the fact that European and national regulations can steer towards optimising waste management processes, there is still too much waste. Economic resources are lost forever and there are zero benefits for companies and the environment. And yet, the right approach already exists, it just needs to be implemented in the right way. Through the biological process of composting, microorganisms break down complex organic substances into compost: stable, odourless, nutrient-rich organic soil that can be used to fertilise the soil.</i></p> <p><i>With the use of compost bins in catering establishments, such as restaurants, bars, hotel kitchens, etc., it is possible to reproduce the process that sustains the balance of the environment in which we live. An ethical and economic choice.</i></p> <p><i>It eliminates waste, simplifies the recycling of organic wet waste produced by the restaurant and, at the same time, preserves the environment.</i></p>
Contact details	
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Alliance for the Reduction of Food Waste	
Element	Guiding questions
Type of key action	<i>Waste handling</i>
Implementation field	<i>Catering Hotel</i>
Short description of the technique or method	In this collective effort, public authorities, professional and scientific bodies, food and catering companies from all stages of the supply chain, civil society organizations, academic and research community members join forces.
Target audience	Consumers
Field	Food industry – and households
Introduction	Through the development of synergies and the cooperation of all stakeholders. In order to reduce food waste in our country, we undertake coordinated action in informing and raising awareness about the extent and effects of food waste, prevention, reduction and surplus donation for public benefit
Stakeholders and Partners, Financing Body	<p>The "Alliance for the Reduction of Food Waste" is under its auspices of the Greek Ministry of Environment & Energy. Many large companies of the food and beverage industry were willing to contribute to this vision. Some of the stakeholders are:</p> <ul style="list-style-type: none"> • American Farm School Thessaloniki Greece (an innovative institution for studies in all academic degrees located in Thessaloniki, Greece) • Gefsinus (one of the largest companies, specializing in systematic dining in Greece) • Agricultural University of Athens • National Technical University of Athens • Delta (one of the largest companies offering dairy products in the Greek market) • Ellinogermanini agogi (an institution based in Athens Greece, for academic learning in all degrees, specialised in international studies) • Loulis mills (Loulis Mills is currently occupying the 1st position in the Greek Flour Industry in terms of milling, sales and technology) • Olympos foods (a large dairy company, faithfully oriented towards producing products from Greek raw materials, safeguarding Greek primary production)
Where the good practice takes place ? Location /geographical coverage	Greek mainland, through its stakeholders finally reaching every willing household
Context	<ul style="list-style-type: none"> • training and educating for its prevention and reduction • in the exchange of information and knowledge, the promotion and dissemination of good practices • promoting research and innovation • to facilitate and promote the donation of surplus food for public benefit

	<ul style="list-style-type: none"> formulating and implementing of public policy for the prevention and reduction of food waste in Greece
Objective	<ul style="list-style-type: none"> Informing and raising awareness about the extent and effects of food waste to facilitate and promote the donation of surplus food for public benefit
The description of the practice	<p>The priority axis includes actions, such as informing and sensitizing the citizens against the phenomenon of food waste and ways to prevent it, educational actions for pupils, education of students of vocational schools and students, training of accommodation staff. The main activities that will create the program flow process are:</p> <ul style="list-style-type: none"> quantification - counting levels of food waste in the tourism sector informing & growing awareness for the public promoting research and innovation facilitating and promoting food donation for a good cause utilization of unfit food for human consumption <p>In order to implement the practice the "Alliance for the reduction of food waste" was created in Greece, on the initiative of the organization "We can" and the supermarket chain AB Vassilopoulos. Through this collective effort, public authorities, professional and scientific bodies, food and catering companies as well as bodies of the academic and research community join forces.</p>
Outcomes of the practice	<p>Actions follow the hierarchy of food and food waste management, the so-called "reverse pyramid" - prevention at source, prevention through donation or other redistribution for human consumption, use as animal feed, utilization of food waste and bio-waste for biofertilizers and bio-energy.</p>
What elements allow to reduce waste	<p>All actions will be completed by 2025. Research is conducted on an 18-month basis in collaboration with universities across the country to investigate and evaluate food waste in the respective supply chains. Nevertheless, institutions such as the American Farm School in Thessaloniki follow a constant and ongoing information and awareness program for their students.</p> <p>Following are measurements regarding posts on AFS's social media accounts from references to relevant events & actions for the period 01/2021 - 02/2021. Reach (FB-15 posts): 9,609 Reach (Instagram-10 posts): 2,621 Reach Instagram 'food waste quiz': 775</p>
Success Factors	<p>Raising awareness of a large number of companies involved in the food & catering sector as well as schools, colleges and universities through the creation of the "Alliance to reduce food waste". Expanding to the tourism section, on the most profitable sections in Greece, will be the next step.</p>
Constraints	<p>The only challenge this program faces is increasing the number of companies and hotels in it. According to those in charge of the program, the socio-economic crisis followed by the health crisis are making things even more difficult for the expansion.</p>
Lessons learned	<p>Through the collective effort of the "Alliance for the reduction of food waste, public authorities, professional and scientific bodies, food and catering</p>

	companies as well as bodies of the academic and research community join forces for spreading the word of the cause throughout their actions. Food waste affects us all. At every stage of the chain, from the field to the daily family table. To tackle waste, we need dynamic mobilization and coordinated action in the context of consumer education.
Sustainability	Recycling, reuse, composting, education from an early age and continuous consumer information are the components that make up the success of this project.
Transferability	In the context of European actions FIT4FOOD2030 & FoodSHIFT2030, a need for all participants to work together to achieve the common goal, is more than necessary.
Conclusion	The continuation of the "good" applications in the food and hotel sectors which will motivate the employees to apply corresponding tactics in their own households. Additionally, reduction of food waste and surplus donation for public benefit maintains the common interest in raising awareness for both ecological and social reasons.
Related resources that have been developed	https://foodsavingalliancegreece.gr/ https://fit4food2030.eu/ https://foodshift2030.eu/
Language(s)	Greek
Summary	
Please provide an extensive summary of the technique/method	<i>In order to exchange knowledge and information, disseminate good practices and highlight synergy fields to maximize impact, actions, programs and actions were implemented by the members of the alliance, on their own initiative. The categorization / typology of the actions of the project follows the "ten priority axes - areas of action" of the Alliance. These axes answer a wide range of issues related to food waste, such as:</i> <ul style="list-style-type: none"> • <i>Public policy to prevent and reduce food waste</i> • <i>Redistribution for human consumption</i> • <i>Quantification - counting food waste levels</i> • <i>Further utilization of foods not suitable for human consumption</i> • <i>Information and awareness raising, training</i> • <i>Labeling with expiration date on the food and its explanation</i> • <i>Promoting research and innovation</i> • <i>Facilitating and promoting food donation for public benefit purposes</i> • <i>Introduction of new technologies in fruit and vegetable harvesting, to prevent losses (either due to disease or due to mistreatment during harvest)</i> • <i>Training of staff in catering companies to implement innovative solutions to prevent at source and raise awareness for changing consumer habits</i>
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FRUTA FEIA / UGLY FRUIT	
Element	Guiding questions
Type of key action	<u>Waste handling</u>
Implementation field	<ol style="list-style-type: none"> 1. Catering 2. Hotel
Short description of the technique or method	<i>Fruta Feia Cooperative is a non-profit consumer's cooperative, established to reduce food waste due to its appearance, channeling directly from the region's farmers to consumers; part of the production of fruits and vegetables currently rejected for mere aesthetic reasons – shape, size or colour.</i>
Target audience	<i>Consumers</i>
Field	<i>Food & Beverage – and households</i>
Introduction	<p><i>About half the food produced in the world goes to waste every year.</i></p> <p><i>According to FAO, developed countries waste more than 1,3 thousand of million tons of food every year, enough to feed 925 million people that are starving worldwide. In Portugal, the waste goes up to 1,7 million tons per year, according to PERDA (2002).</i></p> <p><i>This waste has not only ethical but also environmental consequences, since it involves the unnecessary use of resources used in its production (like soil, energy and water) and the emission of carbon dioxin and methane resulting from the decomposition of food that is not eaten.</i></p>
Stakeholders and Partners, Financing Body	<p><i>Funding:</i></p> <p><i>2013</i></p> <p><i>5.363€ initial budget obtained in a crowdfunding campaign – https://ppl.com.pt/prj/fruta-feia</i></p> <p><i>Life Programme of European Union</i></p> <p><i>Thanks to 176 supporters, the crowdfunding campaign (http://ppl.com.pt/pt/prj/fruta-feia) was very successful. Besides the essential financial help this campaign means to the growth of the Cooperative, it is inspiring to feel that there are several people who share these beliefs.</i></p> <p><i>2015</i></p> <p><i>Reference: LIFE14 ENV/PT/000817</i></p> <p><i>Acronym: FLAW4LIFE</i></p> <p><i>Start Date: 14/09/2015</i></p> <p><i>End Date: 13/09/2018</i></p> <p><i>Total Budget: 574,396 €</i></p> <p><i>EU Contribution: 320,600 €</i></p>
Where the good practice takes place ? Location /geographical coverage	<i>Portugal</i>

Context	<p><i>The Cooperative started on November 18. 2013, with 1 delivery point in Lisbon, 100 associated consumers and 10 partner-farmers.</i></p> <p><i>The program has been developed with the support of several stakeholders, including The Lisbon City Council and Superior Technical Institute of Lisbon. It has 800 associated consumers.</i></p>
Objective	<p><i>About half the food produced in the world goes to waste every year. According to FAO, developed countries waste more than 1,3 thousand of million tons of food every year, enough to feed 925 million people that are starving worldwide. In Portugal, the waste goes up to 1,7 million tons per year, according to PERDA (2002).</i></p> <p><i>Fruta Feia project wants to raise awareness among the population regarding the food waste problem, and also to prevent the unnecessary use of resources on their production, such as water, arable land, energy and working hours. By changing consumption patterns, this project intends that in the future all quality fruits and vegetables are marketed equally, regardless of their size, colour and shape.</i></p> <p><i>Alongside this local impact, they hope to raise awareness among the population as well as to the fact that „ugly food” can be of good quality. This enables people to have access to food that is cheaper and produced locally.</i></p>
The description of the practice	<p><i>Fruta Feia Cooperative aims mainly to channel that part of the wasted fruits and vegetables to consumers who do not judge the quality by its appearance, thus fighting a market inefficiency and creating a movement that can change consumption patterns and that can create a market to the so called „ugly fruit”. A market that generates value and fights not only this waste but also the unnecessary waste of resources used in their production (water, energy and soil).</i></p>
Outcomes of the practice	<p><i>154 PRODUCERS</i> <i>11 DELIVERY POINTS</i> <i>4070 CONSUMERS</i> <i>1000 tonnes of waste was saved from disposal</i></p> <p><i>Fruta Feia started in November 18, 2013 with 1 delivery point. Today it counts on 9 delivery points (4 in Lisbon, 1 in Parede, 1 in Almada, 1 in Oporto, 1 in Vila Nova de Gaia, 1 in Matosinhos, 1 in Amadora and 1 in Braga), around 150 producers more than 3700 associated consumers and saves around 10 tons of fruits and vegetables from being thrown away every week!</i></p> <p><i>Every week in its delivery points 300 consumers buy and prevent more than a 12 tons of fruits and vegetables from going to waste.</i></p> <p><i>Other saved resources/point in every week:</i></p> <p><i>13,097 m3 water</i> <i>13 ha soil</i> <i>17,111 kwh energy</i></p>

What elements allow to reduce waste	<p><i>Given the environmentally responsible nature of Fruta Feia, they only work with local farmers whose farming practices are not aggressive to the environment.</i></p> <p><i>Fruta Feia Co-Op does not foresee home deliveries, in order to avoid the environmental and economic costs of door-to-door deliveries of thousands of boxes each week.</i></p>
Success Factors	<ul style="list-style-type: none"> • <i>The crowdfunding campaign financed by 176 supporters</i> • <i>Funding received from the Life Program of the European Union</i> • <i>Involvement of a large number of stakeholders in the implementation of the project</i> <p><i>The practice has clearly defined objectives and measurable results (see above).</i></p>
Constraints	<i>The Reluctance of some consumers to buy „ugly food“ and lack of involvement of some public authorities in the extension of the project.</i>
Lessons learned	<i>The practice can be easily reproduced by (local) public authorities and is relevant for other regions across Europe. The success of the national replication is essential to guarantee it's impact and, therefore, their goal is to replicate this alternative consumption model in other places through local delivery points.</i>
Sustainability	<i>The practice continues to have effect and be functional once the funding/organizational support ended with the support of consumers who pay when picking up Fruta Feia box, an annual fee of € 5. but also with the support of the other stakeholders (volunteers, local producers, implementation and promotional partners).</i>
Transferability	<i>The initiative has an universal context, meaning it can be adapted by any food market anywhere in the world.</i>
Conclusion	<p><i>Fruta Feia's main goal is to reduce tons of good quality food that are thrown back to the land by farmers every year and, also to prevent the unnecessary use of resources on their production, such as water, arable land, energy and working hours. By changing consumption patterns, this project intends that in the future all quality fruits and vegetables are marketed equally, regardless of their size, colour and shape.</i></p> <p><i>Alongside this local impact, we hope to raise awareness of the population to the food waste problem, as well as to the fact that “ugly food” can be of good quality. This enables people to have access to food that is cheaper and produced locally.</i></p>
Related resources that have been developed	<i>What training manuals, guidelines, technical fact sheets, posters, pictures, video and audio documents, and/or Web sites have been created and developed as a result of identifying the good practice?</i>
Language(s)	<i>English & Portuguese</i>
Summary	
Please provide an extensive summary of the technique/method	<p><i>About half the food produced in the world goes to waste every year.</i></p> <p><i>According to FAO, developed countries waste more than 1,3 thousand of million tons of food every year, enough to feed 925 million people that are starving worldwide. In Portugal, the waste goes up to 1,7 million tons per year, according to PERDA (2002).</i></p>

This waste has not only ethical but also environmental consequences, since it involves the unnecessary use of resources used in its production (like soil, energy and water) and the emission of carbon dioxide and methane resulting from the decomposition of food that is not eaten.

The reasons to this waste are numerous and occur along all the links of the food supply chain. Intensive production models, inadequate storage and transportation, expiration dates that are too tight and sales and discounts that encourage consumers to buy unreasonably are some of the causes that contribute to the current waste.

One other problem is that major distributors have a preference for fruit and vegetables that are “perfect” in terms of shape, colour and size, which ultimately restrict the consumption of foods that meet certain aesthetic standards. Such demand results in a waste of about 30% of what’s produced by farmers. Although it is possible to sell these ugly products to the Industry (juices, jams, sauces), this is not an economically viable solution for the farmers, since the price paid for the products is so low that most times it doesn't pay off the costs of production and harvest.

Fruta Feia Co-operative arises from the need to overturn the standardization trends regarding food, which have nothing to do with its’ quality and safety. This project aims to fight the market inefficiency by changing consumption patterns and creating an alternative market to “ugly” fruits and vegetables. A market that values farmers and consumers, and that can prevent food waste as well as the unnecessary use of resources to their production. Fruta Feia Cooperative aims mainly to channel that part of the wasted fruits and vegetables to consumers who do not judge the quality by its appearance, thus fighting a market inefficiency and creating a movement that can change consumption patterns and that can create a market to the so called „ugly fruit”. A market that generates value and fights not only this waste but also the unnecessary waste of resources used in their production (water, energy and soil).

Given the environmentally responsible nature of Fruta Feia, they only work with local farmers whose farming practices are not aggressive to the environment.

Fruta Feia Co-Op does not foresee home deliveries, in order to avoid the environmental and economic costs of door-to-door deliveries of thousands of boxes each week.

By promoting a proximity consumption that respects both Man and Nature’s values, FLAW4LIFE emerges fully aligned with the European Parliament call on the Member States to encourage and support initiatives geared to stimulating sustainable small- and medium-scale production linked to local and regional markets and consumption.

The FLAW4LIFE project exceeded expectations in the way it demonstrated its methods. It resulted in 14.6 tonnes less fruit and vegetable waste per week (from a goal of 11.9 tonnes per week), increased farm efficiencies – saving 16 054 m³ of water/week, 20 975 kWh/week of energy and 16 ha of arable soil

	<p>– and reduced GHG emissions from transportation and decomposition by 13,021 kg CO₂ eq/week. First tested in Lisbon, the deliveries were rolled out to other cities (Porto, Gaia, Matosinhos, Braga, Amadora and Almada) with greater numbers of participants and more fruit and vegetables saved than expected:</p> <p>187 farmers were involved (goal: 150); 3 410 associated consumers chose boxes (goal: 2 750); 11 jobs created specifically for the project, matching the project goal; 767 volunteers to help setting boxes (goal: 280); and 310 boxes were sent per delivery point (goal: 250).</p> <p>These results show the project’s relevance to environmental policies at all levels (regional/local, national and European) in its capacity to reduce food waste and increase resource efficiency. In particular, it has already influenced the Portuguese National Strategy to Combat Food Waste through the “Guidelines on sustainable consumption” produced by the project. The project has proven that the consumption model proposed is fully replicable in other regions in Portugal facing similar situations. Furthermore, the project received visits from several international associations interested in replicating Fruta Feia’s approach. Three of them have been able to effectively implement a similar project (in the USA, Brazil and Netherlands). A “Powered by Fruta Feia” logotype was created to be used by those projects and associations that successfully replicated the Fruta Feia’s methodology, based on the same principles and motivations.</p> <p>Social benefits were also a strong element. Local associations hosting the delivery points were revitalised; minority and vulnerable groups (refugees, socially vulnerable women and children, needy families and people with psychiatric problems) gained volunteering experience; and at the end of each day leftover boxes and products from delivery points were given to social institutions.</p> <p>In terms of education, the project organised awareness-raising activities in municipal schools in Lisbon to explain the problem of wasting food based on appearance, and to encourage sustainable consumption by eating local, seasonal and ugly fruits and vegetables. 4 119 pupils – over 1 000 more than planned – took part in salad contests, food weeks and games, and a book written by students from 15 schools was published. A best practices handbook was also published.</p>
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Waste Mapping Guidance for Hotels in Cyprus: Saving money and improving the environment	
Element	Guiding questions
Type of key action	<u>Waste handling</u>
Implementation field	<ol style="list-style-type: none"> 1. Catering 2. <u>Hotel</u>
Short description of the technique or method	The use of waste mapping techniques enables resource use and types and locations of waste generated to be identified and represented visually, or 'mapped out'. Mapping waste in this way can help you develop a complete overview of activities on your site, and to identify areas where resources are wasted. It also allows you to identify opportunities where waste could be prevented or segregated for re-use or recycling. The principal aim of this guide is to provide hotel operators and organisations in the tourism industry in Cyprus with the practical skills, knowledge and tools needed to introduce waste mapping techniques, to identify opportunities to implement low or no-cost measures to prevent and reduce waste and reduce business costs.
Target audience	Hoteliers , Hotel Guests
Field	Hotels , Caterings , Restaurants
Introduction	<p>Cyprus produces about 570,000 tonnes of waste annually, 88% of which goes to landfill due to limited recycling facilities on the island. At an individual level, 468kg of solid waste is produced per person in residential areas and 679kg per person in tourist areas indicating that tourists produce more waste than the residents of Cyprus. Much of this waste from tourism is generated within the hotel sector where tourists spend the bulk of their holiday time. In May 2009, the Travel Foundation held a two-day conference with the Cypriot Hotel Industry in collaboration with our funding partner Thomas Cook. The objective of the conference was to find solutions to reducing solid waste in the hotel sector. Hoteliers highlighted plastic waste as the key area they were interested in addressing first due to ongoing tourist concerns around levels of beach litter. As a result of this conference, a pilot project was launched in 2010 with three hotels and five self-catering properties in the Paphos area of Cyprus to reduce plastic waste. Due to the initial reduction achieved and the positive engagement of the Tsokkos group to conduct further work, the project was extended in 2011 to larger number of hotels.</p>
Stakeholders and Partners, Financing Body	<p>The Travel Foundation CSTI (Cyprus Sustainable Tourism Initiative) Thomas Cook Group</p>
Where the good practice takes place ? Location /geographical coverage	<p>Ayia Napa (Cyprus) Paphos (Cyprus)</p>
Context	Every hotel will have different waste management approaches, e.g. some may have garbage collection only, and others may have additional separate collections of materials suitable for re-use or recycling. Whether large or small, all inclusive, or bed and breakfast, managing resource use and waste effectively is a key part of reducing business costs.

Objective	<p>It is something that all staff can contribute to. Improved waste management practices in hotels can help protect and safeguard the local socio-economic environment of tourist destinations from pollution and litter and enhance the holiday experience of customers. Protecting the natural assets and cultures of destinations that the tourist industry depends on now will also help to ensure a sustainable and profitable future.</p>
The description of the practice	<ul style="list-style-type: none"> • Managers can set clear procedures and promote good practice when buying products and materials (sustainable procurement), in using and disposing of items, and in ensuring that garbage and recycling bins are used properly by staff (and visitors) • Chefs, waiting staff and bar staff, can think about how they buy raw ingredients, prepare food and avoid waste being created, as well as how waste produced by guests is disposed of. • Housekeeping staff can promote waste prevention measures and use refillable toiletries wherever appropriate (instead of single use items). • Grounds maintenance staff can consider composting 'green waste' (garden cuttings) on-site and use the compost produced in flower beds and pots instead of purchasing compost.
Outcomes of the practice	<p>Typically the wider benefits of waste mapping can include:</p> <ul style="list-style-type: none"> • Reduced costs and improved efficiency; • Reduced risk and improved legislative compliance; • Increased employee engagement and satisfaction; • Competitive marketplace advantage resulting from enhanced brand image and 'green' credentials e.g. international environmental management systems – ISO 14001, or Travelife; and • Promoting your hotel as a green / eco hotel may increase business.
What elements allow to reduce waste	<p>Plastic Reduction</p> <ul style="list-style-type: none"> • Participating hotels reduced the total number of plastic items they used by an average of 19% which equates to a 31% reduction in mass (27.5 tonnes). • Hotels used 793,916 less bottles of water which equates to a 69% reduction in the number of items and a 67% reduction in terms of volume. • A total reduction of 1,215,780 straws – 37% less in terms of items and volume. • A total reduction of 451,558 bin liners and bags – 19% less in terms of items and 20% less in terms of volume. • Hotels had variable results in performance, however Ascot Coral Beach was the top performing hotel making a 68% reduction in the number of plastic items used. Given they had already implemented plastic savings in the 2010 season as part of the pilot project the results suggest that ongoing savings could be expected from such a project should the implementation of initiatives continue. <p>The greatest reductions in plastic came from the following initiatives:</p>

	<ul style="list-style-type: none"> • Replacing the use of bottled water for All Inclusive guests with drinking water supplied from dispensers • Replacing single use plastic cups with multi-use durable cups • Only providing straws when asked for by customers • Provision of plastic bin liners in bathroom only <p>Cost Savings</p> <p>Hotels achieved a total cost saving of €111,000 by reducing their plastic consumption over the 4-5 month period. This cost saving was distributed as follows:</p> <ul style="list-style-type: none"> • €80,000 in Ayia Napa (a 38% cost saving) • €31,000 in Paphos (a 30% cost saving) <p>Increased Employee Awareness</p> <ul style="list-style-type: none"> • 1,250 hotel staff across the 28 registered hotels were trained from housekeeping to maintenance to front office staff. • The project had a very positive effect on staff many of who have taken what they've learnt from the project to reduce their own plastic waste at home. <p>Positive Customer Reaction</p> <ul style="list-style-type: none"> • 641 customer questionnaires were returned. • 77% of hotel guests were aware of the project due to the communications activities carried out, and guests were largely positive towards the project. • 50% of guests said that the project had a positive impact on their holiday experience, 48% said it made no difference to their holiday experience. Only 2% said it had a negative impact on their holiday experience. • 56% said the project made them feel more positive towards Thomas Cook; 43% said it made no difference. Only 1% felt less positive. • 98.4% thought the project was a good idea and 93% would like to see it rolled out in other destinations.
<p>Success Factors</p>	<p>Despite some challenges, this project has been very successful in demonstrating that significant reductions can be made in the disposal of plastic from hotels with very little financial outlay and generating considerable financial savings for the businesses involved. It has proven that significant results can be obtained working with hotel chains when senior managers are fully engaged and prepared to communicate the importance of the project from the top-down. The approach of obtaining senior manager buy-in using a pilot project to outline positive business results (i.e. cost results and positive impacts on customer experience) resulted in the hotel prepared to champion a much bigger project. This in turn resulted in a successful project that not only met, but exceeded its targets for plastic reduction.</p>
<p>Constraints</p>	<p>As with many other similar projects, it proved extremely challenging to obtain monitoring data. Having project co-ordinators based in each of the regions proved invaluable in this respect as did the active engagement of the Tsokkos</p>

	<p>group of hotels who were extremely keen to monitor results having seen what was achieved by the Ascot Coral Beach Hotel in the pilot study in the previous season. The strong relationship between Thomas Cook resort staff and this hotel group helped to reinforce the importance of the project to hotel managers.</p> <p>Initially it was hoped that 50 hotels would take part in the project but it proved difficult to recruit that many even with the support of the Thomas Cook Quality Assurance Managers. Of the 28 hotels that signed up only 20 submitted data that could be used in the final analysis.</p>
Lessons learned	<p>One of the most common barriers to engaging hotels in waste reduction initiatives is proving that the actions taken will not have a negative impact on their guests' holiday experience. For example, it is assumed that all guests will want their own water bottle or will want to have a straw in their drink. This project demonstrates that, provided good communication is in place, changes can be made without impacting negatively on the customer experience. In fact, such changes can influence customers' perceptions of a business in a positive way.</p> <p>The project has demonstrated that hotels already implementing plastic reduction initiatives can continue to make considerable savings over time.</p>
Sustainability	<p>The object of this project, by the Cyprus Sustainable Tourism Initiative (CSTI) in collaboration with Thomas Cook, was to achieve a 10-20% reduction in plastic waste by public within the settlements participating. That became possible only until co-ordinations and collaborations took place with the local community and staff. Project co-ordinators conducted visits to each of the hotels where they explained the scope of the project, helped with the identification of plastic reduction initiatives relevant to each individual hotel, provided training to hotel staff to implement the initiatives, and developed customer communications and training plans for use and implementation by hotel staff.</p>
Transferability	<p>Hotels can continue this trend and avoid a plateau in results (and a corresponding reduction in motivation) by increasing their focus across different waste streams over time (i.e. cardboard/packaging, food waste).</p>
Conclusion	<p>Waste mapping enables you to identify the sources, types and quantities of waste you produce. The mapping approach outlined below, allows you to investigate where and how waste arises, and present this visually in a way that can help to identify hidden costs of waste (e.g. purchasing costs, staff time). Following the four step waste mapping process as shown below helps you to prioritise areas for action and identify opportunities to implement low or no-cost measures to prevent and reduce waste and reduce business costs.</p> <ol style="list-style-type: none"> 1. Develop a simple site plan 2. Complete a site walk round-map of the waste types and locations 3. Create an activity map to show costs of resource used and how/why waste is produced in key areas – Calculate the true cost 4. Complete an opportunity action plan for your hotel/business – Prioritise actions, assign responsibility and start making savings
Related resources that have been developed	<p>https://csti-cyprus.org/ http://media.visitcyprus.com/media/b2b_en/News_Releases/Waste_Mapping_Guidance_Hotels.pdf</p>
Language(s)	Greek, English

Summary	
Please provide an extensive summary of the technique/method	<p><i>Improved waste management practices in hotels can help protect and safeguard the local socio-economic environment of tourist destinations from pollution and litter and enhance the holiday experience of customers.</i></p> <p><i>Protecting the natural assets and cultures of destinations that the tourist industry depends on now will also help to ensure a sustainable and profitable future.</i></p> <p><i>Waste mapping will help you to identify opportunities for reducing resource use, and managing your waste more effectively.</i></p> <p><i>Completing a waste mapping exercise for any business will help one to establish the quantity of waste one generates and the potential for identifying and prioritising waste prevention and re-use / recycling according to the waste hierarchy.</i></p> <p><i>A waste mapping exercise will also help on quantifying potential impacts and cost saving to any business should changes to changing mechanisms such as a 'pay as you throw' system be put in place by municipalities. The more waste you prevent, and the less waste you dispose of, the greater your savings are likely to be!</i></p>
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ZERO WASTE by P.A.P hotels	
Element	Guiding questions
Type of key action	<u>Waste handling</u>
Implementation field	<u>Hotel</u>
Short description of the technique or method	For decades P.A.P Corp. has earned the awards of Blue Flag & Green Keys by E.U. In the last two years they are trying to eliminate the waste in the hotel properties
Target audience	The employees, the guests, the partners, the local community
Field	Hospitality, Tourism
Introduction	Zero Waste in P.A.P hotels is a communication campaign addressed mainly to our partners, guests and the local communities around the hotels in order to show all the efforts that take place in the every day operation, to enhance loyalty and volunteering.
Stakeholders and Partners, Financing Body	<ul style="list-style-type: none"> -WWF Greece -National Organization for the Protection of Nature -BLUE FLAG -GREEN KEY -ZWITCH
Where the good practice takes place ? Location /geographical coverage	<p>In three locations in Halkidiki, Greece.</p> <ul style="list-style-type: none"> • Kriopigi, Alexander the Great Beach hotel • Ouranoupoli, Xenia Ouranoupolis hotel • Amouliani island, Agionisi Resort

Context	We are comitted to reduce waste by 50% by 2025. We also undertake another great commitment to reduce plastic by 75% by 2025.
Objective	<p>Reduce food waste by 50% by 2025 through:</p> <ul style="list-style-type: none"> • Organizing and designing the menus according to seasonality, and local production • Serving in the buffets by hotel Cooks • Use our own farm production , Farm to Table concept • Use our garden products in all possible ways • Cooperating with partners who are responsible and committed in ZERO WASTE • increasing food donations to our organizations • Creating the direct communication with the guests • Organizing seminars for all employees • Reusing linen by remodeling in other forms in Houskeeping • Donating linen to Social Institutions • Using recycled materials • Stop any personal amenities in rooms • Eliminating the changing of linen to 3 days • Decrease any plastic or disposable equipment • Digitalizing our back office & front office operations to further decrease paper printing • Digitalizing our communication with our guests with the use of QRcodes , applications & TV screens. • Using coffee waste in the gardening • Our products & gardens are all Bio. No use of chemicals • The houskeeping cleaning materila is all ecological. • Promoting our dedication with Recycled Art. In the hotel departments. <p>To reduce plastic by 75% by 2025 through:</p> <ul style="list-style-type: none"> • the removal of disposable • reducing the weight of plastic in packages by cooperating with partners who are committed to do the same • replacing plastic packaging with other more environmentally friendly ones • the replacement of 100% of the remaining plastic packaging with packaging from recyclable, recycled or compostable material.
The description of the practice	We communicate all the above in digital form signs .
Outcomes of the practice	<p>The results selected are sent every year to the Blue Flag & Green Key Organisations .</p> <ul style="list-style-type: none"> • Paper is already reduced to 85 % in the last year. • Plastic reductions by 40%. • Bioproducts used by 60%. • Recycling of products by 40%.

What elements allow to reduce waste	The design of menus, the proper organisation of the kitchen supplies, the serving in the buffets, the food preparation according to reusable technics, the proper cutting of the salads and fruits, the usage of all local resources, the stop of personal servings, the digitalization of the daily operation, the weighting daily of the waste and the analysis of the data provided, the seminars to the employees, the communication with the guests.
Success Factors	The determination of the management team and the seminars for the employees. In addition, in the monthly evaluation of each employee, the Human Resources Department has added the criteria of environmental friendly individual.
Constraints	The cost of the equipment and products, the misinformation of the guests for many of the above actions, the problematic way that the municipalities handle waste and communication.
Lessons learned	Zero Waste is a must do for the enterprise and a good lesson for its clientele
Sustainability	Digitalising is a trend that helps zero waste but raises questions regarding the carbon footprint. A balance must be found and obtained.
Transferability	Our actions can be implemented in any enterprise around the globe.
Conclusion	Great holidays in unspoiled nature can only be obtained with daily practices both in infrastructure, the back office operations, the communication with the guests and the local communities.
Related resources that have been developed	https://drive.google.com/drive/folders/135FSWWtKZTanu771X3LVE7U0066VoNUI?usp=sharing , https://drive.google.com/drive/folders/1FNljUlXzK3nStlZqHAK_jZqg25405ibr?usp=sharing , https://drive.google.com/drive/folders/1MRZnZQGirUNIsDU5o4_iMnREccX4mRsg?usp=sharing , https://drive.google.com/file/d/1dEthIFFVu31PcAmv9moonkfvQWyfV8mx/vi ew?usp=sharing
Language(s)	Greek
Summary	
Please provide an extensive summary of the technique/method	<i>A good practice is always beneficiary to the ones who are involved. It needs a high element of dedication, it brings you back satisfaction from the results, a more strong bond with the Team, a stronger partnership with the partners. It is always a good example for the community and society in general. A good practice brings more education to the human resources that are involved, a more loyal clientele to the company and a better understanding of the results of our daily work and life to all.</i> <i>Being able to do this under the umbrella and guidance of the European Union it gives to the company a self assurance and strength, and a hope that the results will be accessible and recognized from more people in a multinational Environment as Europe.</i>
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Pepsico	
Element	Guiding questions
Type of key action	<u>Waste handling</u>
Implementation field	<ol style="list-style-type: none"> 1. <u>Catering</u> 2. <u>Hotel</u>
Short description of the technique or method	Waste reduction, in all its forms and across our value chain, is a strategic imperative for PepsiCo and a key tenet of PepsiCo ambition. It not only provides benefit to their business in the form of cost savings and efficiencies gained, but is also inherent to being a good citizen of the communities where they operate.
Target audience	Businesses
Field	Manufacturing , Distribution , Offices
Introduction	PepsiCo, Inc. is an American multinational food, snack, and beverage corporation. PepsiCo's business encompasses all aspects of the food and beverage market. It oversees the manufacturing, distribution, and marketing of its products. PepsiCo is committed to achieving virtually zero waste to landfill in their direct operations. Their commitment is a global one, but they approach each site with a tailored approach that takes into account local infrastructure and the greatest opportunities for improvement.
Stakeholders and Partners, Financing Body	PepsiCo , PepsiCo's Sustainability Office
Where the good practice takes place ? Location /geographical coverage	Worldwide
Context	Operational waste is comprised primarily of packaging from manufacturing inputs and the remnants of their manufacturing process. Offices generate a far smaller proportion of their waste, primarily from paper and other office supplies. They encourage associates to reduce and re-use as much as possible and are transitioning toward a paperless environment. Any remaining waste such as paper and ink cartridges is sorted and recycled as much as possible taking into account the local recycling infrastructure.
Objective	Their main objective is to reduce food waste within their direct operations supports their virtually zero waste to landfill goal while also making a meaningful impact in reducing their greenhouse gas emissions. This work also directly supports the United Nations Sustainable Development Goal (12.3) which aims to "halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains."
The description of the practice	The main idea is to reduce food waste focus on using agricultural inputs as efficiently as possible in their manufacturing processes and finding innovative solutions for using the organic material that remains. They are continuously improving equipment and manufacturing processes to ensure an optimal use of the raw material.
Outcomes of the practice	PepsiCo has been on this journey for many years and is approaching virtually zero waste to landfill. In 2020, they generated approximately 2.4 million metric tons of waste in their manufacturing and warehouse operations, of which they

	recycled approximately 2.3 million metric tons, or nearly 98 percent of total waste (up from 97 percent in 2019).
What elements allow to reduce waste	<ul style="list-style-type: none"> • <u>Reduce Food Waste</u> : Reuse materials in productive ways. PepsiCo collaborates with its partners to identify beneficial uses for the processing residue that remains from manufacturing. For example, Leicester plant in the U.K. is rolling out a plan to convert leftover potato peelings from making Walkers Crisps into low-carbon fertilizer that will be returned to farms where potatoes for the crisps are grown. Once supplied at scale, this fertilizer is expected to reduce Walkers' potato-based carbon emissions by an estimated 70 percent from 2019. • <u>Hazardous Waste</u>: PepsiCo tracks and manages hazardous waste created in their company-owned manufacturing and warehouse operations. The precise definition of hazardous waste differs regionally, but can include lab materials and maintenance residue such as gearbox oil, lights and batteries. In total, hazardous waste comprises less than 1 percent of our total waste stream. Their global and regional Environmental, Health and Safety teams oversee this waste to assure they are fully compliant with local and governmental polices.
Success Factors	PepsiCo maintains partnerships with organizations that help to reduce the waste they send to landfill. These include recycling, composting and waste-to-energy businesses. Building a strong local infrastructure for these activities helps them to meet their commitments while also strengthening local economies and reducing waste beyond their own operations.
Constraints	Although waste reduction provides cost savings finding new solutions and ways to achieve that goal may have some difficulties such as keeping up with the market due to alterations to the price or quality.
Lessons learned	Being a big and successful company such as PepsiCo and be able to reduce waste in a lot of areas is not an easy thing to do but is doable and can also be a profitable act , that can encourage smaller companies to import waste management in their agendas.
Sustainability	„As a company that sources crops from over 7 million acres of farmland in 60 different countries, PepsiCo has deep roots in the global food system. At the same time, our consumers are demanding new products that are more sustainable and made with minimal impact on the environment.”
Transferability	Waste reduction can be applied at homes , offices and typically at any place where you can consume food and beverage products.
Conclusion	Climate change can affect the future of the world, taking action is not a suggestion but a necessity. Key to the success of minimizing waste and pollution is big companies like PepsiCo to step up and run waste management programs.
Related resources that have been developed	https://www.pepsico.com/ https://en.wikipedia.org https://www.pepsico.com/docs/album/esg-topics-policies/apex_independent_assurance_statements.pdf?sfvrsn=b129ba58_10
Language(s)	English

Summary	
Please provide an extensive summary of the technique/method	<i>PepsiCo maintains partnerships with organizations that help them to reduce the waste we send to landfill. These include recycling, composting and waste-to-energy businesses. Building a strong local infrastructure for these activities helps them to meet their commitments while also strengthening local economies and reducing waste beyond their own operations. They are continuously improving equipment and manufacturing processes to ensure an optimal use of the raw material & they will remain focused in the coming years on achieving virtually zero waste to landfill, particularly in the developing markets, where they are building recycling infrastructure in their operations and embedding a culture of recycling.</i>
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WWF Hotel Kitchen	
Managing unavoidable losses through donating meals	
Element	Guiding questions
Type of key action	<u>Waste handling</u>
Implementation field	<ol style="list-style-type: none"> 1. <u>Catering</u> 2. <u>Hotel</u>
Short description of the technique or method	<i>Each hotel or catering unit or restaurant could work with a food donor social partner to make food available safe for human consumption.</i>
Target audience	<i>Hotel / Catering service / Restaurant</i>
Field	<i>Food & Beverage experts</i>
Introduction	<p><i>There are many ways to utilize valuable nutrients instead of sending them to landfill, which is also the least appropriate solution. We distinguish them into three categories:</i></p> <ul style="list-style-type: none"> • <i>Donation;</i> <i>channeling of safe leftover food to feed people in need.</i> • <i>Diversion;</i> <i>foods that are not safe to eat, and other organic residues are utilized for the production of energy, nutrients and/or animal food.</i> • <i>Management through Municipalities;</i> <i>foods that can not be utilized at all with the above steps, manage through local cleaning structures of municipalities.</i> <p><i>The practice we will focus on here is donation.</i></p>
Stakeholders and Partners, Financing Body	<i>WWF Greece</i> <i>WWF US</i> <i>Unilever Hellas</i> <i>Grecotel Cape Sounio Hotel</i> <i>Aquila Rythimna Beach Hotel</i>

	<i>Marriott Athens Hotel</i>
Where the good practice takes place ? Location /geographical coverage	Athens, Greece
Context	<p><i>The European Union guidelines on food donation are given in European Commission Communication C (2017) 68724 and Greece is called upon to harmonize. It is important to donate food through organized structures that know the needs of local communities and it is mandatory to comply with food safety rules based on HACCP requirements.</i></p> <p><i>The most important actions to prevent food waste during the planning of meals and events include the use of data, the design of menus and the effective cooperation with external bodies for the supply of materials and the organization of events.</i></p> <p><i>If you want to reduce the waste that caused by food spoilage, it is vital to apply the best warehouse management practices. The same practices, when applied to foods that surplus, facilitate their donation or reuse them on the spot in future events or in the restaurant staff.</i></p>
Objective	<i>Donation; channeling of safe leftover food to feed people in need.</i>
The description of the practice	<p><i>1 Appoint a manager of food donation. (a person responsible)</i></p> <p><i>2 Find a trusted and experienced social partner for the proper use of leftover food.</i></p> <p><i>3 Establish management procedures of food to be donated.</i></p> <p><i>4 Inform and train staff for new procedures.</i></p> <p><i>5 Collect data and write a quote for donations.</i></p> <p><i>6 Optional: Create a donation alliance with other hotels/restaurants in your area.</i></p>
Outcomes of the practice	<p><i>In Greece, there is a food bank that is registered in the National Register of Private Sector Non-Profit Bodies for social care services and in the Special Register of Voluntary Non-Governmental Organizations, while at the same time it is controlled by the competent authorities.</i></p> <p><i>Particularly important is the action of the organization BOROIME, a non-profit organization for the reduction of food waste and the fight against malnutrition throughout Greece.</i></p> <p><i>Finally, various social structures (such as social grocery, church, food collection programs) provide a platform for collaboration to collect and dispose of suitable edible foods for vulnerable social groups.</i></p> <p><i>It is important for hoteliers, caterers and restaurateurs to locate such structures and organize donation programs to eat suitable food.</i></p>
What elements allow to reduce waste	<p><i>The WWF and the American Association of Hotels and Accommodation (AHLA), with the support of the Rockefeller Foundation, created this guide to:</i></p> <ul style="list-style-type: none"> <i>• PREVENTION of food waste,</i> <i>• DONATE the excess food that can be safely disposed of for consumption and</i> <i>• UTILIZATION of the organic residue, so as not to end up in landfills.</i>

	<p><i>The Hotel Kitchen guide provides the background, tools, and resources a business needs to design a complete and easy food waste reduction program in a hotel unit. The data of the guide came from quality surveys with industry professionals in Greece and America and from a 4-month pilot program of counting and documenting food waste in 3 major Greek hotels in 2019 and 10 American in 2017.</i></p> <p><i>Applying some of the strategies suggested by the guide, the participating hotel units saw a reduction in food waste from 10 to 25% simply during the documentation program. Similar percentages are expected to occur in every business that will use the guide and its practices.</i></p>
Success Factors	<i>Rigid planning beforehand (as analyzed in the summary at the end)</i>
Constraints	<i>Since donation partners also have their own their needs, it is often good to create more than one partnership to cover different needs of your business. For example, a donation partner may prefer weekly receipts of bread or other only staple food, while another to be more flexible and can come on the day of adulthood events to get what's left of overproduction, even if informed less in time.</i>
Lessons learned	<i>What are the key messages and lessons learned to take away from the good practice experience, for men as much as for women?</i>
Sustainability	<i>What are the elements that need to be put into place for the good practice to be institutionally, socially, economically and environmentally sustainable?</i>
Transferability	<i>What are the elements that could be transfered to other contexts ?</i>
Conclusion	<i>Conclude specifying/explaining the impact and usefulness of the good practice.</i>
Related resources that have been developed	<i>What training manuals, guidelines, technical fact sheets, posters, pictures, video and audio documents, and/or Web sites have been created and developed as a result of identifying the good practice?</i>
Language(s)	<i>In which language(s) is the good practice document available?</i>
Summary	
Please provide an extensive summary of the technique/method	<p>STEP 1: APPOINT A PERSON RESPONSIBLE FOR THE DONATIONS <i>Designate 1-2 staff members (preferably from the Working Group or service department or kitchen) as the lead food donor. Among other things, they will undertake to:</i></p> <ul style="list-style-type: none"> • <i>Establish a communication channel with partner / partners for food donation.</i> • <i>Facilitate staff in adopting new procedures and practices.</i> • <i>Actively supervise the handling and receipt of donated food.</i> • <i>Collect and promote reports on donated food and record the progress of the program.</i> <p>STEP 2: LOCATE PARTNER / MANAGEMENT PARTNERS AND FOOD GIFT <i>In several large cities there are several receiving organizations and making food available to people who have it need. These organizations will give you tips on products that can be donated to you help schedule receipts food from your unit and compile disclaimers. When you are looking for a food donation partner, make sure to be able to meet the following criteria:</i></p> <ul style="list-style-type: none"> • <i>Create a tactics program</i>

	<p><i>receipts, compatible with rhythms and the needs of your unit.</i></p> <ul style="list-style-type: none"> • <i>To suggest you, in detail, practices safe food handling.</i> <p>STEP 3: FOOD MANAGEMENT FOR DONATION <i>Each partner organization has its own requirements and preferences as to how it will receive food and what kind of food accepts. For donations, however, you must comply local food safety standards plus any additional criteria requested by the cooperating organization for proper maintenance of food. Synergy needs to be structured through the conclusion of necessary agreements, where all the details will be described distribution in particular for security issues food, storage, distribution, packaging, time of consumption, method of collection, specialists food safety issues (such as allergens etc.) and compliance with traceability.</i></p> <p>STEP 4: INFORMING AND TRAINING OF STAFF <i>You need to train your staff on the specific procedures of the organization who will receive the food to be donated. In order to achieve this, you can do a series practical exercises with its respective members your staff. Although such a program may mean new roles for staff, most chefs are excited about it thinking that their food supports the local society and accept change with joy, while the staff strongly understands the social importance of any such initiative.</i></p> <p>STEP 5: DATA COLLECTION <i>Keep track of the type and quantity any donation, either by keeping a record or cooperation with food donation partners, who often share their own reports. This way, your business will be able to identify trends and proceed further changes to prevent overeating at future events. In addition, from volume or weight measurements, also consider monitoring of the following indicators of its success program:</i></p> <ul style="list-style-type: none"> • <i>Percentage of food donated in a relationship with the food purchased.</i> • <i>Value of food donated in the local community.</i>
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Eco-friendly, recyclable...	
Element	Guiding questions
Type of key action	1. Waste handling
Implementation field	Catering Hotel
Short description of the technique or method	<ul style="list-style-type: none"> • Reduce plastic packaging where applicable. Usage of eco-friendly, recyclable packaging, straws and cups in our dining outlets and hotel rooms. • Waste sorting and recycling / Recycling all the used paper • Minimising the amount of printed materials and reusing them at every opportunity. We encourage our guests to have their electronic copy of invoice instead of printed one. • Electronic solutions and digital signage implemented to substitute the paper throughout the hotel.
Target audience	Hoteliers, Hotel Guests, Staff
Field	Hospitality, Tourism
Introduction	Sorting waste is essential for it to be recycled or processed in a way that pollutes as little as possible. Waste sorting generally reduces the direct costs of waste management, as separately collected waste handling fees are usually much lower than the handling of mixed waste. For many types of waste (e.g. electrical and electronic equipment waste, cardboard packaging, metal scrap) the handling fee may be completely absent or even positive (i.e. they can be sold).
Stakeholders and Partners, Financing Body	Affiliated hotels, partner organisations sharing the company's green values
Where the good practice takes place? Location /geographical coverage	This is a regular practice at Grand Hotel Millennium Sofia, Bulgaria
Context	Paper and cardboard waste (including cardboard packaging) occurs in nearly all living and business areas. For example, 80% of office waste is made up of paper and cardboard. Typical paper and carton waste includes office paper, cardboard and cardboard packaging (boxes, etc.), waste paper (newspapers/magazines, envelopes, brochures) and tissue paper (napkins, paper towels, etc.).
Objective	Green & Social Responsibility Policy; Environmental benefits; Reduced costs
The description of the practice	<p>There are various ways of storing and putting out waste for collection:</p> <ul style="list-style-type: none"> • yellow sacks: clean waste carton and paper packaging material; in most communes the use of a carton box/container can replace the yellow sack. • blue sacks (recyclable waste): bottles, flasks and packaging in plastic (indicated by the number 1, 2 or 3 in a triangle for transparent plastic; the numbers 4 to 8 are not for recyclable plastic – cans of beer, tins, metal covers and caps of jars and bottles, aluminium plates, cartons and trays, aerosols containing cosmetic or food products, etc.

	<ul style="list-style-type: none"> compost: mostly food waste is in this category (peelings, uneaten food), paper tissues, coffee grounds and filters, tea bags, sawdust, garden waste (attention: they must not be carriers of illness, germinated or chemically treated), hair and animal fur. Be sure not to put inside grease, dairy products or chemicals. ('green cone' solution or biologically active) white sacks (non-recyclable waste): certain plastic packaging, polluted packaging which cannot be recycled any more. specific chemical waste (food grade oils, fat tank residue, dangerous waste and its polluted packaging) will be collected at permanent or mobile 'greens points' placed at the disposal of your preferred waste collector, or can possibly be deposited in a container park. glass bins can be used to deposit sorted glass packaging (corks and covers should be removed). However, some products are excluded: crystal, window panes and mirrors, light bulbs and neon tubes, porcelain, glass which is resistant to high temperature. <p>You can opt for a waste collector of your choice to cart away waste of all kinds. The cost of collection will vary with the collection company, the type and quantities of waste for which the collector will be responsible and the complexity of the processing.</p>
Outcomes of the practice	Raising awareness of sustainable development of tourism
What elements allow to reduce waste	Proper waste management practices in the hospitality industry will ensure the health and safety of customers, as well as cut down costs and maintain the aesthetics of businesses.
Success Factors	Staff training and support
Constraints	No challenges encountered in applying the good practice.
Lessons learned	Sorting of waste both for staff and customers should be facilitated.
Sustainability	Taking part in initiatives and activities that raise awareness of sustainable development and support partners that share our green values. (Ex: Training of staff how to be green; green idea of the month; cleaning initiatives – clean Vitosha mountain team).
Transferability	Implementing an effective waste management plan and striving to be a zero-waste hotel or any other hospitality entity can really appeal to customers and boost sales. Therefore, the practice has a great transferability potential.
Conclusion	<p>Environmental benefits: reduced waste generation, reduced soil, air and water pollution.</p> <p>Handling paper and carton waste/its recycling allows to save natural resources, such as energy, water, wood.</p> <p>Reduced costs: Waste management costs, including the cost of waste collection largely depends on how it is organized (the choice of collection possibilities and sharing with other companies, frequency of emptying the containers, etc.).</p>
Related resources that have been developed	

Summary	
Please provide an extensive summary of the technique/method	<p><i>Sorting waste is essential for it to be recycled or processed in a way that pollutes as little as possible. Waste sorting generally reduces the direct costs of waste management, as separately collected waste handling fees are usually much lower than the handling of mixed waste.</i></p> <p><i>Paper and cardboard waste is generally easy to collect separately. If the amount of generated paper and carton waste is small, it is generally useful to gather them together as mixed paper waste (into one container). If, however, some waste such as cardboard and cardboard packaging is generated in larger quantities, it is useful to collect such waste into separate a container (clean cardboard has greater value and, therefore, it may be economically useful to dispose these separately). Consult the appropriate solutions with waste treatment company.</i></p> <p><i>Separate collection of soft of paper is usually not considered feasible because such waste is generally wet and dirty. It would therefore be useful to through them into mixed waste bin. If the company collects bio-waste separately, the soft paper waste can be thrown into biowaste bin if the quantities are not too big.</i></p> <p><i>It is beneficial to reduce the volume in paper and cardboard waste collection (for example, a cardboard box should be disassembled and compressed). In larger it would be feasible to purchase/lease the press container for the collection of paper and cardboard.</i></p>
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Waste handling project at Agricultural University – Plovdiv	
Element	Guiding questions
Type of key action	<i>Waste handling</i>
Implementation field	<i>University</i>
Short description of the technique or method	Ecopack Bulgaria placed coloured containers at 27 points in the premises of the university. The transfer of packaging waste, paper and cardboard, plastic, metal and glass, is carried out through the municipal system for separate collection.
Target audience	Educational institutions; municipalities; companies
Field	Education
Introduction	A significant share – 51% of recyclable materials in household waste can be utilized after separate collection and transfer to companies holding permits for waste management activities. The most important point for the proper management of waste is its separate collection at the place of its generation.
Stakeholders and Partners, Financing Body	Educational institutions, municipal authorities, companies holding permits waste disposal
Where the good practice takes place? Location /geographical coverage	Agricultural University – Plovdiv
Context	Environmental protection in line with the current trends and accumulated knowledge at national and European level for modern, environmentally friendly, efficient and economically sound waste management.
Objective	The ultimate goal is for the teaching and research activities to contribute to the protection of the environment and at the same time to help improve our way of life, to educate and train future professionals in the country.
The description of the practice	<p>The Agricultural University - Plovdiv is implementing a project for environmentally friendly waste management. For the first time a Bulgarian university has created rules for storage of waste and its transportation for further processing. The nature and characteristics of the waste generated by the different units, at the campus, and at the training and experimental fields of the university were researched.</p> <p>Toner cartridges are collected at controlled locations in the university buildings. Liquid waste from laboratory activities is collected in plastic containers, stored and delivered to a company holding a permit for their disposal.</p> <p>The same is done with the packaging of plant protection products and fertilizers used in the training and experimental fields, with expired laboratory chemicals, with computers and other electrical and</p>

	electronic equipment, with fluorescent lamps, which are currently being replaced by LED lighting.
Outcomes of the practice	<ul style="list-style-type: none"> • Improved environmental protection • Improved basic knowledge of students for waste management
What elements allow to reduce waste	Separate collection of waste at the place of its generation is important for its proper management.
Success Factors	Assistance from the municipality
Constraints	N/A
Lessons learned	Rules for storage of waste in the premises of educational institutions, at university campuses, laboratories, etc. should be in place with a view to environmental protection.
Sustainability	The project is in line with the current trends in the European Union in terms of the Circular Economy and Raw Materials and Zero Waste.
Transferability	These practices for waste management can be applied at company, municipal and national level.
Conclusion	A significant share of recyclable materials in household waste can be utilized after separate collection and transfer to companies holding permits for waste management activities.
Related resources that have been developed	
Summary	
Please provide an extensive summary of the technique/method	<p><i>The implementation of the project in the spirit of the circular economy began two years ago, when concurrently with the research, with the assistance of Ecopack Bulgaria, coloured containers were placed at 27 points in the premises of the university. The transfer of packaging waste, paper and cardboard, plastic, metal and glass, is carried out through the municipal system for separate collection.</i></p> <p><i>Special attention is paid to hazardous waste.</i></p> <p><i>Some of the most commonly used consumables generating waste, despite their recycling, are toner cartridges, which are collected at controlled locations in the university buildings. Liquid waste from laboratory activities, including that from the analytical equipment, is collected in plastic containers, and after they are filled 70%, they are stored until delivery to a company holding a permit for their disposal.</i></p> <p><i>The same is done with the packaging of plant protection products and fertilizers used in the training and experimental fields, with expired laboratory chemicals, with computers and other electrical and electronic equipment, with fluorescent lamps, which are currently being replaced by LED lighting. After the commissioning of the composting site of the municipality of Plovdiv, biodegradable waste from gardens and parks – leaves, tree branches, grass, etc. will be transported there.</i></p>

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