

ZERO WASTE IN TRAINING FOR CATERING & HOTELS



BEST PRACTICES - SUMMARY

STUDY ANALYSIS - TRANSNATIONAL LEVEL

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Description of the project

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

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

Project Duration: 24 months

Project's 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 the 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.

Purpose of the study

The research of best practices has been done 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**

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.

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Best practice collection

Purchase

Buying at 0 km

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.

Up-cycling

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.

Zero waste hotels

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. In order to make a hotel zero waste it is important to implement some small practices in the different areas of the hotel:

- *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.*

Making a hotel zero waste is difficult but it is certainly important to move in this direction of sustainability.

OVERPRICING SINGLE-USE PLASTICS

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.

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.

Then the hotel chose to select partners combining quality and sustainability to offer a range of products 100% free of single-use plastic.

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.

WASTE MANAGEMENT AND RECOVERY

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:

- *Regulatory compliance*
- *Reduction of CO2 emissions*

The measures recommended were very quickly conclusive: within 2 months, 3 tons of waste were diverted from incineration. 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. 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.

Finally, preference was given to local collection providers.

Giving to limit waste and help the poorest

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.

An eco-responsible chef

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.

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.

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

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.

Each new small gesture, idea is a step further towards ecology, common sense is often a return to ecological behaviour.

THE RECYCLER

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.

- *Promoting collaborative initiatives, raising awareness among "consumers", promoting recycling...*
- *Promoting the circular and sensitive economy around the principles of sustainable development*

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. 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. The service has been designed with bulk packaging and all the furniture is "Old is Gold", so second hand.

A ZERO WASTE RESTAURANT

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.

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.

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

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.

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.

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.

Refuse and make your own

The team had to make a cross on certain foods that were impossible to reconcile with the philosophy of the restaurant (such as volaille 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.

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)

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.

Recycle (upcycling) :

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.

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.

BECOMING A ZERO WASTE CATERER

Becoming a zero waste caterer by using reusable containers: how to do it in practice with the advice of 3 companies in the field

The organisation of 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 other words: more organisation, more storage, more handling, and ultimately more working time.

*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.***

Each caterer can therefore find his own way of working with experience, but our partners agree on two ways to simplify life:

Surrounding ourselves with service providers, particularly for the washing and transport of containers. All three are clients of our reusable container washing service.

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!

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.

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.

Natural & popular cuisine: Zero waste catering

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.

Les dames de la cantine offers a committed cuisine and a zero waste approach by :

- *respecting seasonal products*
- *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.)*

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.

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.

AUPARAGER, responsible food

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."

The aim of this project is therefore to create a food truck that offers gastronomic dishes made from unsold food from supermarkets

Recovering unsold goods

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.

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

Finding places to cook

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.

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.

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).

In partnership with Phenix (a company that manages all unsold goods, especially food), they will organise Zero Waste Meals in companies.

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.

Successful anti-waste restaurant operation

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.

Green purchasing decisions

Gergini is going green for purchasing.

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. 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.

Green purchasing

Suite Hotel Sofia has undertaken actions towards zero waste in its hotel and restaurants:

Saying no to disposable plastic

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

Local supply-chain for the restaurants

Supplying quality food products that will spoil less quickly, such as seasonal fruit and vegetables from the region

Re-thinking textile purchases

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. Limiting chemicals and using environmentally friendly products

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.

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.

Therefore, Suite Hotel Sofia is choosing suppliers that offer products free of hazardous substances and/or based on natural ingredients.

Rhino Alpine Resort

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.

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 data plummeted again. When we linked the data to tourist arrivals and overnight stays, it perfectly matched.”

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.

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.

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.

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.

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.

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.

Biopapapa

*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. 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.**

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.

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.

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.

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.

You can view Biopapa's eco-label certificates on the "Ekoagros" page.

Grand hotel Kempinski Vilnius

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.

Park Inn by Radison Kaunas

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 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. Their 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.

Preparation

Doggy bag

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. 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.

Trash Cooking

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.

Chef Horticulturists

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 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.

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.

An eco-responsible chef

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. 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. 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. 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. Each new small gesture, idea is a step further towards ecology, common sense is often a return to ecological behaviour.

THE RECYCLER

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.

- *Promoting collaborative initiatives, raising awareness among "consumers", promoting recycling...*
- *Promoting the circular and sensitive economy around the principles of sustainable development*

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. 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. The service has been designed with bulk packaging and all the furniture is "Old is Gold", so second hand.

A ZERO WASTE RESTAURANT

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.

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.

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

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.

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.

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.

Refuse and make your own

The team had to make a cross on certain foods that were impossible to reconcile with the philosophy of the restaurant (such as volaille 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.

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)

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.

Recycle (upcycling) :

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.

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.

BECOMING A ZERO WASTE CATERER

Becoming a zero waste caterer by using reusable containers: how to do it in practice with the advice of 3 companies in the field

The organisation of 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 other words: more organisation, more storage, more handling, and ultimately more working time.

*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.***

Each caterer can therefore find his own way of working with experience, but our partners agree on two ways to simplify life:

Surrounding ourselves with service providers, particularly for the washing and transport of containers. All three are clients of our reusable container washing service.

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!

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Natural & popular cuisine: Zero waste catering

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.

Les dames de la cantine offers a committed cuisine and a zero waste approach by :

- *respecting seasonal products*
- *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.)*

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.

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.

AUPARAGER, responsible food

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."

The aim of this project is therefore to create a food truck that offers gastronomic dishes made from unsold food from supermarkets

Recovering unsold goods

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.

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

Finding places to cook

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.

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.

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).

In partnership with Phenix (a company that manages all unsold goods, especially food), they will organise Zero Waste Meals in companies.

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.

Successful anti-waste restaurant operation

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.

Reducing food waste

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.

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.

Grand Hotel Sofia has analysed its operations because food waste occurs at various stages in operations:

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.

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.

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.

“Allazoume Synithies” Campaign by AB Vasilopoulos Super Markets

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.

*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.*

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.

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 completed in September 2021, involved 772 households, in which the quantities of food that end up as waste were exhaustively studied.

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.

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.

FOOD ZERO WASTE @ FZONE- P.A.P Corp. GREECE

A good practise brings more education to the human resources that are envolved, a more loyal clientelle to the company and a better understanding of the results of our daily work and life to all.

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 accessible 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 everyday operation, to enhance loyalty and volunteering, and to finally endorse similar actions.

12 O'Clock Box (interview)

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 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.

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.

Exploiting each ingredient - Gaspar's restaurant case

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.

D'eco Bar&Restaurant

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!

Production

ZERO FOOD WASTE AND SUPPORT FOR STUDENTS

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

Since 2018, the action led by Sodexo in collaboration with Too Good To Go has saved nearly 10,000 baskets from the bin.

Two solutions for distributing meals:

With the support of local student associations and Phenix :

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.

Via the Too Good To Go app to collect meal baskets directly from Sodexo kitchens:

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.

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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 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.

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- *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.)*

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.

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.

AUPARAGER, responsible food

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The aim of this project is therefore to create a food truck that offers gastronomic dishes made from unsold food from supermarkets

Recovering unsold goods

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.

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

Finding places to cook

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.

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In partnership with Phenix (a company that manages all unsold goods, especially food), they will organise Zero Waste Meals in companies.

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.

Successful anti-waste restaurant operation

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.

Project "Establishing a Training and Production Centre for Youth Participation and Sustainable Agriculture"

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.

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.

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.

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.

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.

Reducing food waste

The students learn the composting basics, what to compost, what not to compost and why. All composting requires three basic ingredients:

- *Browns – This includes materials such as dead leaves, branches, and twigs.*

Helpful Link

- *Greens – This includes materials such as grass clippings, vegetable waste, fruit scraps, and coffee grounds.*
- *Water – Having the right amount of water, greens, and browns is important for compost development.*

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.

Staramaki – the wheat straw

Staramaki is a Social Cooperative Enterprise 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.

“Great Taste Zero-Waste” conference

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.

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.

Service

Limiting disposability

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.

Too good to go

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".

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.

Zero waste hotels

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.

In order to make a hotel zero waste it is important to implement some small practices in the different areas of the hotel:

- *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.*

Making a hotel zero waste is difficult but it is certainly important to move in this direction of sustainability.

OVERPRICING SINGLE-USE PLASTICS

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.

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.

Then the hotel chose to select partners combining quality and sustainability to offer a range of products 100% free of single-use plastic.

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.

WASTE MANAGEMENT AND RECOVERY

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:

- *Regulatory compliance*
- *Reduction of CO2 emissions*

The measures recommended were very quickly conclusive: within 2 months, 3 tons of waste were diverted from incineration. 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. 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.

Finally, preference was given to local collection providers.

Giving to limit waste and help the poorest

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.

ZERO FOOD WASTE AND SUPPORT FOR STUDENTS

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

Since 2018, the action led by Sodexo in collaboration with Too Good To Go has saved nearly 10,000 baskets from the bin.

Two solutions for distributing meals:

With the support of local student associations and Phenix :

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.

Via the Too Good To Go app to collect meal baskets directly from Sodexo kitchens:

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.

An eco-responsible chef

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.

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.

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

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.

Each new small gesture, idea is a step further towards ecology, common sense is often a return to ecological behaviour.

THE RECYCLER

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.

- *Promoting collaborative initiatives, raising awareness among "consumers", promoting recycling...*
- *Promoting the circular and sensitive economy around the principles of sustainable development*

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. 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. The service has been designed with bulk packaging and all the furniture is "Old is Gold", so second hand.

Collective catering and zero waste

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

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!

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:

- *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.*

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.

A ZERO WASTE RESTAURANT

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.

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.

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

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.

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.

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.

Refuse and make your own

The team had to make a cross on certain foods that were impossible to reconcile with the philosophy of the restaurant (such as volaille 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.

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)

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.

Recycle (upcycling) :

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.

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.

BECOMING A ZERO WASTE CATERER

Becoming a zero waste caterer by using reusable containers: how to do it in practice with the advice of 3 companies in the field

The organisation of 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 other words: more organisation, more storage, more handling, and ultimately more working time.

*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.***

Each caterer can therefore find his own way of working with experience, but our partners agree on two ways to simplify life:

Surrounding ourselves with service providers, particularly for the washing and transport of containers. All three are clients of our reusable container washing service.

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!

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Laundry reuse programmes and laundry minimisation

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.

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.

- *Implement a schedule to change bed linen once per specified number of days for the same guest, unless a more frequent change is requested.*
- *Implement an on-request towel change, with the procedure to indicate towel washing clearly conveyed to guests.*

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:

- *the value of water and the need to conserve it*
- *the reduction in water use achievable through reuse*
- *a request for guests to help the establishment conserve water by reusing sheets and towels*
- *a brief but clear description of the procedure for reusing sheets and towels*
- *information on any environmental programmes funded by laundry savings*

Green team

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:

- *Look at replacing single serve toiletries and food packaging with refillable dispensers;*
- *Cut down on the use of plastic water bottles by offering hotel reward program members a reusable branded bottle;*
- *Add a water-bottle filling station in the lobby;*
- *Monitor stock levels on perishable items, to prevent over-ordering;*
- *Select suppliers who don't use unnecessary packaging, or who provide a return service on packaging;*
- *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.*
- *Replace plastic water bottles with refillable glass and tap or filtered water;*
- *Install additional towel racks in bathrooms to make it easy for guests to reuse towels. Create a sign encouraging reuse;*
- *Reduce waste during events;*
- *Make the gift shop green – stock-up with sustainable items.*

FOOD ZERO WASTE @ FZONE- P.A.P Corp. GREECE

A good practise brings more education to the human resources that are involved, a more loyal clientelle to the company and a better understanding of the results of our daily work and life to all.

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.

Think green - Hector Container hotel

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.

12 O'Clock Box (interview)

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 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.

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.

Heart Made Farm

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!

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.

Hilton Garden Inn Vilnius

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 major brands and individual properties a consistent way to set meaningful goals to reduce waste, keep it out of landfills, and track progress against those goals over time.

Waste handling

Returnable vacuum

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.

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.

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.

Waste composting

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.

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. It eliminates waste, simplifies the recycling of organic wet waste produced by the restaurant and, at the same time, preserves the environment.

Zero waste hotels

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. In order to make a hotel zero waste it is important to implement some small practices in the different areas of the hotel:

- *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.*

Making a hotel zero waste is difficult but it is certainly important to move in this direction of sustainability.

OVERPRICING SINGLE-USE PLASTICS

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.

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.

Then the hotel chose to select partners combining quality and sustainability to offer a range of products 100% free of single-use plastic.

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.

WASTE MANAGEMENT AND RECOVERY

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:

- *Regulatory compliance*
- *Reduction of CO2 emissions*

The measures recommended were very quickly conclusive: within 2 months, 3 tons of waste were diverted from incineration. 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. 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.

Finally, preference was given to local collection providers.

Giving to limit waste and help the poorest

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.

ZERO FOOD WASTE AND SUPPORT FOR STUDENTS

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

Since 2018, the action led by Sodexo in collaboration with Too Good To Go has saved nearly 10,000 baskets from the bin.

Two solutions for distributing meals:

With the support of local student associations and Phenix :

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.

Via the Too Good To Go app to collect meal baskets directly from Sodexo kitchens:

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.

An eco-responsible chef

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.

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.

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. 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. Each new small gesture, idea is a step further towards ecology, common sense is often a return to ecological behaviour.

THE RECYCLER

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.

- *Promoting collaborative initiatives, raising awareness among "consumers", promoting recycling...*
- *Promoting the circular and sensitive economy around the principles of sustainable development*

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.

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. The service has been designed with bulk packaging and all the furniture is "Old is Gold", so second hand.

Collective catering and zero waste

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

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!

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:

- *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.*

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.

A ZERO WASTE RESTAURANT

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.

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.

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

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.

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.

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.

Refuse and make your own

The team had to make a cross on certain foods that were impossible to reconcile with the philosophy of the restaurant (such as vollaille 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.

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)

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.

Recycle (upcycling) :

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.

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.

BECOMING A ZERO WASTE CATERER

Becoming a zero waste caterer by using reusable containers: how to do it in practice with the advice of 3 companies in the field

The organisation of 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 other words: more organisation, more storage, more handling, and ultimately more working time.

*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.***

Each caterer can therefore find his own way of working with experience, but our partners agree on two ways to simplify life:

Surrounding ourselves with service providers, particularly for the washing and transport of containers. All three are clients of our reusable container washing service.

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!

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.

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.

Natural & popular cuisine: Zero waste catering

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.

Les dames de la cantine offers a committed cuisine and a zero waste approach by :

- *respecting seasonal products*
- *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.)*

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.

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.

AUPARAGER, responsible food

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." The aim of this project is therefore to create a food truck that offers gastronomic dishes made from unsold food from supermarkets

Recovering unsold goods

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.

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

Finding places to cook

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.

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.

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).

In partnership with Phenix (a company that manages all unsold goods, especially food), they will organise Zero Waste Meals in companies.

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.

Successful anti-waste restaurant operation

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.

Eco-friendly, recyclable...

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.

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.

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.

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.

Reducing food waste

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.

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.

Grand Hotel Sofia has analysed its operations because food waste occurs at various stages in operations:

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.

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.

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.

Exploiting each ingredient - Gaspar's restaurant case

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.

Waste handling project at Agricultural University – Plovdiv

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. Special attention is paid to hazardous waste.

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.

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.

WWF Hotel Kitchen. Managing unavoidable losses through donating meals

STEP 1: APPOINT A PERSON RESPONSIBLE FOR THE DONATIONS

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:

- *Establish a communication channel with partner / partners for food donation.*
- *Facilitate staff in adopting new procedures and practices.*
- *Actively supervise the handling and receipt of donated food.*
- *Collect and promote reports on donated food and record the progress of the program.*

STEP 2: LOCATE PARTNER / MANAGEMENT PARTNERS AND FOOD GIFT

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:

- *Create a tactics program receipts, compatible with rhythms and the needs of your unit.*
- *To suggest you, in detail, practices safe food handling.*

STEP 3: FOOD MANAGEMENT FOR DONATION

Each partner organization has its own requirements and preferences as to how it will receives 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.

STEP 4: INFORMING AND TRAINING OF STAFF

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 of practical exercises with its respective members of 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.

STEP 5: DATA COLLECTION

Keep track of the type and quantity of 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 with 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:

- *Percentage of food donated in a relationship with the food purchased.*
- *Value of food donated in the local community.*

Rhino Alpine Resort

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.

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 data plummeted again. When we linked the data to tourist arrivals and overnight stays, it perfectly matched."

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.

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.

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.

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.

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.

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.

Pepsico

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.

ZERO WASTE by P.A.P hotels

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 practise 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. 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.

Waste Mapping Guidance for Hotels in Cyprus

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.

Waste mapping will help you to identify opportunities for reducing resource use, and managing your waste more effectively.

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.

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!

FOOD ZERO WASTE @ FZONE- P.A.P Corp. GREECE

A good practise brings more education to the human resources that are involved, a more loyal clientelle to the company and a better understanding of the results of our daily work and life to all.

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.

FRUTA FEIA / UGLY FRUIT

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).

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.

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 – 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:

*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).*

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.

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.

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.

"Great Taste Zero-Waste" conference

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.

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.

Alliance for the Reduction of Food Waste

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:

- *Public policy to prevent and reduce food waste*
- *Redistribution for human consumption*
- *Quantification - counting food waste levels*
- *Further utilization of foods not suitable for human consumption*
- *Information and awareness raising, training*
- *Labeling with expiration date on the food and its explanation*
- *Promoting research and innovation*
- *Facilitating and promoting food donation for public benefit purposes*
- *Introduction of new technologies in fruit and vegetable harvesting, to prevent losses (either due to disease or due to mistreatment during harvest)*
- *Training of staff in catering companies to implement innovative solutions to prevent at source and raise awareness for changing consumer habits*