

# Environmental Sustainability Guide

For SMEs in the  
Hospitality Sector

October 2022





# Contents

- 04** Foreword
- 05** Introduction
- 06** Energy
- 10** Skills
- 15** Supply Chain
- 20** Waste
- 26** Biodiversity
- 30** Annex
- 30** UKHospitality sustainable packaging checklist
- 31** UKHospitality template packaging audit
- 32** UKHospitality template bin audit
- 33** UKHospitality sustainability code of conduct template
- 34** Supplier sustainability survey
- 35** Supplier mapping template
- 36** Sustainability plan template



# Foreword

Hospitality is a forward-looking sector, and we are focused on building up our resilience. One major area that presents a key opportunity to us all is sustainability. At our successful fringe event at COP26 in Glasgow, it was inspiring to hear from such a diverse array of businesses of all sizes who have been making significant strides with sustainability – and are committed to going further yet.

We are building on this incredible work by continuing to highlight to Government the role that the sector can play to ensure that the UK remains a world leader in sustainability. Hospitality is in a unique position to be at the forefront of this green revolution; the outreach of the sector makes us well placed to continue to be a shining light for clean and environmentally friendly business.

It is important for us all to remember that the world has changed – it is no longer enough to just have the right intentions on sustainability – consumers are demanding action. As an industry, we are taking this challenge head on and, in October 2021, UKH played a key role in helping the Zero Carbon Forum (ZCF) [release](#) a roadmap that outlined how the sector can reach net-zero by 2040.

However, to achieve this ambition, businesses will need further support. As part of our ongoing commitment, we have continued to develop a suite of resources to help members reach net-zero and the industry's other environmental ambitions. In April, we partnered with the ZCF

and Sky Zero to develop a bespoke [Carbon Calculator](#) for businesses to map out their carbon footprint and identify key emission sources.

This tool – the first of its kind in the industry – is essential to the sector tackling the climate crisis. As well as calculating your business' carbon footprint, the calculator highlights practical ways you can reduce your emissions, save money and stand out as an eco-conscious brand.

However, we are mindful that more needs to be done to support businesses. We know that many in the sector have been unable to dedicate as much resource as they would have liked to sustainability, particularly small and medium-sized enterprises (SMEs). The publication of this Sustainability Guide is the next step in supporting businesses to become green. Aimed at SMEs, this guide will make becoming sustainable accessible to all businesses.

# Introduction

The UK has significantly ramped up its ambitions and targets within the sustainability agenda: a signal to businesses to act and meet the growing demand for sustainable practices.

To support businesses, UKHospitality has developed a variety of tools to help members achieve net-zero by 2040. The overarching [UKHospitality Sustainability Commitment](#) has been established with the key objective to ensure that businesses within the sector can meet the targets set out by Government and adopt more sustainable business practices.

Hospitality is an overwhelmingly SME-led industry. It is therefore crucial that SMEs are equipped with specialised tools to deliver the environmental targets set out by Government, and to build businesses that are environmentally conscious within their every day operations.

Consumer demand is strongly signalling the preference for businesses that operate in an

environmentally conscious way and are able to showcase this. In addition, people now seek to work in organisations that make a positive impact on the planet. The growing market for sustainable products and experiences highlights that it is imperative that the sector transitions to becoming sustainable, to benefit both businesses and the environment.

As an innovative sector, a variety of work has been produced to support businesses. Consequently, engaging with sustainability can appear overwhelming and time-consuming for businesses that are already burdened with growing challenges, such as the cost of doing business crisis and labour shortages.

The workstreams that the Guide focuses on have been developed based on the work the sector has already delivered, and where businesses can make the greatest impact. These workstreams are waste, skills, supply chain, biodiversity, and energy.

In each section, key targets that the sector is committed to achieving have been pulled out with a breakdown of how businesses can reach these targets. Each section has been set out in three stages for businesses to follow, to reflect the different points that businesses may be at in their sustainability journey.





# Energy

Achieving net-zero carbon emissions by 2050 is arguably the most prominent Governmental sustainability target for all businesses to be working towards. Through collaboration between ZCF and UKH, the **Roadmap to Net-Zero** was developed, to provide businesses with the guidance necessary to navigate their journey to net-zero.

The key objectives – in regard to sustainable energy use – are eliminating operational emissions by 2030 and achieving net-zero across supply chains by 2040. Meeting this goal will mean that the sector will deliver on the Government's target of reaching net-zero by 2050 ahead of time, which will show the leading role hospitality is playing in promoting sustainability.

The targets have been split between scopes 1 and 2, and scope 3. For hospitality businesses, scope 3 can represent anywhere between 60% to 90% of overall emissions. This represents all other indirect emissions that result from activities that occur in the value chain. Due to the mammoth capacity of scope 3, the supply chain section of the Guide provides businesses with specific support to becoming more sustainable and reaching the net-zero target.

There are plenty of actions businesses can be taking to reach these targets, and this can be overwhelming. However, the straightforward tips included in this section will help cut carbon and costs.

## Targets

Goal	Date
Abating all avoidable emissions from direct operations (scopes 1 and 2).	By 2030
Abating all avoidable emissions across supply chains (scope 3) and credibly offsetting residuals to achieve net-zero.	By 2040

## The journey

### Calculate your footprint

The first step for any business is to understand their current carbon footprint. This is why we have developed a unique tool for SMEs to ensure they are able to do this to effectively tackle their emissions.

Designed for swift completion, it allows hospitality businesses to calculate their current carbon emissions, and it produces a report which identifies the carbon emission hotspots across your business.

The calculator consists of a short questionnaire to assess a hospitality business' current emissions. This data will produce a bespoke toolkit of initiatives

that will enable businesses to reduce their carbon footprint. To see the calculator in action, you can watch the webinar that details the importance and benefits of the calculator - [here](#).

Once you know where your hotspots are, the toolkit can be used to plan how to reduce your carbon emissions, using the range of steps and initiatives set out to enable businesses to start their journey to net-zero.

The methodology is aligned to the GHG protocols, and uses accessible data, information readily available in every business. The calculator is based on: turnover, energy, staff, operation, and purchases. The downloadable reports are easy to use and allow you to compare your emissions against your sector.



**Access the  
Carbon  
Calculator here**



## Carbon Calculator steps



### Step 1 Input data

The purpose of the questions is for you to describe your business to ensure that the correct assumptions are made about your footprint. It's designed to be completed over a cup of coffee and the more information and data you can provide on your business the more accurate your footprint will be.



### Step 2 Measuring your footprint

There are various reporting standards for measuring carbon footprints known as the GHG protocols which the platform aligns with.



### Step 3 Output report

The output report will enable you to understand where your key emission areas are across energy, water, waste, transport, and food & drink.

The toolkit provides you with a suggested approach on how to reduce your emissions. This starts with measuring your footprint, planning your priority initiatives, and engaging the people across your business.

To make them as implementable as possible the subgroups have been designed; pubs, restaurants, QSR, hotels, bars and nightclubs, contract catering, attractions and leisure.

Initiatives have been further categorised into three areas:

**People** – the operational initiatives your teams can take

**Product** – how changes to your offering can help reduce your footprint

**Place** – the changes and initiatives you can take in your built environment to reduce emissions



## Initial Actions

While the ZCF Roadmap to Net-Zero provides the breakdown of the actions businesses should be taking in great detail, a few of the initial actions that other businesses have recommended to begin with are noted:

Switching to LED or CFLs light bulbs, which use 75% to 80% less energy than standard lightbulbs, and last 8 to 10 times longer.

Installing smart thermostat technology in each room, allowing guests to customise temperatures while lowering energy use.

Upgrading to low-energy appliances when existing appliances are due for replacement, including low-flow water fixtures.

Installing occupancy sensors that only operate when they're needed: sensors can lead to savings of 30-50% on lighting costs, proving an efficient cost-saving measure.

Tracking bills to measure savings is one method that is within the skills section of the Guide.

Appointing a member of staff to ensure that all alliances are switched off at the end of the final shift.

Setting targets to make marginal reductions each month, for example, the team might strive to reduce the company's energy use by 10% within a year.



### Funding support for green energy sources

There are a range of Government schemes available totalling almost £5 billion, to support businesses as they transition to renewable energy, enabling businesses to save money while also lowering their carbon emissions. This money has been allocated to help UK businesses become greener as part of the Government's commitment to reaching net-zero emissions by 2050.

**Guidance** is regularly updated by Government for businesses to access.

**Ofgem** have compiled a guide tailored to small businesses, which links various energy efficiency advice websites, Government schemes, and business energy grants and supports services. In discussions with UKHospitality members that have already utilised funding support, a common theme was asking their **local council** if they provide energy efficiency funding or sustainable business growth grants. You will normally need to submit a business case to apply. Some initiatives may also be eligible for **business innovation funding**.



## Skills

Implementing a sustainability policy within your business will only be a success by ensuring that the people who make the business are kept at the heart of it. This section seeks to outline successful tools that businesses have utilised which have helped to engage their teams in driving sustainable change.

Embracing environmentally-friendly initiatives is not only an ethical concern, but also advantageous for businesses in reducing costs, improving operating efficiencies, profits, and long-term financial stability. To engage with these initiatives and unlock these benefits, you require a team that has the necessary skills. Businesses that have already taken the lead in implementing sustainability skills into their workforce reap the vast benefits.

### **Prioritise engagement amongst your team**

Implementing sustainability skills within the workplace may appear complex. However, ensuring that teams are equipped with the knowledge and the right tools can have numerous positive impacts. There is an overwhelming consensus that employees find more purpose in their work when their values are shared by the company they work for. One way businesses can align their views with their staffs' is by engaging with sustainability. Regrettably, many businesses are struggling to do so sufficiently, so this section of the Guide highlights the resources available to support them and sets out suggested methods to engage with staff.

## Implementing a strategy



### Step 1

Before embarking on implementing a sustainability plan, the first step should be recognising existing internal expertise, and individuals already passionate about this topic within your business.

Such individuals could be appointed as in-house sustainability champions, responsible for promoting best practice and delivering your business's targets. Conversely, to ensure a team approach, it is also beneficial to identify those who are less equipped and need support and guidance.

All staff should be given the opportunity to co-create the company's sustainability strategy/plan. To best organise this approach, appointing a sustainability champion or setting up a "green team", which collects views from across your business, will ensure cross-organisational involvement. This does not have to be a large undertaking and could be the responsibility of only one or two people.

During discussions with businesses, it became clear that engaging chefs should be a top priority. Chefs have the autonomy to set the agenda for the rest of your business and can drive enthusiasm through the rest of the team.



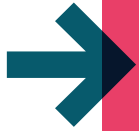
### Step 2

Once a team has been set up, establish a concise sustainability plan, focusing on the targets outlined in this Guide (a template plan is in the Annex to this Guide). Having a plan with clear targets is crucial to ensure that the team share the same objectives and is clear on what they are working towards.

One option could be to engage with local universities that have eco innovation hubs in the early stages. Students studying and researching sustainability are often keen to support local SMEs in their journey and share expertise on becoming a more sustainable company. This two-way relationship benefits both parties, as students are able to receive practical hands-on work, and your business is able to gain from students who are leading on research in this field. The additional resource from students can alleviate some of the pressure on your staff.

To cover the numerous areas and skills listed below, we advise conducting workshops at a frequency of at least every quarter to allow a review of progress and give staff the opportunity to contribute to the agenda and make changes (e.g. product switches and more general progress). Where feasible, we suggest increasing the frequency of such meetings to a monthly basis for approximately an hour.

An additional angle to emphasise with staff is the cost of waste such as the unnecessary use of electricity. Further detail to guide such conversations is outlined in the "Waste" section of the Guide. One tip is to switch black bin bags to transparent plastic bags: this will clearly show the rubbish being generated and create accountability among colleagues to recognise the waste being thrown away and consider what could be recycled.



## Step 3

Delivering long-term behavioural change.

While we expect that many members of staff will be naturally engaged and enthusiastic about sustainability, we suggest creating incentives and building targets related to the individual goals of those who are not naturally interested. By including sustainability as an integral part of an employee's job description, employees are more likely to take responsibility for it.

**Rewarding** positive behavioural change will be crucial to long-term change within your business. You can achieve this by embedding some of the suggested targets into the working targets of staff. When targets are achieved, rewarding staff with employee initiatives will drive motivation. After following the steps to making the positive changes in your business, we recommend exploring the **B Corp** assessment rating, a free resource providing businesses with an overall assessment of all practices relating to staff wellbeing. The assessment also includes improvement plans.

## Additional tips

Below includes general tips and tricks that can be shared with staff to ensure a more environmentally friendly overall approach to your business:

**Recycling** - nationwide surveys show that many people do not fully understand what can be recycled, and/ or end up recycling items that should not be, thus spoiling recycling batches. To overcome this issue, place clear signs above bins reminding staff of what can and cannot be recycled. On a larger scale, management companies can support businesses in recycling their waste - [Divert](#), [Biffa](#), and [Veolia](#) to name a few.

**Eliminating plastic** - ensure that staff can identify single-use plastics that can be eliminated: this helps to limit overall waste. Further detail can be found in the packaging section of this Guide.

**Measuring your carbon footprint** - as part of the ZCF Roadmap, businesses should start by tracking their

carbon footprint to gain an understanding of current emissions. Once targets have been set, staff should be informed of practical actions which they can take to support delivery.

**Conserving energy through reduction and efficiency** - businesses can train employees in behaviours such as ensuring unused appliances are switched off when not in use, adjusting thermostats appropriately and installing LED lights.

We also suggest displaying a printout that states the previous month's energy usage and largest outputs. By showing this clearly to staff, this can set a proactive goal to work towards, encouraging them to take independent actions to reduce energy usage.

One tool recommended by businesses is [Green Butler](#), which directly guides staff and persuades guests to take adaptive action to conserve resources, showing them the results in 'real-time'.

## Support your customers to make positive change

You can also implement measures to encourage customers' behaviour change, for example, by labelling separate bins, one for recycling and another for general waste. To discourage unnecessary overuse of heating systems, many hotels already include extra blankets and encourage guests to pack extra layers for their trip, depending on the weather forecast during their stay.

# Case study: Serena von der Heyde – Victorian House Hotel



“The team have been pursuing several initiatives, many internal, but also collaborating with local businesses, residents and students.

One project they are working on with a local university is to create a carbon code for our menus, so that alongside dietary labelling, guests can see the comparative carbon cost of each dish.

A second project is their Plant a Tree package, which was a collaboration between local food businesses and University students. They wanted to reduce car travel to the Lakes and so across six hotels in Cumbria we showcased how to travel to each of the six locations and importantly, have a great time, without bringing the car.

We calculated the carbon saving for each visit as well as the carbon cost and then we committed to plant a tree to offset the remaining carbon cost.”



*...carbon code for our menus, so that alongside dietary labelling, guests can see the comparative carbon cost of each dish.*

# Case study: Hamish Stoddart – Peach Pubs



“Peach has been working for years to deliver its strategy of best of British produce and products. We use our Peach 10 Promises covering all aspects of sustainability including food ethics, waste, biodiversity, carbon impact to select individual produce, fish, meat and food supplies.

When we know taste, cost, selling price work to keep our menus and bars great, each decision is a holistic one as we must ensure everything works in harmony. We look for products that really work on all levels for the guest, for the planet and for profit.

This includes Cornish Lamb, asparagus grown in Norfolk and breweries in Warwickshire. If we can't get it in Britain, we then look to Europe. 20% of sales are daily specials chosen by the chef which sometimes means truly local produce.”



*...each decision is a holistic one as we must ensure everything works in harmony.*



# Supply Chain

Engaging with your supply chain does not need to be a resource intensive process, and this document outlines some cost-effective ways businesses can reduce their scope 3 emissions through regular communication with suppliers.

This section begins with some of the simple ways businesses can consider the environmental impacts of their supply chain, before looking at more detailed actions to implement when working with existing and new suppliers to prioritise sustainability.

## The importance of sustainability in the supply chain

For hospitality businesses to make significant progress in becoming sustainable, it is crucial to consider the wider impacts of business operations. Your supply chain is likely to account for the majority of the emissions your business produces. From suppliers delivering your orders to the farming methods used in growing your vegetables, businesses indirectly contribute to emissions far greater than the sum of what's generated on-site at a hospitality venue.

## Science-based targets

Businesses should consider creating some short- and long-term targets aligned with the sector roadmap to net-zero.

Businesses should use the targets opposite as a guide.

## Targets

Goal	Date
With suppliers, identify GHG reduction and removal opportunities such as: Controlled release fertilisers Improving livestock health Slurry acidification Manure management practices	By 2023
Develop a supplier engagement programme to: Embed sustainability metrics into procurement process and decision making Engage with key suppliers in your supply chain to set their own science-based targets.	By 2023
Engage suppliers to source low carbon food alternatives for menus.	By 2023
Achieve net-zero across supply chain.	By 2040

# Case study: Sue Williams – Whatley Manor



“When a business goes on its decarbonisation journey, it is required to measure scope 3 of the Green House Gas Protocols. It is where the supply chain carbon is measured. It’s a big task and hard to manage, so needs structure. Map out your suppliers, looking at frequency of visits to property, distances & weight of goods. Get a list of all your suppliers from your account’s office, write to your suppliers, explain the journey you are on and find out if they too are already on their journey or at least keen to get underway.

If they have no motivation to do this you may well mean changing suppliers, but overall, the approach has to be one of collaboration. Work closely with them and encourage progress. We held a food and beverage supplier work shop at the hotel, getting in the room with suppliers and sharing challenges was really helpful. See this as a shared challenge and support them to reduce frequency of journeys, packaging & to reduce embodied carbon in their product and transport. Buy from the UK where at all possible as there is a lot of carbon in Freight and this becomes your pollution to manage. It’s a really interesting journey and a great space for innovation and creativity.”



*See this as a shared challenge and support them to reduce frequency of journeys, packaging & to reduce embodied carbon...*





## Step 1

This stage sets out some of the initial steps that businesses can take when engaging with their supply chain to reduce scope 3 emissions.

### Analysing your supply chain

Discussing sustainability with suppliers does not need to be a resource intensive process and, depending on the existing relationship that you may have with your suppliers, there are an array of methods for initiating such conversations. This could be in the form of informal chats, or more formal methods, such as a letter. Irrespective of how you initiate discussions, you should be mindful to:

Take an inclusive approach – rather than making quick demands – to bring suppliers along the journey with you. This is particularly important if sustainability practices are not embedded into your contract.

Understand that each supplier will have differing levels of resource, so speed of change may vary. Given the difficulties that the supply chain has been experiencing throughout

the course of the pandemic, it may be the case that, in some businesses, prioritising sustainability has not been possible during this period. To manage this, businesses should be patient with suppliers, provided your sustainability ambitions are aligned.

Do not overstretch: work with a few suppliers at a time on the areas that can make the most significant carbon reductions, before expanding your work. This will help to ensure that the process does not feel overly burdensome, and businesses can dedicate the appropriate amount of resource to the project.

Prior to communicating your sustainability vision to suppliers, conduct a supplier mapping exercise to better understand the nuances within your supply chain. This will help to identify and link any purchases your business makes with their potential impacts on the environment.

Please [click here](#) to see a template supplier map that UKHospitality has created.



## Step 2

Following on from the initial stage, this section should help businesses with specific engagement methods to initially communicate with their suppliers on sustainability related activities.

### Developing a supplier engagement programme

Businesses should consider developing an all-encompassing supplier engagement programme, comprising of the various elements set out below, to help coordinate work with suppliers to bring sustainability to the forefront of the agenda. The supplier engagement programme should aim to:

- Foster effective communication with suppliers to help them prioritise sustainability, thus reducing your scope 3 emissions.
- Help businesses communicate their sustainability-related expectations to suppliers.
- Ensure that new suppliers share your sustainability targets.
- Monitor supplier progress on sustainable practices.
- Provide training/awareness building for existing suppliers.

### Communicating your vision

Businesses should consider different techniques when communicating their sustainability vision to existing suppliers, compared to new suppliers. Engaging with current suppliers can be more informal, due to the pre-existing relationship. Below are some potential ways businesses can, when dealing with existing suppliers, communicate sustainability goals and ambitions.

Initially, consider sending suppliers an e-letter to outline your sustainability goals and forward plan. This will help inform your suppliers of your business' intended journey, and the potential for collaboration to reduce emissions. A template letter within the roadmap to net-zero can be [found here](#).

Consider a supplier engagement day: this need not be a formal and resource-intensive process, and it

could be as simple as inviting suppliers to your venue or a suitable location for an informal discussion on sustainability and the issues most important to your business. It would also be useful to hear your suppliers' attempts to be more sustainable and the areas in which they struggle to help set realistic expectations between suppliers and operators, thus fostering an environment of effective communication.

If hosting a supplier day is not an option for your business, focus instead on initial communications with the suppliers who are responsible for the areas in which you want to see the most improvement e.g. eliminating single-use plastic. Ongoing communication can then occur on an informal basis, and you can gain a greater understanding of the nuances within your supply chain and the issues facing your suppliers before coming up with solutions to reduce emissions.



## Step 3

This step outlines some of the ways businesses can embed sustainability within supply chains, in the long-term.

### Engaging with new suppliers

When engaging with new suppliers, consider using the methods set out below to ensure that your sustainability related ambitions are matched:

Before working with a new supplier, consider asking them to complete a survey related to their sustainability goals and practices, to better understand their efforts to become more sustainable. This survey can be as detailed or as brief as you wish, but the aim is to get a more complete understanding of your suppliers' sustainability objectives, and an overview of the internal policies being implemented to become more sustainable. UKHospitality has developed a template [survey](#), outlining potential questions businesses can send to suppliers.

Consider creating a sustainability code of conduct to outline the sustainability related expectations that you have of suppliers. This will help businesses to formally communicate their goals and net-zero commitments to suppliers, and the roles that they are expected to play. The specific elements of any code of conduct will likely differ from business to business, depending on their strategic goals, but UKHospitality has created a template [resource](#) to help businesses start this process.

The above tools should be particularly useful for businesses when communicating with new suppliers to ascertain whether they meet your business's environmental goals. These methods can also help when communicating with existing suppliers but, to maintain effective relationships, consider initial informal conversations with existing suppliers prior to sending any survey or code of conduct.



*Before working with a new supplier, consider asking them to complete a survey related to their sustainability goals and practices.*



## Waste

Reducing the amount of waste that your business produces has never been more important. Not only will this help you cut your carbon footprint and propel you towards the sector's net-zero targets, but reducing waste also has significant financial benefits.

There are many quick wins that hospitality businesses can make to reduce the waste they produce. This section outlines some simple ways to do so.

Given the diversity of the hospitality sector, businesses produce different types and quantities of waste. Although the resources in this section cover

the most frequent types of waste (packaging, food and water and textiles), businesses should be mindful to audit their internal operations to identify the areas that generate the most waste.



*...cut your carbon footprint and propel you towards the sector's net-zero targets...*

## Science-based targets

Businesses should consider creating some short- and long-term goals aligned with sector goals related to waste. Such targets will help members understand the overarching aims of the industry, and where businesses should align their ambitions.

The below targets have been taken from the sector [roadmap](#) to net-zero, in addition to the [UK Plastics Pact](#), [UK Food Waste Reduction Roadmap](#), [Hospitality and Food Service Sector Action Plan](#), [Courtauld Commitment](#), [Water Roadmap](#) and [Textiles 2030](#). In the column below, the targets have been distilled down into smaller goals, to help clarify these for businesses.

Area	Goal	Date	Break-down of target
Packaging	Eliminate unnecessary single-use packaging.	By 2025	Reduce unnecessary single-use packaging by setting three interim targets in 2022, 2023 and 2024, to reach 100% elimination by 2025.
Packaging	100% of plastics packaging to be reusable, recyclable or compostable.	By 2025	Work to ensure that the amount of reusable, recyclable or compostable packaging you use increases in three stages to meet the 2025 goal.
Packaging	Work with suppliers to conduct life cycle analysis on packaging.	By 2025	
Packaging	Work with suppliers to design packaging for recyclability.	By 2025	
Reducing wasted food	50% per capita reduction in food waste.	By 2030	Businesses should reduce food waste on an annual basis, to reach the 2030 goal.
Water	50% of fresh food sourced from areas with sustainable water management.	By 2030	Businesses should ensure the fresh food they source from areas with sustainable water management increases year on year, to reach the 2030 goal.
Textiles	Specifying products to last for longer, be reusable, recyclable and contain recycled content.	By 2030	

## Implementing a strategy



### Step 1

This step sets out how businesses should ensure the whole team is committed to reducing waste.

Prior to commencing work on reducing waste, businesses should secure the support of their Board and/or Directors in making the necessary changes to achieve this.

#### Staff engagement

To make tangible reductions to the amount of waste that your business produces, engaging with your staff is paramount. Although the consumer facing side of your business is likely to contribute to the majority of your waste, your staff's own waste will also make up a significant proportion. Engaging with staff leads to reductions in the amount of waste that they produce, while also motivating them to develop creative ideas to reduce waste that can be implemented across your business.

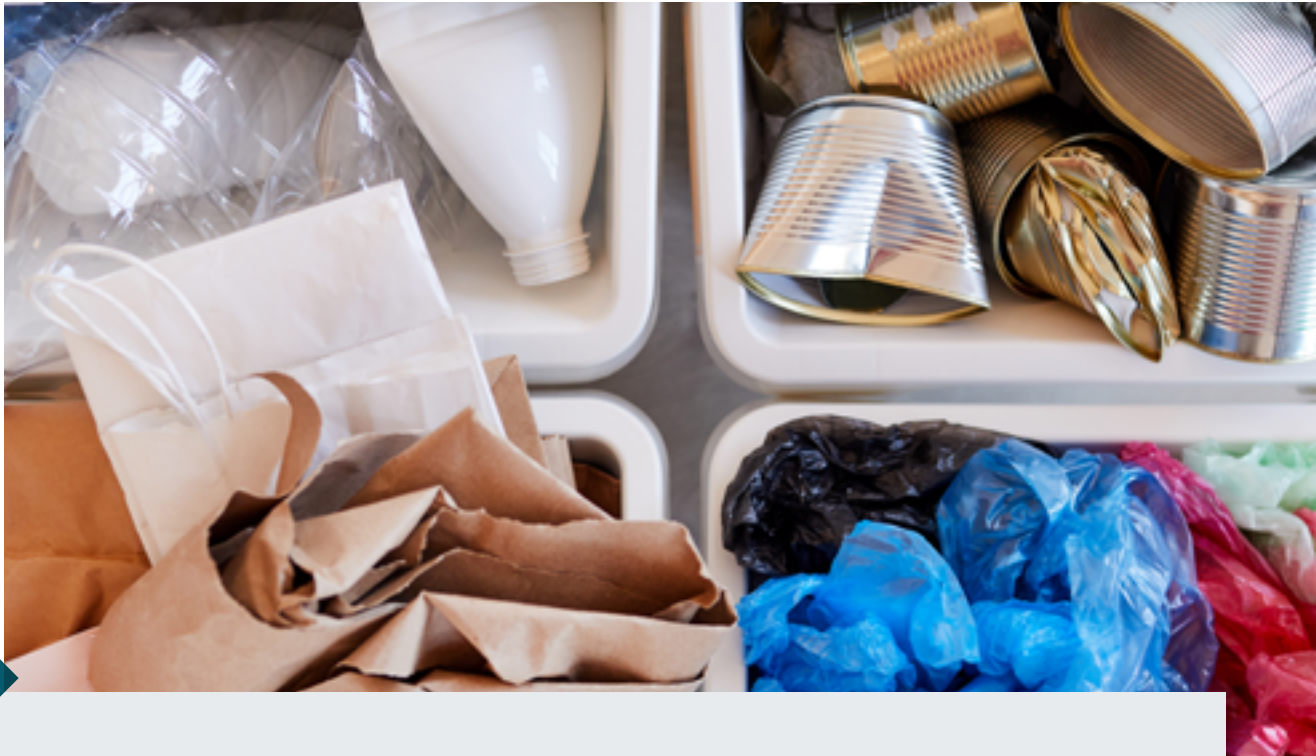
Each business will have its own ideas and mechanisms to engage staff in reducing waste. These can be complemented by the more specific information on engaging staff in the skills section.

Highlight to staff what happens to waste: you could organise a trip for staff members to visit the local landfill site and see where waste goes and what happens to it. This may encourage and motivate staff to come up with ideas to reduce waste across your business.

Consider creating incentives for staff to reduce and prevent waste. This could be in the form of monthly prize draws, loyalty rewards, free meals or social media recognition. Engaging staff with the idea of reducing waste can help encourage them reduce their own waste, which they can then transfer to the business' operations.

Use positive signage to encourage staff and customers to recycle, bring their own bags, reduce wasted food in the kitchen and make other positive changes. These signs can change how a space is used. For example, clear signs can turn a space from a bin area into a 'recycling centre' to foster an environment of recycling instead of waste.

To reduce food waste, WRAP provides a variety of training materials for staff. Their **15-minute course** is free to all by [signing up on their website](#). In addition, for staff at home, **training materials** are provided as part of their Guardians of Grub campaign.



## Step 2

This step will help businesses analyse their internal operations to assess the amount of waste that they directly and indirectly generate.

### Identifying your waste

Before attempting to reduce the amount of waste your business produces, businesses should conduct a full audit of their operations to gain a greater understanding of the areas that are contributing to the most waste and, therefore, where there is the most potential for reducing waste. UKHospitality has created a template [bin audit](#) to assist in this process.

This can help businesses identify the common items that contribute the most waste, thus highlighting where to focus efforts.

In addition to the bin audit, consider the following resources to identify what is contributing to your overall waste:

A packaging audit can help identify the extent to which packaging contributes to your overall carbon footprint. This helps businesses assess, visually, how sustainable their packaging is and identifies what packaging creates the most waste. UKHospitality has created a template resource to help businesses in this regard, that can be [found here](#). After completing this audit, consider many of the tips set out in the annex to help reduce the contribution that packaging makes to their waste.

WRAP has produced a [calculator](#) that businesses can use to determine the amount of food waste they produce. Businesses can also use a seven day [tracking sheet](#) to identify the specific food that is wasted in a week.

As part of the Courtauld Commitment 2030, WRAP has also produced a Water Roadmap towards water security for the food and drink supply chain. It sets out tips for businesses to reduce water waste and other water related risks. More information can be [found here](#).



## Step 3

This step outlines some of the specific measures that businesses can implement to ensure tangible long-term reductions in the amount of waste they produce.

### Reducing your waste

Once you have identified the sources contributing the most waste, you will need to introduce ways to reduce this waste. While there are a number of quick wins that businesses can introduce, this section focuses on longer-term processes to permanently reduce waste.

As a general point, businesses should ensure they have regular engagement with their suppliers. Depending on your business operations, a significant proportion of your waste could be linked to your supply chain. Through regular engagement with suppliers, you can develop creative solutions to reducing waste. More detail on this is outlined in the supply chain section.

### Packaging

Use a sustainable packaging checklist before purchasing a product to ascertain whether the packaging used is sustainable. UKHospitality has created a [template](#) for this.

Double check recycling habits across your business. Is everything being recycled that can be? Do you have the necessary on-site recycling facilities? Information on how to identify recyclable products can be [found here](#).

Consider reducing general waste bins across your venue(s) to encourage recycling. It is important to note that general waste bins are often more expensive than mixed recycling bins, so businesses should contact their waste management suppliers in this regard.

Ultimately, select packaging that is **designed for recyclability**, and also ask your supplier for packaging that includes recycled content.

### Plastic

Reducing the amount of plastic used across your business should be a top priority when it comes to packaging and reducing packaging waste. The introduction of the Plastic Packaging Tax regulations in April 2022 and the proposed ban on single-use plastics from April 2023 (in England) means that reducing plastic is ever more important. Members are encouraged to [sign up](#) to the UK Plastics Pact, an initiative bringing together businesses across the plastics value chain to tackle plastic waste, providing helpful tips and resources.

Remove 'problematic' plastics (i.e. avoidable, non-recyclable and ones that contain pollutants) by finding alternative solutions. WRAP's [UK Plastics Pact report](#) focuses on seven to prioritise:

- Disposable plastic cutlery
- Disposable plastic plates and bowls
- Plastic stirrers
- Plastic straws
- All polystyrene packaging
- **Oxo-degradables** that break down to create microplastics
- PVC packaging

Reduce other commonly found single use items where possible. Information on reducing plastic business reliance on plastic is in WRAP's [guidance on compositable plastic packaging](#).

Please see the following information from the [UK SME Climate Hub](#) with a variety of tips to help your business reduce plastic usage.

### Reducing food waste

The [UK SME Climate Hub](#) makes several recommendations on how to reduce food waste across businesses.

Offer half-size portion sizes, and label these, e.g. 'smaller portions for lighter appetites'.

Look at the size of plates and take away containers. Over-sized plates can increase



the amount customers waste – sometimes without them even realising. Getting portion sizes right will help reduce plate waste.

For more information on creating greener menus, see WRAP's [TRIFOCAL project](#).

If appropriate, consider using discount sales apps such as Too Good To Go, or surplus food redistribution companies such as OLIO. More information is [here](#).

Information on food labelling and food date guidance is [here](#).

As part of the [Guardians of Grub](#), further resources on how to reduce food waste can be found [here](#). In particular, The [Guardians of Grub Cost Saving Skills Course](#) is a tool to help businesses cut costs through reducing food waste.

## Water

Consider a Waterwise online training course, to develop business skills and knowledge around water efficiency. More information is [here](#).

A guide on responsible water use in the hospitality and foodservice industry can be found [here](#). Additionally, the SRA has developed a brief [guide](#) with a few tips for businesses to assess their current water purchase practice.

## Fat, oil and grease (FOG)

Fat, oils and greases (FOG) are a waste product from both households and businesses. It often results from cooking

foods such as oils, meats and dairy products. The problem is FOG solidifies when it cools and can, in turn, block sewer pipes.

There is a mechanism for water companies to be fined by Ofwat, and, water companies have begun fining hospitality businesses for FOG waste. This can be costly and reputationally damaging.

Therefore, it is critical to have efficient FOG prevention measures. There are various options available to prevent FOG waste, including grease traps and grease removal units.

Water UK have produced a best practice guide on FOG disposal and prevention methods. For more information, please click [here](#).

## Textiles

Textile production is resource intensive: using a huge amount of water, virgin materials and energy. This contributes to climate change, biodiversity loss, water scarcity and microplastic pollution. Almost 90% of corporate workwear is sent to landfill or incineration. Only 9.2% is recovered for reuse, compared to 27% average for all clothing. Extending the lifetime of a garment by 9 months can lower its impacts by up to 10%. This is one of the most effective interventions that can be made.

Businesses should consider the below steps, available on the [UK SME Climate Hub](#), related to textiles.



## Steps to consider

Measure your impacts to see where focused action can be taken – [Textiles 2030](#) offers a footprint calculator to measure textile impacts.

Set Circular Procurement Guidelines for your organisation using [BITC's practical steps](#).

Procure products that have been designed to be recycled – [Project Plan B](#).

Procure products that include recycled content. This can give some of the biggest impact savings.

Procure products through service models that take back, repair or recycle to extend the life of uniforms and linens.



# Biodiversity

The Government's net-zero Strategy, published in 2020, states that protecting and enhancing the UK's biodiversity is a clear priority in the run-up to net-zero by 2050. The United Nations Environment Program (UNEP) notes that "restoration needs to go hand-in-hand with efforts to decarbonise the economy", thus highlighting the inextricable link between biodiversity and meeting net-zero targets.

Increasingly, hospitality businesses include biodiversity as part of their overall strategies. This is important as biodiversity is impacted at every stage of operations stemming from their location, supply chains, products and services. The scope of impact illustrates the importance of ensuring that businesses can operate in harmony with the environment.

For many businesses, particularly in urban areas, promoting biodiversity may seem beyond their reach. However, even the most urban outlets can support and enhance biodiversity across the UK. Moreover, the Government's recent consultation on Biodiversity Net Gain Regulations stated that urban outlets won't be exempt from regulations regarding biodiversity protection and enhancement.

This section of the Guide focuses on several workstreams. Firstly, it looks at menu choices in-house, which is particularly important as food accounts for 70% of global biodiversity loss and around a third of global emissions. It then addresses supplier engagement, and finally, it focuses on hotels and outlets located in rural locations.

## Ways to support and enhance biodiversity

The UK has lost almost half of its biodiversity, and one of the biggest challenges we face is the current set up of the food system – with just three crops contributing to 60% of global calorie intake. While larger businesses have had the biggest impact on biodiversity loss, every business can play its part in protecting the variety of ecosystems and life by ensuring that the food they offer is sustainably sourced with biodiversity in mind. Focusing on food, the steps businesses can take to deliver menus that offer varied and environmentally conscious choices are set out opposite.

## Implementing a strategy



### Step 1

#### Review your menu

Start by reviewing your menu. Consider how you source, produce and diversifying the ingredients served. It is vital that changes reflect seasonal produce. The **BBC** seasonal food calendar can help to identify foods in season through the year.

Look at whether you can introduce more **plant-based dishes**. This will lessen the impact of animal farming, which is the largest contributor to **environmental damage**.

Using **locally sourced seasonal produce** will also help reduce your carbon footprint by reducing transportation distance, and support local farmers. The SRA provide **guidance** for businesses on how to get started.

At the end of 2021, Revolutions Bars removed the passion fruit from their porn star martinis, thereby removing the 100 tonnes of carbon emissions emitted each year transporting them from South America.

**Remove the worst offenders:** rule out and adapt ingredients that are unsustainably sourced. For example, ruling out the fish species from Marine Conservation Society's '**fish to avoid list**'. The SRA has also developed **a restaurant guide to sourcing fish responsibly**.

Overhauling an entire menu can be very time consuming, so start by focusing on 10% of the menu, then slowly build on this progress at your own pace to achieving small targets over time.

During discussions with businesses, it became clear that engaging chefs should be a top priority. Chefs have the autonomy to set the agenda for the rest of your business and can drive enthusiasm through the rest of the team.



### Step 2

#### Provide more sustainable choices

**Engaging with suppliers** – These conversations may be challenging, but they are vital if you are to deliver many of the ambitions in step 1 – that your suppliers ensure their produce is considerate of biodiversity and has a small carbon footprint. When engaging with suppliers, ensure you are buying food that meets a credible certified standard such as MSC, free-range and fair trade.

The next step is to continue to build on the progress of making small changes to the sustainable options available. This can include switching ingredients to locally sourced products at a realistic pace for your business.

We suggest piloting sustainable menus on a temporary basis: start with a few dishes and, if successful, explore more permanent menu items. Following the guidelines of our skills section, we suggest developing staff with a passion for delivering sustainability: provide them with the space, tools and incentives to deliver sustainable diets.

For further reading on this topic, WWF-UK and Sodexo UK & Ireland commissioned the Food Ethics Council to undertake **independent research** to explore the business cases for adopting and promoting sustainable diets in the foodservice sector.



## Step 3

### Engaging with suppliers

Engaging with suppliers should be one of the first steps businesses take towards improving biodiversity. Consumer-facing businesses will likely find that their supply chains hold the biggest opportunities for breakthroughs in sustainability performance. Engaging with suppliers and investing in sustainable supply chains will create a mass of benefits. This includes better risk mitigation throughout your supply chain by creating opportunities for suppliers to better understand of what your business priorities. This Guide includes a **template letter** in its annex for businesses to send to suppliers.

When speaking with suppliers about biodiversity, issues to raise can include the following:

Explore where you might introduce **organic products** that do not include harmful chemicals. The use of pesticides, for example, has a harmful impact on biological diversity: they can have toxic effects on directly-exposed organisms, and they have long-term effects on habitats and the food chain. Conversations with suppliers can help you switch to less harmful alternatives.

It's also important to ensure that the **livestock featured on your menu can graze traditionally**, also known as conservation grazing. Further detail on how to start these conversations is included within the supply chain section of this Guide.

## Hotels

Whilst the following ideas are focused hotels, if your business can implement any of them, we would highly recommend doing so.

Regular renovation and replacement of furniture, appliances and facilities can cause impacts through purchasing choices and increased waste generation. Where possible, look at sourcing second-hand goods or

antiques, which in many cases may also save money.

More efficient energy and water usage, using organic and sustainably produced food, reducing, treating and disposing of waste appropriately, making sustainable purchasing decisions and managing gardens with natural-style plantings all reduce adverse impacts on biodiversity.

## Rurally located outlets

If your business site is located outside of a city centre, you may be able to implement measures that require more space. Design with nature, where possible, and adopt nature-based solutions to ensure the conservation of local biodiversity.

Connecting with any local environmental groups and NGOs that are actively finding ways to protect local biodiversity through wildlife conservation can be a positive step to support you.

Capacity depending, suggestions may include adding a vegetable patch, or creating a garden that respects biodiversity. This can be done by planting local indigenous species and avoiding invasive ones. You could also provide nesting spaces for birds. Local organisations will be able to assist in this work, allowing you to focus on running your business.

Engaging with suppliers should be one of the first steps businesses take towards improving biodiversity.



*Engaging with suppliers should be one of the first steps businesses take toward improving biodiversity.*

# Annex

## UKHospitality sustainable packaging checklist

This sustainable packaging checklist should be used by members when considering the impacts of packaging that may be directly or indirectly (through your supply chain) linked to your business. It can be used as a tool to review the packaging that your business is already responsible for, and also prior to purchasing a product, to help identify whether packaging is sustainable.

If businesses do not have the necessary information to fill in the below, they should contact their suppliers, particularly regarding the procedures they may implement during the manufacturing process.

Area	Indicator	✓
Supply chain	Renewable energy used in production	
	Renewable energy used in transportation	
	Waste has been minimised in production	
Packaging design	The packaging is not unnecessarily sized	
	The packaging is made of recyclable materials	
	The packaging does not use single-use materials, particularly plastic	
	The packaging is reusable	

## UKHospitality template packaging audit

Businesses should consider conducting a packaging audit to help them analyse the packaging that is used across their business operations and assess where any reductions in waste can be made, or where there can be a greater focus on sustainability. Conducting a packaging audit need not be an extensive process, and businesses should fill out the relevant information related to all of the packaging they use, in the below template. This aims to help businesses think about their waste related to packaging, and highlight where there are any trends related to consistent waste.

<b>Area</b> e.g. meat packaging			
<b>Type of packaging</b> e.g. single use plastic			
<b>Can it be recycled or re-used?</b>			
<b>Does the size of the packaging reflect the enclosed goods?</b>			
<b>What (if any) business is responsible for supplying this packaging?</b>			

## UKHospitality template bin audit

Businesses should consider conducting a full audit, analysing the waste that goes into their general waste bins, to better understand the areas which are responsible for producing the most waste, and therefore where the most potential exists for reducing waste. Whilst the litter that goes into the bin is not the sum total of the waste that is produced across a business, it should be a useful starting point to identify any trends and patterns as to which items are most commonly thrown away.

Businesses should populate the below table, including information on items before they are thrown in the bin, to begin the process of considering reductions in the amount of waste that is produced. In the future improvement column, members should consider how that item can be re-used or recycled.

<b>Area</b> e.g. meat packaging			
<b>Item</b>			
<b>Where will it end up?</b>			
<b>Can it be re-used?</b>			
<b>Future improvement</b>			



# UK Hospitality sustainability code of conduct template

The aim of any sustainability code of conduct is to outline to your suppliers, in a formal way, your sustainability-related expectations as a business. This will help you to implement a consistent procedure on sustainability, to ensure it remains on the agenda for both operator businesses and their suppliers. If members already have a general code of conduct for their suppliers, they could consider incorporating this sustainability element, within that document.

For a sustainability code of conduct to be an effective tool in helping businesses reduce their scope 3 emissions, the document should be reviewed and signed annually, to ensure it remains regularly updated, and continues to reflect your sustainability-based ambitions. This should be done in collaboration with your suppliers, and businesses may choose to sign and review this upon the renewing of any contract, to help streamline the process.

Please see the below template, outlining potential ideas that businesses could incorporate as part of this code of conduct.

## Template

In addition to compliance with the environmental laws and regulations applicable to their business, suppliers of **xxx** (your business) shall conduct their operations in accordance with the below set of principles related to sustainability. These principles should be agreed and signed between **xxx** and **xxx** to help reach sector net-zero targets. **xxx** (your business) pledge to work in collaboration with **xxx** (supplier) to consider ways where sustainability can continue to be prioritised.

In the below areas, the supplier should communicate with **xxx** (your business) by filling in the gaps to highlight the ways in which the business is complying with the principles set out. As noted above, this should be done annually, at the point of reviewing the code of conduct.

### Packaging

The supplier shall explore ways to reduce the use of packaging where possible across business operations, and will communicate with **xxx** (your business) to demonstrate the efforts being made in this regard. In particular, the use of single-use plastics should be minimised. **xxx** (supplier) will also consider ways to take-back packaging left on the site of **xxx** (your business) to both re-use and reduce waste.

**xxx supplier is complying with this by xxx**

### Waste

The supplier shall proactively and gradually reduce waste, and in particular, waste related to food, packaging and water. In this regard, the supplier should also sign the Courtauld Commitment 2030 and align water and food waste reduction targets accordingly.

**xxx supplier is complying with this by xxx**

### Use of raw materials

The supplier shall look for ways to reduce usage of raw materials, across their business operations, including the manufacturing process. The supplier should also implement effective recycling systems, and look to improve the recyclability of their products.

**xxx supplier is complying with this by xxx**

### Energy efficiency

The supplier shall proactively prioritise renewable energy where possible and reduce reliance on fossil fuels. **xxx** (supplier) should also explore carbon-reduction solutions to minimise energy consumption.

**xxx supplier is complying with this by xxx**

### Transport

The supplier should consider ways to minimise their transport related emissions and should explore ways to reduce unnecessary trips.

**xxx supplier is complying with this by xxx**

Signed \_\_\_\_\_

Date \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

## Supplier sustainability survey

When determining whether to work with a new supplier, a survey can be a useful tool for businesses in understanding the importance that a supplier places on sustainability. This can help businesses effectively take into account a supplier's sustainability practices, before making a decision as whether to work with that supplier. The below template outlines some of the questions that businesses may want to consider including in any survey, however, this is not an exhaustive list and should be tailored to each specific business, depending on the areas of particular importance.

In addition to filling out the table below, businesses could ask suppliers for the associated evidence, to check validity of the information.

Question	Yes/no?	Evidence
Does your company have an overarching sustainability plan?		
Does your company align to any sustainability reporting standards?		
Does your company publicly set emission reduction targets?		
Does your company actively look to reduce food waste?		
Does your company actively look to reduce packaging waste?		
Does your company use single-use plastics?		
Does your company actively look to reduce water waste?		
Does your company engage staff on sustainability?		
Does your company take measures to improve energy efficiency?		
Does your company use renewable energy?		

## Supplier mapping template

This supplier mapping template should help businesses consider, in a visual way, the different products and services that contribute to the running of their hospitality business. In the below table, businesses should insert the name of their suppliers and fill out the relevant information related to the sustainability of that product/service. This should help businesses consider the potential that exists for reducing emissions in their supply chain.

While the below does not capture all elements that go into the development and delivery of a product, it should help businesses initially consider the contribution that any product or service makes to their carbon footprint.

<b>Supplier name</b>			
<b>Product/ service supplied</b>			
<b>Packaging used</b>			
<b>Regularity of order</b>			
<b>Origin of product</b>			
<b>Transport used in delivery (miles and vehicle type)</b>			
<b>Supplier sustainability plan?</b>			

## Sustainability plan template

Implementing a sustainability plan can create long term value for not only the environment but also for a company. Businesses can incorporate environmental and social wellbeing tools within their sustainability plan, to ensure that staff are engaged and committed to delivering on the shared ambition of the company.

Below is a suggested outline of what a sustainability plan/template may look like; followed by the actions, businesses should take to implement their plan. The targets can be taken from the Guide to then build into a plan.

A good plan will include goals, a timeframe, and a way to measure and monitor progress of the environmental impact.

### 1. Outline of a sustainability plan

To develop this plan, ensure you have a staff member who is ready to take leadership on building the company's sustainability plan.

Outline of the Plan	
Document Title	Include company name and the title.
Purpose	<p>Why this plan is important to your company?</p> <p>"X is committed to building a business with long-term sustainability aims, meeting the shared sectoral targets within the hospitality sector.</p> <p>This plan will help to ensure that we (the Project Team members) manage and deliver this agreement with efficacy.</p>
Targets	<p>Examples of targets may include:</p> <p>Energy: Abating all avoidable emissions from direct operations (scopes 1 and 2). By 2030.</p> <p>Supply Chain: Engage suppliers to source low carbon food alternatives for menus. By 2023.</p> <p>Waste: Eliminate unnecessary single-use packaging. By 2025. Reduce unnecessary single-use packaging by setting three interim targets in 2022, 2023 and 2024, to reach 100% elimination by 2025.</p>
Roles and Responsibilities	<p>Set out who will lead on this plan.</p> <p>Appoint staff with responsibilities specific to certain targets.</p> <p>Roles can be divided as set out in the Guide: Waste, Supply Chain, Biodiversity, Energy and other, depending on the team size.</p>

## Outline of the Plan

Reviews and reporting	<p>How often will you reflect on targets?</p> <p>Set a block of time to review the plan and give staff the opportunity to share ideas within this sphere.</p> <p>More detail is included within the Skills section of the Guide.</p>
Signatures	<p>Approval signatures can be electronic. Ensure all members of staff have agreed to the plan.</p>

## 2. Benchmark

First step is to gather data and benchmark how your business currently performs with regards to the areas you now wish to tackle.

Use the targets shared throughout the Guide and take a measurement of how your business performs on each. Whether that is looking at electricity usage, or waste generated for example.

If you do not currently have this data, track over a 4-week period, so that you are able to immediately start working towards the targets.

## 3. Set Targets

By using the Sustainability plan, and benchmarking for each area, set annual targets with monthly breakdowns to help the team stay on track. You will need to know how you will track any improvements by using KPIs.

Converting the data into actionable policies and drawing out the actions to achieve the targets will set clear deliverables to take forward.

## THE SCOTSMAN GROUP



### INTRODUCTION TO THE SCOTSMAN GROUP (G1)

A collection of privately owned and operated businesses which focus on delivering customer experiences that challenge the status quo.

Our team of fearless leaders and bright go-getters help us realise our vision across a multitude of sectors including hospitality, retail & property development and design.

Whether it's the bright & airy beauty of a flower packed October, or the "boozier-but-better" Edinburgh institution that is Biddy Mulligans, its never straight up...

### CASE STUDY

"When we consider NPD for our business we first & foremost always consider flavour.

Will the product taste great for our customer?

**LONDON ESSENCE FRESH SERVE  
ABSOLUTELY TICKS THIS BOX FOR  
US.**

Add in speed of service , the premiumisation of draught dispense & the future proofing of our business(considering DRS) - hands down this product works for us"

Darren Blackburn  
Head of Beverage  
Scotsman Hospitality group (G1)





## Introduction

Café Spice Namaste is an award-winning Indian restaurant owned by celebrity chef Cyrus Todiwala and his wife Pervin. The restaurant has recently relocated from Whitechapel to Royal Albert Wharf, a vibrant neighbourhood in London's famous Docklands. Café Spice Namaste, which held a coveted Michelin Bib Gourmand award for 22 consecutive years, is a pioneer in the UK hospitality industry campaign for the environment and sustainability.

Cyrus Todiwala OBE DL is a chef, author, educationist, and entrepreneur. He's written six cookbooks, including the best-selling Mr Todiwala's Spice Box. He is Group Chef Ambassador of the Clink Charity and patron of the British Lop Pig Society.

## Challenge

Cyrus has always promoted sustainable solutions in the hospitality sector. His passion for reducing the carbon footprint and giving back to the community has driven his business forward, helping him make the right choices when it comes to suppliers.

Proposition For the 'new' Café Spice Namaste at Royal Docks, Cyrus has chosen our high-capacity Aqua Alto water dispenser to dispense high volumes of chilled, sparkling, and boiling water. The perfect solution for a busy environment with high demand for hot and cold drinks. Switching to a

mains-fed water dispenser brings a plethora of benefits including savings in **space** and **energy costs** by removing unnecessary chillers and refrigerators, offering the best tasting water chilled to the perfect serving temperature.

In comparison to bottled water, there is no requirement for staff loading and unloading the bottles of water which are travelling a lot of "water miles" from the manufacturer to the site. However, one of the biggest benefits can be achieved by **reducing waste** and therefore, **reduced recycling fees**. No packaging, no waste. Refillable, branded Aqua Libra water bottles are served to customers at Cafe Spice Namaste with unlimited still or sparkling water per table, passings savings onto them.

## Results

*"Sustainability in hospitality has always played a significant role in my approach to business. At Café Spice Namaste, we have been at the forefront of recycling. As far back as 1993, we were recycling all our glass, and our food waste was collected separately. When it comes to choosing suppliers, we only partner up with those who share our sustainability ethos.*

*And Aqua Libra Co was the perfect choice for us, ticking all the boxes. Aqua Libra water is filtered on-site for pure and fresh taste, which is almost 1,000 times less carbon intensive and traditional bottled water. Our customers love the taste and are supporting our sustainability goals." - Cyrus Todiwala, Cafe Spice Namaste*



# New attached caps will boost recycling and prevent litter



## Coca-Cola Europacific Partners is introducing new, attached caps to its plastic bottles, making it easier to recycle the entire package and ensure no cap gets left behind.

Production of bottles with attached caps began at CCEP's site in East Kilbride in May, meaning that consumers in Scotland and the North of England are now seeing the new caps attached to 1.5l bottles of Fanta, Coca-Cola Zero Sugar and Diet Coke. The switch is set to be completed for all plastic bottles across CCEP's range of brands by early 2024.

All of Coca-Cola's bottles, including the caps, have been 100% recyclable for many years but not all are being recycled. Bottle caps are often discarded and littered. The new design means that the cap stays connected to the bottle after opening, so the whole plastic bottle and attached cap can be recycled together reducing the potential for it to be littered while still giving consumers a positive drinking experience.

CCEP is the first major soft drinks company to announce the switch across its entire range in Great Britain and the move is part of its broader sustainable packaging strategy.

Last year, CCEP announced that it had reached its target of using 100% recycled plastic – excluding caps and labels - in all its 500ml bottles sold in Great Britain ahead of schedule,

helping to save around 29,000 tonnes of plastic per year. It has also switching its multipack cans from shrink wrap to board packaging and continues to lightweight its aluminium cans (which are now 22% lighter than just two years ago).

Stephen Moorhouse, General Manager at Coca-Cola Europacific Partners, Great Britain said: "This is a small change that we hope will have a big impact, ensuring that when consumers recycle our bottles, no cap gets left behind. The move is just one of the steps we're taking as part of our This is Forward sustainability action plan, which targets six key social and environmental areas where the business has a significant impact and forms a key element of our 2040 net-zero target. It's also one of many steps we're taking towards our global commitment, in partnership with The Coca-Cola Company, to help collect and recycle a bottle or can for every one that we sell by 2025.

*"As the world's largest independent bottler of Coca-Cola, we recognise that we have a leading role to play in pushing innovation and design to produce more high-quality recycled plastic which can be converted into new bottles. We are proud to be leading the industry in Great Britain, with production of the new attached caps to our plastic bottles first taking place in East Kilbride, following £32m in investment into the site since 2017."*



# Start your journey to Net Zero.

# Calculate your carbon footprint today.



Launched in April 2022, the Carbon Calculator enables hospitality companies to measure, report and act to reduce their carbon emissions.

It highlights hotspots within the footprint, provides guidance through its toolkit on how companies can start to reduce the carbon impact of their operations.



[zerocarbonforum.com/calculator-ukh](https://zerocarbonforum.com/calculator-ukh)

The Zero Carbon Forum partnered with UKHospitality and Sky Zero, to produce this calculator. Supporting your journey to Net Zero. **Together at Pace.**

“We are delighted to announce that Sky, through their Sky Zero campaign, will be partnering with us to deliver a carbon calculator for the hospitality sector to make it simpler and easier to for outlets to track, measure and take steps to reduce their carbon emissions through a plan tailored to their operation.”



**ZERO  
CARBON  
FORUM**



net zero carbon by 2030

[zerocarbonforum.com](https://zerocarbonforum.com) | 020 7692 4244

# Molson Coors in the UK meets near-term carbon reduction target four years early



**MOLSON  
COORS** beverage  
company

## In 2021 Molson Coors Beverage Company met its near-term global target to reduce carbon emissions from its direct operations by 50%, four years ahead of schedule in the UK.

It has achieved this by taking a comprehensive approach across its UK operations to reduce its carbon footprint in line with its global 2025 sustainability goals.

In March 2021 it became the first major UK brewer to produce its beers and ciders using 100% renewable electricity when it signed a power purchase agreement with RWE. Using electricity generated from the Tween Bridge wind farm in South Yorkshire to power all its operations has already prevented over 61 gigawatt hours (or 61 million kW hours) of electricity from being made using fossil fuels.

At its flagship site in Burton Molson Coors uses carbon recovery technology, which means that CO<sub>2</sub> produced during the fermentation process is recovered and reused throughout the entire production and packaging process. The site is almost entirely self-sufficient in CO<sub>2</sub> production, recovering up to 47 tonnes every day.

Kate Macnamara, Corporate Affairs Director at Molson Coors Beverage Company, said: "As one of the UK's largest brewers, we know it's our responsibility to produce our much-loved portfolio of beverages as sustainably as possible.

"This really matters to our people, customers and consumers, and we're proud that every pint we make in our breweries is powered by 100% green electricity."

Molson Coors is also investing in other improvements that will help to reduce its wider environmental impact. For example, since acquiring Aspull Cyder in 2018, Molson Coors has invested £13m in a range of efficiency improvements at its historic site in Suffolk, including upgrading its waste water treatment plant to ensure that all waste water is cleaned on site, rather than having to be transported off site, before it is returned to the water cycle.

A new, dedicated weighbridge has also been installed at the Cyder House meaning lorries transporting the cider can be precisely weighed on-site, ensuring that each lorry is loaded fully, thus reducing the number of trips needed to deliver the cider to customers. Together, the water treatment plant and weighbridge will significantly reduce freight traffic in the local area - the equivalent to taking 800 road tankers off nearby roads each year.

*"We're committed to playing our part in tackling climate change and we continue to explore new ways to make our operations greener." - Kate Macnamara, Corporate Affairs Director at Molson Coors Beverage Company*



## About UKH

Prior to COVID-19 the hospitality sector employed 3.2 million people, representing 10% of all employment, 6% of businesses and 5% of GDP. UKHospitality, UKHospitality Scotland and UKHospitality Cymru are the unified voice for the sector, and seek to unlock the industry's full potential as one of the biggest engines for growth in the economy, and to ensure that the industry's needs are effectively represented by engaging with Governments, the media, employees and customers.

Our key priorities are the revival of a sector hardest hit by COVID-19, safeguarding the future workforce of the sector, tackling the excessive tax burden the sector faces and ensuring that regulation on business is proportionate.

UKHospitality has a diverse membership, including pubs, restaurants, contract catering, hotels, holiday parks, coffee shops, food-to-go, leisure, wedding venues, visitor attractions, night clubs, membership clubs, industry suppliers and much more.

T: 020 7404 7744

E: [info@ukhospitality.org.uk](mailto:info@ukhospitality.org.uk)

Visit: [www.ukhospitality.org.uk](http://www.ukhospitality.org.uk)

Follow us on

 @UKHofficial

 @UKHospitality

 @UKHospitality

 @UKHospitality