



Business Owner/Manager

SHORT NAME
BUS



OCCUPATION

Owner/Quality Manager

INDUSTRY

Food Processing/Manufacturer

NUMBER OF EMPLOYEES

15

WE NEED TO KNOW.....

- ▶ what is food waste?
- ▶ how to find out?
- ▶ what does it cost?
- ▶ if its practical as we are busy?



WHAT CAN WE DO?

- ▶ new markets
- ▶ new uses
- ▶ new products
- ▶ where to find out?

WHAT DOES FOOD WASTE MEAN TO MY BUSINESS?

It is probably a lost opportunity but I'm not entirely sure? Maybe if we work out how to measure waste to understand how it impacts our business, then we can do something? I know we need to do things better in my business. I wonder if there is value in our food waste that we don't convert to saleable stock? We should do some sort of monitoring of our food waste to find out but I'm not sure where to start.

We have fumbled around and done the best we can but I am worried about the cost and time it will take and if it is even worth it. I know as quality manager I should put more effort into looking at our food waste but I also need to make sure that sales keep on coming, all product that leaves the factory meets our retailers' specification and our staff get paid. It's a constant juggle!!

WHAT CAN WE DO WITH OUR FOOD WASTE?

We did investigate turning our waste into a product. The problem is if you don't produce enough waste and you have contracts, you're going to have to turn good product into waste! If you invest in equipment and sign a contract with someone, you could be using good product to make a lower value product – it's tricky.



We also tried going into partnership with a food rescue charity about our products as they are safe (just the wrong shape or size) but the problem is it is packaged so it is too expensive for us to give away.

I would like to know if there are other ways I can make money from our food waste but I don't know where to look for information or who to speak with.

OUR EMPLOYEES MUST

- ▶ understand waste
- ▶ be part of the solution
- ▶ share knowledge



ENGAGE AND COMMUNICATE - WHOLE OF BUSINESS

One of our biggest challenges is that staff do not see food waste as part of their roles. Some products we make are very expensive and letting staff know the dollar value of them not making it properly may surprise them.

We need to change our culture. We need to get all our employees to embrace working to reduce food waste as part of their job. They need to be part of the solution - identify food waste and then help prevent it. It's important to encourage our employees to come up with their own ideas and innovations. Team leaders and supervisors should also be passing on their knowledge as we all have different types of backgrounds and experiences we can bring to the table.

TRAINING MUST BE

- ▶ practical
- ▶ interactive
- ▶ mix of industries

TRAINING

I prefer a hands-on style of training. Sitting in front of a screen with someone just talking at me is boring. Real-life case studies are great.

Working in teams doing the scenario-based projects is also fun and relevant as I can usually take the learnings back to my business.

I like training with others from different areas of the food industry as often their challenges are the same as mine and they give me great ideas.

Training that would be really useful for our business would be working with our supply chain to understand all their different processes and requirements which could help us all reduce food waste. We are all responsible!!

