



8th plate

A GUIDE TO COLLECTING SURPLUS FOOD FROM EVENTS

A Collaboration Between



NCASS
NATIONWIDE
CATERERS
ASSOCIATION



A GREENER FESTIVAL

Supported By



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What is EighthPlate? Our Background

EighthPlate is a food salvage service that collects surplus edible food from events and re-distributes it to organisations supporting vulnerable people.

The initiative was born out of the Surplus Supper Club – the catering arm of FareShare South West – visiting festivals as a trader and carrying out informal food collections. After identifying a need for a dedicated collection service, FareShare South West teamed up with the Nationwide Caterers Association (NCASS) and A Greener Festival to form EighthPlate.

Once EighthPlate was up and running in 2015, surplus food collections jumped from 8 tonnes a year to over 23 tonnes.

Why Collect Food? **The Bigger Picture**

Food waste is a global problem that's becoming so severe it can no longer be ignored. A staggering 14.8 million tonnes is wasted each year – that's 50% of all food produced.

The rising levels of food poverty in the UK highlight the issue. 20,247,042 meals were distributed by food banks in 2013/14, a 54% increase on 2012/13. And as food prices rise rapidly (there's been a 43.5% increase on food prices over the last eight years), it becomes even more vital that we save as much food from the bin as possible.

The UK festival scene has expanded significantly over the last ten years, and alongside the positive cultural contribution it makes come concerns about the waste it generates. A 2013 OnePoll survey revealed that 14 million people planned on attending festivals annually, and according to eFestivals there were 778 festival events planned in 2015.

Using EighthPlate's research in conjunction with these figures, we can estimate the total food waste produced annually by the UK festival industry:

**400 tonnes excluding campsite waste,
equivalent to around 1 million meals.**

Gathering and saving this food is beneficial on many levels. We don't just create an opportunity to give the surplus food to vulnerable people, we also prevent it from ending up in landfill, and therefore reduce carbon emissions. One tonne of landfill food generates 0.5 tonnes of CO₂ as well as methane, a greenhouse gas that's 21 times more harmful to the environment than CO₂.

Composting surplus food is another option, but dealing with the excessive packaging makes it a difficult and lengthy process. And the rising costs of sending waste to landfill (currently at £102 per tonne) make it a costly one too. Additionally, composting edible food denies the possibility of it providing sustenance for those in need.

For all these reasons EighthPlate believes that the redistribution of food waste now has a greater significance than recycling plastics and cardboard within the festival industry, and should therefore become standard procedure.

Reducing Your Food Waste Prevention

There are a few simple things you can do to reduce the amount of foodwaste your traders and attendees have at the end of your event.

The easiest way to reduce your festival's food waste is to prevent the waste being created in the first place. The most effective way of doing this is good communication with your traders. Four key pieces of information will help them predict their stock more accurately;

Where is their pitch?

What are the final ticket sales?

How many traders will be on site?

How many similar traders will be on site?

While speaking to traders we heard repeatedly that being unable to access produce on site at events lead to them over ordering. So

reasonably priced and varied on-site wholesale services

are also key to helping traders keep down their waste. Every one of the 350 food traders we spoke to were enthusiastic about saving their waste and not only because it means upping their profits. If you provide them with the resources they need they will do their best to keep their waste down.

If your event is long term and provides camping a great deal of food is also wasted by attendees overestimating their food for the weekend. We collected three tonnes of food from only half of Glastonbury's campsites.

Sending out notices making attendees aware of campsite food waste

Encouraging food sharing throughout the festival

Providing reasonably priced on-site supermarkets

are cheap and easy ways to highlight and reduce campsite food waste. This will also have a large impact on your overall clean-up bill.

How much can I collect? Calculations

Our research has helped us develop a set of calculations that allow us to estimate the amount and type of food waste a festival is likely to produce.

1/3 of all traders are likely to create 108kg of waste each

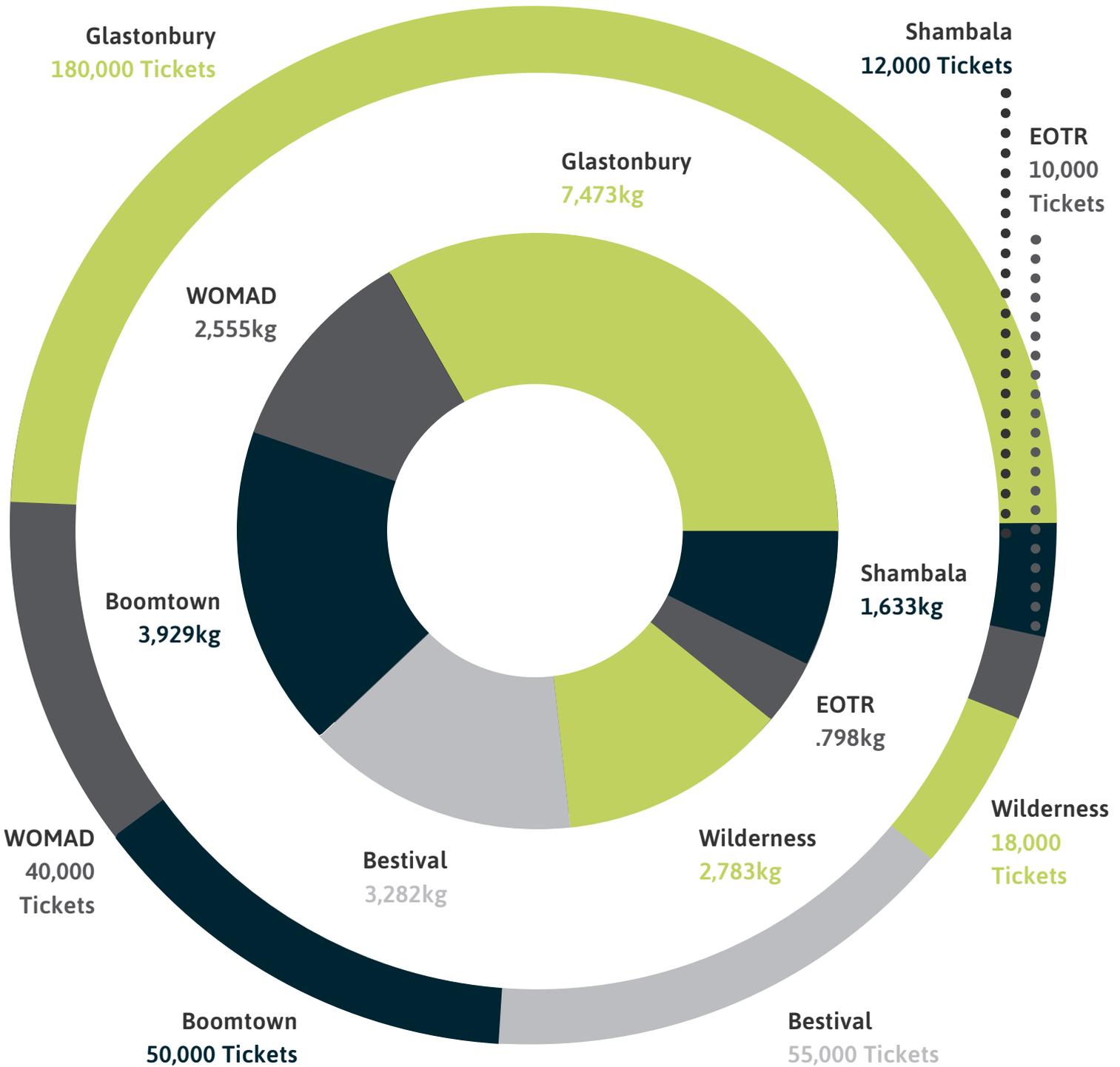
&

One ticket holder will create 0.008g of waste.

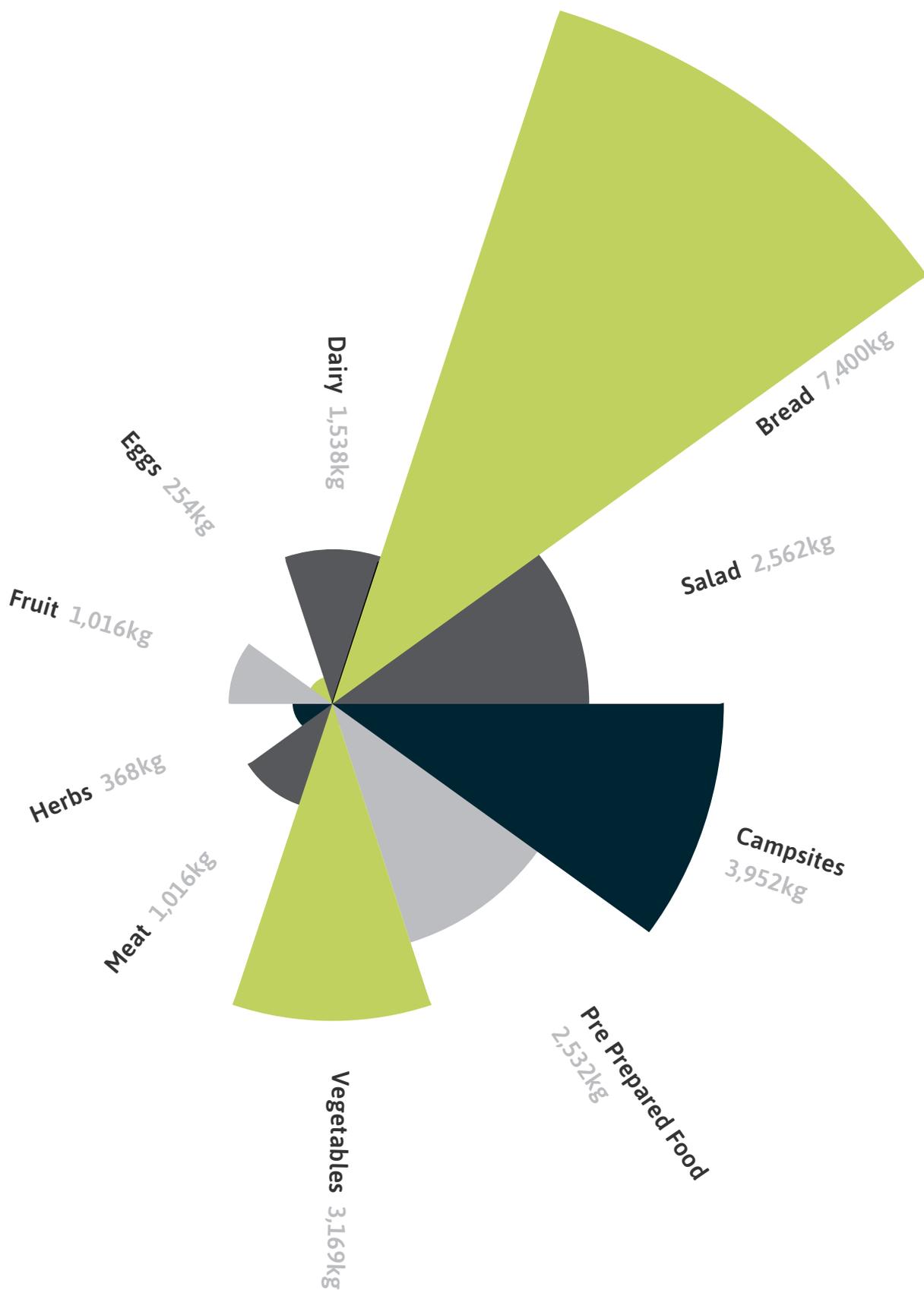
These are based on a standard three day festival. This allows you to estimate that for every thirty traders you are likely to collect one tonne of food waste. This is approximately one long wheelbase van full of food. The equivalent of 2, 381 meals.

You can see the breakdowns of what we collected in 2015 and where from in the following data visualisations.

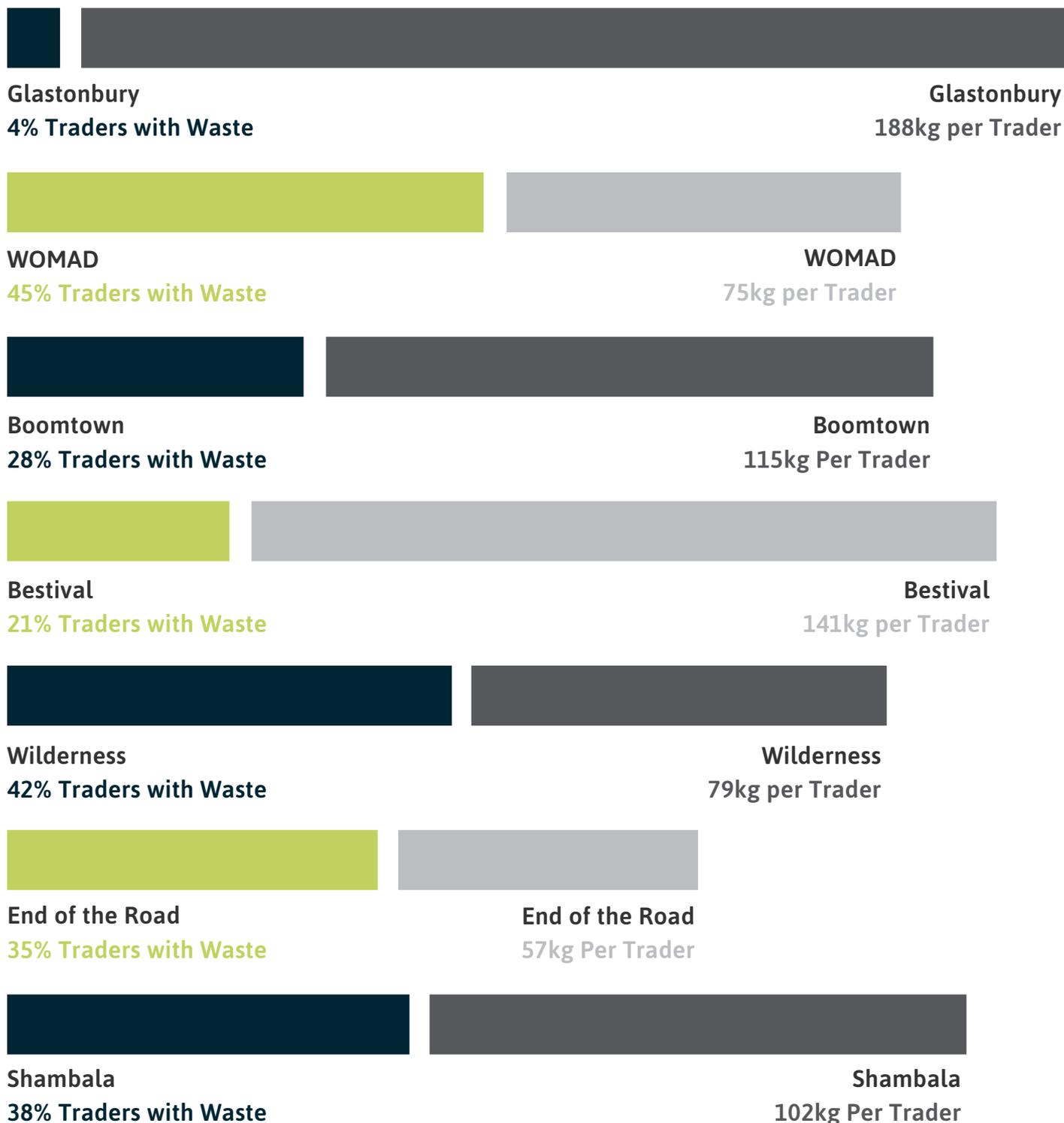
How much can I collect? Overall figures



How much can I collect? Food Types



How much can I collect? **Trader's Waste**



N.B. At Glastonbury due to the size of the festival not all traders were reached. We estimate around 40% of traders would have had surplus.

How to? Step by step



How to? **Getting started**

Making sure the traders are aware of your process and assuring you have a number of suitable places to deliver the food is key to moving the food quickly and safely.

Notify traders of what's happening

An example trader notification flyer can be found in the paperwork section of this tool-kit.

Locate suitable recipients for your food

There are a number of organisations that can help you locate a suitable local recipient organisation;

FareShare

The Salvation Army

The Trussel Trust

Foodcycle

Your local council

Religious Organisations

Housing Associations

Large Homeless Hostels

Put together and train a team in basic food safety

The number of volunteers you will need will depend on the size of your festival we would recommend;

One project manager

One assistant manager

And one extra volunteer per ten food traders

Arrange access to refrigerated transport

All perishable food will need to be collected directly from a refrigerator and kept refrigerated until it is delivered to the recipient's refrigerator. This will mean the use of refrigerated transport. We found medium wheel base sprinters to be the most effective on site and we recommend;

One van per 40 food traders

If your event is over 150,000 attendees then we would recommend some kind of on site refrigerated storage solution. It is important this is placed inside the arena so site traffic does not slow down your deliveries. As this is only in use from the last day of the event you are usually able to re appropriate current on site storage.

How to? Preparing your Paperwork

Proper paper work is essential to help you keep a track of what food you have collected and where from. It will also help you prove your diligence in the event of a food safety issue. You can find templates of most of the documents below at the end of this toolkit.

HACCP (no template provided)

Your 'Hazard Analysis and Critical Control Points (HACCP)' document is essentially a risk assessment for food. The Nationwide Caterers Association (NCASS) has a brilliant online HACCP form amongst a number of other useful food safety documents. They also provide food safety training. We are recommending that at least one of your team should hold at least a Level 2 in food Hygiene before beginning.

Trader Notices

These are to be emailed out before the event and handed to the traders on the first day of the event. These detail the times of collection and the conditions the food needs to be kept in in order to be eligible for collection. In addition to this they also include a phone number to allow them to call the team if they are not around when food needs collecting.

Collection notes

These are the most essential piece of paperwork in the tool-kit. These detail the food item collected, it's weight, it's use by date, the temperature when collected, the trader it was collected from and their signature to declare they had kept the food within the conditions set out in the trader notice. These will also help you calculate how much food you have collected.

Fridge temperature sheets

These need to be kept for any refrigerated storage, including refrigerated vans. They need to be between 0 and 8 degrees celcius at all times and the temperature needs to be recorded every two hours.

Do not re freeze stickers

These are to be stuck to food that has perviously been frozen. This will allow the recipient to know which food can be frozen again.

Blank stickers (no template provided)

These can be used to label food that has no recorded sell by date or has an updated sell by date due to being frozen. The updated dates should be taken from the trader.

Delivery Notes

These are another crucial part of your paperwork. These record what was delivered to which organisation. The notes include a declaration of liability for the food thereafter to be signed by the recipient, this alleviates you of responsibility for any poisoning incident providing you have the all of the above paperwork in order.

How to? **Preparing your Kit**

Essentials

Temperature Probes
Supermarket crates / boxes
Pens
Paperwork
Trolleys
First Aid Kit
High Viz
Van
Site Map
Blank Labels
Bin Bags for inedible food
Van/ refrigeration sanitising/ cleaning kit

Desirables

Radios
Cool-boxes
Clipboards
Campsite signage
Portable battery chargers
Sat Nav

How to? On Site Tips

The most important thing is to be as quick as possible during the pack down. Traders will want to be gone quickly and won't want to wait to donate their food.

On the last day of the event you will be collecting food, it is a good idea to familiarise yourself with both the front and backstage layout before then. Below are a few common problems you may encounter and some tips to overcome them;

Traders wanting to leave as soon as possible

As traders are busy and often have events elsewhere to get to. The event will usually give them a time they have to stay on site until, it is important to get to them before or shortly after this time in order to collect all of the food. Most traders will not wait around for you.

Traffic around the site as people are leaving

When you have tens of thousands of people all trying to leave one place at the same time there will always be some congestion. This can slow collections down considerably. Make sure your hub for sorting is within the main arena, this will allow you to avoid the traffic from attendees until later on the collection day when it has died down.

Time restrictions on traffic moving around site

You may need to talk to the site crew to get hold of a vehicle pass that allows you access to the whole site. You may also need special clearance to drive around the arena on the last event day. It is a good idea to get a breakdown of when and where vehicles are about to move about site.

Communications breakdown due to overloaded networks

Bringing your own radios is a good idea, if you are not part of the event. If you are unable, be prepared to lose mobile network availability throughout the day and make sure everyone is effectively briefed.

Becoming overloaded with bread rolls

Bread rolls are a problem, even though they are light they are large and can quickly fill a van. It is best to leave these until the end of the day as they can be stored at room temperature and focus on perishable food first.

Traders wanting to unload unsuitable food

Many traders will try and give you food that is out of date or slightly questionable. For safety reasons you cannot take this unless you are planning to collect for pigs or compost. If this is the case you will need a separate van to comply with food safety.

How to? **On-site food safety**

Perishable food should never be unrefrigerated. It should come straight from the trader's fridge to yours.

There are a few big concerns and obstacles to keeping your food clean and safe. The major problems are detailed below.

Keeping your refrigeration at the correct temperature

Festivals and most outdoor events happen over the summer, this usually means it is nice and warm. Throughout the busy day, opening and closing the refrigeration doors can make it a real challenge to keep the correct temperature. A quick briefing of all staff is necessary to keep trips into the fridge minimum and the doors always closed.

Keeping mud out of the back of the van

Rain is an inevitable part of any festival and with this comes a number of issues, primarily keeping muddy footprints out of the back of the van and off of the food. A good way of combating this is nominating one person to stay in the van with clean feet and keep dirty feet outside of the walk in refrigeration. The volunteer will most likely need a good coat. It is useful to have some way of removing the van from mud, with nearly a tonne of vegetables in the back a refrigerated van can be difficult to manoeuvre around a muddy site.

Correctly stacking your fridge

Making sure the staking of your fridge meets food safety requirements is a must (basics on the next page). Bringing along supermarket trays or stackable boxes will make staking much easier and safer while keeping the food staked neatly while driving.

Freezing and re Freezing

Food can not be re frozen and when it has been a new sell by date has to be obtained by the trader. Using stickers to mark the food as unfreezable and display the new date will inform the recipients of how to prepare and store it.

Non perishable food being left exposed

It is essential to have some covered space on site for your ambient temperature food. This will protect from both the sun and rain.

Food being kept off the floor at all times

All food must be kept off of the floor at all times, this can be on tables or on empty storage boxes. Try not to leave food outdoors overnight even if it is off the floor.

How to? Food safety basics

*Some facts, figures and usefull tips to get you started in food Safety.
This is not a substitute for an official course and at least a
food safety level 2 is highly reccomended.*

What temperature should the food be stored at?

All regrigerated food should be stored between 0 and 8 degrees celceus.

What is the difference between ambient and refrigerated food?

Ambient food is anyfood that does not need refrigerating. Details of how to appropriately store the food should be on it's packaging.

What if my fridge or food is not at the right temperature?

If your fridge is showing above 8 degrees try to figure out how long it has been this way and how much higher than 8 degrees it is. Probe the food to see how much higher it's core temperature is. If it has been over 8 degrees for more than two hours make a judgment on if the food has been contaminated or not. For example meat may need to be disposed of where as milk would be able to be safely consumed if it is immediatly returned to it's correct temperature. If the fridge becomes too cold and the food has become frozen, 'do not re-freeze' stickers will have to applied to the food. If the food has perviously been frozen it will have to be disposed of.

How do I correctly probe food?

As you will need to keep the food packaging intact, you will have to carry out non destructive probing. This involves holding the probe in in the centre of the box of food in between the packaging. You should only take the reading once the number is not changing to make sure it is accurate.

What is the correct way to stack a fridge?

Always make sure ready to eat food is at the top of your stack. This will avoid uncooked foods, especially meat, dripping onto it. Raw meat should always be at the bottom and where possible in coolboxes or waterproof containers to avoid leakage in the bottom of the van. Fruit, salad and vegetables should be in between the two. This is a basic guide and it is important you research this further.

What if I don't know the allergen information?

If you do not know the allergen information you are not legally allowed to pass on the food, most places will not take it from you without the information. The law now states you cannot serve food without being able to tell your customers detailed allergen information so all traders should be able to provide this verbally if it is not on the packaging.

How to? On Site in pictures



How to? Deliveries

Finding somewhere to deliver your food can be tricky. However, it is crucial to organise a number of back up places as the amount of food can vary.

Check what food the organisation can take

As well as checking the amount of food the organisation is able to receive, it is important to check if there is anything they are unable to take. Some places will only take ambient food, others may have dietary requirements e.g. no alcohol or pork. This is why depots like Fareshare and Foodcycle are very useful as they will most likely take all of your food providing it is safe.

Be prepared for the organisation to check the food

Most organisations will check the food has been properly stored and labeled before they will take it. It will save you time if you are ready for their questions.

Check the organisation will be open

Some organisations are open limited hours or days per week, organise a delivery time with them before you arrive.

How to? Deliveries in pictures



Case Study **Glastonbury**

As the UK's biggest music festival – and one of the largest in the world – Glastonbury is unavoidably associated with excessive amounts of waste. The scale of the problem meant we had to use innovative methods to tackle it. Our inaugural efforts were successful, and also revealed that there is significant need for expansion in future years.

185,000 festival goers

4 EighthPlate volunteers

513 Food traders

2 EighthPlate vans

The challenge

Glastonbury was the first festival of the season, and twice the size of all the other festivals we helped. The sheer number of traders, and the fact they didn't have any festivals following immediately after to sell leftovers to, meant surplus food levels were high.

Our response

Established EighthPlate HQ on-site and used posters to make ticket holders aware that they could donate uneaten food.

Collaborated with trader managers to inform traders that we would be collecting food onsite.

Delivered a walk-in refrigerator to site on Monday morning along with our kit in two refrigerated vans.

One driver and one volunteer per section collected leftover food from traders and loaded it into the van.

Logged food by type, weight, temperature and use-by dates using system devised with the help of Nationwide Caterers Association (NCASS).

Took food in vans back to our on-site refrigeration unit, where it was sorted according to perishability. Drove urgent food back to FareShare South West.

Glastonbury's vehicles collected donated food from designated spots and delivered it to our on-site refrigeration unit. Our four volunteers spent seven hours sorting the food into usable and unusable stock.

Took all food back to FareShare South West, sorted into orders, and shipped out to one of 180 organisations that we support.

Case Study **Glastonbury**



Unique considerations

Glastonbury was the only festival that we needed to hire a walk-in refrigeration unit for. By doing this we managed to save around 2.5 tonnes of food that would have otherwise perished in the heat on Monday morning.

The outcome

We collected a staggering 7.5 tonnes of food. And we learnt that there'll be more edible food for us to salvage in future years; probably around 11 tonnes from traders and around 6 tonnes of campsite waste.

7.473 tonnes of food collected in total

3.432 tonnes from campsites

4.041 tonnes from traders

17,793 meals distributed

180 organisations received food

"We are really pleased that Fareshare have been able to collect the trader's surplus food waste and redistribute it amongst local charitable organization after this year's festival. It is fantastic that a charity like Fareshare has been set up to tackle unnecessary food waste within the festival and events industry and divert it to the most venerable people."

Lucy Smith, Green Issues Coordinator, Glastonbury Festival.

Case Study **Boomtown**

A transient town, a masterpiece in set design and mighty logistical feat, Boomtown Fair 2015 had over 100 food vendors spanning China Town, Old Town, Mayfair, the Wild West and beyond. Because Boomtown is less food focused than other festivals, traders found they sold less stock than usual.

50,000 festival goers

15 EighthPlate volunteers

121 food traders

2 EighthPlate vans

The challenge

Boomtown presented two main logistical challenges. The first was geographical: half the site was at the top of a hill, and the other half was at the bottom. The second was chronological: traders couldn't leave their pitch until 4pm on Monday, giving us only three hours to collect food and deliver it to the relevant organisations.

Our response

Arrived on-site and posterred to inform ticket holders that they could donate their uneaten food.

Visited all traders and handed out fridge stickers detailing what food we could take.

Monday morning team briefing: split team into three: five people collected food directly from campsites, five people worked uptown, and five worked downtown.

Logged food by type, weight, temperature and use-by dates using system devised with the help of NCASS.

Full collection vans returned to on-site sorting area. Chilled food stayed in the refrigerated vans, and we only unloaded food that could be stored at room temperature.

Sorted and divided food to make sure each organisation got equal, and varied contributions. Delivered food to the organisations.

Took some of the disproportionately large amounts of bread to FareShare South for it's projects.

Case Study **Boomtown**



Unique considerations

The lovely people at Boomtown gave us use of a buggy and trailer so we could collect food directly from campsites. We learned that campers – when prompted – were more than happy to donate food: we saved them carrying it home, and also saved it from being wasted. Having collected half a tonne of food from just two campsites, we predict there'll be around two tonnes of campsite waste in total to be collected in future years.

The outcome

We collected nearly four tonnes of food, and one and a half of these was bread. Because bread is light to carry traders tend to over order it, and because it's perishable and cheap, they tend to leave it behind. Through Boomtown (and Bestival) we honed our skills in getting rid of large amounts of similar items, from bread to oranges via half a tonne of chilled chips!

3.929 tonnes of food collected in total

0.5 tonnes from campsites

3.429 tonnes from traders

9,534 meals distributed

3 organisations received food

"We were delighted with the service that EighthPlate provided us with at Boomtown this year and the feedback from our citizens and traders has been incredibly positive. Their organisation, determination and passion for the project has helped us give something back to our local community – whilst also saving us money on waste tonnage."

Emma Neilson, Assistant to Commercial & Operations Director

Case Study **Wilderness**

Wilderness is a foodie's dream with banquet halls, myriad food stalls, and a mouth-watering array of culinary delights. This presents its own challenges: lots of good food means lots of fresh ingredients, which can often mean more waste. Fortunately, traders at Wilderness were more enthusiastic and involved in the project than at any other festival – they obviously didn't want to see good food go to waste.

18,000 festival goers

84 food traders

15 EighthPlate volunteers

2 EighthPlate vans

The challenge

Our main issue at Wilderness was dealing with the large amounts of immediately perishable donations. We dealt with this by delivering small amounts of food to as many different organisations as possible.

Our response

Arrived onsite and posterised to inform festival goers that they could donate their uneaten food.

Visited traders and handed out a hotline number and fridge stickers that detailed what food we could use.

On Monday morning briefing the team split into two: five people sorted at our onsite space, and ten people went out collecting food from traders. As well as roaming the site the team also took direct calls from traders.

Logged food by type, weight, temperature and use-by dates using system devised with the help of NCASS.

Full collection vans returned to on-site sorting area. Chilled food stayed in the refrigerated vans, and we only unloaded food that could be stored at room temperature.

Delivered food to three depots, which then delivered it to registered organisations.

Case Study **Wilderness**



Unique considerations

We have to tailor our service to each and every festival. Because Wilderness created a lot of perishable and delicate food for collection, we decided to trial a food collection hotline. This allowed traders to phone us as and when they had food to collect, preventing it from sitting in the sun and going off. Ultimately, that meant the traders could go home earlier, and we could collect more food. The system proved to be so successful, we now use it for every event.

The outcome

We collected nearly three tonnes of food and, with the help of FareShare Didcot, FareShare South West and the Oxford Food bank, delivered it to 244 organisations.

Working with Wilderness had an added bonus: the quality of the food we received. Food banks don't generally receive the most nutritious food, and they were really excited to be receiving pallets of organic fruit and vegetables!

2.783 tonnes of food collected in total

6,626 meals distributed

244 organisations received food

“Without the help and advice of EighthPlate we wouldn't have known where to start.”

Rufus Lawrence, General Manager of Wilderness Festival



Traders Information

WHAT DO WE DO?

EighthPlate aims to reduce edible food waste at festivals and events. The project was born following growing evidence that a significant amount of edible food is being wasted at festivals in the UK.

Through collecting surplus food from traders and gathering left behind food in camp sites EighthPlate hopes to collect food and deliver it to charities local to the event that support vulnerable people.

WHAT DO WE NEED YOU TO DO?

Our volunteers will be coming to gather food on the _____ after the festival. Our vans will be coming around between _____ and _____, if you have food that needs to be collected other than these times please call _____ on _____ and we can arrange a pick up, subject to vehicle restrictions. Volunteers will be probing and recording what food they collect. If you would like to donate please remember the rules on the fridge notice printed below.

MORE INFORMATION // @8THPLATE // WWW.FACEBOOK.COM/EIGHTHPLATE // WWW.EIGHTHPLATE.ORG.UK



Surplus Food Guidelines

CHILLED FOOD MUST HAVE TEMPERATURE RECORDS

ALL USE BY DATES MUST BE RECORDED

WE WILL NEED TO KNOW OF ANY ALLERGENS

PLEASE CALL IF YOU CANNOT FIND US

FOOD WILL BE PROBED ON COLLECTION

See you on Monday!

Further information **Get in touch**

If you would like to know more about our process, ask questions or talk to Eighthplate about our professional food collection services please get in touch with us!

 **Hello@eighthplate.org.uk**

 **www.eighthplate.org.uk/get-quote/**

 **0117 954 2220**

Or head to www.eighthplate.org.uk/wastecalculator to see how much waste your event could generate!

 **eighthplate.org.uk**

 **@8thPlate**

 **/eighthplate**