



**IO1: Design and development of the e-Platform with e-training resources and 12 case studies. Task: Case study Template**

**1) Case study template: Hospitality sector**

<i>Partner Name</i>	UPB	<i>Case Study Number 1 SME</i>
<i>Case Study Title</i>	Dehydration and Composting of Biowaste in a London hotel	
<i>Sector</i>	Hospitality sector	
<i>Problem / Background / description of case study</i>	<p>Pennyhill Park Hotel and Spa is located within 123 acres of beautiful Surrey Park. An elegant country hotel combined with the UK's best spa complex and the star Michelin dual restaurant, make it one of the most sought after areas for an afternoon tea, a relaxing break, good food or even a business conference. Relying on local supply and "green" waste management techniques, the hotel decided to tackle a modern problem with modern means.</p> <p>With every great business that serves many hundreds of visitors comes waste. Waste occurs in higher volumes, especially when the space is equipped with a nice dining room. The site has two luxury restaurants served by a huge main kitchen, a large spa restaurant with its own kitchen complex, a separate factory bakery that prepares fresh breads daily for the whole group - thus creating a significant amount of food. The issue of waste is becoming more and more of a problem. The site already features glass and cardboard, hard plastics and recyclables, but food waste along with general waste remains in the compressor and becomes a more and more expensive problem.</p> <p>Food waste is now separated at source, collected and transported to two main points, one in the spa kitchen and one in the huge master kitchen. Between the two kitchens, almost 6 cubic meters of food waste are treated per week through 2 recently installed Dehydra waste dehydration systems. Dehydra dehydrators reduce the volume and fluid content of the waste, making it more manageable for the next step in the composting process. Waste is collected from the kitchens three times a day by the Pennyhills team and the garden team and transported to a composting plant. The unit selected is the Rocket A900 based on the daily waste of the installation.</p>	





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<p><i>Did they consider (modern) consumers behaviour before moving towards CE and waste management? Did consumer behaviour have an impact on them and their operation?</i></p>	<p>They took this into consideration since competitiveness is key and this is achieved through high quality services provided. Their clientele is environmentally conscious and sensitive to using establishments with a similar point of view and practices.</p>
<p><i>Waste management tools / methods applied.</i></p> <p><i>What is their operation process related to food waste? Do they follow specific protocols? Methods? Processes? Etc.</i></p>	<p>Nearby areas have been using dehydration technology since 2014, with excellent results. Technology has been a lifesaver as with the right training it is quite easy to use and immediately effective. Dehydration is done with the Dehydra machine.</p>
<p><i>Do they have a dedicated team to work with waste management or waste minimisation?</i></p>	<p>No, the regular staff were trained to categorise the waste and work on the machines available. Kitchen team and garden team were trained to do these additional activities.</p>
<p><i>Do they track waste manually or through an automated system? What are their findings? What are the benefits?</i></p>	<p>They track the final compost created and the decrease of food waste produced in size.</p>
<p><i>How did they get the team onboard and work together? i.e. benefits, reward system, training etc.</i></p>	<p>No information on this available.</p>
<p><i>What specific training did they receive on waste management and how did they receive it?</i></p>	<ol style="list-style-type: none"> <li>a. Separation of food waste.</li> <li>b. Labelling and use of correct bins.</li> <li>c. Use of Dehydra dehydrator</li> <li>d. Use of Rocket – compost maker.</li> <li>e. Benefits of CE and composting.</li> </ol>





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<p><i>How is circular economy being applied? What can you identify from the case study.</i></p>	<p>Food waste is collected and sorted directly in the kitchen. A collector is available on their premises which creates compost. A small garden is available on their premises where they grow own vegetables rendering them autonomy to a certain degree.</p>
<p><i>Which skills can you (partner) identify as needed for the restaurant (case study) staff to possess to successfully conduct food waste management and minimisation</i></p>	<ul style="list-style-type: none"> <li>a. Benefits of circular economy in the hospitality sector.</li> <li>b. Categorisation of food for food waste management.</li> <li>c. Labelling and bin recognition.</li> <li>d. Technical skills for the use of machinery.</li> <li>e. Composting (technical) skills.</li> <li>f. Customer behaviour related to CE.</li> </ul>
<p><i>Resulting benefits: impact on restaurant based on their practices (kg in waste, statistics of food being wasted, minimisation statistics following adoption of CE and waste management etc.)</i></p>	<p>6 kubic meters of food waste per week are dehydrated and transferred to become compost. This a reduction of approximately 50%-60% in size.</p>
<p><i>Can this case study be transferred to small / micro-organisations in the hospitality sector?</i></p>	<p>yes</p>
<p><i>Has collaboration been arranged with local food/service suppliers? If yes, how is this arranged</i></p>	<p>Yes, organic compost can be offered to local farmers in exchange of fresh vegetables or better prices.</p>
<p><i>Is this case study national?</i></p>	<p>This is not a national case study but has wide transferability especially in Romania where a large number of hotels are rural.</p>





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<i>Is this case study innovative? If yes, how?</i>	They use their own growing vegetable facilities and offer a more organic menu.
<i>Which technologies are used in the case study, if any?</i>	PC to monitor and record waste The dehydrator Dehydra
<i>Can this case study be used in the CE4Food training programme? If yes, which module can it supplement?</i>	Yes, it can since any establishment with a restaurant or food waste can use the compost feature. This case study could supplement the more basic units.
<i>Reference</i>	<a href="https://www.youtube.com/watch?v=dEA7n0R1NPc&amp;feature=emb_slogo&amp;ab_channel=tidyplanet">https://www.youtube.com/watch?v=dEA7n0R1NPc&amp;feature=emb_slogo&amp;ab_channel=tidyplanet</a>
<i>Website</i>	<a href="https://www.exclusive.co.uk/pennyhill-park/">https://www.exclusive.co.uk/pennyhill-park/</a>
<i>Other</i>	

