THE CLIENT
A Canadian integrated energy company with headquarters in Calgary, Alberta that specializes in the production of synthetic crude from oil sands. Sodexo provides food services for 1000 people at a remote camp in northern Alberta running 24 hours a day, 7 days a week. This includes two hot meals and one take-out option.

SUSTAINABILITY INITIATIVE: STRATEGIC FOOD WASTE PREVENTION
Through our Better Tomorrow 2025 corporate responsibility roadmap, we have committed to eliminating avoidable waste globally by 2025. The WasteWatch powered by Leanpath program provides Sodexo teams with food waste data and insights, allowing them to implement targeted operational and behavioral changes to help end avoidable food waste, whether food waste generated in the kitchen or consumer food waste.

BACKGROUND
In the monthly contract management meetings with the client, our focus is to present ideas for continuous improvement. The client has committed to several different sustainability goals, so they were very receptive to the idea of WasteWatch powered by Leanpath in their site. We implemented the program in March 2019, and after establishing the baseline data we have been running the program and collecting new data for several months.

CHALLENGES
Our staff is very busy, and they get a lot of programs and initiatives thrown at them over and above their day-to-day duties. In the past we may have announced a program, but it wasn’t entirely useful and might be more of a hassle to implement. With WasteWatch, this is not the case at all. Staff soon realized the advantages of the program and the operational efficiency that could be achieved.

Another challenge that we needed to address was the amount of food we were producing daily. Our staff is trained to be extremely client focused, but by trying to avoid not producing enough, we often over produced the amount of food that was required.

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Pierre Henry Arsapan, District Manager
Business Segment: Energy & Resources
SUSTAINABILITY CHAMPION

SUCCESSES
What has been most interesting for me to witness has been the transformation of the staff towards the issue of food waste. Initially waste management was more of a top-down approach and our team didn’t really feel that it was their responsibility to monitor, but now everybody is more accountable.

Occasionally in these remote camps the staff doesn’t really know what the bigger company of Sodexo is focused on, but they are more concerned with their day-to-day experience. But now staff know that the WasteWatch program is a part of the global strategy of the company. They are hearing about the commitment from Denis Machuel, Sodexo’s Chief Executive Officer, and they are seeing things about it on LinkedIn, Facebook and Twitter.

Our employees now recognize that they have a role to play in reducing food waste and they are part of the bigger plan. They now think about the fact that when they use the scale to measure the food waste, that it is important to the whole company. I think this is the first time I have seen this alignment from the top of the company to the people on the front-line.

IMPACT/BENEFITS
Because this is a turnkey solution that is very focused on operations it is a win-win scenario for us and the client. As an operator you are always looking for something that is helpful and adds value. With this program we can action on the data and the team can immediately see the outcome.

For example, in the past a small group of us would decide what the menu would look like. This was based entirely on our own perception of what the client wanted. We didn’t have a good way to see what the stars of the menu were and what was not desired, and we would introduce new menu items without knowing if it would be successful. Now, by measuring the food waste we have clear and accurate feedback directly from the client. This data tells us in black and white what we need to have on the menu and what to remove, so that we are minimizing the amount of food that gets thrown away.

RECOMMENDATIONS
It is important to have an engagement strategy before you make any changes. Make this part of the team culture, establish your program champions and make sure that you get everyone working with the same mindset. Other than that – it is simple to get started.