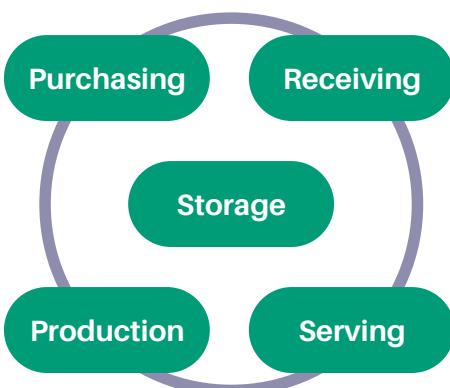


Developing the SDG 12.3 Baseline through Food Waste Measuring & Reporting

Best practices from Hotel Sintesa Peninsula Palembang

At a glance

Sintesa Peninsula Palembang is one of the Sintesa Group's businesses in the hospitality industry. The 4-star hotel is located in Palembang, South Sumatra, Indonesia. Equipped with 84 rooms and 3 small meeting rooms, Sintesa Peninsula Palembang purchases around 840 kg of food every month to serve its guests.



Key areas to control food waste in the hotel

BACKGROUND

The Sintesa group has established a comprehensive strategy namely Sintesa for The Earth in order to put people, planet, and profit together as the value of doing business. Sintesa Peninsula Palembang has joined the GRASP 2030 program to improve its existing program to reduce food waste which is in line with the Group's sustainability commitment. The goals of reducing food loss and food waste were achieved by controlling all areas of food processing in the kitchen to customer tables, starting from purchasing - receiving - storage handling - production, and serving process. Not only it will reduce the hotel's food cost and increase profitability, but also it will benefit society and the environment.

APPROACH

Sintesa Peninsula Palembang has been managing daily operations to avoid food loss and waste (FLW) in order to maintain the minimum of food cost. The current practices in the hotel include donating food surplus and food waste composting. After joining the GRASP 2030, Sintesa Peninsula Palembang has become the pilot hotel in the Sintesa Group to implement the FLW measurement activities.

ACTIONS



As a starter, the hotel conducted training and socialization about FLW and the urgency to measure and act, to raise the staff's awareness. Then, a detailed action plan and a dedicated team to measure and report the FLW data daily were set up. Sintesa Peninsula Palembang also developed standard operating procedures in all vulnerable areas or sections, including purchasing section, receiving section, storage section, production/kitchen department, and F&B service section.

1

Training and socialization

Raising awareness of staff to build their understanding of the urgency to reduce FLW.

2

Develop action plan and team

Planning and prioritizing the activities and building a dedicated team to execute programs for FLW reduction.

3

Review standard operating procedures

Evaluating current practices of operation and making necessary changes to the standard procedures to prevent food from being wasted.



REFLECTION & NEXT STEPS



One of the challenges for measuring and reporting is the staff's consistency. Management's commitment and guidance play a critical role in helping the staff do a consistent measurement. As the pilot hotel, Sintesa Palembang planned to act further by engaging the third parties, vendors, and suppliers to involve in the FLW reduction program and the Sintesa Group considered replicating the approaches to other hotels to amplify the impacts.

About GRASP2030, IBCSD, and WRAP

GRASP2030 (Gotong Royong Atasi Susut & Limbah Pangan di 2030) is a voluntary agreement that will manifest private sector's commitment to reduce FLW and make food production and consumption to be more sustainable in Indonesia. IBCSD has been involved in the Indonesia Food Loss and Waste Action Partnership since 2018. Currently, IBCSD is calling on businesses and other supportive actors along the food value chain to take action in reducing food loss and waste (FLW) through GRASP 2030. WRAP is a climate action organization that aims to cut waste out of our global food system and make it more sustainable, and is a delivery partner in GRASP2030.

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RESULT



As the measurement activities were just started in January 2022, the baseline for a yearly basis has not been established. However, the preliminary result showed that the FLW generated was around 0.15 tons/month. The program also increased staff's and consumers' awareness of food loss and food waste and helped to change their behavior against food waste.



Raised staff & consumer awareness on FLW



Provided data to show impactful progress



Potential food-cost saving



"Reducing food waste has to be started now, so that we can do better, faster, for the greater good of our future."

Sarjuri - General Manager of Sintesa Peninsula Palembang