



GOOD TO GO

GUIDANCE

Thank you for using Good to Go! Providing take-home boxes, or 'doggy bags' as part of your service is a simple way to reduce waste and associated costs, whilst also offering your customers a better service by enabling them to take uneaten food home to enjoy later.

We know that customers overwhelmingly want to be offered 'doggy bags' but that two fifths are too embarrassed to ask for one.

The Good to Go scheme, run by Zero Waste Scotland with the backing of the Scottish Government, has been launched to tackle this – to change the culture around leftovers and make it normal to take food home after a meal. Thank you for taking part!

HOW TO USE GOOD TO GO IN YOUR BUSINESS

The container and sticker

The container is made from cardboard from sustainable sources and contains a starch lining, making the box leak-proof. It can be used for all foods.

- Once you have placed the food in the container, use the sticker to seal the box, in order to ensure that contents stay safe and that no leaks occur during transportation by the customer.



The sticker also contains the relevant guidelines from the Food Standards Scotland, informing the customer of the steps they must take to keep the food safe, so it is imperative that the sticker is used for every Good to Go container handed out. (See Food safety, back page).

- The sticker also has a space for a message from you, for example to provide information relating to specific food taken away. Add this information, where appropriate, before applying the sticker, as

once the sticker is applied to the container, it will appear on the base of the box.



The Good to Go container is fully compostable and can be disposed of through home composting. Some Local Authorities may also accept the container in their cardboard collection, provided that it doesn't contain food and has been rinsed. The customer should check with their Local Authority waste team.

THE BAG, AND THE BAG CHARGE

While providing a bag for the customer to carry the Good to Go box is optional and at your discretion, research conducted during the Good to Go pilot phase showed that customers would expect to be offered a carrier bag and that the vast majority were happy to pay the 5p charge if they chose to take one. The Scottish Government bag charge applies

to the paper bag provided, so if used, you should charge the customer 5p for this bag. The bag is made from 100% recycled paper, and is fully recyclable.



PROMOTING GOOD TO GO TO YOUR CUSTOMERS

Letting your customers know that you are offering the Good to Go service is important, as our research has shown that many people are too embarrassed to ask to take leftover food home without being prompted to do so. The most effective way to do this is for serving staff to mention Good to Go either when the customer is ordering the food

- 'If you can't finish it, we are happy for you to take it away', or once the customer has finished their meal,
- 'Would you like me to pack this up for you, to take home & enjoy later?'

Using the Good to Go promotional materials will give your customers double reassurance that taking any leftover food home is something that you encourage. It will also highlight that you are part of a Government-supported scheme, which has been tried and tested and adheres to the food safety advice provided by the relevant authority.

During the Good to Go pilot, some restaurants reported an increase in sales thanks to the Good to Go take-home service, as customers who were unsure if they could manage a three course meal felt more confident doing so because they had the option of taking any leftovers home with them.

PROMOTIONAL MATERIALS

You will be provided with the following materials to help you promote the Good to Go service:

Table-toppers

These can be placed on tables to inform customers of the service available.



Posters

The customer - facing poster, 'Too good to leave?', can be placed in appropriate areas in your restaurant, such as the bathrooms, to promote the service.



This poster is aimed at staff 'Customers not finished their meals?' which acts as a reminder to staff to offer the service, for use in staff only areas.



Window stickers



Place these stickers in your restaurant window to show that you are part of the official Good to Go scheme.

FOOD SAFETY

In order to ensure that there is no safety risk to the food taken home, the Food Standards Scotland guidelines on consumption of food taken home from restaurants have been included on the sticker used to seal the Good to Go container. The sticker must therefore be used with every container given out.

Ensuring that the customer understands and is aware of these guidelines will protect your business, and should therefore be pointed out to each customer who is taking food home.

- Food should be refrigerated within two hours
- Don't freeze
- Reheat food until steaming hot
- Only reheat food once
- Don't keep or reheat rice
- Eat within two days

WHEN IT IS NOT APPROPRIATE TO OFFER GOOD TO GO

Of course, there will be occasions when it is not appropriate for the customer to take any leftover food home, such as if the customer is not going straight home and will not be able to chill the food within two hours.

Certain foods are also unsuitable for reheating, notably food that has previously been frozen and reheated in the restaurant, and rice. It is your responsibility as the food provider to only offer a Good to Go container for food that is suitable and safe for the customer to take home and eat later. You must therefore inform staff of any food on your menu that should not be offered as part of the Good to Go service. Exercise caution if you are at all unsure.

MORE INFORMATION ON GOOD TO GO

The full Good to Go pilot report and a short video about the scheme is available at <http://www.zerowastescotland.org.uk/content/good-go-pilot-report-0>

CONTACT GOOD TO GO

Don't hesitate to contact us with any questions, feedback or ideas.

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Thank you for taking part!

The Good to Go Team



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