

How ISS achieved a 57% reduction in food waste at a leading global technology company

At the heart of Amsterdam's bustling business district, ISS operates the food services at a leading global technology company. In October 2024, the team implemented Winnow to tackle food waste and improve operational efficiency. With a strong commitment to sustainability, the ISS team quickly turned insight into action, achieving a 57% reduction in food waste in just nine months.

The Challenge

With daily catering demands and a wide variety of menu offerings, food waste was a growing concern. Overproduction, plate waste, trimmings, and inventory losses were identified as key contributors. To tackle this Celine Schuurman, F&B Manager says **"We created new ways of working. We shifted to smaller portions, clearer communication, and encouraged guests to take only what they will eat. This helped us cut down significantly on banqueting waste."**

Motivation for Change

For Head Chef Nikolaos Stelliou, the decision to adopt Winnow was rooted in desire for a sustainable work culture: "For me It's good to work in a healthy working environment

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The daily reports showed us large amounts of food waste everyday. We had to make strategic procurement changes. It also challenged us to find creative ways to reuse ingredients.

Nikolaos Stelliou, Head Chef ISS at a leading global technology company



Waste reduction results



57% reduction in food waste



4 tons food waste saved annually



19 tons of CO₂e avoided annually



11,000 meals saved annually

where sustainability is a focus. Babs Raedts, Sustainability Project Manager, echoed this sentiment: **"over 30% of all the food that's produced worldwide is wasted and we have a duty to take action to reduce this."**

Reporting

Since installing Winnow, weekly reports have proved instrumental. Insights revealed that a substantial portion of waste stemmed from dishes like sandwiches and salads. Before installing Winnow these were overlooked waste contributors. The team acted swiftly by adjusting recipes, optimizing prep and creating new dishes.

Creative Use of Surplus

One standout initiative was the development of Poké bowls and salad bar features using surplus ingredients. Leftover rice is used as a base for salads, paired with toppings like: fresh vegetables, tempeh, beans and chicken. Chef Nikolaos shared **"You can play easily with rice and vegetables. So you can make whatever you really like."** These dishes not only minimized waste but became a hit with customers, often being incorporated into new menu cycles.

Repurposing Trimmings

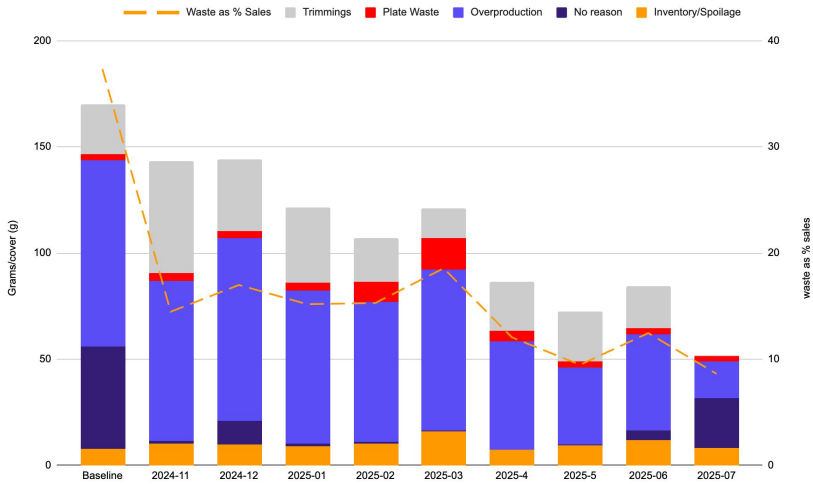
The kitchen team took a proactive approach to trimmings. Vegetable peels and trimmings were transformed into soups, while excess fruits were blended into smoothies, ensuring minimal waste at every prep stage.

Marketing and Awareness

Communicating impact was a key part of the sustainability journey. The team used digital screens in the restaurant to showcase updates and progress. Quarterly sustainability meetings also kept internal teams aligned. **“We let guests know how much impact we’ve had to bring awareness to guests too”** shared Celine. **“We also always discuss the food waste numbers with our sustainability team,”** added Babs.

Future Plans

Looking ahead, the team aims to deepen local partnerships, integrate more seasonal and plant-based dishes, and continue leveraging data to evolve operations. **“Technology like Winnow has opened our eyes... we use everything now from root to tip.”**



Chef Nikolaos offers one clear takeaway: **“Measure everything. You can’t manage what you don’t measure.”** ISS has demonstrated that meaningful change is possible when insight meets action. By embracing Winnow’s technology, empowering their kitchen team, and communicating their progress clearly, they’ve significantly reduced food waste while maintaining high standards of food quality. Their success is not just a result of better tools, but a testament to a team-wide culture of sustainability and continuous improvement.

About Winnow

Winnow develops Artificial Intelligence (AI) tools to help chefs in large businesses like hotels, contract caterers, casinos, and cruise ships to run more profitable, and sustainable kitchens by cutting food waste in half.

Measuring food waste is a challenge for all commercial kitchens with up to 20% of all food purchased going to waste. Winnow offers a solution for every kitchen.

Our analytics platform and reporting suite help teams pinpoint waste quickly, allowing enterprises to drive significant waste reductions at scale.

Kitchens that use Winnow cut food waste by half on average, driving food purchasing costs down by 3%-8%, improving margins whilst doing the right thing. Winnow is deployed in over 90 countries with offices in London, Dubai, Singapore, Cluj, and Chicago.

