



CASE STUDY

NYSP21 Supports Outback Steakhouse with a Food Waste Diversion Pilot

Outback Steakhouse (Outback) is a restaurant chain with locations across the country including over 30 in New York State. The parent company, Bloomin' Brands, Inc., also owns Carrabba's Italian Grill, Bonefish Grill, and Fleming's Prime Steakhouse.¹

Challenge

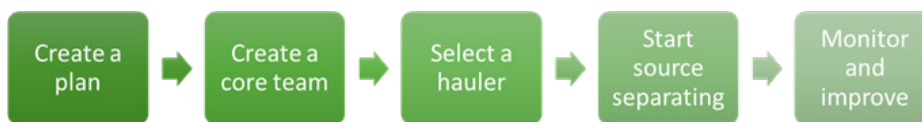
Outback serves a variety of menu items for both lunch and dinner; which also includes a bar. The food is prepped and cooked on-site, which inevitably leads to the generation of some food waste. Outback restaurants already donate food, but want to expand their food waste management to include food waste diversion from the landfill. Restaurant personnel are focused on their core responsibilities of preparing and serving food to customers. Taking on a new project, such as setting up a food scrap diversion system, can be daunting when there is little time to spare, due to the staff's current responsibilities throughout the day.

Solution

Outback requested the assistance of New York State Pollution Prevention Institute (NYSP21) to set up a pilot food waste diversion program at the Henrietta restaurant location, in Rochester, New York. After the success of the pilot project, the long-term goal for Outback is to roll out similar food waste diversion programs at their other New York State restaurant locations. Work performed included: (1) supporting the Henrietta Outback with a food waste diversion trial with training, signage, and data collection sheets, (2) connecting the restaurant with area organics haulers, (3) creation of an improvement plan for long term sustainment, and (4) a diversion program process tool for the restaurant chain to use at future store locations.

Results

The Henrietta Outback is well positioned to move into the next phase of its program by contracting with a hauler and creating new processes to reflect the improvements identified under this pilot project. Additionally, with the Process Guide in hand and learnings from the Henrietta Outback, other locations can look to replicate this effort.



Steps included in the Process Guide for new restaurant implementations

CHALLENGE

- Outback is already donating excess food, but want to expand their food waste management to include food waste diversion from the landfill

SOLUTION

- NYSP21 assisted a Outback restaurant with setting up a diversion program, an improvement plan and developed a Process Guide that could be used at additional Outback locations

RESULTS

- The Henrietta Outback is in the process of contracting with an organics hauler and updating processes based on the pilot performed



NYSP21 PARTNERS



New York Manufacturing Extension Partnership

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¹ <https://www.outback.com/about-us>