



Scottish
Water

NATURE CALLS MANAGING YOUR WASTE

Helping businesses get rid
of fats, oils, greases and
leftover food correctly.



WHAT'S THE PROBLEM?

If fats, oils, greases (FOG) and leftover food go down your drains, they can become blocked. This causes problems for your business, your customers and the local community.

HOW IT'S HAPPENING.

Wastewater from commercial kitchens such as restaurants, takeaways, hotels and pubs can contain fat, oil and grease (FOG), which pass into drains and sewers. When this happens, they cool, become hard and stick to the inside of waste pipes. This hard stuff can eventually block part, or all, of the pipe and can lead to sewage water backing up and flooding your business or your community.





HOW YOU'RE AFFECTED.

Your business is at risk if you let a blockage build up. Some of the problems we've found for businesses like yours include:

- Being forced to close while a blockage is cleared.
- Losing sales because of a bad reputation with your customers.
- Sewer flooding and pollution incidents.

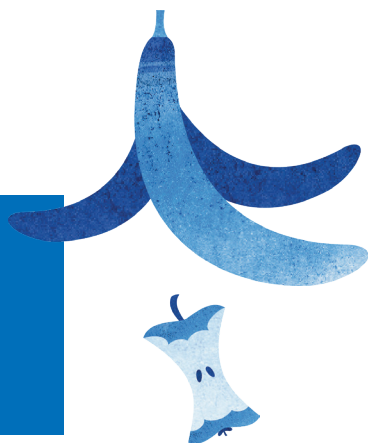
STAYING BLOCKAGE FREE.

If you manage your kitchen waste correctly you can stop your business creating a blockage, causing sewer flooding and pollution and prevent enforcement action by Scottish Water under Section 46 of the Sewerage (Scotland) Act 1968, such as cost recovery and prosecution.



Did you know?

We find around 36,000 blockages a year, with the majority caused by people allowing the wrong things down their sinks or drains.



OUR BEST ADVICE

Follow these simple tips to help lower the risk of a blockage that may affect your business. They're great training for your employees.

DO



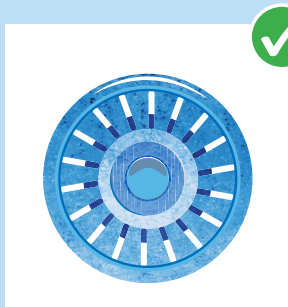
Do scrape leftovers from plates, pans and utensils into the appropriate bin before washing them up.



Do collect any leftover oil and fat in an airtight container to prevent bad smells and rodents.



Do arrange for your leftover oil to be collected by a licensed waste contractor.



Do use strainers in sink plug holes and empty any trapped bits into the bin.



Do install, clean and maintain any equipment you use to manage your kitchen's fats, oils and greases.

DON'T



Don't put your cooking fats, oils or greases down sinks.



Don't pour cooking fats, oils or greases down floor or outside drains.



Don't put food scrapings down the sink instead place it into the appropriate bin.



Don't sweep waste into floor drains instead place it into the bin.



Don't pour hot water or bleach down the sink to dissolve blockages, it doesn't work.

WHAT TO USE

As well as good kitchen practice there's a range of specialist equipment that can prevent fats, oils and greases reaching your waste pipes.

You should contact a specialist supplier who will carry out a site survey and recommend the correct equipment needed for your kitchen.



GREASE SEPARATORS.

Grease separators are placed in drainpipes, and separate fats, oils and greases from your wastewater.

The waste stays in the separator so you must check it and clean it out frequently. This should then be collected by a licensed waste contractor.

GREASE REMOVAL UNITS.

A Grease Removal Unit (GRU) can be fitted to kitchen appliances such as sinks, combination ovens and dishwashers.

They take the fats, oils and greases from your dirty water and automatically put it into a container for you to get rid of. They need to be emptied everyday, so you'll need to plan this into your daily cleaning routine.



Did you know?

Grease management equipment is most effective if installed correctly, serviced and maintained by a specialist supplier. You'll need to keep a written record of its maintenance if you use one.

RECYCLING YOUR OIL



Follow the steps below to make sure your waste oil is collected and recycled.

- 1 Store any oil in an airtight container to stop it smelling and attracting pests. Make sure you keep it in an area away from any drains in case of leaks or spills.
- 2 Your waste oil must be collected by an approved contractor and they'll use the oil for bio-diesel fuel or to generate electricity.
- 3 The Scottish Environment Protection Agency (SEPA) licenses waste contractors by providing them with 'waste transfer notes'. This means they're licensed to collect waste oil.

When they collect your oil they'll need to give you a note each time to prove they're licensed. You need to keep these in a safe place as a Local Authority Officer can ask you to show them under the Environmental Protection Act 1990. If you can't or don't present them then you could receive a penalty notice or face prosecution.

Find your local licensed waste collector by visiting [SEPA.org.uk](https://www.sepa.org.uk)



You should know.

Keeping fats, oils and greases out of drains is always the most effective solution to keep your pipes clear of blockages.

WHY YOU'RE IMPORTANT

You can make a big difference to how you manage your kitchen's waste. Below are some ways to help your employees do the same.

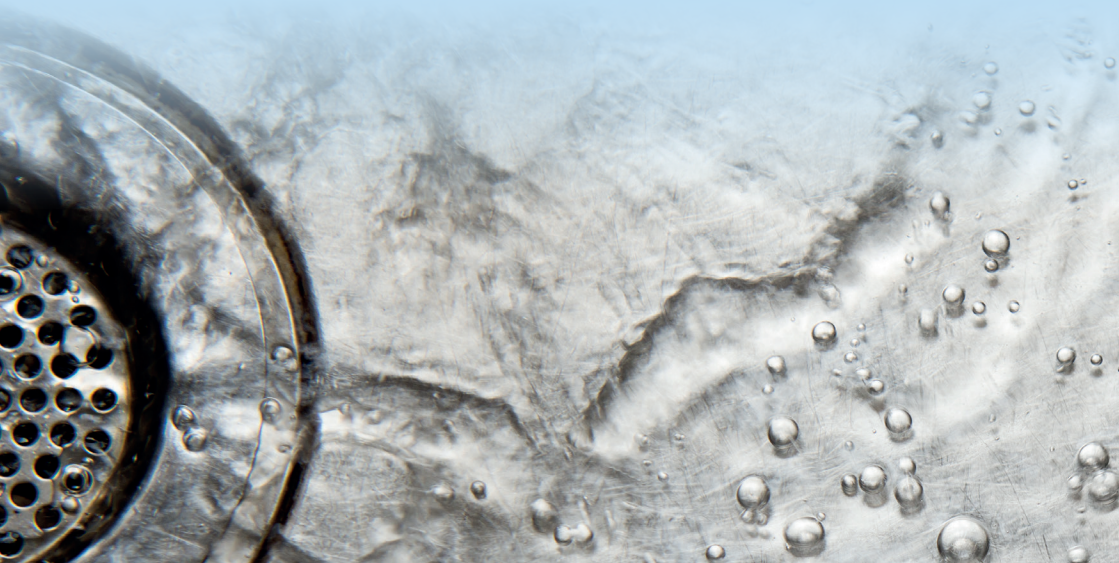
TRAINING YOUR EMPLOYEES.

It is important everyone working for you knows the best way to manage and minimise waste from your kitchen. Training everyone, and helping them understand why it's important, can really help to prevent blockages in your business's drains and the public sewer.

Our best advice is a great start, but making sure everyone is following it is even better. Reminders placed around the workplace such as our posters will really help too.

KEEPING SINKS CLEAR.

You should make sure everyone scrapes any leftovers into a bin and dry wipes plates, pans and utensils with kitchen roll before washing them up. It's also a good idea to provide strainers in any plug holes as they'll catch small bits of leftover food. You can get strainers for your kitchen's sinks through most professional kitchen equipment suppliers.





FOOD WASTE MANAGEMENT

Food waste generated by the UK Hospitality sector costs, on average, £10,000 per venue per year, which is the equivalent of 1 in every 6 meals served, going to waste.

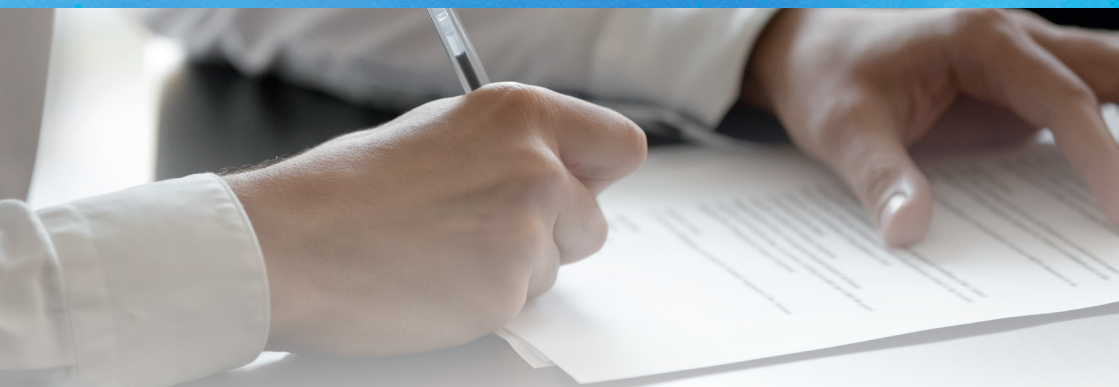
Tackling food waste is key to improving your kitchen's sustainability.

BEHAVIOUR CHANGE AND TRAINING CAN BE THE MOST IMPACTFUL AND COST EFFECTIVE WAY TO MAKE A CHANGE.

- **Introduce a measuring, monitoring and targeting system.**
Measuring plate waste, preparation waste and spoilage separately will give you an idea of which waste to tackle, for most significant impact.
- **Stock management.**
Linking stock ordering to your EPOS system could help to track menu ingredients more accurately, reducing the potential for over ordering. Whether its paper based or ordered online, make sure your kitchen team have a formal stock ordering system in place.
- **Communication.**
Greater awareness of kitchen processes, the cost of ingredients and team unity can improve team performance.
- **Staff training.**
Use videos, guides and peer to peer learning to keep staff engaged – zerowastescotland.org.uk/resources/waste-scotland-regulations

KITCHEN TECHNOLOGY CAN HELP REDUCE FOOD WASTE.

- **Cooking oil filtration units –**
Oil filtration systems are a useful piece of equipment that can extend the lifespan of your fryer oil without degrading the quality, requiring less oil changes, making it cheaper for your business and better for the environment.
- **Automated Waste Monitoring –**
If you are a large restaurant or food service company artificial intelligence (AI) assisted waste management technology is one of the latest modern advances that can assist in measuring and monitoring your food waste output.
- **Vacuum pack machines –**
Vacuum sealing ingredients helps to preserve their lifespan, as removing exposure to oxygen helps keeps items stay fresher for longer. As well as that, pre-portioning ingredients in vacuum packed bags enables better portion control, reducing the opportunity for portion sizes to creep up, particularly during busy service periods.



THE LEGAL REQUIREMENTS

There are a number of legal requirements to help prevent fats, oils, greases and leftover food from entering drains and sewers. If you don't comply you may be at risk of prosecution.

THE SEWERAGE (SCOTLAND) ACT 1968.

It's a criminal offence under section 46 of The Sewerage (Scotland) Act 1968 to pass anything into the public sewers, or a drain connected to the public sewer that could interfere with the free flow of wastewater. It is also an offence to pass fat, oil or grease into the public sewers, or a drain connected to the public sewer. Scottish Water may recover, from the owner or occupier, any expenses that it reasonably incurs in investigating or remedying the damage, blockage or interference. If Scottish Water discovers that the wrong things are going down the drain, they can prosecute the person responsible. If you're prosecuted you could face a fine or even imprisonment.

FOOD SAFETY ACT 1990.

Local Authorities are authorised to inspect premises under the Food Safety Act 1990. Problems because of fats, oils and greases in drains, resulting in a failure to comply with the Food Hygiene Regulations, could result in prosecution or an emergency prohibition order preventing trading from the premises.

ENVIRONMENTAL PROTECTION ACT 1990.

1 Duty of care.

All businesses that arrange for collection and removal of waste (such as cooking oils and fat) must comply with the requirements of Section 34 of The Environmental Protection Act 1990 and The Environmental Protection (Duty of Care) (Scotland) Regulations 2014. Duty of Care's objective is to make sure all waste is managed correctly from where it's produced to the point of its final disposal. The producer of the waste must make sure the collector is licensed by SEPA and keep a record of all collections. Your local Environmental Health Officer can issue 'Statutory Notices' requesting the production of all documents relating to the removal of trade waste. If you don't comply, you could be fined.

2 Statutory Nuisance.

The Local Authority's Environmental Health department will deal with any reported complaints of 'statutory nuisance', such as smells, effluents and build-ups of waste. Under Part III of the Environmental Protection Act 1990, they have the powers to carry out restrictions or shut down a business if they find a just cause.

BUILDING (SCOTLAND) ACT 2003.

Schedule 1 of the Building (Scotland) Act 2003 allows a Local Authority to require things to be provided or done in connection with drainage from buildings. This can include the need for grease trapping equipment to be installed.

ANIMAL-BY-PRODUCTS (SCOTLAND) REGULATIONS 2003 EC 1774/2002 (ABPR).

Waste cooking oil from catering premises can no longer be used as an ingredient in animal feed. This is to safeguard the food chain. The collection of waste cooking oil must be through a licensed waste carrier.

BUILDING REGULATIONS, STANDARD 3.7A.

Drainage for commercial kitchens should have facilities for the separation and removal of oil, fat and grease and that grease separators must be constructed and installed in accordance with BS EN 1825-2: 2002. The use of emulsifiers to break up any oil or grease in the drain is not recommended.

THE IMPORTANCE OF FOG MANAGEMENT



Incorrect disposal or storage of oils can:

- Cause spillages and pollution within your business, or on pavements and roads around your business.
- Cause blockages in drains and sewers.
- Cause pollution of watercourses.
- Attract pests.
- Affect members of the public.
- Lead to expensive clean-up operations.



Did you know?

Incorrect FOG disposal doesn't just lead to blockages in drains and sewers.

WHAT ARE THE RULES?

WASTE (SCOTLAND) REGULATIONS 2012.

Businesses have certain statutory duties under these regulations:

- If you are a food business and produce over 5kg of food waste per week, you must present it for separate collection.
- Applies to defined urban areas, you can find out more at Waste (Scotland) Regulations | Zero Waste Scotland.
zerowastescotland.org.uk/resources/waste-scotland-regulations
- Excluded: Businesses which only prepare and sell drinks.
Solid food waste and fats can be managed through food waste collections.
Liquid waste oils should be collected separately.

FOOD SAFETY LEGISLATION.

Food safety legislation states that food business structure and fittings must:

- Be kept clean at all times
- Be kept maintained at all times



For Zero Waste Scotland please scan the QR code



For the CookSafe manual please scan the QR code



Did you know?

Details of your cleaning and maintenance regimes must be specified within your CookSafe house rules.



Did you know?

In Scotland, it's illegal to dispose of food waste into public drains or sewers?



FIND OUT MORE



To download more copies of this leaflet or posters for your kitchen, scan the QR code or visit:

**[ScottishWater.co.uk/Help-and-Resources/
Document-Hub/Your-Home/Nature-Calls](https://www.scottishwater.co.uk/Help-and-Resources/Document-Hub/Your-Home/Nature-Calls)**



USEFUL CONTACTS



Zero Waste Scotland

t: 01786 433930

zerowastescotland.org.uk



**Scottish
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Trusted to serve Scotland

Scottish Water

t: 0800 0778 778

scottishwater.co.uk

BUSINESS ADVICE AND SUPPORT



SEPA

t: 0300 099 6699

sepa.org.uk/contact



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Bìdh Alba**

Food Standards Agency

foodstandards.gov.scot



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