



TGP INTERNATIONAL



SUSTAINABILITY AND  
INCLUSIVITY IN HOSPITALITY  
INSIGHTS FROM INDUSTRY LEADERS

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# SUSTAINABILITY AND INCLUSIVITY IN HOSPITALITY

## INSIGHTS FROM INDUSTRY LEADERS

The hospitality sector employs at least 10% of the world's workforce, serving as a cornerstone of many national economies and providing employment and prosperity for millions of people from diverse backgrounds.

Meanwhile, 40% of all food produced globally is lost each year, with the hospitality sector estimated to contribute to around 30% of this waste.

The question then is how can the profitability of hospitality businesses be more inclusive of those across the whole value chain? And how can the industry as a whole embrace pathways that make the food systems that nourish us more sustainable for our planet?

At the recently concluded COP28 climate conference in Dubai, these were some of the most critical and recurring questions as professionals and experts from across the hospitality and culinary industry convened to address the unprecedented adverse climate impacts that are increasingly threatening the resilience of global agriculture and food systems.

Thankfully, this was a COP where food was finally on the table—recognising the central role that F&B and hospitality can play in achieving a net-zero future for all.

For the first time in the history of United Nations climate conferences, COP28 featured a whole day devoted to food and agriculture and saw a [comprehensive food systems roadmap](#) launched by the Food and Agriculture Organization (FAO) on how to achieve UN Sustainable Development Goals without breaching the 1.5 °C threshold.

The event also saw the adoption of a [global declaration on sustainable food systems](#) signed by nearly 160 countries, where they reaffirmed that agriculture and food systems must urgently change in order to respond to the imperatives of climate change.

*The final declaration from COP28—now known as the UAE Consensus—created history by acknowledging sustainable food systems as crucial for an appropriate response to climate change.*

As well as recognising the sector's profound potential to drive powerful and innovative responses to climate change, this also acknowledges the role that the industry can play in unlocking prosperity for the lives of the many people around the world who rely on the industry for their livelihoods, from food producers to hospitality workers.

In recognition of the prominent role of the F&B and hospitality industry, **TGP International** is proud to announce the launch of its **Human Hospitality** initiative, a project built to drive transformative change on several key fronts and support the wider context of the UN's SDG goals and the global net-zero agenda.

 **Human Hospitality**





The industry leaders contributing to this panel discussion and its subsequent white paper included:

- **Alexander Smalls:** Acclaimed chef, author, and restaurateur
- **Anahita Dhondy:** Celebrity chef and author
- **Conor Spacey:** Chef and Culinary Director of Foodspace Ireland
- **Paul Newnham:** Executive Director at SDG2 Advocacy Hub
- **Nichola Beskine-Taylor:** Partner at TGP International

## DEFINING HUMAN HOSPITALITY

TGP International's inaugural session of its Human Hospitality initiative convened industry leaders amidst the backdrop of COP28 to discuss and develop strategies and actions with a focus on:



**Providing life changing opportunities** in hospitality to people of all walks of life.



**Positioning and promoting hospitality** as a sustainable career choice and making the industry accessible for all, to enable greater advancement of the UN's SDGs.



**Identifying the barriers** to and solutions for executing sustainable business development goals for the industry.



# FRAMING F&B'S POTENTIAL AS A DRIVER OF CHANGE

When considering the supply chain of global food systems, the demographic and geographical reach of the hospitality industry illustrates how vast its potential for influence is.

As well as impacting obvious UN SDGs such as Goal 14 "Life Below Water", which focuses on conserving and sustainably using the oceans and marine resources, a quick glance at the [17 Sustainable Development Goals \(SDGs\)](#) of the United Nations shows that the hospitality industry touches nearly every single one of them.

Consider, for instance, the following goals:

- **SDG 3:** Ensure healthy lives and promote well-being for all at all ages.
- **SDG 4:** Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- **SDG 5:** Achieve gender equality and empower all women and girls.
- **SDG 8:** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
- **SDG 10:** Reduce inequality within and among countries.
- **SDG 11:** Make cities and human settlements inclusive, safe, resilient and sustainable.
- **SDG 16:** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.
- **SDG 17:** Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.



*The sheer demography and geographical reach of the hospitality industry illustrates how vast its potential for influence is*

In the context of the hospitality sector, not only do all these goals require strong collaborative efforts to be achieved, but taken together they represent the industry's vast potential and powerful reach to drive meaningful action in limiting the catastrophic effects of climate change.

# UNDERSTANDING THE CHALLENGES

The hospitality industry must confront significant challenges entrenched in its reliance on a framework of mass extractivism, a process characterised by the large-scale extraction of natural resources, often leading to environmental degradation and social upheaval.

This approach prioritises profit margins over ecological sustainability and community well-being, resulting in the exploitation of both natural resources and marginalised populations.

Additionally, the industry still grapples with the enduring legacy of neo-colonial practices, which perpetuate unequal power dynamics and economic dependency, mirroring historical patterns of colonial exploitation and domination.

These practices reinforce systemic inequalities, exclude indigenous communities, and hinder efforts towards equitable and sustainable development. Addressing these entrenched systems requires a paradigm shift towards holistic sustainability practices that prioritise environmental stewardship, social justice, and community empowerment within the hospitality sector.

Meanwhile, business owners are grappling with the twin challenges of tough margins and finding and retaining talent. It is therefore hardly surprising that long-term sustainability is still low on the day-to-day agenda for a majority of stakeholders in the industry.

Before hospitality can be fully harnessed as a catalyst for sustainable and positive change, there are significant industry issues to resolve that need to form part of the discussion, such as the current barriers to entry to the industry, poor skills development for lower wage workers (SDG 10), high proportion of inequality (SDG 5 & 10) and business failure rates.

The way forward therefore must answer two key questions: how can we change these situations for current and future generations, and how do we make that change inclusive?

## INDUSTRY PERSPECTIVE

“*In our view, finding the answers to these questions hold the key to driving change and maximising the hospitality industry’s potential to mitigate climate change. By equipping individuals with the resources and knowledge necessary to innovate and implement sustainable solutions, we can foster financial independence and support communities, ultimately driving positive economic growth.*”

**- Nichola Beskine-Taylor – Partner,  
TGP International**



# HOSPITALITY PROFESSIONALS ARE THE DRIVERS OF CHANGE

Hospitality professionals, whether chefs, front of house staff, marketing teams or the many individuals behind the scenes that support the business model of any given F&B concept, are now key to how the industry evolves.

Becoming a sustainable industry requires everyone to think holistically with today's industry leaders positioned at the forefront of the transformative change that many are now advocating for.

These talented and experienced individuals who know and love F&B inside out are so often at the starting point for how we think about the key questions that surround sustainability in hospitality, including: How do we attract and retain staff from diverse backgrounds? Where is food coming from? How is it grown? How is it being transported? How is it being prepared?

***Chefs and other hospitality professions are the starting point for how we think about the key questions that surround sustainability in hospitality including: Where is food coming from? How is it grown? How is it being transported? How is it being prepared?***

To achieve enduring benefits across generations, it's essential to equip today's hospitality workforce with the necessary knowledge, skills, and enthusiasm to shape a brighter future for the industry. Key strategies should prioritise support for current industry leaders while also nurturing emerging talents during their early stages, fostering sustainable, long-term careers.

By adopting this method, the hope is that professionals will pay forward their achievements to future generations, fostering a virtuous cycle that extends the breadth of life-changing opportunities that exist and enhances the quality of life for millions more worldwide.

Speaking with the panel, it was clear that there is already a wealth of ideas and solutions being explored by the industry, ranging from new recipes that can utilise "gourmet waste" to ways of training and mentoring that equip junior chefs with the methods and practices that can focus less on creating perfection (at the cost of high waste) and more on establishing sensible and economical ways of working.

## INDUSTRY PERSPECTIVE

“ *All of us have ideas. It's just about implementing them. You know, as people in the industry and as businesspeople, when you share those ideas with your partners, they suddenly get very excited because your food waste will go down and you're going to create something new too.* ”

**- Anahita Dhondy; celebrity chef and author**

Chef Anahita Dhondy also underscored the significance of leadership and ongoing training when it comes to working with recent graduates from culinary schools who have been taught certain techniques and practices that naturally involve high levels of food waste—in the pursuit of perfection.



"When they come to you, you have to tell them that this is your style of cooking, this is your style of, you know, looking at ingredients, respecting your ingredients. It's how you tutor them, and it could take time."

Crucially, the necessary drive for change must extend beyond the kitchen or front-of-house to encompass the entire hospitality ecosystem. As an agency founded on a diverse spectrum of talent spanning F&B advisory, design, operations, and beyond, we understand the vast array of opportunities available for individuals to learn, evolve, and flourish. By continuously forging the right pathways and investing in people, we can produce significant positive impact with wide-reaching implications.



## ACTION POINTS

- Industry professionals to consider ways they can bring tangible change into their restaurant practices.
- Ongoing training and mentoring to be bring knowledge and awareness of sustainability issues and practices into kitchens



# MAKING HOSPITALITY INCLUSIVE AND PROFITABLE

A key element of the TGP's Human Hospitality initiative is to bring the industry focus back on people and investments in human capital – with training and retention being the cornerstones of equitable progress.

"People often talk about hospitality as a steppingstone industry with a transient workforce," said Nichola Beskine-Taylor. "People understand about other industries that they have this broad reach and that you can come from lots of different disciplines and backgrounds and that you can have a career that moves within a sector but across lots of different jobs. And people just don't seem to associate that with hospitality at the moment."

The perception that hospitality is not a sustainable and long-term career needs to change urgently if the industry aims to become truly sustainable in alignment with the UN SDGs.

Fortunately, hospitality is gaining prominence as the focal point of new communities and developments worldwide. An essential aspect of this resurgence is its role in fostering inclusive growth and opportunity within the community.

By prioritising inclusivity, we not only open vital doors for the less privileged but also amplify the benefits of sustainability, ensuring it is not perceived as exclusive, with its advantages reserved for a select few.

We know already that the hospitality industry can proactively attract talent from disadvantaged backgrounds through initiatives like chef incubation programs, providing aspiring chefs with access to training, mentorship, and resources to develop their culinary skills. As Alexandar Smalls puts it, "We have to create pathways for people to get to the places we want them to be."

It is only by offering tangible opportunities for hands-on experience and professional development that these programs can empower individuals from marginalised communities to pursue careers in the culinary arts, fostering diversity and inclusion.

Feasible models already exist as Conor Spacey also illustrates through his in-house training program at FoodSpace Ireland, nurturing grass roots talent to become respected and qualified industry professionals, "The last six people just qualified as chefs a month ago and that started two years ago washing pots. FoodSpace is a platform for dropouts, misfits like myself."

"We hope that people will start to understand how diverse and rich the opportunities are in the industry. I think that a part of sustainable hospitality is also that it isn't just for kitchens or front of house, this is for the whole ecosystem that is there to support the industry," said Nichola Beskine-Taylor.





***The perception that hospitality is not a sustainable and long-term career needs to change urgently.***

Another major pillar of the Human Hospitality initiative is the dynamic between cost, convenience and taste – and how their interplay can make the industry sustainable or otherwise. This is part of the challenge in implementing sustainability practices across the industry, but there are always solutions.

"Chefs have got to use their magic powers around taste and storytelling to really deliver on that taste inside the budget while making it more convenient and truly sustainable for the kitchen and business as a whole," said Newnham.

"There are some interesting takeaways when you start to look at pricing and labour. Ingredients often can be cheaper, but labour can go up to get that balance right. So [being profitable and sustainable] also requires some creativity in the kitchen," he said.

***Profit isn't a "dirty word"—actually sustaining business in the industry is absolutely fundamental to helping the industry realise its potential.***

In fact, the UN SDGs reflect an acute and realistic awareness that hospitality must be able to make its margins to be profitable—or else it's not going to be sustainable anyway.



## INDUSTRY PERSPECTIVE

“When I opened my last two restaurants in Harlem, New York, for example, it was imperative that we hire predominantly from the community. We have to go out and find them. We engaged workforce organisations, non-profits, and we set up seminars all over the community of Harlem bringing people, and we made lunch for them. We talked about the industry, and then we started a training programme alongside the day-to-day work.”

- Alexander Smalls – Chef, Author, Restaurateur



## ACTION POINTS

- Business and industry organisations to identify how to lead with inclusive, long-term and sustainable opportunities for individuals to grow and thrive in hospitality careers

# EXPLORING STRATEGIES FOR FOOD WASTE REDUCTION

The traditional perception of the hospitality industry is that it produces a lot of waste and is essentially "run by numbers". As long as restaurants and hotels meet their targets for revenue or covers served, for instance, it's often true that minimal attention is paid to the kind of waste that is naturally generated.

The UN food agency estimates that around 13% of food produced is lost between harvest and retail, while an [estimated 17% of total global food production](#) is wasted in the food service sector and households all together.

Meanwhile, the tourism sector, which encompasses famously wasteful practices such as hotel buffets, large scale events catering and airline catering, is estimated to contribute to between 5-10% of global greenhouse gas emissions, with this figure forecasted to increase as the sector grows.

Therefore, reducing food waste is an impactful response that, if done effectively, would mark a significant step change for the industry. Reductions would mean fewer resources wasted across several stages of the food supply chain, including production, processing, and transportation, as well as when food reaches the consumer.

Given that buffet-style dining can result in up to 39% more food waste compared to plated meals, something as simple as transitioning away from this dated practice can promote more responsible consumption practices and align with sustainability goals within the hospitality industry.



## INDUSTRY PERSPECTIVE



*I think that essentially for most people, [hospitality] is run by numbers. You meet your numbers, you meet your quotas, and, you know, out the back door goes a lot of wasteful products ... We have a lot of work to do, not just in the physical part of the restaurant, but also from the origin of where our food comes from, how we choose to eat seasonal or otherwise, and those things that we have traditionally used – [such as] the containers for our food, the way we present our food ... more biodegradable products, all kinds of things like that.*

- Alexander Smalls – Chef, Author, Restaurateur



As we learned in our discussion, hospitality industry leaders are already starting to recognise the need to improve efforts in this area, exploring a wide range of possible solutions.

The strategies for reducing food waste and its resultant impact on carbon emissions are widely divergent. Some of the most powerful, and creative, solutions discussed included creating new destinations for the bulk of this so-called "waste", such as distributing perfectly good food to non-profits and homeless agencies.

Another popular idea was to craft staff meals out of delicious and nourishing food parts that might not be included in the meal presentation.

What ties together these possibilities is the fact that chefs and restaurant owners have a large part to play in bringing these ideas to reality, as well as an understanding that this cannot be achieved with a one-dimensional view of the industry and an oversimplified definition of sustainability—we must look at this from all different perspectives.

"You have to start with the ingredients and then you have to move right through to the end products that are put in front of people. You've got to look at the people, how the people are being employed with it, how they're being looked after, the work environment that they have. You've got to then look at a number of other ideas around accessibility and affordability issues," commented Paul Newnham of SDG2 Advocacy Hub.

***You have to start with the ingredients and then you have to move right through to the end products that are put in front of people.***

A vital part of making the industry more accessible and sustainable includes looking at not only the carbon footprint of the company or service in question (Scope One) but also examining and reducing the indirect carbon consumption from the supply chain and end-users (Scope Two and Three emissions).

The panel's insights on food waste reduction intersected with a broader discourse permeating academic and societal spheres. Central to this discussion is the notion of shifting our perspective on food, viewing it not merely as a commodity ripe for exploitation but rather as an integral part of a living system deserving of respect and stewardship.

Drawing inspiration from indigenous social systems and practices, the panel advocates for rekindling a deeper connection with food,

challenging the desensitization of modern consumers regarding its origins and value.

Emphasising education, awareness-building, and grassroots initiatives, the group underscores the importance of reframing societal perceptions of food, laying the groundwork for organic and individual-driven efforts towards reducing food waste.

There is consensus that the industry therefore needs to rally together to educate all layers of society through multiple hospitality touch points, in order to create the necessary environments that can change minds and help people reimagine their relationship to food.



## ACTION POINTS

- Industry leaders need to collaborate on a roadmap to reducing their heavy reliance on natural resources that lead to high energy consumption, emissions, and food waste.
- Businesses to consider tangible opportunities for managing food waste, such as sourcing ingredients locally, repurposing "waste" food and exploring ways to redistribute excess produce.

# EDUCATING CONSUMERS

While the remit of the hospitality industry is to be hospitable first and foremost—to bring people into restaurants, cafes, hotels and provide great service, great food, and ambiance—to become resilient and sustainable, businesses must help guests understand the resources needed to provide such hospitality.

## INDUSTRY PERSPECTIVE



*As we move forward generations, I have personally seen people become more and more distanced from the actual food system. So within food space, we kind of go - well, hang on. So if we go back and change everything that's happening in the food system now and showcase what a sustainable food system is – in a lot of cases that actually would mean not giving the customers everything that they want but telling them the story as to why it is not there!*

**- Conor Spacey, chef and Culinary Director at Foodspace Ireland**

This activity of gently nudging customers to really think about what they are consuming and how it found its way to the table may seem brave, but there is also a “service” element that is provided through this process as well.

Ultimately, there is so much that can be shared with diners if it is framed in a way that offers both value and education. This might involve illustrating uncomfortable truths—about the impact of importing food, child labour, human trafficking, and deforestation, and so on—while also telling this in a way that allows customers to think and learn.



## ACTION POINTS

- Restaurants to consider ways to educate consumers about the story behind the food they're eating, informing guests about its source, carbon footprint and social impact.

Alternatively, education might involve sharing information and context about the considerable effort, skill and attention that has gone into producing certain ingredients.

The challenge, no doubt, is balancing priorities and offering information and knowledge that doesn't have to take away the taste and fond memories from the dining experience.



# A NEW VOCABULARY AND HANDBOOK FOR THE HOSPITALITY INDUSTRY

An efficient and sustainable hospitality sector will directly or indirectly contribute to all 17 of the UN Sustainable Development Goals. But is the first step to ensure that the industry is on the same page on what constitutes sustainability in food and hospitality?

This was an important point brought forward by chef Alexander Smalls who acknowledged the need for the wider industry to have consensus on what sustainability actually means, commenting: "I think we need to define, in motion, "sustainability". We almost need a handbook, we need a vocabulary, we need a way to really make it practical, applicable."

While the importance of sustainability in food and hospitality is recognised, it also becomes imperative to extend this consensus across the entire industry, encompassing aspects like interior design, concept development, operations, and education.

Beyond culinary practices, achieving sustainability involves adopting eco-friendly approaches in interior design through materials with low environmental impact, incorporating energy-

efficient systems, and creating spaces that promote environmental consciousness.

In concept development, restaurants and hotels can integrate sustainability into their core identity. This could involve sourcing locally, offering career opportunities equitably, reducing waste, and choosing eco-friendly suppliers, ensuring that sustainability is embedded in the very fabric of the business model.

Operational sustainability also addresses practices such as waste management, energy conservation, and water usage reduction. Equally, one of the most powerful topics currently impacting the F&B sector is inclusive design, with far reaching implications on how we think about the entire restaurant experience for guests and staff alike.

This goes beyond physical accessibility, encompassing everything from social integration, comfort, wellness and cultural appropriateness. And in the end, education is set to play an overarching role in cultivating a sustainable mindset across the hospitality sector.



## INDUSTRY PERSPECTIVE

“ We worked with chefs in 35 countries to develop a framework [called the Chef's Manifesto](#), which has an action plan that takes the language from the UN Sustainable Development Goals and ties that into a series of things that people can do in their kitchen.

*This is a tool that turns ideas into action but allows everyone to do it slightly differently – because everyone's got a different vibe. Here in Dubai, it's a desert. So there's a very different local and seasonal menu, something very different to Ireland, India, or New York.*

*So we have to be careful that we don't become unsustainable by forcing something on someone else. But what we all have to do is to have smart individuals who are super intelligent really being aware and working on the Manifesto.*

*So that's the framework for the Chef's Manifesto: we have laid the foundation and then we've kind of said, let's reinterpret that, let's create a way and a framework for chefs to be able to engage.*

**- Paul Newnham, Executive Director of  
SDG2 Advocacy Hub**



## ACTION POINTS

- Develop a framework for inclusive sustainability within the hospitality sector centered on localization and attitudes towards food inspired by indigenous populations that also encompasses everything from design and development to education and operations.
- Develop a practical vocabulary that resonates with the industry.



## LOOKING BACK TO MOVE FORWARD?

A central discussion point for the panel was the possibility of looking back for potential solutions for the future, which may give us inspiration and ideas for doing this better.

Speaking on this topic, Paul Newnham said: "There are things that, for example, indigenous communities and different cultures have developed which can be brought forward.

"Generally, they've been forgotten for reasons of trying to simplify, to drive profit—these kinds of things. But they can actually be currency in the catering world, they can help build a brand, they can build a story, and that story is what people are looking for," said Newnham.

In seeking sustainable solutions, the hospitality industry can find a wellspring of wisdom in the traditions of indigenous communities. Embracing ancestral culinary techniques, such as fermenting, drying, and preserving foods, may enable hotels and restaurants to optimise ingredient use and minimise waste, for instance.

Moreover, a shift towards locally sourced and seasonally available ingredients echoes the age-old practices of indigenous cultures deeply attuned to their ecosystems, reducing carbon emissions and bolstering local economies.

A departure from excessive packaging to natural materials or reusable containers not only aligns with the environmentally-conscious ethos of indigenous communities but also underscores a commitment to minimising single-use plastics.

This mindful approach extends beyond mere culinary practices; it cultivates a profound reverence for ingredients and their origins. By fostering guest connections to local farms and ecosystems through immersive experiences like farm tours and foraging outings, hospitality venues can deepen the appreciation for the journey of food from farm to table.

Integral to this paradigm shift is the engagement with indigenous communities themselves. Learning from their traditional knowledge and practices regarding food and waste management fosters mutual understanding and respect. Initiatives that place importance on such things as food origins and local communities not only enrich the hospitality landscape but also pave the way for inclusive, sustainable practices rooted in shared values.



## INDUSTRY PERSPECTIVE

“ We all get so caught up with our businesses that we forget what we're actually putting on a plate. That's when I started working with millets and realised that millets are an ancient grain from India that we've stopped using. In the International Year of the Millet, so I am very happy to be showcasing that all over the world. And I just think that each of us has that awareness and I think we are drivers of change in the industry. The hospitality industry in India is looking inwards now at Ayurveda, yoga and Indian ingredients and working together as a community to bring that change and be more sustainable, like they were so many hundreds of years ago.

- Anahita Dhondy – Celebrity chef and author



## ACTION POINTS

- Develop a framework for inclusive sustainability within the hospitality sector centered on localization and attitudes towards food inspired by indigenous populations that also encompasses everything from design and development to education and operations.
- Develop a practical vocabulary that resonates with the industry.

# MAKING HUMAN HOSPITALITY A REALITY

As the hospitality world confronts the complexities of sustainability and inclusivity, hope lies in the fact that industry pioneers exemplify a genuine care and commitment to driving positive change.

TGP recognises the need to contribute to this movement and tap into the potential that already exists, while understanding that continuous learning is also essential. In our pursuit, we emphasise that people and providing them with lifechanging opportunities and support is fundamental to infusing sustainability and inclusivity into the hospitality sector.

Recognising that profitability is not a "dirty word" but a key driver for sustained impact, we are invested in exploring ways to provide businesses with practical tools and knowledge. By equipping them with insights into long-term profitability, we hope to offer a foundation that allows these businesses to secure their own financial stability, subsequently enabling them to work earnestly towards their sustainability goals.

Furthermore, our initiative aims to cultivate a culture of collaboration and knowledge sharing within the industry, providing ongoing platforms and opportunities for business owners, hospitality operators, and NGOs to unite, exchange experiences, and glean insights from one another.

A prime example encompassing these objectives is our proud collaboration with Q Coffee, a visionary coffee brand spearheaded by Christine Condo and her team under Bloomberg Philanthropies' Women's Economic Development program in collaboration with Sustainable Growers.

Beyond its notable achievements, Q Coffee has been instrumental in fostering financial independence for over 724,000 women and has positively impacted the lives of 2.8 million children.

In light of the looming climate threats to coffee cultivation and the livelihoods reliant on this sector, their efforts in nurturing climate-resistant crops hold heightened significance. We believe by supporting brands like Q Coffee with our resources, knowledge, and commitment to shared goals, we're able to make a positive contribution.



***This collaborative approach is essential for building a community that is collectively committed to sustainability.***

Another promising venture is our recent collaboration with Doughnation Pizza, an artisan pizza shop, at our incubation centre in Covent Garden, London, offering early-stage guidance and support to an exciting new enterprise. Through the "doughnation" of a slice of each pizza sale, the initiative gathers resources to fund a range of Human Hospitality causes.

In terms of building our own sustainable frameworks, TGP International has developed a comprehensive system to integrate sustainable F&B practices into our operations, focusing on reducing our carbon footprint and promoting environmental and social responsibility. This includes a suite of initiatives such as measuring the carbon impact of meals, providing practical guidelines to our partners, and offering ongoing training and support.

In line with our commitment, we have prioritised waste reduction across all sites within Expo City Dubai, a unique large-scale urban development designed as a blueprint for sustainable living. Through implementing water waste reduction policies and food rescue practices during key events such as COP28, when waste is likely to be higher, we've been able to test and refine our approach.

Equally, we recognise that the principles of accessibility and inclusivity permeate other areas of the sector too, including how well physical spaces cater to people of determination through their design and the availability of facilities. Creating an environment where all people, from guests to staff, feel like they belong is paramount to what we hope to achieve through our projects.

With all this in mind, our greatest efforts at TGP continue to focus on the benefits we can offer to early-stage business, entrepreneurs and workers in the F&B sector, helping budding new enterprises ground themselves in a system that will not only allow them to thrive financially, but also pass on their benefits to all that exist in their ecosystem, from service staff to food suppliers.

We believe this commitment to people and inclusivity is where the industry can show it truly has "heart", illustrating to the world that these things matter and should be prioritised in the way the industry operates.

Looking forward, TGP International sees that by sharing our experience and support, we can inspire others in the hospitality sector to adopt similar approaches. Our initiative strives not only to champion inclusivity and human-focused sustainability as a concept, but also to equip hospitality businesses like our own with the tools, knowledge, and collaborative networks necessary for long-term profitability, job security, and, ultimately, transformation into sustainable enterprises.



## INDUSTRY PERSPECTIVE

“ I know it can happen. And we've been doing it successfully for so many years ... I've done it with ingredients, and with bringing more women in the kitchen, which I also feel is a big part of the hospitality industry. I was literally the only girl in my kitchen [in India] with almost 30 men, and now I have 50% women in my kitchen in the last 10 years.

*So I've seen the industry grow towards sustainability and I know that change will happen slowly.*

**- Anahita Dhondy, Celebrity Chef & Author**

*For more information on TGP International and the Human Hospitality initiative, visit [tgpinternational.com](http://tgpinternational.com)*

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TGP INTERNATIONAL

# Work with us

As a global 360° hospitality agency, we team up with passionate brands, clients and entrepreneurs to make their long-term vision a reality through concept development, creative interior design, franchising, advisory services and project management, creating and developing world-class hospitality brands & food retail spaces.

### Speak with our team

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