



HOSPITALITY SERVICES AT WESTERN

2018 - 2019

SUSTAINABILITY ACTION PLAN

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HOSPITALITY SERVICES SUSTAINABILITY MISSION STATEMENT

Hospitality Services is committed to creating, producing, and improving the sustainable culture within the Western community.

HOSPITALITY SERVICES SUSTAINABILITY GOAL

To champion sustainability initiatives which involve: **Responsible Sourcing, Sustainable Dining, Education, Awareness and Collaboration, and Waste Reduction and Diversion.**

GOAL OF THE 2018 - 2019 SUSTAINABILITY ACTION PLAN

- To align all Hospitality Services initiatives and actions with the Environment & Sustainability Policy outline in Western's Manual of Administrative Policies and Procedures.
- To work collaboratively with the goals of PACES in "Creating a Sustainable Western Experience"

PACES

The President's Advisory Committee on Environment & Sustainability (PACES) has been tasked with developing and recommending strategic plans to put into practice the principles of sustainability in the Western Community.

PACES Goals

- Incorporating sustainability into our academic programing
- Engaging in research across the disciplines into issues of environmental sustainability
- Reducing our use of inputs
- Reducing outputs through recycling and reuse
- Focusing on life-cycle management of resources and waste products
- Utilizing ecological landscaping methods and preserving green space
- Building and renovating facilities in accordance with energy efficiency and sustainability principles

From Western’s Environment and Sustainability Policy:

A sustainable campus is one that promotes the smallest possible ecological footprint by promoting a healthy ecosystem and supporting the values of conservation.

RESPONSIBLE SOURCING

Current Status (2017 – 2018)

- Some challenges exist in ensuring local procurement and communicating information along the supply-chain
 - Sysco now identifies local items through on-line purchasing portal
- Purchasing local is a high priority for Hospitality Services and partners who share our commitment to local are given significant weight in the RFP process
- Some of our local partners: Arva Flour Mill and Store, Capo foods Ltd., Petit Paris, Thornloe cheese, Hayter’s Farm, Fireroasted Coffee Company, Green City Produce Ltd, Anderson Craft Ales, etc.
- “STARS” – Sustainability Tracking Assessment and Rating System
 - 35% of food and beverage purchases identified as Sustainable
 - Full points received under “sustainable dining” category
- Specialty foods purchases from Ontario Natural Food Coop expanded (approximately \$120,000 annually)
- Fair Trade (FT) Campus Celebrations: One-year anniversary (Free FT Chocolate Fondue and FT Coffee), Free FT Ice Cream, FT Chocolate Cupcake sale, FT Loyalty Program in Campus Eateries and “My Fair Valentine”
- Aim to purchase exclusively local apples
- Healthy, organic, herbs and sprouts are grown in the Urban Cultivators (Residences) and used to accompany and garnish dishes in the residence
- Produced 180 lbs of local honey from on-campus honey-bee hives
- Number of honeybee hives increased from 4 to 8
- Honey used in recipes, served with tea and bottled for sale, honeycomb is incorporated in local cheese plate and beeswax used to polish wooden serving platters

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
Procure locally	Implement policy to identify local foods Continue to procure 100% local apples Label local meat products	Install and use produce processing room to preserve seasonal foods for off-season months Continue to increase local procurement of produce 50% local by end of 2022
Procure Fairtrade	Continue to expand Fairtrade options (e.g., sugar, cocoa, etc)	Encourage franchises to offer a Fairtrade option
Procure sustainable seafood	Partner with vendors who provide Marine Stewardship Council (or equivalent) seafood items	>95% seafood responsibly sourced
Honey at Great Hall Catering	Continue to bottle honey (double production from 2019) for sale and use in the Green Leaf Cafe Expand the number of hives	Use exclusively Western honey at Green Leaf Café

Alignment with PACES:

Goal 9: *Western will minimize its ecological footprint while enhancing ecosystem services on campus*

- Access to healthy, local, organic and fair trade food with vegan and vegetarian options, are widely available throughout campus

Goal 10: *Western will endeavor to purchase products and services that meet a comprehensive range of sustainability criteria*

- Sustainability in procurement will be heightened as campus requisitioners build sustainability into their purchasing decisions and policies

SUSTAINABLE DINING

Current Status (2017 – 2018)

- Residence Dining Hall options are 54% vegetarian, 45% gluten-free, 53% “FRESH approved”; approximately 65-75% of menu is prepared in-house
- Residence dining launched new 6-week menu rotation in January 2018 with a veg-centric focus
- 7,600 FRESH Reward Cards redeemed for a FREE whole fruit or carton of milk (incentivizing healthy eating)
- Residence dining hosted countless special events (e.g., Indigenous Culture and Cuisine, Diwali Festival of Lights, Chinese New Year, Canada’s 150th Anniversary, Artisan Cheese Night, Spring food Festival, Open Market, Game of Thrones, Chopt Competition)
 - Special events in residence encourage students to value and celebrate food in the company of others
- The availability of gluten-free and vegan options are expanded in the campus eateries (Argo Tea, Einsteins, Ivey, etc.)
- 100% Halal menu meets the needs of our Muslim population at Paramount and Barakats
- Students can find many sustainable food options in the campus eateries, including MSC Certified sushi, loose leaf teas, vegan baked goods, wood stone home-made pizza and made-to-order sandwiches, stir-fries, pastas and wraps
- Healthier 4 U vending machines (including our newest “Farmer’s Fridge”) make healthy eating after-hours easy
- Great hall Catering and The Green Leaf Cafe provide delicious cuisine in a sustainable manner using fresh, seasonal produce, meats and cheese from local farmers and growers
- An “Allergen Risk Management” Plan has been developed with the assistance of Graduate Students in Food and Nutrition at Brescia University College.

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
Responsible sourcing in Campus Eateries	Perform audit of food availability at Campus Eateries (local, vegetarian, gluten-free, etc.)	Responsibly sourced options are included in contract with new franchises

Responsible sourcing in the Residence Dining Halls	Continue to track meatless, gluten-free and FRESH approved options	A plant-centric menu rotation is adopted including education and awareness on the environmental benefits of meatless dining
Forward Food	Align with Forward Food movement – Plant-based culinary training sponsored by the Humane Society	Western hosts an annual Forward food event
FRESH Reward Program	Continue to measure engagement	Campus eateries sees an increase in FRESH reward card usage
Special Events in the Residence Dining Halls	Continue to grow	Monthly special events with specific environmental and social sustainability messaging
Special Dietary requirements for religious observances	Continue to monitor demand	Muslim community has access to sufficient halal options on campus and in the residence operations Halal dairy is identified Education and awareness is provided to staff
Vending	Continue to provide healthier vending options and monitor the success of the Farmer’s Fridge vending concept	Eight locations on campus have access to healthier vending programs
Allergen Risk Management Plan	Implement and continue to monitor	Allergic students can be safely accommodated in the residence, campus eateries and when serviced by Great Hall Catering and the Green Leaf Café Staff undergo yearly on-line and/or in person allergy awareness training Education and awareness around allergies is provided to the general student population (help reduce the stigma, normalize allergies)

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EDUCATION, AWARENESS & COLLABORATION

Current Status (2017 – 2018)

- Seventh year of Western's Farmers' Market
- Partnered with the a consulting group of students in the Masters of the Environment & Sustainability (MES) program at Western (Culture Change: The Shift to a Zero-Waste Campus)
- Partnered with the Philosophy of Food Course – Students conducted a critical review of the policies and practices of sustainability within HS
- Hosted Western's inaugural "Western Food Symposium" in collaboration with Facilities Management, Brescia University College and EnviroWestern
- Worked with Vegan Society at Western to create an inventory of vegan options in the campus eateries
- Sustainability messaging on Residence Dining Hall (e.g. table tents and digital boards)
- Great Hall Catering sponsored a cooking demo as part of the annual Western Staff Conference (e.g., food literacy)
- Culinary manager provided opportunities for staff to hone food skills (e.g., sushi making, gingerbread house workshop, etc)
- Campus Day in partners with Tim Hortons (Raising money in support of kids)
- Presented an inaugural half-day forum (Beyond Food Waste: Food Recovery an redistribution) in partnership with the Middlesex London Food Policy Council
- Collaboration with Ark Aide Missions results in an increase in the amount of food recovered from the Campus Eateries, Residence Dining Halls and through Great Hall Catering (and the Green Leaf Café)

Alignment with PACES:

Goal 2: *The profile of sustainability will be elevated on campus, inviting campus-wide collaboration and engagement.*

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
Farmers Market	Expand in scope and visibility	The Farmers Market becomes a summer destination for students/staff/faculty and guests on campus
Partnerships with the Western Community	Continue to recognize the value in soliciting the help of student classes/groups to assist in program growth and development	Students enrolled in programs at Western with a sustainability component reach out to HS annually for collaboration
Partnership with the London community	Continue to foster collaborative partnerships	Hospitality Services becomes an integral part of the London Middlesex Food Policy Council
Cooking Demonstrations	Continue to offer for staff/faculty and students	Food literacy becomes embedded in the University community

WASTE REDUCTION AND DIVERSION

Current Status

Waste Reduction

- Choose-2-Reuse Ecotainer program in the Residence (4,835 sold) supports a campus-wide effort to achieve zero-waste status by 2022
- 4% of drip coffee purchases are in a reusable travel mug (up from 3%)
- Well charts and daily messaging in the residence operations, provide creative suggestions on how best to re-purpose left-over food
- Ark Aide Mission is on campus upwards of twice daily to recover salvageable food
- Water refill stations in each dining hall help reduce the use of plastics on campus
- Great Hall Catering expanded use of infused water dispensers and bulk water.
- Foot-powered deliveries and the availability of china service by Great Hall Catering, help to reduce green-house emissions on campus
- Residence “a-la-cart” menu, weighed pricing model, a six-week menu rotation focusing on clean ingredient decks, small batch cooking and smaller dinner plates, all help to reduce food waste
- Hospitality Services is presented with the “Food Champion Award” by the Middlesex London food Policy Council

Waste Diversion

- Sustainability Central has been identified as a location that could benefit from new signage and a new waste management process, to increase diversion rates.
- Residence dining has a long history of composting
- Waste sorting stations removed from residence dining halls in an effort to manage garbage stream contamination
- New “Grinder” in Saugeen improves efficiencies in composting
- Front-of-house (FOH) and back-of-house (BOH) composting available in select areas on campus (FOH composting at UCC and BOH composting in the UCC, Starbucks Location, Ivey, and Great Hall Catering (Including the Green Leaf Café).
- Paper towel composting program is piloted in select residence and in the administrative offices at Lambton Hall

- Recycling (PET #1 – 7) in place in all eateries on campus
- Great Hall Catering introduces compostable cutlery and dishware made from fallen palm leaves.

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
Increase effectiveness of UCC Sustainability Central	Update signage and communication strategy Monitor with waste-audits	90% waste diversion by 2022
Staff training	Ensure all staff have adequate training and access to compost and recycling	Include recycling and compost sorting in official training and workplace protocols
Customer training	Work with Sustainability Manager(s) and the City of London to implement a “Train-the-Trainer” program and launch in September to reduce contamination at the FOH	90% waste diversion by 2022
Decrease use of take-out containers in Residence Dining	Continue to track and promote participation in “Choose-2-Reuse” program	Make the ecotainers the sole take out container for entrees
Reduce waste at Great Hall Catering	Grow China service Promote and grow “Food Powered” deliveries Work with FM to ensure compost bins are available at customer venues	60% of events are zero-waste Offer zero-waste events All venues equipped with compost bins
Water Refill Stations	Reduce plastic use on campus by offering fresh, free sources of water	Water bottle sales are at a minimum
Increase travel mug usage	Track and increase usage to 10%	Increase usage to 20%
Zero-waste across all operations	60% waste diversion by 2019	90% waste diversion by 2022
Remove Plastic Straws	Source, implement and market a compostable straw in each eatery	90% waste diversion by 2022
Plastic Bags, Plastic Stir Stick	Remove from the FOH	90% waste diversion by 2022
Plastic Cutlery	Source a compostable brand	90% waste diversion by 2022
Pastry Bags, FRESH bags, Wrappers	Source a divertible brand	90% waste diversion by 2022

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
Composting across all operations (front- and back-of house)	Work with Facilities Management to research alternative composting options Conduct extensive waste audit across all operations	Composting across all operations (90% organics diversion by April 2022)
Return Coca-Cola plastic recycling	Ensure all Campus Eateries know about the return program	All Campus Eateries are participating in the return program

Alignment with PACES:

Goal 9: Western will minimize its ecological footprint while enhancing ecosystem services on campus

- *A Campus-wide effort for the achievement of zero waste status is initiated*

LAMBTON HALL OFFICE PRACTICES

Current Status

- Hospitality Services Sustainability Committee meets monthly (in partnership with the Department of Housing, Facilities Management and EnviroWestern)
- Holds 'Silver' status for Western's Green Office Program
- Sustainability Action Plan and Report/White Paper revised yearly
- Maintain and update a Sustainability/Green Board

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
Green Office Program	Actively work towards obtaining 'Gold' status	Lambton Hall continues to innovate and expand its sustainability practices Lambton Hall is a model of sustainability to other Western offices
Incorporate sustainability into administrative operations	Discuss sustainability at all meetings Ensure that actions and decisions align with the goals outlined in the Sustainability Action Plan	Sustainability is considered and prioritized within all actions and decision-making processes

Alignment with PACES:

Goal 1: Every member of the Western community – including students, faculty and staff – will have opportunity for a sustainable working, living and learning environment

Goal 9: Western will minimize its ecological footprint while enhancing ecosystem services on campus