



HOSPITALITY SERVICES  
AT WESTERN

# 2017 SUSTAINABILITY ACTION PLAN



PREPARED BY ANNE ZOK

## **SUSTAINABILITY MISSION STATEMENT**

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

### **SUSTAINABILITY GOAL**

To champion sustainability initiatives which involve waste reduction and diversion, responsible sourcing, healthy eating and community and stakeholder engagement.

### **GOAL OF THE 2017 SUSTAINABILITY ACTION PLAN**

- To champion sustainability initiatives which involve waste reduction and diversion, responsible sourcing, healthy eating and community and stakeholder engagement.
- To align all 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"
- To address sustainability in the following target areas:
  - **Waste** (Waste reduction, Recycling, Composting)
  - **Responsible Sourcing**
  - **Community** (Education, Office Practices)

### **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.

### **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.

# WASTE REDUCTION

## Current Status

- 2017: Sustainability Central has been identified as a location that could benefit from new signage and a new waste management process, to increase diversion rates.
- 2016-2017: Saw a 48% increase in Choose-2-Reuse ecotainer program from previous year (sale of 5,950 ecotainers)
- 2016-2017: 4% of drip coffee purchases are in a reusable travel mug (up from 3%)
- Created daily well charts in the residence operations with tips on how to utilize leftovers 
- Working with Ark Aide Mission to maximize on amount and frequency of pick-ups.
- Great Hall Catering expanded use of infused water dispensers and bulk water.

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
<b>Increase effectiveness of UCC Sustainability Central</b>	Update signage and communication strategy	90% diversion by 2022
<b>Staff training</b>	Ensure all staff have adequate training and access to compost and recycling	Include recycling and compost sorting in official training and workplace protocols
<b>Decrease use of take-out containers in Residence Dining</b>	Continue to track participation in “Choose-2-Reuse” program	Make the ecotainers the sole take out container for entrees
<b>Reduce waste at Great Hall Catering</b>	Transition to reusable coffee cups for coffee services (from recyclable) Transition to re-usable food delivery containers (from recyclable/compostable)	60% of events are zero-waste  Offer zero-waste events
<b>Increase travel mug usage</b>	Track and increase usage to 10%	Increase usage to 20%
<b>Zero-waste across all operations</b>	60% waste diversion by 2019	90% waste diversion by 2022

## 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

# COMPOSTING

## Current Status

- 2015-2016: \$74,000 for composting removal services by Harvest Power
  - Financial demand and contamination is slowing the expansion of the current composting program
- Back-of-House: Residence Dining Halls, Green Leaf Café, Great Hall Catering
- Grinder installed in Saugeen; more efficient and less expensive to compost
- Front-of-House: UCC Centre Spot, Support Services Building
- Great Hall moved exclusively to compostable plates and cutlery for their catering and coffee service

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
<b>Back-of-house composting in Campus Eateries</b>	Coffee grounds composted at all locations	Consider composting spatial requirements when planning renovations
	Develop standardized protocol and communicate to supervisors and staff through formal training	Organic waste composted at all locations
<b>Front-of-house composting</b>	Composting at Great Hall Catering events with 100% guest participation	Composting at all Campus Eateries Composting at stadium concessions
<b>Composting across all operations (front- and back-of house)</b>	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)

## 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
- Opportunities are explored to increase the number of projects that provide cost-savings by reducing Western’s overall environmental impact

# RECYCLING

## Current Status

- 2016-2017: On campus, 19% of waste going to landfill is recyclable (containers, paper and cardboard), compared to 27% in 2014 (Facilities Management)
- 2016-2017: In residence, 33 – 42% of waste going to landfill is recyclable (containers, paper and cardboard) (Facilities Management)
- BOH and FOH recycling at all operations
- Plastics # 1-7 and disposable coffee cups accepted
  - General customer confusion about what is ‘recyclable’
  - Work with FM Sustainability Manager and EnviroWestern to educate Western community at large around recycling

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
<b>Return Coca-Cola plastic recycling</b>	All Campus Eateries know about the return program	All Campus Eateries are participating in the return program
<b>Campus Eateries: back-of-house &amp; front-of-house</b>	Up-to-date signage	
<b>Increase effectiveness of communication strategy</b>	Hold observational and written surveys at UCC Sustainability Central to determine what aspects are confusing	

## 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

# RESPONSIBLE SOURCING

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## Current Status

- Challenges exist in ensuring local procurement and communicating information along the supply-chain
  - Sysco now identifies local items through on-line purchasing portal
- 2016: Specialty foods purchases from Ontario Natural Food Coop and the United National Food Inc., expanded
- 2016: Residence Dining Hall options are 54% vegetarian (up from 50%), 25% vegan, primarily responsibly sourced seafood (from High Liner – 99% sustainable) and 60% of the menu is FRESH Approved
  - Launched new 6-week menu rotation with a veg-centric focus
- 2016: 8,800 FRESH Reward Cards redeemed for a FREE whole fruit or carton of milk.
- 2016: Fair Trade Campus one-year anniversary, Fair Trade Week and “My Fair Valentine” celebrated
- 2012: 43% of food purchases by Hospitality Services are local (produced, manufactured or processed in Ontario)
  - MES students assessing HS purchasing practices to establish updated stats and to update campus-wide STARS certification
- 2016: Pledge to purchase exclusively local apples was achieved
- 2016: Produced 240 lbs of local honey from on-campus honey-bee hives
  - Honey used in recipes, served with tea and bottled for sale
  - Honeycomb incorporated in local cheese plate
  - Beeswax used to polish wooden serving platters
- 2016: Salad bar in the UCC and Argo Tea franchise very successful

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
<b>Procure locally</b>	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
<b>Procure Fairtrade</b>	Continue to expand Fairtrade options	Encourage franchises to offer a Fairtrade option
<b>Procure sustainable seafood</b>	Obtain Marine Stewardship Council (or equivalent) certification	>95% seafood responsibly sourced
<b>Responsible sourcing in Campus Eateries</b>	Perform audit of food availability at Campus Eateries (local, vegetarian, etc.)	Responsibly sourced options are included in contract with new franchises
<b>Honey at Great Hall Catering</b>	Continue to bottle honey (double production from 2016) 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

# EDUCATION

## Current Status

- 2017: Sixth year of Western’s Farmers’ Market
- 2017: Hosted Western’s third annual “Our Green Campus” lecture series in collaboration with Facilities Management
- 2016: Worked with Vegan Society at Western to create a vegan POS logo
- 2016-2017 Residence events: Apple Week, Fair Trade Week, My Fair Valentine, Rez Powers Down, Artisan Cheese Night, Farmer’s Table,
- Sustainability messaging on Residence Dining Hall (e.g. table tents and digital boards)

Action	Short term goal (1-5 years)	Long term goal (5-10 years)
<b>Host and promote sustainability events</b>	Continue annual Farmers’ Market	5+ sustainability focused events each semester
	Continue Residence events annually	
<b>Promotion of sustainability issues in Residence Dining Halls</b>	Monthly rotation of messaging on Residence Dining Hall tables	All new initiatives by Hospitality Services are accompanied by informative and educational messaging
	All sustainability events have corresponding information playing on boards during and leading up to event	There is a focus on different sustainability issues that cycle with the meal rotation
<b>Communicate progress to Western community</b>	Annual revision of the Sustainability Action Plan	Present sustainability initiatives to other Canadian universities
	Semi-annual revision of the Sustainability Report	

- 2016-2017: FRESH conducted 50 events across campus; 48% with a cooking component
- Development of “Guide to Sustainable Foods in Ontario; Labels and Definitions”

## Alignment with PACES:

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



# LAMBTON HALL OFFICE PRACTICES

## Current Status

- Hospitality Services Sustainability Committee meets monthly
- Holds 'Silver' status for Western's Green Office Program
- Regularly hires a Masters of Environment & Sustainability co-op student (2012, 2014, 2015, 2016)
- Sustainability Action Plan and Report revised yearly

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

## 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