2015 Sustainability Report

A review of our sustainability initiatives

www.hospitalityservices.uwo.ca

(Prepared by Jillian Tweedy, MES Student, Western University)
Hospitality Services’ sustainability plan is part of Western’s roadmap for building and operating a healthier more sustainable campus community. Through collaboration and innovation, we are committed to building a more sustainable food system.
SUSTAINABILITY

Meeting the needs of the present without compromising the ability of future generations to meet their own needs

- Brundtland Commission (United Nations)

Western University’s Principles of Sustainability

ENGAGEMENT · ECOLOGY · EFFICACY · ACCOUNTABILITY · INNOVATION · COMMUNITY
The President’s Advisory Committee on Environment and Sustainability (PACES)

PACES is working on *Creating a Sustainable Western Experience*, and Hospitality Services is helping to embed sustainability into the Western community.

**Hospitality Services Related PACES Goals**

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

✓ Sustainability is a major student learning initiative within Western’s residences and in first year activities

**PACES Goal**: Western will minimize its ecological footprint while enhancing ecosystem service on campus

✓ A campus-wide effort to achieve zero waste status for 2022 is initiated
✓ Access to healthy, local, organic, and fair trade food with vegan and vegetarian options are widely available throughout campus
✓ A reduced need for vehicle-based transportation through and on campus

2015 Sustainability Report
HOSPITALITY SERVICES’ FAST FACTS

Our services include six distinct divisions:

- Campus Eateries
- Conference Services
- Great Hall Catering
- Residence Dining
- Stadium Concessions
- Vending Services

Western’s Hospitality Services employ over 600 staff and service over 20,000 customers per day at our 29 campus operations.

Annual food & beverage purchases for the entire division amount to $9.5 million, with annual sales of $30 million.
MISSION STATEMENT

Hospitality Service is committed to creating, producing, and enhancing a sustainable culture for the life legacy of the Western community.

GOAL

To champion sustainability initiatives such as local purchasing, use of biodegradable products, expansion of the composting program, provision of organics and fair-trade coffee, and effectively marketing these initiatives to our clientele.
OUR FOCUS AREAS

PRODUCTS AND SERVICES
Responsible Sourcing
LOCAL · FAIR TRADE · SEAFOOD · MEATLESS · VEGAN · DISTRIBUTORS

ENVIRONMENT
Waste Reduction
REDUCE · REUSE · RECYCLE · COMPOST · WATER & CHEMICAL USAGE

COMMUNITY
Get Involved
FARMERS’ MARKET · GREAT HALL · FRESH · EDUCATE & REUSE

OPERATING PRACTICES
Employees
OCCUPATIONAL HEALTH & SAFETY · TRAINING & EDUCATION
Purchasing Request for Proposal (RFP)
Environmental Stewardship Statement

Hospitality Services is dedicated to reducing our environmental footprint. Partners, who share this commitment to environmental improvements and increased sustainability, will be given significant weight in the RFP process.
BUYING LOCAL

A 2012 assessment by Local Foods Plus showed 40% of purchases made for Residences Dining are local!

Over 30% of our total purchases are locally sourced. This relates to over $1.6 million dollars staying in our province, with our local farmers, and supporting our economy!

How do we define local?

Anything produced, raised, or processed in Ontario!

ANNUAL RESIDENCE SUSTAINABILITY EVENTS

Field to Fork
Artisan Cheese Night
Fair Trade Week

Dish Amnesty Day

Rez Powers Down
Agri-Week
Apple Week

2015 Sustainability Report
MEET SOME OF OUR LOCAL PRODUCERS!
Supporting Local Farm Families

London, Ontario is surrounded by some of the best agriculture land in the country with a variety of local producers. Our location allows us to source from many local producers!

Why buy local?

By getting involved in our local food system, we support our local farmers and processors, reduce environmental pollution from transportation, and protect local farm land.
METZGER MEATS
Hensall, ON - 50 km to Western
Our local PORK supplier

HAYTER’S FARM
Dashwood, ON - 48 km to Western
Our primary TURKEY supplier

GREEN CITY PRODUCE
London, ON - 5 km to Western
Our primary PRODUCE distributor

MARTIN’S FRUIT FARM
Waterloo, ON - 100 km to Western
A local APPLE supplier

NORPAC BEEF
Norwich, ON - 68 km to Western
Our local BEEF supplier

COUNTRY HERBS
Courtland, ON - 76 km to Western
A local HERB supplier
FAIR TRADE CAMPUS

Hospitality Services is going Fair Trade in 2015! We will be offering local Fire Roasted Coffee and Beyond Fair Trade Doi Chaang Coffee.

As well, anywhere tea or chocolate bars are sold 3+ Fair Trade teas and 1+ Fair Trade chocolate bars are available.

Why buy fair trade?

Fair trade means fair pay and safe working conditions for farmers, no forced child labour, and supports their communities. Fair trade ingredients must be produced with limited amounts of pesticides and fertilizers and with proper water management, making them better for the environment!
SUSTAINABLE SEAFOOD

High Liner Foods is the major supplier of seafood for Residence Dining. High Liner has pledged to have all responsibly sourced products, and currently **99% of their seafood supply comes from certified sustainable or responsible sources**. To be considered sustainable or responsible, the products must meet a high standard of criteria including Marine Stewardship Council certified, OceanWise recommended, or Seafood Watch green or yellow.

Why buy sustainable seafood?

*Sustainable seafood protects from overfishing and overharvesting and ensures the fishing method is not destructive to the habitats. With over 75% of the ocean’s wild fish stocks being exploited or depleted, it is important to know where your seafood is from.*
MEATLESS AND VEGAN OPTIONS

Residence Dining serves approximately half of their entrees meatless.
Of these options, half are completely vegan.

Why try meatless or vegan options?

Going meatless once a week can help your health and lower your carbon footprint. Eating too much meat can be linked to health problems, such as heart disease and obesity. To make one hamburger, the same amount of water is used as a 90 minute shower!
MAJOR DISTRIBUTORS

Primary Distributor
SYSCO

Sysco sources many of their products from Ontario, supporting our Local Ontario Farm Families

Secondary Distributor
SUMMIT

Summit works with Foodland Ontario and Embrace Ontario for local sourcing.

All paper products purchased from Summit are recyclable or compostable. This helps us to reduce the amount of material that is entering our landfills each day.
Environment

Waste Reduction

REDUCE · REUSE · RECYCLE · COMPOST · WATER & CHEMICAL USAGE

2015 Sustainability Report
REDUCE & REUSE

Travel Mug Program
Bring your own reusable mug to one of our coffee shops and receive 10 cents off of your purchase

Choose to Reuse
81% of students in 2014-2015 with required meal plans had a reusable takeout ecotainer, reducing the number of disposable containers used

Eliminating Styrofoam
Styrofoam free since 2008. Take-out containers purchased by Hospitality Services are now all recyclable or compostable

Bulk purchasing
We bulk purchase whenever possible to reduce the packaging needed

Reusable water bottles
Purchase a reusable water bottle available in our Residence Dining and reduce the amount of plastic bottles and cups are needed
Along with paper and containers, we recycle used toner cartridges, batteries, plastic packaging wrap, electronic waste, fryer oil, and coffee cups!

We recycle plastics 1-7 in our containers bin. In 2013, our waste stream contained 37% of materials that could be recycled, with 5% being coffee cups. Make sure to check what bin your waste belongs in!

Did you know?

Western’s campus uses an average of 12,000 coffee cups a day. Coffee cups and lids are recyclable!
We compost **pre-consumer food waste** and **coffee grounds** in residences, Great Hall Catering, and in some campus operations.

Consumers can compost at the **UCC Centre Spot, Support Services Building, Social Science, and in the Residence Dining operations.**

**Did you know?**

Hospitality Services **diverted over 200 tonnes of organic waste** in 2013! This organic waste is **used to create local, renewable energy.**
**WATER USAGE**

We know water is an important resource, and we are working to increase our water preservation. Quats (quaternary ammonium compounds) are extremely effective for sanitization in the food service industry, but can be harmful to the wastewater system. We are working to reduce the amount of Quats that enter the wastewater system by using new application methods.

**CHEMICAL USAGE**

Our chemical supplier helps us manage our chemical stock. They control our usage levels, product disbursement, and provide us material safety data sheets for all products. They also ensure effective sanitizing agents to ensure good food safety practices. They are committed to reduce phosphates and hazardous chemicals from their products to minimize environmental impact! Most of the chemicals are produced in London.
Community

Get Involved

FARMERS’ MARKET · GREAT HALL · FRESH · EDUCATE & REUSE

2015 Sustainability Report
WESTERN FARMERS’ MARKET

2015 is the fourth year for the Western Farmers’ Market!

Come and pick up some local ingredients for your own kitchen, meet your local producers & learn where your food is from!

Did you know?

If every household in Ontario spent $10 A WEEK ON LOCAL FOOD, there would be an additional $2.4 BILLION FOR OUR LOCAL ECONOMY at the end of the year, and would work in creating 10,000 new jobs

– The Ontario Table
## WHAT’S IN SEASON

Some options for fresh, local products when shopping!

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Available fresh and local year round: **MILK, EGGS, & MEAT**

For a full list of when Ontario fruits and vegetables are available visit: [www.ontario.ca/foodland/page/availability-guide](http://www.ontario.ca/foodland/page/availability-guide)

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*2015 Sustainability Report*
GREAT HALL CATERING

Make sure to try Western University’s green dining option, the Green Leaf Café @ Somerville, a division of Great Hall Catering!

Their commitment is to provide delicious cuisine in a sustainable manner using fresh, seasonal produce, meats, and cheeses from local farmers and growers.

Did you know?

Great Hall Catering uses their rooftop space, when available, as a garden to grow tomatoes and herbs to use in their delicious dishes.
FRESH & NUTRITION

Knowing where your food is from is important! It is also important to know the nutritional value!

FRESH, Food Resources and education for Student Health, identifies healthier options in our operations. The FRESH Healthy Plate depicts a healthy pattern of eating.

Net Nutrition provides easy on-line access to nutrition information on the foods served in residence. Check out nutrition.uwo.ca for more information and to contact our Residence Nutrition Manager, Anne.

Did you know?

FRESH Fruit & Dairy user cards rewards healthy eating. Buy 9 fruit or 9 dairy products and get your 10th fruit or milk free. 5,000 cards were redeemed in the 2014-2015 academic year!
EDUCATE & REUSE

Increasing our waste diversion depends on you!

✓ Bring a **reusable mug** for your coffee, receive a 10 cent discount
✓ Use our **Choose to Reuse containers** in residences
✓ **Sort your waste** at our bins

To help promote sustainability in our residences, we participate in the annual **Rez Powers Down** and **Earth Hour** with local food events, reducing our energy requirements, and **Recycling 101**.
Operating Practices

Employees

OCCUPATIONAL HEALTH & SAFETY · TRAINING & EDUCATION

2015 Sustainability Report
OCCUPATIONAL HEALTH & SAFETY

Health and Safety is extremely important to us. We are dedicated to providing a safe working environment for all staff. Have questions? We have a Health and Safety committee and information boards in every unit to help.

TRAINING & EDUCATION

Our staff is provided proper training in WHMIS, First Aid, Food Safety, Food Handling, and more!
LOOKING BACK
Our past accomplishments!

Along with our success in the categories above, here are some more updates on our Action Plan goals

✓ Produced our first Sustainability Report

✓ Over 80% of students in residence purchased a Choose to Reuse container

✓ 100% of take-out containers we purchase are recyclable or compostable on campus

✓ Our office has joined Western’s Green Office Program
LOOKING FORWARD
What we are working towards!

➡ Help Western University to be zero waste by 2022
   Currently at a 50% diversion rate

➡ Expand and continue to support our Farmers’ Market

➡ Reach 50% local or third party certified food in residence
   Currently at 40% local

➡ Continue looking for ways to improve our sustainability
   Acquire energy efficient new equipment
   Ensure staff education on sustainability practices
   More sustainability events in our residences
   Continue to improve our water and our Quats use
TIMELINE OF OUR JOURNEY

Sustainability Awards

   Hospitality Services
   ▪ Percent of food budget spent on local/organic food & waste diversion rate

2015: Western Green Award Winner
   ▪ The Western Farmers’ Market

2014: CCUFSA Shine Award Nomination
   ▪ Green Leaf Café

2014: Western University: AASHE STARS Gold
   Receiving points from Dining Services on:
   ▪ Food and Beverage Purchasing & Low Impact Dining & waste diversion rate

   Hospitality Services
   ▪ Percent of food budget spent on local/organic food

2014: NACUFS Sustainability Award Silver Waste Management
   ▪ XC4C Program for Reusable Containers – Only Canadian University honoured

   Hospitality Services
   ▪ Percent of food budget spent on local/organic food
2012: Ontario Greenbelt Grant
  - Increasing the Procurement of Local Foods

2011: Green Report Card
  - Received an “A” for Food and Recycling

2011: Western University: AASHE STARS Silver
  Receiving points from Dining Services on:
  - Food and Beverage Purchasing
  - Vegan Options
  - Trans-Fat Free Oil
  - Pre and Post-Consumer Food Waste Composting
  - Food Donations
  - And more

2010: Green Report Card
  - Received an “A” for Food and Recycling

2010 & 2009: Heart & Stroke Big Bike Team

2008: Western Green Award Winner
  - Styrofoam free in Residence Dining Halls
  - Supporting local economy by purchasing products close to home when possible including season fruits and vegetables
  - Promoting recycling in all eateries

2007: Sustainability Committee Formed

2005: CCUFSA Shine Award Winner