OVERARCHING MISSION STATEMENT

To nourish Western’s community through fresh quality food, excellent service and memorable experiences.

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 that involve waste reduction and diversion, responsible sourcing, healthy eating and community and stakeholder engagement.

2016 HOSPITALITY SERVICES SUSTAINABILITY REPORT

EDITING & PRODUCTION
Emily Lomax, MES Student, Hospitality Services

DESIGN
Kelly Hunt, Graphic Services, Western University

PAPER
FSC & Rainforest Alliance Certified 65lb Cougar Cover, 70lb Cougar Supersmooth text insides
A MESSAGE FROM THE DIRECTOR: 
THE IMPORTANCE OF SUSTAINABILITY 
IN HOSPITALITY SERVICES

Frank Miller  |  DIRECTOR OF HOSPITALITY SERVICES

As an integral piece of Western University, Hospitality Services strives to deliver culinary excellence while minimizing our impact on the environment. We have made concerted efforts to implement effective, long-lasting sustainability initiatives and to communicate our message and goals to students, staff and faculty. We strive to engage students in actions that will reduce their carbon footprint well beyond their time here at Western. Through collaboration and innovation, we stand to build a stronger, more sustainable food system for us all.

In 2015 we produced our first Sustainability Report, with the help of students enrolled in the Masters of Environment & Sustainability program here at Western. This report has served as a platform by which we present our yearly achievements and accolades. It also serves as a benchmark of our progress and a tool to help us set targets on our path towards sustainability.

In our second annual Sustainability Report, we are proud to share our stories with you, as examples of our accomplishments and our leadership in sustainability. Most notably, our certification as a Fairtrade campus, as well as the addition of Great Hall Catering honey bee hives. By working with the greater Western and London community, we are working towards a more viable way of life and contributing to the creation of a sustainable Western experience.
HOSPITALITY SERVICES IS A DIVISION OF HOUSING AND ANCILLARY SERVICES AT WESTERN UNIVERSITY

2015–2016:

- Over 600 staff
- Over 20,000 customers every day
- 28 on-campus operations
- Food and beverage sales: $ 36 million
- Food and beverage purchases: $ 12 million

HOSPITALITY SERVICES INCLUDES SIX DISTINCT DIVISIONS:

- Campus Eateries
- Residence Dining
- Conference Services
- Great Hall Catering
- Stadium Concessions
- Vending Services
FROM HOSPITALITY SERVICES 2016 SUSTAINABILITY ACTION PLAN

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.

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.

“Collectively and as individuals, students, faculty and staff member have important roles to play in embracing the values of conservation, participating in sustainability initiatives, and ultimately minimizing our impact on the environment”

– Janice Deakin, Provost and Vice-President (academics) and PACES co-chair

GOAL

To champion sustainability initiatives that 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 outlined 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
- RESPONSIBLE SOURCING
- COMMUNITY
WASTE REDUCTION AND DIVERSION

- Hospitality Services is committed to reducing waste in order to work towards PACES goal of 90% waste diversion
- Hospitality Services has successfully eliminated Styrofoam since 2008
- All Campus Eateries have travel mug incentives (10¢ off) to reduce the use of disposable cups

CHOOSE2REUSE PROGRAM

- Gives students the option to use a re-usable take-out container in Residence Dining
- 2015–2016 had 86.5% participation (5% increase from the previous year)

FRYER-OIL RECYCLING PROGRAM

- Oil from Campus Eateries is sold to and recycled at Wardlaw’s Poultry Farm
- Prevents the disposal of oil into the landfill and eliminates the need to use new resources and energy

RECYCLING

- All plastics (#1–7), glass, paper products and disposable coffee cups are recyclable on campus

COMPOSTING

- Back-of-house: Residence Dining, Great Hall Catering, Green Leaf Café
- Public: Residence Dining, UCC Centre Spot, Support Services Building, Spencer Engineering Building
- Harvest Power creates electricity from Western’s compost using anaerobic digestion

Hospitality Services is continually expanding its waste reduction and diversion efforts, including incentives for travel mugs, the re-usable take-out containers in Residence Dining, and composting across the majority of Hospitality Services operations.
A FAIRTRADE CAMPUS

In November 2015, Western University became a Fairtrade campus, made possible by the collaboration of Fair Trade Western, Western’s Engineers without Borders and Hospitality Services.

AS A FAIRTRADE CAMPUS:

• All coffee is Fairtrade (excluding franchises)
• Any location that sells tea has at least three Fairtrade options
• Any location that sells chocolate has at least one Fairtrade option
• All coffee and tea at campus meetings, events and offices run by administrative or student unions is Fairtrade

“The Fairtrade trademark represents the best-known and most-respected ethical certification system for social sustainability issues. It provides an easy and reliable way to know that products have met credible standards that are set and monitored following best practices, public input and regular audits.”

– Kevin McCabe, Hospitality Services Associate Director

OUR FAIRTRADE COFFEE SUPPLIERS:

• FIRE ROASTED COFFEE is a London-based coffee company with three locations throughout the city. Their coffee has been served at Great Hall Catering since 2009 and in all Residence Dining operations and six Campus Eateries since 2014. They place a priority on organic coffee and on fostering beneficial relationships from grower to roaster to consumer.

• DOI CHAANG COFFEE is a Vancouver-based company working in partnership with the Doi Chang villagers in northern Thailand to provide highly ethical and sustainably sourced organic and shade-grown coffee.

2015–2016 FAIRTRADE EVENTS:

Fair Trade Week, My Fair Valentine, Scare Them Fair and Free Cone Day
MEET OUR LOCAL SUPPLIERS

[ LOCAL / LO•CAL ]

1. To Hospitality Services, local is anything grown, raised, or produced in Ontario.

“We have been pioneers in sustainability here at Western by getting as much local produce and food items as we can.”

– Craig Clifford, Operations Manager with Hospitality Services

SUSTAINABILITY IN OUR REQUEST FOR PROPOSAL

Hospitality Services is dedicated to reducing our environmental footprint. Partners who share this commitment to environmental improvements by providing opportunity for increased local procurement will be given significant weight in the Request-For-Proposal process.

In 2012, 43% of food purchased in Residence Dining was local.

HAYTER’S FARM, DASHWOOD
• A small, hands-on operation where all the turkeys are raised free range
• Reduces transportation emissions by raising all turkeys at a single location
• Hospitality Services purchases 100% of its turkey from this local farm

PETIT PARIS, LONDON
• A bakery that supplies bread and baked goods across many of Hospitality Services operations
• Everything is made from scratch, with whole ingredients and no preservatives or artificial flavours
• All eggs and dairy are locally sourced

NORPAC BEEF, NORWICH
• The Heleniak family has been farming beef cattle for over 60 years
• 20% of the beef sold by Norpac is still raised by the Heleniak family, while the rest is from other farms throughout Ontario
• Hospitality Services purchases 80% of its beef from Norpac

GREEN CITY PRODUCE, LONDON
• A family-run business based in London
• Hospitality Services purchases its produce almost exclusively from Green City Produce, which increases delivery efficiency and decreases greenhouse gas emissions produced by delivery trucks

By placing preference on building relationships with local businesses and fostering transparency in purchasing processes, Hospitality Services can have confidence in the quality of the product and integrity of the practices. Building these relationships strengthens the London and Ontario community by providing more opportunity for local businesses, which continues the expansion of locally available products and services.
HONEY BEES AT GREAT HALL CATERING

In June 2016, four honey bee hives were installed by Executive Chef, Kristian Crossen and licensed apiarist (beekeeper) Rick Huismann.

BENEFITS TO GREAT HALL CATERING

- Honey will be used in recipes, served with tea and coffee, and bottled for sale
- Honeycomb will be incorporated into the local cheese plates
- Beeswax will be used to polish the wooden serving platters

BENEFITS TO COMMUNITY AND AGRICULTURE

The majority of our fruits and vegetables and some of our animal food crops rely on honey bees for pollination. The following crops are dependent on honey bees for 90% of their pollination:

- Apples
- Blueberries
- Cranberries
- Sunflowers
- Alfalfa

BENEFIT TO ENVIRONMENT

- Honey bees are pollinators of some native plants
- Local production will reduce emissions and waste production
- On campus hives will spark interest and increase awareness about our food systems and sustainable food practices.

By keeping their own honey bees, Great Hall Catering will not only reap the culinary benefits of the harvest, but will reduce emissions and waste from purchasing honey, as well as foster awareness and education about the potential for sustainability of our food systems.
“EAT FOOD, NOT TOO MUCH, MOSTLY PLANTS.”

–MICHAEL POLLAN–
Encouraging students to make informed decisions about their food options not only positively impacts their personal health and ability to learn, but also encourages the practice of thoughtful decision-making. The path to sustainability begins with understanding that all actions have consequences, and the perfect start is with each individual.

FRESH

FRESH (Food Resources and Education for Student Health) is a research-based, peer nutrition education program designed to:

- Increase awareness
- Build skills
- Reward healthy eating
- Influence the campus foodservice environment

FRESH & SUSTAINABILITY

- Healthier choices include more whole and fewer processed foods, which require less energy and materials for their processing, packaging and storage
- FRESH encourages increasing foods of plant origin which require less water to produce and produce less greenhouse gas emissions
- FRESH encourages staying hydrated, especially with tap-sourced water, which requires minimal energy and materials
- Sustainability includes sustaining the health of your mind and body

FRESH FRUIT, SALAD AND DAIRY FREQUENT-USER CARD

- Rewards healthy eating with FREE fruit and milk
- 2015-2016: 10,800 cards were redeemed (116% increase from the previous year)
- Encourages students to choose fruit, a ‘zero-waste’ snack, resulting in fewer materials in the landfill (from packaging) and decreased greenhouse gas emissions (from packaging and processing)
THE FARMERS’ MARKET

Hospitality Services has been hosting Western’s on campus farmers’ market in the summer and fall for the past five years.

SOME OF OUR VENDORS:

CUDDMORE FARMS
Leslie and Jane grow and share their love of flowers with their stunning arrangements of long-lasting perennials.

GREEN DOOR GARDENS
Green Door Gardens grows over 80 varieties of heirloom tomatoes, herbs and several varieties of garlic.

KELVIN’S FRITTER SHOP
Kelvin uses only fresh ingredients from Ontario suppliers to create both classic and innovative fritters using traditional Dutch techniques.

MRAVIK FARM
George’s family has been farming for over 400 years and has been a part of the Western Farmers’ Market since 2012.

PICNIC CREEK PRODUCE
Daniel, a member of the Vegetable Seed Growers Network, promotes genetic preservation of agricultural heritage.

BOHO BAKE SHOP
Nicole, a Western graduate, is a health and wellness enthusiast who creates delicious baked goods and breakfast items for health-conscious people.

RED CAT FARM
Red Cat Farm bakes an assortment of breads and baked goods, all organic and baked in a brick oven.

THE GOODAH GASTO TRUCK
Goodah uses freshly baked breads, quality cheese and other local ingredients for their grilled cheese sandwiches.

Supporting the Farmers’ Market is one of the easiest ways for individuals to be more sustainable. Bringing the Farmers’ Market to campus not only provides this previously unavailable service to the Western community, but also facilitates connections between different community groups. The Western Farmers’ Market provides students, staff and faculty with local foods, which reduces emissions and waste from out-of-province transport and individual off-campus shopping.
Green Leaf Café is Western’s “green” dining option, due to the close attention to ensure that the highest quality, locally-sourced ingredients are used. This division of Great Hall Catering is an excellent platform for innovation and new initiatives that can later be expanded to the rest of the operation. The focus on local food is an excellent way to present to the greater Western community Hospitality Services’ commitment to exceptional food that is both sustainable and accessible. Green Leaf Café is a perfect place for all members of the Western community to come together in a common space to eat good food.
This certificate officially recognizes that the UNIVERSITY OF WESTERN ONTARIO has successfully fulfilled the requirements for and is hereby recognized as a FAIR TRADE CAMPUSS.

Given on this 21st day of January 2016

(Signed)

Muhammed Eshamba, Chief Executive Officer, Fairtrade Canada
ACCOMPLISHMENTS OF 2015–2016

- Achieved Fairtrade campus certification
- Established on-campus honey bee hives operated by Great Hall Catering
- Hosted ‘100 mile market’, a local foods banquet by Residence Dining
- Converted to all compostable disposables at Great Hall Catering
- Installed ‘Urban Cultivator’ indoor herb gardens in the majority of our Residence Dining operations
- Joined Western’s Green Office Program and achieved ‘Bronze’ status
- Increased participation to 86.5% in the ‘Choose2Reuse’ take-out container program, in Residence Dining
- Hosted Western’s third annual ‘Green Campus Lecture Series’ in partnership with Facilities Management:
  - Choosing Local
  - Local Farming
  - Preserving Food
- Produced Hospitality Services’ 2016 Sustainability Report and Action Plan
RECOGNITION OF SUSTAINABILITY IN HOSPITALITY SERVICES

- 2015: Fairtrade Campus certification
- 2015: Western Green Award (for Western’s Farmers’ Market)
- 2014: Canadian College and University Food Service Association: Shine Award Nomination (for Green Leaf Café)
- 2014: Western University: AASHE STARS Gold (for food and beverage purchasing, low impact dining, waste diversion)
- 2014: National Association of College & University Food Service Association: Silver Award in Sustainability, Waste Management (for XC4C – Reusable container program)
- 2012: Ontario Greenbelt Grant (to fund audit of local food procurement)
- 2011: Western University: AASHE STARS Silver (for food and beverage purchasing, vegan options, composting)
- 2008: Western Green Award Winner (for elimination of styrofoam, promotion of recycling, local food procurement)
NEXT STEPS ON OUR PATH TO SUSTAINABILITY IN HOSPITALITY SERVICES

100% LOCAL APPLES

• September 2016
• Hospitality Services will be working in partnership with our produce supplier Green City Produce and Martin’s Fruit Farm to provide 100% Ontario-grown apples across all our operations

MARINE STEWARDSHIP COUNCIL CERTIFICATION

• January or September 2017
• Hospitality Services will obtain its MSC ‘Chain-of-Custody’ certificate which permits labelling of all sustainably sourced seafood

ARGOTEA AT WESTERN

• September 2016
• Argotea has incorporated environmental consideration into all their packaging and brewing practices

GREEN OFFICE PROGRAM ‘SILVER’ STATUS

• September 2016
• Lambton Hall, Hospitality Services’ main administrative office, will implement improvements to achieve ‘Silver’ status in the Green Office Program at Western University