WESTERN HOSPITALITY SERVICES

SUSTAINABILITY REPORT

EDITING & PRODUCTION
Anne Zok, Nutrition Manager

PAPER
Made of 10% (or more) post-consumer waste
Free of elemental chlorine or acid
Forest Stewardship Council (FSC) Certified
The THREE PILLARS of Sustainability

- Sustainability is based on the concept of the “Three Pillars” or a triple bottom line, where Economy, Society, and Environment are balanced.
- This system takes into account all the physical resources available to operate with, from the land we build our infrastructure, to the energy we harvest to operate, water and materials used to plant and harvest food, and the air we breathe in every day.
- Sustainability can be found when we are able to maintain an economic activity that is found within the lawful and ethical boundaries of society, and which works with the resources provided by nature in the most effective way possible, ensuring that as a society, we will be able to maintain our activities for generations to come.
President’s Advisory Committee on the Environment and Sustainability (PACES) at Western University

Goals:
- Incorporating sustainability into our academic programming
- 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

http://sustainability.uwo.ca/
President’s Advisory Committee on the Environment and Sustainability (PACES) at Western University

Western University’s Principles of Sustainability:

- Engagement
- Ecology
- Efficacy
- Accountability
- Innovation
- Community

“PACES is working on Creating a Sustainable Western Experience, and Hospitality Services is helping to Embed Sustainability into the Western community.”

http://sustainability.uwo.ca/
President’s Advisory Committee on the Environment and Sustainability (PACES) at Western University

**stars**

(Sustainability Tracking Assessment and Rating System)

- A transparent, self-reporting framework for colleges and universities to measure their sustainability performance
- Western - **GOLD** standing
Hospitality Services
A Division of Housing & Ancillary Services

- Western - “Sustainable Dining”:
  - Received full points

- Western - “Food and Beverage Purchasing”:
  - 35% of purchases identified as Sustainability (in collaboration with Sysco, primary distributor)
Hospitality Services
A Division of Housing and Ancillary Services

Consists of six distinct areas:

- 25 Campus Eateries
- 9 Residences - 7 Dining Halls
- Conference Services
- Great Hall Catering (Including Green Leaf Café)
- Stadium Concessions
- Vending Services

Purchasing and Sales:

- Annual food and beverage purchases of $12 million
- Annual food and beverage sales of $36 million
- Service over 20,000 customers through the campus eateries and 5,000 students in the residence operations, daily
- Employ over 600 full and part-time staff

http://hospitalityservices.uwo.ca/
Promoting the smallest possible ecological footprint by contributing to a healthy ecosystem and supporting the values of conservation.
Responsible Sourcing
Hospitality Services

Farmers' Market
- Going strong since 2011
- Winner of the Western Green Award
- Provides the Western Community with local, seasonal, fresh food
- Operates from June - November
- Encourages the Western community to reconnect with local farmers
- Symbolizes a true celebration of food
Hospitality Services

Honeybees
- June 2016, Executive Chef, Kristian Crossen & licensed apiarist (beekeeper) Rick Huismann, introduce 4 honeybee hives to campus
- Currently maintaining 8 hives
- Home to 500,000 honeybees
**Hospitality Services**

**Honeybees**
- 240 lbs of honey produced annually
- Honey is used by Great Hall Catering in recipes, served with tea and coffee, and bottled for sale
- Honeycomb is incorporated into the local cheese plates and beeswax is used to polish the wooden platters
- On campus, honeybee hives initiate conversation and spark interest and awareness of food systems and our relationship to them
Hospitality Services

Local Apple Pledge
- Launched in September 2016
- In partnership with Martin’s Fruit Farm and Green City Produce, we aim to purchase exclusively local apples throughout the year
- Why apples?
  - Strong public connection
  - Zero-waste
  - Available in abundance
  - Healthy
  - Symbolic of knowledge
Residence

**Urban Cultivator**

- Healthy, organic, herbs and sprouts are grown and used to accompany and garnish dishes.

- Grown and utilized in each of the seven residences, the Urban Cultivator helps reduce our carbon footprint.
Fair Trade Western

- Western receives Fair Trade designation in November 2015

- This designation means:
  - All coffee served at non-franchise locations is Fair Trade
  - At least 3 Fair Trade teas and 1 Fair Trade chocolate is available wherever such products are sold
**Fair Trade Western**

**Fair Trade**
- Represents the best-known ethical certification system for social sustainability
- Fair Trade allows consumers to choose products which have a positive impact on the world
- Why Fair Trade? Ensure farmers/producers receive:
  - A price premium
  - Ethical and safe working consideration
  - Support for their community
Fair Trade Western

Fair Trade Loyalty Program

- Doi Chaang “Beyond Fair Trade” and Fireroasted local, Fair Trade coffee
- Loyalty program incentivizes consumers to purchase Fair Trade
Fair Trade Western

Campus Celebrations
- Yearly anniversary with complimentary Fair Trade coffee and chocolate
- My “Fair” Valentine
- Free Fair Trade ice cream
- Education, awareness, and promotions throughout the year
Purchasing

RFP (Request for Proposals)

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

Arva Flour Mills, in Arva - just north of London - Canada's oldest continuously operating water-powered flour mill and perhaps the oldest in North America. Quality has been a tradition at the mill since 1819 and they continue to supply their customers with a variety of natural and certified organic flours.

Capo Food Ltd. has been a proud supplier to Western University for over 25 years. They produce authentic Italian products using the finest local and Canadian ingredients. Capo Food Ltd. supplies quality, delicious, fresh home-cooked products based on traditional Italian family recipes handed down from generation to generation.
**Purchasing**

**Local Partners - Embracing all things local**

**Petit Paris** opened in London in 2011, and is locally owned and operated. They use local eggs, fruit, and dairy. Everything is made from scratch using whole ingredients with no preservatives or artificial flavours.

**Thornloe Cheese,** located in Thornloe Ontario, has produced a respected brand of cheese products in Northern Ontario for over 71 years. The secret of their success is attributed to old-fashioned cheese making techniques and 100% fresh Canadian milk.
Local Partners - Embracing all things local

**Hayter’s Farm** in Dashwood Ontario is a family-run, hands-on operation. They have raised free-run turkeys for over 60 years. These hormone-free birds are fed a natural mix of corn, soy, vitamins and minerals. Hospitality Services purchases 100% of its turkey from Hayter’s.

**The Ontario Natural Food Company (ONFC)** supplies us with food items to help meet the needs of students with special dietary needs. Over $120,000 of product are purchased from ONFC annually.
Recognized as one of Ontario's finest specialty roasters, Fire Roasted Coffee Company is an artisanal coffee roaster located in London Ontario. They have enjoyed great success in the past several years by partnering with the finest retailers, cafés and institutions in Ontario. They serve the highest quality Coffee available anywhere.

Sustainability is a critical component in the business equation for Green City. Green City's main objective is to partner with as many local farmers as possible, ensuring quality, freshness and competitive pricing.
Purchasing
Local Partners - Embracing all things local

Anderson Craft Ales, located in London Ontario, is a 100% family owned and operated. This allows them to fulfill their vision and passion of brewing top quality craft beer without compromise.

Steam Whistle Pilsner is brewed at the historic John Steel Roundhouse, in the heart of downtown Toronto. The founders, who call themselves the “Three Fired Guys”, work hard to make the best Pilsner in Canada. It’s inspired by centuries of European tradition, but brewed fresh at their independent Canadian brewery.
**Responsible Sourcing**

**SUMMARY**

- Local Farmers’ Market encourages the University community to reconnect with local farmers.
- Honey produced on campus is used by Great Hall Catering and the Green Leaf Café and bottled for sale.
- Our Local Apple Pledge supports local farmers.
- Urban Cultivators in Residence provide fresh herbs and sprouts.
- Fair Trade Campus designation allows consumers to choose products which have a positive impact on the world.
- 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.
Sustainable Dining
Residence Dining

6-Week Menu Rotation
- 54% Meatless
- 45% Gluten-free
- 65 - 75% Prepared in-house
- 53% “FRESH approved” (healthier choice)
Residence Dining

Special Events:
- Indigenous Dinner

INDIGENOUS CULTURE & CUISINE

Wednesday, March 7 • 4:15–8pm
Delaware Rez Dining Hall

INDIGENOUS CULTURE & CUISINE

<table>
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<tr>
<th>Dish</th>
<th>Price</th>
<th>Allergens</th>
</tr>
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<tbody>
<tr>
<td>Wildberry Rice Salad</td>
<td>by weight</td>
<td>Vegan, Gluten Free, Allergens: Pine nuts</td>
</tr>
<tr>
<td>Three Sisters Soup</td>
<td>by weight</td>
<td>Vegan, Gluten Free</td>
</tr>
<tr>
<td>Seared Salmon with Rhubarb Compote</td>
<td>$6.00</td>
<td>Gluten Free, Allergens: Fish</td>
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<tr>
<td>Venison with Bannock Crust</td>
<td>$2.89</td>
<td>Allergens: Wheat, Dairy, Soy (May contain egg)</td>
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<tr>
<td>Roast Turkey Breast with Apples and Cranberries</td>
<td>$3.95</td>
<td>Gluten Free</td>
</tr>
<tr>
<td>Fingerling Potatoes</td>
<td>$0.93 / oz</td>
<td>Vegan, Gluten Free</td>
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<tr>
<td>Trio of Roasted Root Vegetables</td>
<td>$6.90 / 4 oz</td>
<td>Vegan, Gluten Free</td>
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<tr>
<td>Wild Mushroom Risotto</td>
<td>$6.95 / 3 oz</td>
<td>Vegan, Allergens: Gluten</td>
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<tr>
<td>Roasted Acorn Squash</td>
<td>$6.90 / pc</td>
<td>Vegan, Gluten Free</td>
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<tr>
<td>Bread Basket</td>
<td>$0.75 / pc</td>
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<tr>
<td>Maple Syrup Pie</td>
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<tr>
<td>Rhubarb Pie</td>
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<tr>
<td>Pumpkin Pie</td>
<td>$2.14</td>
<td>Allergens: Wheat, Eggs, Dairy, Soy, Sulphites</td>
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</table>
Residence Dining

Special Events:
- Indigenous Dinner
Residence Dining

Special Events:
- Diwali, festival of lights
Residence Dining

Special Events:
- Chinese New Year
Residence Dining

Special Events:
- Canada’s 150th Anniversary

HAPPY BIRTHDAY, CANADA!
CELEBRATING 150 YEARS

Wednesday, March 22nd
FEATURE DINNER
4:15 pm - 7:30 pm
residedining.uwo.ca
Residence Dining

Special Events

- Artisan Cheese Night - featuring local cheese selections
Residence Dining

Special Events:
- Chef’s Table – a Chef’s choice of complimentary signature sustainable dishes
Residence Dining

Special Events:
- Spring Food Festival
Residence Dining

Special Events:
- Open Market
Residence Dining

Special Events:
- Game of Thrones
Residence Dining

Special Events:
- Student Chopt Competition
Campus Eateries  argo tea.

- Offering a wide selection of baked goods, both gluten-free and vegan
- Signature drinks inspired by creativity and environmental consideration in both packaging and brewing practices
Campus Eateries

- Einstein's
  - Brewing “Beyond Fair Trade”, Doi Chaang Coffee
  - Fresh, made-to-order deli sandwiches
  - Baked goods, both gluten-free and vegan
Campus Eateries

- Traditional Middle-Eastern food using the freshest and finest ingredients
- 100% Halal menu meets the needs of our Muslim population
Campus Eateries

Barakats ... Real Food ... Real Taste

- A true Middle-Eastern experience
- 100% Halal
- Healthy food and variety, allows all customers (vegetarian, vegan and meat-lovers) to choose from among several options
Campus Eateries

Noodles

- In-house, made-to-order fresh cooking
- Offering meatless, vegan, gluten-free, and allergen-friendly options
- Two locations on campus
Campus Operations

Ivey Business School

- In-house favorites include an interactive station, Ivey grill, made-to-order deli, salad bar, and wood stone home-made pizza
Campus Eateries

**Bento Sushi**
- Proud to be the largest Marine Stewardship Council (MSC)-certified restaurant chain in Canada
  - MSC is the world’s leading certification and eco-labelling program for sustainable seafood
- Also a recognized partner of SeaChoice
  - Canada’s most comprehensive sustainable seafood program
- Bento packaging is produced locally and fully recyclable.
Campus Eateries

- Our newest in-house branded concept
- Featuring a "exclusive-to-Western" locally-sourced burger patty
  - 100% Canadian beef
  - Gluten-free
  - Allergen-free
  - No fillers or additives
Campus Eateries

Vending

**Healthier 4U Vending Program**
- Found in 6 locations on campus
- Items have met FRESH approved criteria
- Include such items as:
  - Nuts/Seeds
  - Healthier sports/granola and cereal bars
  - Assorted baked savory snacks
Campus Eateries

Vending

Farmer’s Fridge
- Providing assorted fresh salads
- Made daily in London
Great Hall Catering
Catered to your wishes
Great Hall Catering
Catered to your wishes
Green Leaf Cafe
Showing the greater Western community our commitment to sustainability and good food
Green Leaf Cafe
Committed to providing delicious cuisine in a sustainable manner using fresh, seasonal ingredients from local farmers and growers.
Residence Dining

Dietary Restrictions

- Approximately 6% of the students living in residence have a dietary restriction.
- HS works closely with the Department of Housing to help ensure all students are safely accommodated.

https://nutrition.uwo.ca/foodallergies.cfm
Residence Dining

Dietary Restrictions - Food Allergy Emergency Plan (FAEP)

- Students are strongly encouraged to complete a FAEP form
- Posted in the “back-of-house” out of public view
- Helps our HS team become familiar with students requiring assistance in making safe food choices
Hospitality Services

**Dietary Restrictions - Training**

- Leadership team completes on-line training for foodservice and food retail industry (TrainCan Inc.)
- Newly-hired staff receive allergy awareness training specific to Hospitality Services
- Allergy training for Rez Staff (e.g., Dons, RAs, and Sophs) is provided during Rez Staff Training
Hospitality Services

Dietary Restrictions - Allergen Risk Management (ARM) Plan

- Graduate students in the “Community Nutrition and Program Planning” course at Brescia prepared an “Allergen Risk Management” plan for Western.
- Plan includes revised:
  - Marketing materials
  - Training resources
  - Staff resources
  - Student resources
Hospitality Services

Dietary Restrictions - ARM Plan - Sample Marketing Material

**You could SAVE a life**

5 Steps to Treating an Anaphylactic-Allergic Reaction

1. Administer epinephrine as soon as possible. Do NOT wait for symptoms to get worse.
2. Call 911 or CRIT and tell them that someone is having an anaphylactic reaction.
3. Give a 2nd dose of epinephrine as early as 5 minutes after the 1st dose if there are no improvements.
4. Go to the nearest hospital right away even if symptoms are reduced or treated.
5. Call the emergency contact person.

**Throat tightening. Trouble breathing. Dizziness.**

You reach for your EpiPen, but it’s...

Don’t be caught off guard. Carry your EpiPen.

For more information, please visit [www.nutrition.uwo.ca](http://www.nutrition.uwo.ca)

**What you don’t know CAN kill you...**

Don’t leave others in the dark. If you have a food allergy, let them know.

For more information, please visit [www.nutrition.uwo.ca](http://www.nutrition.uwo.ca)

**FOOD ALLERGIES**

MYTH

Food allergies aren’t serious.

FACT

This is more than just an itchy food allergy. Some reactions can be life-threatening.

MYTH

Emergency is only for kids.

FACT

Emergency is for all ages.

**DELISH or DEADLY**

A FOOD ALLERGY can make all the difference.

For more information, please visit [www.nutrition.uwo.ca](http://www.nutrition.uwo.ca)

SUSTAINABLE DINING
SUMMARY

- The residence six-week menu rotation features meatless, vegan and gluten-free options for breakfast, lunch, and dinner.
- 65-75% of the 6-week menu rotation in residence is prepared in-house.
- Special events in residence encourage students to value and celebrate food in the company of others.
- 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 4U Vending Machines” (including our newest “Farmer’s Fridge”) make healthy eating after-hours, easy.
- Great Hall Catering and The Green Leaf Café 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.
Education, Awareness & Collaboration
A summer MES co-op student is tasked with:
- Updating our Sustainability Report and Action Plan
- Revising our Green Office Program
- Developing training resources
- Updating our Sustainability website
- Researching best practices in foodservice sustainability
- Researching funding opportunities
- Evaluating our performance and identifying gaps
Masters of the Environment & Sustainability (MES)

Consulting Group
Litterless Consulting Group – “Culture Change: The Shift to a Zero-Waste Campus”
- Group tasked with:
  - Conducting a situational assessment on the waste diversion strategies in the campus eateries
  - Completing a waste audit in select locations
  - Identifying best practices in foodservice waste diversion
  - Providing innovative strategies on how best to enhance waste diversion in our campus eateries
Philosophy of Food Course

**Course Summary:**
- Focus on the hidden values inherent to our relationship with food

**Project Summary:**
- To conduct a critical review of the policies and practices of Sustainability within Hospitality Services at Western
- Students (44) produced a written report, a power point and an academic poster on their findings and presented results publicly
Vegan Society on Campus

- Designed point-of-sale icon to help our vegan customers identify viable menu options
- Created a database of vegan options available on campus by location
Brescia University College – School of Food & Nutritional Sciences

FRESH (Food Resources and Education for Student Health)

- Peer nutrition education program
- Collaboration between Brescia University College (students and researchers) and Western’s Hospitality Services

FRESH Components:
- FRESH education
- FRESH approved
- FRESH Reward Card
- FRESH Healthy Plate
- FRESH facts

EDUCATION, AWARENESS & COLLABORATION
Brescia University College – School of Food & Nutritional Sciences

- Brescia Food and Nutrition students lead education sessions and cooking demonstrations

FRESHU.ca

EDUCATION, AWARENESS & COLLABORATION

HOSPITALITY SERVICES AT WESTERN
Brescia University College – School of Food & Nutritional Sciences

- Brescia Food and Nutrition students lead education sessions and cooking demonstrations
Brescia University College – School of Food & Nutritional Sciences

- FRESH approved items flagged on the digital menu boards and on ‘to-go’ items

- Point-of-purchase marketing helps consumers become familiar with the FRESH approved program

FRESHU.ca

Want healthier menu items? Look for the checkmark

EDUCATION, AWARENESS & COLLABORATION
Brescia University College –
School of Food & Nutritional Sciences

FRESH approved Criteria

- Based on an item's fat, sodium, fibre, protein, and vitamin content
- Helps to 'nudge' students toward the healthier selection

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<th>Mixed Foods</th>
<th></th>
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<tbody>
<tr>
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<tr>
<td>5 g</td>
<td>Fat</td>
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<tr>
<td>2 g</td>
<td>Saturated fat</td>
</tr>
<tr>
<td>0 g</td>
<td>Trans fat</td>
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<tr>
<td>210 mg</td>
<td>Sodium</td>
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<tr>
<td>5 g</td>
<td>Dietary Fibre</td>
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<tr>
<td>9 g</td>
<td>Protein</td>
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<tr>
<td>4 %DV</td>
<td>Vitamin A</td>
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<tr>
<td>2 %DV</td>
<td>Calcium</td>
</tr>
<tr>
<td>0 %DV</td>
<td>Vitamin C</td>
</tr>
<tr>
<td>10 %DV</td>
<td>Iron</td>
</tr>
</tbody>
</table>

9 FRESH Approved
Brescia University College –
School of Food & Nutritional Sciences

**FRESH Reward Cards** - Incentivizing students to select healthier options

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**Reward Yourself with healthy eating**

Ask your cashier for a FRESH Fruit, Salad and Dairy Frequent User Card and get your 10th whole fruit or 237 ml milk for **FREE!**

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Yearly number of cards redeemed for a **FREE** whole fruit or carton of milk

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**EDUCATION, AWARENESS**

& **COLLABORATION**
Brescia University College –
School of Food & Nutritional Sciences

- Found on tables in Western’s dining halls
- Provide tidbits of valuable nutrition information

FRESH Healthy Plate
Found at the point-of-purchase in each residence, the FRESH Healthy Plate reminds students to make ½ of their plate Vegetables and Fruit, ¼ of their plate Lean Proteins and the other ¼, Whole Grains.
Development and Implementation of FRESH – A post-secondary nutrition education program incorporating population strategies, experiential learning, and intersectoral partnerships

June Matthews, Ph.D., RD, PHEc, Brescia University College, Canada
Emily Quenneville, former MScFN Graduate Student, Brescia University College, Canada
Anne Zok, BSc, Nutrition Manager, Hospitality Services, Western University, Canada
Paula Dworatzek, Ph.D., RD, Brescia University College, Canada
University Students Intend to Eat Better but Lack Coping Self-Efficacy and Knowledge of Dietary Recommendations
June Matthews, Ph.D., RD, PHEc, Brescia University College, Canada
Lisa Doerr, MScFN, RD, Brescia University College, Canada
Paula Dworatzek, Ph.D., RD, Brescia University College, Canada
Point-of-purchase labels and reward cards improve sales of healthy foods in university dining halls

Catherine R Biden, MScFN, RD, Brescia University College, Canada
June Matthews, Ph.D., RD, PHEc, Brescia University College, Canada
Natalie A Laframboise, MScFN, RD
Anne Zok, BSc, Nutrition Manager, Hospitality Services, Western University, Canada
Paula Dworatzek, Ph.D., RD, Brescia University College, Canada
James A Seabrook, PhD
EnviroWestern

- A University Students’ Council group which promotes environmental sustainability at Western
- Exists to enhance student awareness of environmental issues on campus
- Believes students can make a positive and significant impact at Western and in the community
- Collaborative EnviroWestern and Hospitality Services projects:
  - Western Food Symposium
  - Refill to win
Western Food Symposium

- In partnership with Hospitality Services, Brescia University College, and Facilities Management
- Part of EnviroWeek

Bring your own reusable mug for FREE Spike coffee & hot chocolate. Photo contest with a grand prize of a bike, sponsored by Purple Bikes.

EDUCATION, AWARENESS & COLLABORATION
Western Food Symposium

- Raising awareness about food production, food preparation, and food waste
- An opportunity for the Western community to learn more about food systems from people and organizations who share a passion for sustainability
Western Food Symposium

A view from above

Telling our story

Hospitality Services’ Honeybees

EDUCATION, AWARENESS & COLLABORATION
Western Food Symposium

Basil plants grown in Western's greenhouse serve as plinko prizes
FRESH cooking demo
FRESH promotion

HOSPITALITY SERVICES AT WESTERN

EDUCATION, AWARENESS & COLLABORATION
EnviroWestern

- **Refill to Win**
  - Helps to reduce waste and change consumer habits
  - Runs alongside Tim Hortons “Roll-Up-The-Rim-To-Win” campaign
  - Chance to win a prize with every purchase of hot beverage in a travel cup
Staff Conference

- Cooking Demonstration Sponsored by Great Hall Catering
- Enhancing Food Literacy among the University Community
Employee Engagement

- Honing Skills with the Culinary Manager
Camp Day in Partnership with Tim Hortons

- Raising money in support of kids
Beyond Waste: Food Recovery & Redistribution Forum

February 22, 2018 | London Ontario
London Hall, Western University

The Middlesex-London Food Policy Council, in partnership with Hospitality Services at Western University, presented its inaugural half-day forum: Beyond Waste: Food Recovery and Redistribution.
Middlesex London Food Policy Council

Forum Agenda:
8:45-9:00: Registration and Networking
9:00-9:15: Welcome and Introductions - Middlesex London Food Policy Council and Hospitality Services at Western University
9:15-9:45: Food Policy Trends - Paul Van Der Werf
9:45-10:45: Food Donations Expert Panel
10:45-11:00: Break
11:00-11:30: Food Recipient Panel
11:30-12:15: Food Donor Panel
12:15-1:00: Networking and Lunch
Middlesex London Food Policy Council

- The forum brought together key stakeholders to discuss food policy trends, innovations in food waste prevention and reduction, and opportunities at the local level for successful communication and collaboration around food recovery.
- The MLFPC serves to:
  - Empower citizens
  - Connect food sectors
  - Discuss local food issues
  - Evaluate and influence policies
  - Support programs and services
SUMMARY

- **MES Co-op students** work on sustainability projects over the summer.
- **MES Consulting Group** of students provide recommendations for improved waste diversion.
- **Philosophy of Food** students conduct a critical review of our sustainability policies and practices.
- **The Vegan Society** on campus collaborate with HS to help improve visibility of vegan options.
- **Graduate and Undergraduate Food & Nutrition students at Brescia University College** help to develop and implement several peer nutrition education components of FRESH.
- **Food and Nutrition Researchers and Graduate students** evaluate FRESH outcomes, compile manuscripts, and submit them for publication in professional journals.
- **Collaboration with EnviroWestern** provides support and strength to our sustainability initiatives.
- Hospitality Services hosts an inaugural **Food Symposium**.
- Cooking demonstrations by Great Hall Catering draw crowds at **Western's Staff Conference**.
- Our Culinary Training Manager helps engage employees and hone culinary skills.
- **Camp Day in partnership with Tim Hortons** raises money in support of kids.
- Hospitality Services co-hosts the **Middlesex London Food Policy Forum** bringing together key stakeholders in sustainable food systems.
Waste Reduction
Waste Reduction

Choose-2-Reuse

- Residence eco-tainer to-go program launched in each unit in 2013
- Winner of the NACUFS Sustainability Award (Waste Management, 2014)
- 20,000 sold to date
- Outcomes:
  - Waste & paper cost reduction
  - Supporting a campus-wide effort to achieve zero-waste status by 2022
Waste Reduction

**Water Refill Stations - An alternative to bottled water**

- Available in all residence dining halls
- Providing free, fresh, clean water
- Helping to reduce plastics on campus
Waste Reduction

Alternatives to bottled water

- Infused and bulk water available at catered events across campus
- Helping to minimize plastics on campus
Waste Reduction

Dish Return Program - Residence
- Working to keep dishes in the dining halls and out of landfill

Heading out?
Please return any borrowed
- dishes
- cups
- bowls
- cutlery
- Eco-tainers
to the dining hall

Dish Squad

Waste Reduction

Hospitality Services
At Western
Waste Reduction

Well Charts & Daily Communication Piece

- Reinforce sustainability messaging
- Provide recommendations for small-batch cooking and re-purposing left-over food
Waste Reduction

Travel Mug Incentive Program

- All Campus Eateries offer a travel mug incentive (10 cents off) to help reduce the use of disposable cups.
- 4% of drip coffee purchases are in re-usable travel mugs.

USE YOUR TRAVEL MUG

SAVE 10¢
ON ANY HOT BEVERAGE

www.hospitalityservices.uwo.ca

WASTE REDUCTION
Waste Reduction

Great Hall Catering

- Using “Foot-Power” to deliver 50% of catered orders on campus
  - Helping to reduce greenhouse gas emissions on campus
- Making China service available for all events
“Choose-2-Reuse” Eco-tainer program in Residence supports a campus-wide effort to achieve zero-waste status by 2022

- Water refill stations in each dining hall help reduce the use of plastics
- Alternatives to bottled water are available through Great Hall Catering
- Dish return program in residence helps keep dishes in the dining halls and out of landfill
- Well charts and daily messaging, provide suggestions on repurposing food in the residences
- Travel mug incentive across campus encourages students to reduce paper use
- “Foot-Powered” deliveries, and the availability of “China Service” by Great Hall Catering, help to reduce green-house gas emissions and waste on campus
Waste Diversion
OUR PARTNERS IN COMPOSTING

- Orgaworld Canada processes organic waste into energy, fuel and agricultural products.
- They are an innovative and fast-growing organic waste treatment plant.
- Three locations (London, Ottawa and Surrey).
OUR PARTNERS IN COMPOSTING

- Traditional multi-generational family farm
- Collect used fry oil from Southwestern Ontario
- Oil is refined, cleaned, and processed in Cookstown, Ontario
- Refined oil is used in egg production
- Western contributed 10.5 tonnes of fry oil to Wardlaw’s Poultry Farm in 2017
Composting

**Sustainability Central**
- Provides the resources to ensure waste is properly sorted
Composting

Residence Operations

- Composting post-consumer organic matter for upwards of 20 years

- All organic matter, as well as paper plates, soup bowls, hot beverage containers, wooden stir sticks, napkins, paper towels and paper straws, are composted
Composting
Residence Operations

- New compost “grinder” in Saugeen Maitland Hall removes excess liquid from organic matter - improving efficiencies and composting cost-effectiveness
Composting
Residence Operations

- 328 tonnes of compost annually sent to Orgaworld
- 24.3 tonnes of material from grease traps annually converted to biogas through anaerobic digestion
Composting

Campus Eateries

- Front-of-house and back-of-house composting in the largest eatery; the University Community Centre (UCC)

- Back-of-house composting at Ivey School of Business

- Back-of-house composting of coffee grounds in all Starbucks locations
Composting

Great Hall Catering & The Green Leaf Café

- Back-of-house composting in the Green Leaf Café and Great Hall Catering
- NEW compostable cutlery and take out containers made from fallen palm leaves
Composting

Paper Towels

- Back-of-house composting of paper towels in residence and select campus locations as a pilot project
- Composting of all paper towels in the administrative offices at Lambton Hall
Recycling

Residence, Campus Eateries, Great Hall Catering & The Green Leaf Café

- Back-of-house and front-of-house recycling in all operations
- All plastics PET #1 – 7
- Includes all hot beverage containers
Food Recovery

- Salvageable excess food in the Residence Operations, Campus Eateries, Great Hall Catering, and in the Green Leaf Café, is donated to the London Food Coalition by way of the Ark Aid Street Mission.

- Ark Aid Street Mission is on campus upwards of twice per day.

- Hospitality Services is presented with the “Food Champion Award” by the Middlesex London Food Policy Council.
Reducing Food Waste

- Residence a-la-carte meal plan - students purchase only what they plan to consume
- Weighed items (e.g., Entrees, Salad & Fruit Bar, Sandwiches, Interactive Stations) - students control portion sizes
- Six-week menu rotation focuses on simple, wholesome ingredients – allows more flexibility to re-purpose left-over items
- Smaller dinner plate - prevents over-portioning
- Small batch cooking - results in less food waste
Waste Diversion

**SUMMARY**

- Orgaworld and Wardlaw's Poultry Farm - partners in composting
- Sustainability Central locations on campus help to ensure waste is properly sorted
- Residence dining has a long history of **composting**
- New “Grinder” in Saugeen improves efficiencies in composting
- **Front-of-house and back-of-house composting** available in select areas on campus
- Great Hall Catering grows composting program to include **compostable service-ware made of fallen palm leaves**
- **Paper towel compost program** is a pilot project in several locations
- **Recycling in all locations** includes all plastics (PET # 1 – 7)
- **Food recovery program** continues to grow throughout all divisions of Hospitality Services
- HS is presented with the **“Food Champion Award”** by the Middlesex London Food Policy Council
Promoting the smallest possible ecological footprint by contributing to a healthy ecosystem and supporting the values of conservation.
HOSPITALITY SERVICES
AT WESTERN

Hospitalityservices.uwo.ca/sustainability.cfm