



HOSPITALITY SERVICES AT WESTERN

2022 - 2023

SUSTAINABILITY ACTION PLAN



MISSION STATEMENT

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

VISION

To champion sustainability initiatives which involve:

- **Responsible Sourcing**
- **Sustainable Dining**
- **Education, Awareness and Collaboration**
- **Waste Reduction and Diversion**

GOALS

- To support Canada's commitment to the **Sustainability Development Goals (SDG's)**
 - The Sustainable Development Goals are a universal call to action to end poverty, protect the planet, and improve the lives and prospects of everyone, everywhere. The 17 SDG'S were adopted by all United Nations (UN) Member States in 2015, as part of the 2030 Agenda for Sustainable Development which set out a 15-year plan to achieve the goals.
 - Today, progress is being made in many places, however overall action to meet the goals is not yet advancing at the speed or scale required.
 - By tracking campus initiatives that align with these goals, Hospitality Services, in partnership with the Office of Sustainability, is better able to examine current initiatives through a lens that encompasses the UN Sustainability Development Goals.
- To support Western's goal for Platinum rating in the **Sustainable Tracking Assessment and Rating System (STARS)** operated by The Association for the Advancement of Sustainability in Higher Education (AASHE)
 - In the Food and Dining category (October 2021 version), Western receives a score of 3.29/8 (2/2 in Sustainable Dining and 1.29/6 in Food and Beverage Purchasing categories). Thirty eight percent of Food and Beverage purchases were identified as plant-based or sustainably/ethically sourced. (<https://reports.aashe.org/institutions/university-of-western-ontario-on/report/>)
- To support Western in the **Times Higher Educations' Impact Ranking** which measures university commitment to social and economic impact as per the SDG's. In 2022 Western scored 1st in Canada and 3rd in the world among 1,500 Universities from 110 countries. Hospitality Services earns the University points through demonstrated waste diversion and food recovery efforts, and by providing healthy, ethnically-diverse, allergen-friendly, and affordable food options.

RESPONSIBLE SOURCING

Current Status

- 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.
- Our local partners include: The Butcher Shoppe, Hayter’s Turkey, Norwich Beef, Metzger’s Meat, Capo Foods Ltd., Petit Paris, Forrat’s Chocolate, FireRoasted Coffee Company, Ah So Sushi, Green City Produce Ltd, International Bakery, and more.
- Packaged specialty foods are purchased from a local company called “Mindful Snacks”
- Packaging is sourced locally and is all either recyclable or compostable. Bio-plastic containers are replacing conventional single-use plastics.
- Sale of Fair Trade (FT) items are tracked to establish benchmarks and to help set targets for future growth.
 - FT items include: Coffee, Tea, Ice Cream, and Chocolate.
- Farmers’ Market – 10th year
 - Exclusively locally grown/made
 - July – September (11 am – 2 pm)
- Local honey from on-campus honey-bee hives produces 500 lbs. of honey/annually
 - Number of honeybee hives increases from 8 to 16
 - Honey is used in Great hall Catering recipes, served with tea and bottled for sale, honeycomb is incorporated in local cheese plate and beeswax used to polish wooden serving platters
- Equipment Purchases:
 - High-efficiency “Rational Combi” ovens reduce energy consumption upwards of 28%, raw materials consumption by 10%, grease usage by 95%, and labor hours by 30%. Also result in less waste.
 - High efficiency rapid cook “Turbo chef” ovens run on energy cost of \$2.08-\$5.66/day (\$0.11/kwhr)
 - High efficient exhaust hoods run on low fan speed until smoke/heat is detected. Set on timer to turn off at night.
 - Energy Star rated dishwashers go into idle mode after 45 sec. of no use. Final dishwasher rinse uses .48 gallons water/rack.

Area/Initiative	Short term goal (1-5 years)	Long term goal (5-10 years)
Local / Ethically Sourced Purchasing Practices	Implement a Climate Impact menu labelling program	Purchase and preserve seasonal foods for off-season months Continue to increase local procurement to 50% by 2025
Fair Trade	Continue to expand Fairtrade options (e.g., sugar, cocoa, etc)	Encourage franchises to offer a Fairtrade option
Sustainable Seafood	Partner with vendors who provide Marine Stewardship Council (or equivalent) seafood items to increase MSC and/or OW purchases to 50% of seafood sales	>95% seafood responsibly sourced
Farmers' Market	Continue to expand in size and hours of operation	Source indoor venue for year round market
Honeybee Program – Great Hall Catering	Continue to bottle honey for sale and use in the Green Leaf Café Expand the number of hives	Use exclusively Western honey at all Hospitality Services locations
Packaging	Significantly reduce the use of plastics - All single use PET plastic packaging is replaced with biodegradable “bioplastics”	A plastic bottle free campus including water, soft drink, juices, etc.
Equipment Purchases	Continue to replace old equipment with high efficiency units	All equipment is high efficiency, Energy Star rated

Responsible Sourcing initiatives align with the following Sustainability Development Goals:



#1 End Poverty –

End poverty in all its forms. Reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions



#3 Good Health and Well-Being –

Ensure healthy lives and promote well-being for all at all ages. By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.



#8 Decent Work and Economic Growth –

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



#10 Reduce Inequalities—

Within and among countries. Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status



#11 Sustainable Cities and Communities –

Make cities and human settlements inclusive, safe, resilient and sustainable. Strengthen efforts to protect and safeguard the world’s cultural and natural heritage



#12 Responsible Consumption and Production –

Sustainable consumption and production refers to “the use of services and related products, which respond to basic needs and bring a better quality of life while minimizing the use of natural resources and toxic materials as well as the emissions of waste and pollutants over the life cycle of the service or product so as not to jeopardize the needs of future generations”.



#14 Life Below Water –

Conserve and sustainably use the oceans, seas and marine resources for sustainable development.



#15 Life on Land - Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

SUSTAINABLE DINING

Current Status

- Residence Dining Hall menu rotation is veg-centric, offering several gluten-free, Halal and allergy-friendly options.
- Great Hall Catering menu in the Green Leaf Café offering over 50% plant-based options
- Launch of Meatless Monday – National Campaign aimed at increasing the availability of plant based options and to help incentivize students to select plant-based options more often
- FRESH Reward Cards program continues to incentive students to choose healthy options
- Residence dining hosts several special events
 - E.g. Indigenous Culture and Cuisine, Diwali Festival of Lights, Lunar New Year, Oktoberfest and International Week
 - Special events in residence encourage students to value and celebrate food in the company of others (aka Food Sovereignty)
 - *Food sovereignty* is the right of peoples to healthy and culturally appropriate food produced through ecologically sound and sustainable methods, and their right to define their own food and agriculture systems.
- The availability of vegan and Halal options expand in the campus eateries
 - 100% Halal menu at Paramount and Barakat’s meets the needs of Western’s Muslim population
 - Connections are made with Western’s Muslim Society and Western’s Vegan Society in an effort to improve selection and visibility of Halal and vegan options on campus
- In-house branded concepts (e.g., The Fixx, Casa Burrito and Noodle Box) continue to allow for improved menu/ingredient flexibility
- Students can find many sustainable food options in the campus eateries, including MSC Certified sushi, vegan baked goods, wood stone home-made pizza and made-to-order sandwiches, stir-fries, pastas and wraps
- Healthier 4 U vending machines, make healthy eating after-hours easy
- An “Allergen Risk Management” Plan, is maintained to assist the estimated 4% of students affected by allergies.
 - On-line Allergy Aware training is available to all Hospitality Services staff.
 - In person allergy training is provided to all newly hired employees.
 - Priority allergens are flagged at the point of purchase and on to-go labels in residence

Area/Initiative	Short term goal (1-5 years)	Long term goal (5-10 years)
Healthy Options - 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. An allergy-friendly concept is established
Healthy Option - Residence Dining Halls	Continue to track meatless, gluten-free and allergen-friendly options	A plant-centric menu rotation is adopted including education and awareness on the environmental benefits of meatless dining. An allergy-friendly concept is established
Forward Food	Align with Forward Food movement – Plant-based culinary training sponsored by the Humane Society	Western expands plant-based options to become the default where meat is added upon request only
FRESH Reward Program	Continue to measure engagement	Campus eateries sees an increase in FRESH reward card usage
Special Events	Continue to grow and expand	Monthly special events with specific environmental and social sustainability messaging
Special Dietary Options Pertaining to Religious Observances	Continue to monitor demand and work closely with Western Muslim Society	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 and monitor healthier vending options with recyclable/compostable packaging	20 locations on campus have access to healthier vending programs
Allergen Risk Management Plan	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 position-specific yearly on-line and/or in person allergy awareness training Education and awareness around allergies is provided to the general student population to help reduce the stigma and normalize allergies Allergen risk is considered in all operational decisions

***Sustainable Dining* initiatives align with the following Sustainability Development Goals:**



#2 Zero Hunger –

Achieve food security and improved nutrition and promote sustainable agriculture. By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round



#3 Good Health and Well-Being –

Ensure healthy lives and promote well-being for all at all ages. By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.



#4 Quality Education –

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



#8 Decent Work and Economic Growth –

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



#10 Reduce Inequalities within and among countries—

Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status



#13 Climate Action –

Take urgent action to combat climate change and its impacts. Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning



#14 Life Below Water –

Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

EDUCATION, AWARENESS & COLLABORATION

Current Status

Collaboration:

- Western's Office of Sustainability – PACES (Presidents Advisory Committee on the Environment and Sustainability), Sustainability Workplace Ambassador Program (SWAG), Trash Talkers Program (Waste-reduction), Western Environment and Sustainability Network (WE&SN), WISE Case competition, Riverfest 2022, Meatless Mondays
- Envio-USC – Promotion of Meatless Monday and the “Choose-2-Reuse Ecotainer Program
- Western's United Way Campaign – raised over \$7,000 through events such as (Pie Day for United Way, Dollar Day for United Way, Smile Cookie Campaign, “Show Your Local Love” Campaign Launch – sale of crepes.)
- Mealcare Program – student-run food recovery/diversion program aims to reduce food was and food insecurity on campus (preliminary stage)
- Campus nutrition program (FRESH) - Partners with Western's Vegan Society and Food Support Services to provide education and awareness around healthy, economical food
- FRESH partners with Egg Farmers of Ontario and The Canadian Produce Marketing Association in promotion of their “Half Your Plate” campaign
- Ark Aid Missions - Results in an increase in the amount of food recovered from the Campus Eateries, Residence Dining Halls and Great Hall + the Green Leaf Café
- Engineers Without Borders - Event are hosted to commemorate Western's Fair Trade Anniversary, Fair Trade Week, and My Fair Valentine
- Western's Green House and Western's Community Garden Program - Grew herbs which were incorporated into the residence dining menu
- CCUFSA Nutrition Professionals Network – Developing SOP's (Draft Policy and Procedures) around allergies

Education and Awareness:

- Food Allergy Canada on-line “Allergy-Aware” training is made available to all HS staff
- HS Wellness Committee hosts several fun and educational events (e.g., Wellness Fair, Food Drive, Halloween Costume Contest, Gingerbread House Workshop, etc)
- Staff training and education during times of COVID lock-down. Sessions covered topics including: Allergy Management, Sustainability on Campus, Dimension of Wellness, Ergonomics, Communication and Active Listening, Diversity, Equity, Inclusion and Decolonization, Gender-Based Violence, Foundations of Behavioral Management

Area/Initiative	Short term goal (1-5 years)	Long term goal (5-10 years)
Partnerships - London community and local organizations who's goals align with ours	Continue to foster collaborative partnerships	Hospitality Services becomes an integral part of the London Middlesex Food Policy Council
Cooking Demonstrations (Food Literacy) in partnership with Nutrition program at BUC	Continue to offer for staff/faculty and students	Food literacy becomes embedded in the University community
Workplace Wellness Program	Continue to recognize the importance of staff wellness. Expand scope and awareness	Physical and mental health of staff (and students) are embedded in daily decision processes
Allergen Risk Management	Continue to track and provide education and awareness around food allergies. Continue to partner w/ Food Allergy Canada	Western becomes a leader in allergen risk management for students/staff and faculty on campus
United Way Fundraising Campaign	Continue to support through committee and ambassador program involvement	HS at Western becomes the top campus fundraising contributor
Staff Engagement/Education/Awareness	Advisory Committee and Working Groups are created to support employee engagement/retention	Reduced employee turn-around, improved employee morale and the elimination of staffing shortages
Enviro-USC	Continue to collaborate with the USC on sustainability initiatives	HS Student advisory group is established
Waste Diversion/Food Insecurity	Establish partnership with Western's Meal Care Chapter to help reduce waste, repurpose food and reduce food insecurity on campus	HS supports Food Support Services with the operation of a permanent meal program
Office of Sustainability	Continue to meet monthly and collaborate on initiatives	Exclusive HS Sustainability Position is created

The initiatives which fall under the category of *Education, Awareness and Collaboration* align with the following Sustainability Development Goals:



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WASTE REDUCTION AND DIVERSION

Current Status

Waste Reduction

- Choose-2-Reuse eco-tainer program in Residence supports a campus-wide effort towards zero-waste
- Re-usable travel mug is added to the Choose-2-Reuse program
- Ark Aid Mission continues to recover salvageable food and repurpose it for the London community
- Water refill stations in each dining hall help reduce the use of plastics on campus
- Great Hall Catering expands use of infused water dispensers and bulk water
- Foot-powered deliveries by Great Hall Catering, help to reduce greenhouse gas emissions on campus
- Residence weighed pricing menu model focuses on clean ingredient decks and small batch cooking help to reduce food waste
- Paper straws replace plastic in all non-franchise locations and plastic stir stick are replaced with wooden brand

Waste Diversion

- Rebranding of “Zero-Waste” Stations provide clarity on waste sorting for the entire campus community
- Residence dining halls continue to have a long history of 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
- Great Hall Catering and Residence Dining offers compostable cutlery and to-go dishware
- All disposable hot beverage containers is added to the “organics” stream rather than landfill

Area/Initiative	Short term goal (1-5 years)	Long term goal (5-10 years)
Zero-Waste Stations	Continue to improve waste-station brand recognition and consistency on campus	80% waste diversion by 2030
Waste Diversion - Employee Training	Ensure all staff have adequate training in waste diversion	Include recycling and compost sorting in official training and workplace protocols
Waste Diversion - Customer Training	Work with FM and the City of London to implement a “Train-the-Trainer” program and launch in September to reduce contamination at the FOH	80% waste diversion by 2030
Take-out Containers – Residence Dining	Continue to track and promote participation in ecotainer program; consider introducing the “Friendlier” container program	“Friendlier” to go container program is exclusive – no single use containers available
Waste Reduction – Great Hall Catering	Promote and grow “Foot 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 promoting water refill station	Tap water is readily accessible and the beverage of choice
Re-Usable Travel Mug Program	Track and increase usage to 10%	Increase usage to 20%
Plastic Straws	Work with Franchises to replace plastic straws with paper brands	80% waste diversion by 2030
Plastic Bags	Remove from the FOH and BOH	80% waste diversion by 2030
Plastic Cutlery	Exclusively bio-plastic, wood/bamboo (or Silverware)	80% waste diversion by 2030
Composting - all operations FOH and BOH	Work with FM to expand FOH composting in all foodservice areas	Composting across all operations (90% organics diversion by April 2030)
Food Waste	Track pre and post-consumer waste	90% of “avoidable” waste is salvaged
Food Security	Work with MealCare, Food Support Services and Ark Aid Mission to improve food recovery processes	Zero hunger on campus

Our initiatives which fall under the category of *Waste Reduction and Diversion* align with the following Sustainability Development Goals:



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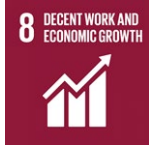
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