SUSTAINABILITY ACTION PLAN

Prepared By: Anne Zok, Nutrition Manager
MISSION STATEMENT
Hospitality Services is committed to working locally to improve the social, economic and environmental well-being of our campus 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 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, Western receives a score of 2.94/8, with 2/2 in Sustainable Dining and 0.94/6 in Food and Beverage Purchasing.

- 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 2019 Western scored 5th in Canada and ranked 26th in the world among 766 Universities from 85 countries. Hospitality Services earns the University points through demonstrated waste diversion and food recovery efforts, and by providing healthy and affordable food choices.
RESPONSIBLE SOURCING

Current Status (2019 – 2020)

- 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
- Packaged specialty foods are purchased from a local company called “Mindful Snacks”
- Sale of Fair Trade (FT) items are tracked to establish benchmarks and to help set targets for future growth.
  - FT sales include: FT Coffee Sales of 300,000 cups, FT Tea Sales of 83,000 cups, FT Ben and Jerry’s Ice Cream Sales of 8,500 (500 g tubs), Forrat’s FT Chocolate Sales of 550 bars, Camino Brand FT Chocolate 1,150 large bars
- Farmers’ Market – 8th year
  - Exclusively locally grown
  - 40% increase in vendor involvement
  - June – November (8 am – 2 pm)
- Local honey from on-campus honey-bee hives produces 350 lbs of honey - an 94% increase over previous years
  - Number of honeybee hives increases from 4 to 8
  - Honey is used in recipes, served with tea and bottled for sale, honeycomb is incorporated in local cheese plate and beeswax used to polish wooden serving platters
  - Receives Bee City Campus Designation by Bee City Canada + wins gold in the NACUFS Procurement awards category
- 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.
<table>
<thead>
<tr>
<th>Area/Initiative</th>
<th>Short term goal (1-5 years)</th>
<th>Long term goal (5-10 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Procurement</td>
<td>Implement policy to identify local foods</td>
<td>Purchase and preserve seasonal foods for off-season months</td>
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<td></td>
<td>Label local selections at the POS</td>
<td>Continue to increase local procurement of produce</td>
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<td></td>
<td></td>
<td>50% local by end of 2022</td>
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<tr>
<td>Fair Trade</td>
<td>Continue to expand Fairtrade options (e.g., sugar, cocoa, etc)</td>
<td>Encourage franchises to offer a Fairtrade option</td>
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<tr>
<td>Sustainable Seafood</td>
<td>Partner with vendors who provide Marine Stewardship Council (or equivalent) seafood items</td>
<td>&gt;95% seafood responsibly sourced</td>
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<tr>
<td>Farmers’ Market</td>
<td>Continue to expand in size and hours of operation</td>
<td>Source indoor venue for year round market</td>
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<tr>
<td>Honeybee Program –</td>
<td>Continue to bottle honey for sale and use in the Green Leaf Café</td>
<td>Use exclusively Western honey at Great Hall + Green Leaf Café</td>
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<tr>
<td>Great Hall Catering</td>
<td>Expand the number of hives</td>
<td></td>
</tr>
<tr>
<td>Equipment Purchases</td>
<td>Continue to replace old equipment with high efficiency units</td>
<td>All equipment is high efficiency, Energy Star rated</td>
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**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

**#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.

#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 (2019 - 2020)

- Residence Dining Hall menu options are 54% vegetarian, 45% gluten-free; approximately 65-75% of menu is prepared in-house
- Residence dining 6-week menu rotation adopts a veg-centric focus
- Great Hall Catering revamps menu in the Green Leaf Café offering over 50% plant-based options
- 3,000 FRESH Reward Cards redeemed for a FREE whole fruit or carton of milk incentivizing healthy eating
- Residence dining hosts several special events
  - E.g. Indigenous Culture and Cuisine, Diwali Festival of Lights, Lunar New Year, Student Chopt Competition, Beach, Carnival and 80’s theme dinners, 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 and promoted on-line (https://eateries.uwo.ca/pdf/Vegan_Options_on_Campus.pdf)
  - 100% Halal menu at Paramount and Barakat’s meets the needs of Western’s Muslim population
  - Connections are made with Western’s Muslim Society in an effort to improve selection and visibility of Halal options on campus
- In-house branded concepts (e.g., The Fixx, Casa Burrito and Noodle Box) are launched allowing for more ingredient flexibility
- 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 4 U vending machines, including our “Farmer’s Fridge”, make healthy eating after-hours easy
- An “Allergen Risk Management” Plan, developed with the assistance of Graduate Students in Food and Nutrition at Brescia University College, expands to include POS allergen clings in the residence operations along with a new Allergy Aware marketing campaign.
  - On-line Allergy Aware training is mandatory for all Hospitality Services staff.
  - Over 5,000 students are housed in the residence and 20,000 customers are served daily with only one known allergy-related episode
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<td><strong>Healthy Options - Campus Eateries</strong></td>
<td>Perform audit of food availability at Campus Eateries (local, vegetarian, gluten-free, etc.)</td>
<td>Responsibly sourced options are included in contract with new franchises</td>
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<td><strong>Healthy Option - Residence Dining Halls</strong></td>
<td>Continue to track meatless, gluten-free and allergen-friendly options</td>
<td>A plant-centric menu rotation is adopted including education and awareness on the environmental benefits of meatless dining</td>
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<tr>
<td><strong>Forward Food</strong></td>
<td>Align with Forward Food movement – Plant-based culinary training sponsored by the Humane Society</td>
<td>Western expands plant-based options to become the default where meat is added upon request only</td>
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<tr>
<td><strong>FRESH Reward Program</strong></td>
<td>Continue to measure engagement</td>
<td>Campus eateries sees an increase in FRESH reward card usage</td>
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<td><strong>Special Events</strong></td>
<td>Continue to grow and expand</td>
<td>Monthly special events with specific environmental and social sustainability messaging</td>
</tr>
<tr>
<td><strong>Special Dietary Options Pertaining to Religious Observances</strong></td>
<td>Continue to monitor demand and work closely with Western Muslim Society</td>
<td>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</td>
</tr>
<tr>
<td><strong>Vending</strong></td>
<td>Continue to provide and monitor healthier vending options with recyclable/compostable packaging</td>
<td>20 locations on campus have access to healthier vending programs Incorporate a plant-based, fresh, customizable vending machine</td>
</tr>
<tr>
<td><strong>Allergen Risk Management Plan</strong></td>
<td>Continue to monitor</td>
<td>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</td>
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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 (2019 - 2020)

- Collaborates with Vegan Society at Western to provide education and awareness around the health and environmental benefits of plant-based eating
- Hosts a 2-day, hands-on, vegan culinary training for 20 Culinary Team Members
- Campus nutrition program (FRESH) partners with the International/Exchange Student Centre with presentations and cooking demonstrations
- Inaugural Allergy Aware Fair is hosted in each residence neighborhood, in partnership with FRESH
- Collaboration with 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
- Several cooking demonstrations hosted in the residence operations help to enhance students’ food skills
- FRESH partners with Egg Farmers of Ontario and The Canadian Produce Marketing Association in promotion of their “Half Your Plate” campaign
- *Food Allergy Canada* on-line “Allergy-Aware” training is made mandatory for all HS staff
- Events to commemorate Western’s Fair Trade Anniversary, Fair Trade Week, Scare-Them-Fair and My Fair Valentine, are hosted in partnership with Fair Trade Western
- Masters of Environment and Sustainability (MES) student is hired for the summer
- Dietetic student (Food Production Management) from Brescia University College completes a 10 week practicum with HS
- HS Wellness Committee hosts several fun and educational events: Two “Stress-Buster” Wellness Fairs, two Lunch’n Learn workshops (topics: Stress Management and Inclusivity) as well as a pie baking, turkey making and gingerbread house building workshop
- HS launches a Pay-it-Forward (PIF) program. PIF is a positive praise postcard program that rewards staff for going above and beyond
- HS sustainability program is presented to Skal, a professional organization of tourism leaders around the world
- Nutrition Manager partners with other CCUFSU Nutrition Professionals in creating proposed Food Allergy Policy and Food Allergy Procedures protocols
- Local employment opportunities are offered to Western students (work-study and otherwise) as well as from Fanshawe, Trade Schools, Local Training Center and High Schools
- New training kitchen is designed and build in Ontario Hall providing hands on, experiential learning opportunities for student and staff
### Area/Initiative

<table>
<thead>
<tr>
<th>Partnerships - Western Community</th>
<th>Short term goal (1-5 years)</th>
<th>Long term goal (5-10 years)</th>
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<tbody>
<tr>
<td></td>
<td>Continue to recognize the value of student classes/groups to assist in program growth and development while offering experiential learning opportunities for students.</td>
<td>Students enrolled in programs at Western with a sustainability component reach out to HS annually for collaboration</td>
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<thead>
<tr>
<th>Partnerships - London community and local organizations who’s goals align with ours</th>
<th>Short term goal (1-5 years)</th>
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<td></td>
<td>Continue to foster collaborative partnerships</td>
<td>Hospitality Services becomes an integral part of the London Middlesex Food Policy Council</td>
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<th>Cooking Demonstrations (Food Literacy)</th>
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<td>Continue to offer for staff/faculty and students</td>
<td>Food literacy becomes embedded in the University community</td>
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<th>Workplace Wellness Program</th>
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<td></td>
<td>Continue to recognize the importance of staff wellness. Expand scope and awareness</td>
<td>Physical and mental health of staff (and students) are embedded in daily decision processes</td>
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<tr>
<th>Allergen Risk Management</th>
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<td></td>
<td>Continue to track and provide education and awareness around food allergies. Continue to partner w/ Food Allergy Canada</td>
<td>Western becomes a leader in allergen risk management for students/staff and faculty on campus</td>
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<th>Hiring Process</th>
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<td>Continue to hire local talent</td>
<td>HS at Western becomes a highly sought-after employer</td>
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<th>Training Kitchen</th>
<th>Short term goal (1-5 years)</th>
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<tr>
<td></td>
<td>Develop hands-on culinary training programs for HS staff and students</td>
<td>Best practices for hands-on training are developed and attract high caliber culinary staff. Students acquire food literacy skills</td>
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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 (2019 – 2020)

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
- Marketing campaign and program plan is introduced to help reduce the loss of dishes
- 6% of drip coffee purchases are in a reusable travel mug (up from 4%)
- Ark Aid Mission is on campus upwards of twice daily to recover salvageable foods
- 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 and the availability of china service by Great Hall Catering, help to reduce greenhouse gas emissions on campus
- Residence self-serve, 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

- Sustainability Central is identified as a location that could benefit from new signage to increase diversion rates
- Plastic packaging on food deliveries (e.g., beverages) is significant
- Composting of dishware for catered events on campus needs attention
- Residence dining halls 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 offers compostable cutlery and dishware made from bamboo and fallen palm leaves
- All disposable hot beverage containers is added to the “containers” stream rather than landfill
- Compostable soup bowls and muffin liners are source
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<td><strong>Sustainability Central</strong></td>
<td>Update signage and communication strategy</td>
<td>80% waste diversion by 2030</td>
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<tr>
<td><strong>Employee Training</strong></td>
<td>Ensure all staff have adequate training in waste diversion</td>
<td>Include recycling and compost sorting in official training and workplace protocols</td>
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<tr>
<td><strong>Customer Training</strong></td>
<td>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</td>
<td>80% waste diversion by 2030</td>
</tr>
<tr>
<td><strong>Take-out Containers – Residence Dining</strong></td>
<td>Continue to track and promote participation in ecotainer program</td>
<td>Make the eco-tainers the sole take out container for residence entrees</td>
</tr>
<tr>
<td><strong>Waste Reduction – Great Hall Catering</strong></td>
<td>Grow China service, Promote and grow “Foot Powered” deliveries, Work with FM to ensure compost bins are available at customer venues</td>
<td>60% of events are zero-waste, Offer zero-waste events, All venues equipped with compost bins</td>
</tr>
<tr>
<td><strong>Water Refill Stations</strong></td>
<td>Reduce plastic use on campus by promoting water refill station</td>
<td>Bottled beverage sales are at a minimum. Tap water is readily accessible and the beverage of choice</td>
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<tr>
<td><strong>Re-Usable Travel Mug Program</strong></td>
<td>Track and increase usage to 10%</td>
<td>Increase usage to 20%</td>
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<tr>
<td><strong>Plastic Straws</strong></td>
<td>Work with Franchises to replace plastic straws with paper brands</td>
<td>80% waste diversion by 2030</td>
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<tr>
<td><strong>Plastic Bags</strong></td>
<td>Remove from the FOH</td>
<td>80% waste diversion by 2030</td>
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<tr>
<td><strong>Plastic Cutlery</strong></td>
<td>Source a compostable brand</td>
<td>80% waste diversion by 2030</td>
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<tr>
<td><strong>Pastry Bags, FRESH bags, Wrappers</strong></td>
<td>Source a divertible brand</td>
<td>80% waste diversion by 2030</td>
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<tr>
<td><strong>Composting - all operations (FOH and BOH)</strong></td>
<td>Work with Facilities Management to research alternative composting options</td>
<td>Composting across all operations (90% organics diversion by April 2030)</td>
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<tr>
<td><strong>Food Waste</strong></td>
<td>Track pre and post-consumer waste</td>
<td>90% of “avoidable” waste is salvage</td>
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<tr>
<td><strong>Food Security</strong></td>
<td>Work with Student Support Services and Ark Aid Mission to improve food recovery processes</td>
<td>Zero hunger on campus</td>
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Our initiatives which fall under the category of *Waste Reduction and Diversion* align with the following Sustainability Development Goals:

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