

Catering and Hospitality

# SUSTAINABILITY AND SOCIAL RESPONSIBILITY POLICY 2022



# CATERING AND HOSPITALITY

## Sustainability and social responsibility policy 2022

Commercial Services Catering and Hospitality plays a key role in the provision and support of more sustainable choices for our customers. Commercial Services strives to incorporate environmental and social considerations into the procurement, production and delivery of our services. As part of the University's commitment to be an anchor institution for the local communities, Commercial Services endeavours to source local, smaller suppliers and products wherever possible, giving thought to financial sustainability. We encourage our suppliers and contractors to minimise negative environmental and social effects associated with the products and services they provide. Our commitment to environmental sustainability runs throughout our organisation, and we are committed to long term sustainability in every area.

### Policy update highlights

- Shop, save and sustain
- Bottle up water
- New local suppliers
- YORCUP supplier and statistics
- Electric vans
- Promoting plant based meals via our menu and food counter layout



SINGLE USE COFFEE CUPS ONLY

SINGLE USE COFFEE CUPS ONLY



LITE LEVY



SINGLE USE COFFEE CUPS ONLY

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# WHY IS SUSTAINABILITY IMPORTANT?

Sourcing, producing and consuming food has a wide range of impacts on health and the environment, and universities have a responsibility to create benefits for their students, staff and visitors.

There is no single agreed definition of sustainable food, however.

The Sustainable Development Commission describes sustainable food as food and drink that:

- Is safe, healthy and nutritious for consumers in shops and restaurants.
- Provides equitable economic relationships across the supply chain for farmers, processors and retailers, whose employees enjoy a safe and hygienic working environment whether in the UK or overseas.
- Respects biophysical and environmental limits in its production and processing, while reducing resource consumption and improving the wider environment.
- Respects the highest standards of animal health and welfare, compatible with the production of affordable food for all sectors of society.
- Supports rural economies and the diversity of rural culture, in particular through an emphasis on local products that keep food miles to a minimum.

These are key areas of concern which the Commercial Services Catering and Hospitality team want to address as part of our sustainable food strategy.

## In achieving this, we aim to:

- Provide a choice of food options, dominated by healthy and sustainable food to our students, staff, commercial clients and visitors.
- Take health and wellbeing issues seriously and promote the benefits of eating healthily.
- Contribute to thriving local economies and sustainable livelihoods, both in the UK and in the producer countries for imported goods.
- Continue to look for new initiatives to reduce our carbon footprint and other resources such as water.
- Encourage our suppliers and contractors to minimise negative environmental and social impacts associated with the products and services they provide.
- We're committed to achieving carbon neutrality by 2030, but to do so our sustainability vision needs to be ambitious.



# WHAT ARE WE DOING?

We are constantly striving to make our operations more sustainable. Our menus are prepared using fresh, and where possible, seasonal ingredients by our kitchen teams on campus. We are actively working to source food and drink locally and regionally (we define this as Yorkshire and Humberside region) and, where appropriate, reflect the food of our region. Our suppliers are regulated through our procurement services, Pelican Pi, or via local University contracts.

## In our procurement we:

- Make decisions based on a balance between economic, social and environmental factors to achieve best value for money, aligning with the Social Value Act 2012.
- Take account of whole life costs where applicable to ensure sustainability and minimise impact on the environment.
- Set specifications for products and services, which include sustainable, renewable and recycled resources and processes, considering the end of life options to ensure minimal impact on the environment. Comply with legislation relating to sustainability and the environment.
- Encourage best practices in all areas of procurement, such as reducing paper-based transactions within the purchase-to-pay cycle using an e-purchasing system.
- Work with suppliers to encourage better processes and improvements to the supply chain and the products and services supplied, encouraging these organisations to register with the NETPositives Engagement tool.
- Continue to develop the use of ethically traded products and services.
- Use seasonally available ingredients where possible, to minimise energy used in food production, transport and storage.
- Encourage Small and Medium Enterprises (SMEs), local and regional suppliers to bid for supply agreements. Our range of local suppliers currently include M&K Butchers, Delifresh, Haighs Bakery, Millers food service, Field and Fawcetts, The Champion Kitchen, Ecups and M&J Seafood.
- Exclude fish identified as most at risk by the Marine Conservation Society and only use fish from sustainable sources, such as those accredited by the Marine Stewardship Council. All MCS fish chosen are nominated with suppliers and added to our core list of products that may be purchased by our staff.
- Reviewed and changed supplier for our reusable coffee cup scheme, YORCUP. We use a local manufacturer based in Doncaster to ensure our product is travelling less miles, reducing our carbon footprint, whilst supporting local businesses and economy.
- Introduced *Belu water* in our catering delivery service and conferences. Belu water invests profits into saving carbon emissions from entering the atmosphere, championing a circular economy and ending water poverty.
- Communicate this policy to staff and customers.
- Review this policy annually.

**“We are constantly striving to make our operations more sustainable”**

## In our menu development, food production and service, we:

- Endeavour to reduce the amount of meat and dairy used and increase the number of vegetarian and vegan dishes available.
- Promote plant based meals by highlighting them at the top of all of our menus.
- Where possible, vegan and vegetarian dishes are first in display at our food counter outlets.
- Endeavour to increase provision of healthy food options.
- Offer a range of products based on raw materials from ethical and sustainable sources in all our cafes and restaurants.
- Increase the use of seasonal vegetables and fruits wherever possible.
- Only put sustainable fish on menus working to the MCS “fish to eat” list of fish. Commercial Services Catering and Hospitality will never purchase fish on the MCS “red listed”.
- Ensure that our meat comes from local suppliers who demonstrate the highest standards of animal welfare and ensure that livestock are fed on traceable foodstuffs which are sustainable.
- Use of only free range “Red Lion” stamped whole eggs in all our kitchens.
- Reduce the use of artificial additives, salt and added sugar by producing menu items on site and eliminating the use of GM food.
- Only provide ethically traded teas and coffees in all of our outlets and delivered catering, alongside a range of ethically traded snacks, confectionery, cakes and juices.
- Introduced a “bring your own cup” scheme in all our outlets and delivered catering, reducing the use of disposable cups. As of 23 August 2022 we have saved 1,000,000 single-use plastic cups from landfill (based on reduction of cup purchases).
- Introduced our YORCUP scheme which encourages the reduction of plastic cup use. Outlets sell reusable cups and wash them for re-use. As of 23 August 2022 8,941 people joined the YORCUP scheme.

**“As of 23 August 2022 we have saved 1,000,000 single-use plastic cups from landfill (based on reduction of cup purchases)”**

- Introduced a 20p charge to those needing to use a single-use plastic takeaway cup when purchasing a hot drink. Since January 2019, the latte levy has raised over £75,000. The Commercial Services departments of the University of York and YUSU have been working together to ensure that the funds are used to introduce sustainable initiatives across campus, and to fund local community projects.
- Make tap water available in all our outlets, where customers own bottles can be refilled, thus reducing single-use plastic waste.
- Encourage students on Catered packages to bring their own take away boxes should they want to take their food away.
- Reduce packaging, labelling, transportation and delivery by producing food on sites.
- Reduce delivery packaging through the use of reusable delivery crates by fruit and veg suppliers, meat suppliers, bread suppliers and our in house bakery.
- Reduced the use of hazardous chemicals by using the latest technologies in dishwashing machinery and reduced the amount of chemicals used with careful measurement of chemicals with automated dosing units.
- Purchased 2 new electrical vans for our delivered hospitality service.



## In our recycling and waste management we:

- Strive to reduce the amount of waste whilst balancing customer demand for convenience packaging and disposables for food and beverages.
- Ensure that 0% waste goes to landfill.
- Have replaced plastic cutlery with wooden cutlery in all of our outlets.
- Removed plastic straws and reduce the use of single use plastic where possible.
- Use recyclable cardboard trays when delivering via Campus Kitchen.
- We ensure that customers have the choice to recycle all coffee cups on campus by providing single-use coffee cup recycling bins.
- Equipped all our back of house and front of house outlets with recycling bins.
- Recycle cardboard, plastic, plastic outer packaging waste and glass.
- Dispose of cooking oil by having it turned into bio fuel.
- Recycling our food waste into bio fuel and compost.
- Send non-recyclable waste to a specialist waste plant which is used to produce electricity.
- Explore opportunities to deal with unsold food in collaboration with social enterprises.
- Introduced a new food waste reduction scheme called *Shop, Save and Sustain*.
- Partnered with Forge Recycling to collect and recycle *single-use plastic cups* from designated recycling bins.
- Replaced plastic mineral water bottles with *reusable water bottles made from sugar cane*.

**Since the introduction of the single-use cup bins, we have recycled over 34,900 single-use plastic cups!**

# WHAT WE AIM TO DO

- Reduce deliveries to campus by our suppliers, by designating delivery dates and organising orders across our outlets.
- To purchase new electric vehicles for our delivered catering service, to have a fully electric fleet by 2026.
- Open a meat free venue on campus.
- Track our carbon footprint and create new aims to reduce carbon emissions.
- Reduce the use of 'thirsty foods' based on litres of water needed to produce the average kilo.
- Support student sustainability initiatives and societies with funding from the Latte Levy.
- Achieve net zero carbon emissions on campus by 2030, part of the 2021-2030 University of York Sustainability Plan.
- Reduce waste volumes from campus by 33% (by weight). [10% reduction by 2025] part of the 2021-2030 University of York Sustainability Plan.
- Increase waste recycling rates to 80% by weight. [70% recycling by 2025] part of the 2021-2030 University of York Sustainability Plan.

## To help meet our aims we will:

- Continuously seek to lessen our impact on the environment, consult our academic staff for input, look at new products, technologies and re-assess our working practices wherever needed.
- Set sustainable targets and measure our performance against these annually.
- Work with our suppliers to progress the sustainability agenda.
- Enhance staff, customers and suppliers awareness of relevant environmental and social effects of a sustainable diet via promotional guidance, product information and awareness campaigns.
- Review the Policy annually, amend targets and communicate findings to customers.
- Work with the University Sustainability Team to follow best practice and ensure aims are aligned with the University strategic aims.





For more information on the Catering and Hospitalities activities around sustainability, click on the link below.

[york.ac.uk/eatatyork/sustainability](http://york.ac.uk/eatatyork/sustainability)

### **Contact information**

For any queries, please contact the Senior Operations Manager for Catering, Hospitality and Retail

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