

## **Leicester Services Partnership Sustainability Policy**

Since the introduction of the Sustainable Food Policy in 2010 a number of measures have been developed to ensure that actions are achieved. At the EMWG meeting on 17 May 2012, RACS was requested to submit a programme that set out the policy plan and identified measures.

Our Sustainable Food Policy is completed on an annual basis. This usually takes place during the Spring Term. The measures span a financial year. Generally all the inclusions in the policy are set to be complete by the end of the calendar year.

Many of the campaigns and communications associated with the Sustainable Food Policy take place during academic terms, with the majority of activity and events taking place in the first and second terms. National events that link to the policy generally occur at similar annual intervals e.g. Fairtrade Fortnight is usually last week in February, first week in March and National Vegetarian Week is late in May.

The policy is focused around key areas of our business that make the most impact and support the University's broader sustainability goals as well as being important to customers, staff and the local community.

Throughout 2014/15 RACS maintained its commitment to the policy and endeavoured in all areas to make progress in achieving the goals set.

Particular successes have been the increase in Fairtrade awareness through events that encourage participation; extending city links by engaging with the Leicester Fairtrade Society; the negotiations at a national level with regards to fish and seafood contracts to ensure compliance with MSC stewardship guidelines.

Areas for development include refining and changing some criteria within the policy for 2017; these are identified in detail in the table below and included in the 2017 policy attached for approval.

The Committee is asked to review measures and actions to date and to agree the updated Sustainable Food Policy for 2018.

## Policy plan and measures

Policy	Plan /Actions	Measure	Achievement to date	Recommendations
<b>Fairtrade</b>	By end next review (End of July 2017)			
Increase product range	Grow product range to hit 100 products	Percentage increase	In 2016/17 100 Fairtrade products were available across all outlets. This was an increase in the Fairtrade product range by 8% on 2015/16	No change
Provide Fairtrade areas and Fairtrade campaigns	Use awareness campaigns to grow sales of Fairtrade items against non-Fairtrade	<p>Fairtrade products achieve at least 10% of our revenue</p> <p>At least 15% of our product range should be Fairtrade</p> <p>Termly awareness campaigns</p> <p>Increase engagement at Fairtrade fortnight</p>	<p>Fairtrade products represented 19.8% of all revenue in retail outlets in 2016/17, up 8% on 2015/16</p> <p>23% of all products sold in our outlets in 2016/17 were Fairtrade, this is up 7% on 2015/16</p> <p>During 2016/17 a range of awareness campaigns aimed at promoting Fairtrade products included:</p> <ul style="list-style-type: none"> <li>• <b>All Year round – Fairtrade corner</b> – We have a Fairtrade corner in our outlets that customers can buy Fairtrade items.</li> <li>• <b>August 2016 – Did You Know?</b> – Information about the Fairtrade items we sell via posters, pull up banners, TV screens and social media output.</li> <li>• <b>16th October 2016 – le card 20% off Day</b> – Fairtrade items were also included in this promotion and posters went up that promoted buying Fairtrade.</li> <li>• <b>Social Media – Facebook and Browzer</b> – Fairtrade is actively promoted via these sources throughout the year. From recipes using Fairtrade ingredients to the Fairtrade Bake Off.</li> <li>• <b>February 2017 – Fairtrade Taster event</b> – gave customers samples of Fairtrade items that we sell, promote individuals to buy Fairtrade and gave away Fairtrade reading material to inform on what Fairtrade is, why buy Fairtrade and the benefits of Fairtrade.</li> <li>• <b>2017 – Fairtrade Pancake Day</b> – selling Fairtrade Banana pancakes with Fairtrade chocolate sauce in our outlet and serving them as part of our catered halls dessert.</li> <li>• <b>May 2017 – Exam period Brain Booster</b> – This campaign encouraged students to choose foods that had links to improve brain</li> </ul>	No change

			<p>functionality and had health benefits. This included some of our Fairtrade items e.g. Fairtrade chocolate</p> <ul style="list-style-type: none"> <li>• <b>Policy</b></li> </ul> <p>University of Leicester Fairtrade Policy was reviewed on 13 October 2016</p>	

Policy	Plan /Actions	Measure	Achievement to date	Recommendations
<b>Fairtrade (continued)</b>	By end next review (End of July 2018)			
Local links	Attend Leicester Fairtrade Society meeting and aim to host one meeting pa  University Fairtrade Steering Group	Meeting minutes  Attendance of meetings and hosted meeting  Actions complete	A member of the LSP Marketing Team has attended every meeting of the Leicester Fairtrade Society in 2016/17. Totalling 4 meetings over the year.  Steering group meetings were held every term.,	No change
Continue with tea, coffee, sugar and bananas as Fairtrade	Continually monitor quality and taste.  Evaluate rain forest alliance products  Aim to continue with Fairtrade but explore other ethical solutions ready for contract review in 2018	All tea, coffee and sugar are Fairtrade?  80% of all hot drinks sold across our outlets were Fairtrade.  Bananas are Fairtrade when supply allows	In 2014/15 RACS investigated with suppliers the ability to secure consistent supply of Fairtrade bananas. These enquiries have not produced satisfactory results and consistent supply is still not possible without incurring significant waste and cost, therefore a change to policy wording is recommended  In 2016/17 70% of all hot drinks sold across RACS outlets was Fairtrade.	No Change
60% Fairtrade confectionary	At least 60% of the range should be Fairtrade  Increase sales of Fairtrade confectionary	60% of confectionary sales Fairtrade	Achieved 87%	No Change
Fairtrade clothing	Evaluate and explore membership of the workers' rights consortium to ensure that clothing providers are trading ethically.  Discuss with procurement framework options	All clothing complies to Fairtrade and workers' rights consortium standards		Investigate suppliers membership of WRC and pursue affiliation as required by end of July 2018

Policy	Plan	Measure	Achievement to date	Recommendations
<b>Fish</b>	By end next review (End of July 2018)			
Provide all fish as demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat')	Pursue purchasing frameworks to achieve accreditation at tender	100% of the fresh fish from MSC certified suppliers MSC accreditation for the University through framework agreements	In 2016/17 100% of fresh fish bought came from MSC certified suppliers MSC certification has been written in to the purchasing framework. MSC audit to be investigated	Become an MSC accredited provider
Utilisation of diverse species of fish to reduce pressure on sensitive stocks and provision of information at the point of sale to inform our customers	Work with suppliers on accredited diverse species and develop recipes accordingly  Ensure that customer information conveys good work messages  Increase the number of diverse species used	Increase the number of diverse species year on year  Monitor customer response to diversity  Communication messages/POS used Sales achieved	'Did you know?' poster states that all our fish is sustainably sourced	No Change
Use farmed fish which are raised to high standards of welfare and fed only with proven sustainable feed	Pursue framework and tie in at tender stage	Supplier audit or tender specification	All fish suppliers are MSC accredited which guarantees audit for welfare standards	No Change
Avoid using fish as listed on the Marine Conservation Society's 'fish to avoid list' and provision of information at the point of sale to inform our customers	List changes regularly ,status and area of fish to avoid changes. Ensure at tender stage that MSC accreditations are robust enough to accommodate this. Flexibility on forward sale of menus to ensure changes in accreditation status can be achieved	No fish to be used from the fish to avoid list	No fish has been used from the fish to avoid list	No Change

Policy	Plan	Measure	Achievement to date	Recommendations
--------	------	---------	---------------------	-----------------

<b>Fruit and Veg</b>	By end next review (End of July 2018)			
Continue to maintain our daily plant origin dishes as an alternative to meat and fish.	Explore more relevant branding and range	Increase sales through specific vegetarian dishes	Vegetarian alternatives are offered daily in all RACS outlets  16.81% increase in sales year on year for vegetarian products	No Change
Continue to actively promote the value in both sustainability and health of increasing vegetarian meals within the weekly diet. On specific vegetarian days 100% of the menu will be suitable for vegetarians in a particular outlet	Develop communication messages  Explore research options to link through to ranges  Monitor the success of campaigns and communications	Over 40% of the menu to be vegetarian daily  Increase in targeted vegetarian dishes	In 2016/17 45.6% of the menu was vegetarian and a meat free Monday in Chi has been implemented	Change policy to read: Continue to actively promote the value in both sustainability and health of increasing vegetarian meals within the weekly diet.
All fruit and vegetables to be Red Tractor Assured or equivalent and if from the UK should be Grade 1 or 2 (where Grade 2 relates only to appearance) and wherever possible using seasonal produce.	Ensure suppliers provide compliance	All fruit and vegetables to be Red Tractor where possible  Menus demonstrate seasonal products	Achieved, audit trail of supply received from suppliers  Achieved Seasonal menus available to view	No change
Where products are not available from the UK (and not available under the Red Tractor Assurance Scheme) they will need to be fully traceable.	Include this in tender frameworks	Evidence of compliance from suppliers	Achieved  Audit trail of supply received from suppliers	No Change
Products to be ethically traded/sourced (including Fairtrade certified and/or Rainforest Alliance certified)	Include this in tender frameworks	Fairtrade or Rainforest Alliance product used where appropriate	Achieved, first request is for Fairtrade/ Rainforest Alliance approved products before substitution  Fairtrade/ Rainforest Alliance approved products set within tender documents	No Change

<b>Policy</b>	<b>Plan</b>	<b>Measure</b>	<b>Achievement to date</b>	<b>Recommendations</b>
<b>Meat and Poultry</b>	By end next review (End of July 2018)			

Continue to provide all raw meat and poultry as Red Tractor Assured or equivalent as a minimum standard where possible.	Include in tender frameworks	100% of raw meat and poultry to be Red Tractor	Achieved	No Change
Where appropriate and required, certified Halal meat is used and labelled as such.	Ensure labelling reflects this  Investigate new slaughter legislation and labelling regulation	All labelling correct.	Achieved	No Change
Procurement of meat and poultry provides minimum standards of welfare for animals and where possible these are RSPCA monitored Freedom Food accredited or equivalent. This specification will be adopted within procurement tender criteria	Include in tender frameworks  Investigate implications of full supply	5% of all meat to be RSPCA FF accredited or 10% free range	Due to existing contracts no RSPCA freedom food meat or poultry could be sourced	No Change
Where possible local produce is used and carbon footprint utilised as a measure during tender process	Ensure customer is aware of good practice.  Write in carbon footprint as a measure to all new contracts	Communications to customers (POS)  Tender specification documentation  Average distance of suppliers used is no more than 50 miles from campus	Achieved, 'Did you know?' poster states Red Tractor Assured status  As contracts have come to tender carbon measures are being included  Achieved, average distance of meat suppliers from campus is 26.7miles	No Change

Policy	Plan	Measure	Achievement to date	Recommendations
--------	------	---------	---------------------	-----------------

<b>Dairy</b>	By end next review (End of July 2016)			
Continue to provide all milk as Red Tractor Assured or equivalent as a minimum standard.	Include in tender frameworks	100% of milk Red Tractor	Achieved	No Change
All British cheese is made from British milk and is Red Tractor Assured, i.e. traditional British cheeses such as Cheddar must be British.	Utilise more British cheeses	At least 40% of cheese purchases to be British  POS and Communications increasing sales		No Change  <b>Achieved</b>
Procurement of dairy products provide minimum standards of welfare for animals and where possible these follow the RSPCA monitored Freedom Food standard or equivalent	Include in tender frameworks  Investigate implications of full supply	Red Tractor assured 100%	Achieved	Remove measure of RSPCA Freedom Food and Free as this standard is no longer applicable to dairy
Where possible we only use local produce and carbon footprints are utilised as a measure during tender process	Ensure customer is aware of good practice.  Write in carbon footprint as a measure to all new contracts	Communications to customers (POS)  Tender specification to specify carbon responsibility, local supply.	Average distance of dairy suppliers from campus is 14.2 miles	Achieved
Ensure that organic milk is available for purchase by the bottle in some retail outlets	Allow customer choice and pursue supply at competitive price  Gain customer feedback on desire for organic	2% of milk sales to be organic milk  Customer feedback and sales evaluation	Available in various outlets on campus –	No Change

<b>Policy</b>	<b>Plan</b>	<b>Measure</b>	<b>Achievement to date</b>	<b>Recommendations</b>
<b>Eggs</b>	By end next review (End of Jan 2018)			

Continue to ensure that all fresh eggs and all egg products are free range and where British eggs are used they carry the Lion Mark. All eggs are ethically traded / sourced.	Write into tender documents Ensure supplier is within 50 mile radius	All shell eggs, cooked eggs and mayonnaise are free range	100% of eggs free range Fresh egg supplier is 10.7 miles from campus	No Change
<b>Water</b>	By end next review (End of July 2018)			
Provide bottled water through on site bottle plant using reusable bottles as standard in all meeting rooms at both Oadby and City Campus	Ensure standard is consistent	100% achievement in all possible locations	Achieved	No Change
<b>Disposables</b>	By end next review (End of July 2018)			
Continue to review our delivered service so as to reduce the amount of disposable items used.	Look at future developments to try and include crockery options	Reduce disposable spend by 2%	Removal of disposable cutlery from areas where use is non-essential	No Change
Utilise multiple use disposables and where possible ensure all buffet ware is collected to enable reuse	Utilise multi use platters			
Measure and reduce the amount of disposables used on an annual basis.	Encourage utilisation of own meeting space to allow for crockery and less transportation			

Policy	Plan	Measure	Achievement to date	Recommendations
<b>Transport</b>	By end next review (End of July 2018)			
Encourage our regular delicious delivered customers to hold their own stock of crockery and cutlery	Identify high volume users and target	Convert at least 1 high volume user	Achieved	No Change

in outlying departments.				
Encourage customers to hold their day meetings within our facilities in order to reduce both the need for disposables and deliveries.	Identify high volume users and target. Explore incentives	10 bookings switched from delivery	Not achieved	No Change
All drivers to complete the Green Driver training programme	Drivers to complete course	Course attendance  Increase electric vehicle deliveries by 5%		Achieved
<b>Waste</b>	By end next review (End of Jan 2015)			
Continue to ensure that all used cooking oil is recycled and turned into Bio diesel which helps run delivery transport vehicles for one of our suppliers.  A certificate of carbon saving is provided annually.	Explore more companies who utilise bio diesel or have responsible carbon policies	100% of oil to be recycled  E-mail confirmation sent each month from recycling partner with month's details and year to date details of amount collected for recycling	An average of 275 litres of oil per month  Our waste oil recycling partner calculates that this has saved 6.23 tonnes of carbon emissions compared to the equivalent use in diesel	No Change
Review all waste annually with the Environment Team to look at more effective methods of recycling.	Discuss with Environment team in terms of how we can contribute	Set these with Environment Team  set up meetings with Environment team to discuss targets  Increase amount of waste separated on site for recycling	Approximately 56 tonnes of food waste was sent to anaerobic recycler during the last academic year  Approximately 30% of all waste was separated on site for recycling during the last academic year  And 55% separated off site.	No Change

Policy	Plan	Measure	Achievement to date	Recommendations
<b>Waste(Continued)</b>	By end next review (End of Jan 2015)			
Establish baseline recycling rates at all outlets and work with the Environment		Set these with Environment Team	All kitchens complete	No Change

Team to ensure continuous improvement.		Meeting set up with Phil Ball to discuss targets	Not achieved in retail outlets	
<b>Energy</b>	By end next review (End of Jan 2014)			
Continue to seek to provide efficiencies in energy consumption when buying new or replacement equipment  Where possible all new equipment purchases will be specified as 'A' rated or equivalent	Write into specification that all equipment should be A rated minimum	All new equipment to be A rated or equivalent and provide proven energy efficiencies	Replacement dishwasher in delicious with a patented circulating air heat exchanger that saves 0.1 kWh per cycle.  Replacement dishwasher in Stamford kitchen with estimated CO2 savings of 4,971kg	No Change

## **University of Leicester**

### **Sustainable Food Policy**

The Sustainable Food Policy is owned and developed by Leicester Services Partnership. It is approved by the Estates and Infrastructure Strategy Committee on the recommendation of the Environmental Management Working Group. Leicester Services Partnership provide food services across campus to: retail catering outlets, Halls of residence catering, conference and event catering.

LSP recognises its responsibility to provide healthy and sustainable food to its customers. We will work to incorporate environmental, ethical and social considerations into the products and services provided. We recognise that it is our responsibility to encourage our suppliers and contractors to minimise negative environmental, ethical and social effects associated with the products and services they provide. We will also strive to ensure that local and smaller suppliers are not discriminated against in the procurement process and through our specifications.

#### **Our aims**

- Source food and other products locally where possible in order to sustain the local economy and reduce environmental impacts.
- Ensure that through the supply chain and distribution mechanisms our suppliers are working to reduce their carbon footprint.
- Ensure that animal welfare standards are adhered to for any animal produce purchased and to insist on Red Tractor standards as minimum where applicable.
- Support suppliers who share our values.
- Communicate to customers, staff and suppliers our commitment to serving sustainable food.
- Improve our recycling scheme in the kitchens to increase the number of waste items that can be recycled.

#### **How we will meet our aims**

- Enhance staff, customer and supplier awareness of relevant environmental and social effects of a sustainable diet via promotional guidance, product information and awareness campaigns.
- Work with our suppliers to progress the sustainability agenda.
- Set sustainability targets and measure our performance against these annually.
- Work with the Environment team to follow best practice and ensure that our local aims are aligned to the University strategic aims.
- Examine this Sustainable Food Policy annually, amend targets and communicate findings (including progress and gaps) to customers.

## University of Leicester

### Sustainable Food Policy

#### We commit to

- Actively support Fairtrade Fortnight and provide year round information and products which support Fairtrade initiatives.
- Using Fairtrade products where applicable.
- Locally source all fresh products, where possible, within a 50 mile radius.
- Using sustainable fish and raising awareness of alternative species.
- All our fresh meat, milk and fruit and vegetables are Red Tractor assured.
- All our fresh eggs are free range.
- Offering a range of seasonal produce and providing customer communications which will clearly state this.
- Continued operation of our recycling policy within all of our kitchens to achieve a minimum of 55% waste being recycled.
- Making at least 40% of the daily menu vegetarian.
- Ensuring that all in house products are labelled to indicate sustainability features, including where possible, provenance of product, welfare status and trade status.
- Improve the availability of healthy and sustainable foods in our outlets.
- All water supplied on campus for meeting rooms and functions is bottled through our bottling plant on site using reusable bottles.
- Raising awareness of sustainable foods by utilising marketing tools available to us, including targeted promotions and events.
- All oil waste is collected by our main grocery supplier which is then turned into fuel for their delivery vehicles.
- All food waste from the main production kitchen is collected and reprocessed using an anaerobic digester. This produces methane which is turned into energy and the bi-product is used as a soil conditioner.

**University of Leicester**  
**Sustainable Food Policy**

**Fairtrade**

By end 2017

- Increase the Fairtrade product range providing a specific Fairtrade area within each retail outlet. Raise awareness of fair-trade campaigns organised throughout the year
- Attend local Fairtrade events and forge links with local fair-trade organisations attending monthly meetings
- Continue to provide Fairtrade tea, coffee, sugar and bananas as Fairtrade (subject to supply)
- Continue to provide 60% of our chocolate confectionary products as Fairtrade or ethically sourced.
- Become a member of the Worker's Rights Consortium

**Fish**

By end 2017

- Continue to provide all fish as demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat') and become an accredited provider of MSC fish dishes
- Utilisation of diverse species of fish to reduce pressure on sensitive stocks and provision of information at the point of sale to inform our customers
- Continue to use farmed fish which are raised to high standards of welfare and fed only with proven sustainable feed.
- Continue to avoid using fish as listed on the Marine Conservation Society's 'fish to avoid list' and provision of information at the point of sale to inform our customers

**Fruit and Vegetables**

By end 2017

- Continue to maintain our daily plant origin dishes as an alternative to meat and fish. We now have a dedicated menu which is 100% vegetarian every Monday in one of our restaurants and we will continue to offer a vegetarian alternative every day in all LSP outlets
- Continue to actively promote the value in both sustainability and health of increasing vegetarian meals within the weekly diet and put a proposal forward to provide a Vegan outlet on our city campus.
- All fruit and vegetables to be Red Tractor Assured or equivalent and if from the UK should be Grade 1 or 2 (where Grade 2 relates only to appearance) and wherever possible using seasonal produce.
- Where products are not available from the UK (and not available under the Red Tractor Assurance Scheme) they will need to be fully traceable.
- Products to be ethically traded/sourced (including Fairtrade certified and/or Rainforest Alliance certified)

## University of Leicester

### Sustainable Food Policy

#### Meat & Poultry

By end 2017

- Continue to provide all raw meat and poultry as Red Tractor Assured or equivalent as a minimum standard.
- Where appropriate and required, certified Halal meat is used and labelled as such.
- Procurement of meat provides minimum standards of welfare for animals and where possible these are RSPCA monitored Freedom Food accredited or equivalent. This specification will be adopted within procurement tender criteria
- Where possible local produce is used and carbon footprint utilised as a measure during tender process

#### Dairy

By end 2017

- Continue to provide all milk as Red Tractor Assured or equivalent as a minimum standard.
- All British cheese is made from British milk and is Red Tractor Assured, i.e. traditional British cheeses such as Cheddar must be British.
- Procurement of dairy products provide minimum standards of welfare for animals
- Where possible we only use local produce and carbon footprints are utilised as a measure during tender process
- Ensure that organic milk is available for purchase by the bottle in some retail outlets

#### Eggs

By end 2017

- Continue to ensure that all fresh eggs and all egg products are free range and where British eggs are used they carry the Lion Mark. All eggs are ethically traded / sourced.

#### Water

By end 2017

- All bottled water to be from sustainable on site self-bottling system.

## University of Leicester

### Sustainable Food Policy

#### Disposables

By end 2017

- Continue to review delivered service so as to reduce the amount of disposable items used.
- Utilise multiple use disposables and where possible ensure all buffet ware is collected to enable reuse
- Measure and reduce the amount of disposables used on an annual basis.

#### Transport

By end 2017

- Continue to use electric vehicles for deliveries where possible
- All cooking oil waste is collected by our main grocery supplier which is then turned into fuel for their delivery vehicles.
- Encourage regular delicious delivered customers to hold their own stock of crockery and cutlery in outlying departments.
- Encourage customers to hold their day meetings within our facilities in order to reduce both the need for disposables and deliveries.
- All drivers to complete the Green Driver training programme.

#### Waste

By end 2017

- Continue to ensure that all used cooking oil is recycled and turned into Bio diesel which helps run delivery transport vehicles for one of our suppliers.
- A certificate of carbon saving is provided annually.
- All food waste from the main production kitchen is collected and reprocessed using an anaerobic digester. This produces methane which is turned into energy and the bi-product is used as a soil conditioner.
- Review all waste annually with the Environment Team to look at more effective methods of recycling.
- Establish baseline recycling rates at all outlets and work with the Environment Team to ensure continuous improvement.

#### Energy

By end 2014

- Continue to seek to provide efficiencies in energy consumption when buying new or replacement equipment
- Where possible all new equipment purchases will be specified as 'A' rated or equivalent