

Sustainable Food Policy and Action Plan

Overarching Aims

As a self-funded service of the University, we are committed to consistent improvement around sustainability in a manner that is financially sustainable to allow us to invest in this area. It is noted and understood that different individuals and groups will have different interpretations and views on how to achieve this, therefore we are committed to being open and transparent on our progress by reporting on our [achievements](#) annually.

Providing healthy, seasonal, local and responsibly sourced food for staff, students and visitors is critical to the University's drive to uphold its reputation as a responsible institution. The University's catering outlets, services and products need to reflect its core values and provide opportunities into the wider institutional culture and practice, supporting positive experiences of living, working and learning at the University of Exeter for students, staff, partners and visitors.

The Sustainable Food Policy has been developed by the Commercial, Residential and Campus Services directorate with consultation from the Commercial Operations Coordination Group and Environmental and Climate Emergency Board.

Crucial contribution is received from Heads/Directors of Service, the Environmental and Climate Emergency Team, Fairtrade and University Society Representatives. This policy applies to the University managed and operated catering outlets and services on Streatham and St Luke's campuses.

Strategic Objectives

The University of Exeter recognises its responsibility to carry out its procurement and service delivery activities in an environmentally and socially responsible manner, while encouraging and promoting healthy eating. We recognise our responsibility to engage our suppliers to minimise negative environmental and social impacts associated with the manufacture of their products and services. We are committed to only buying through reputable supply chains that have the ability to engage and welcome micro, small, and medium sized local and regional enterprises directly, or through appointed distribution routes.

The policy reflects the principles of the University's procurement strategy, sustainability goals, and climate emergency recommendations along with commitments contained within our Fairtrade University Award.

In 2019, the University declared an Environmental and Climate Emergency and is currently aiming towards being carbon neutral by 2030. Sustainable food plays an important role in these plans as it is a way that everyone can actively engage in climate mitigation measures on a daily basis. Through raising sustainability awareness through food, we can help to facilitate a change in culture which is critical in supporting our goal to reduce our wider impact on the environment.

Wellbeing, Food and Dietary Requirements

Food systems are inherently connected to the wellbeing of individuals and communities involved in production and consumption of food and more broadly, the wellbeing of ecosystems and non-human communities. These are also interconnected with climate change, as food systems are both affected by and can impact climate change. This, in turn, may have an impact on health and wellbeing of individual communities. Sustainable food needs to be beneficial to the health of the planet as well as individuals. Therefore, nutrition as well as environmental concern should be considered when determining how sustainable a food practice is.

The University will be innovative with food that is produced and will seek to be well informed on global food trends and consumer intelligence. We are aware that there are a wide variety of dietary requirements and expectations across the diverse University community; these must be met due to a wide range of reasons including freedom of choice, health, wellbeing, cultural preference and faith.



The Plan

Sourcing

Promote a procurement ethos of buying locally to support UK producers and the South West Regional economy.

Ensure that sustainability criteria are included in specifications to suppliers and used in the award of all contracts.

Give preference to products and services that can be manufactured, used, and disposed of in an environmental and socially responsible way.

Work with our suppliers to increase our range of Marine Stewardship Council (MSC) accredited sustainable fish.

Promote our Fairtrade University Award status and continue to follow the Fairtrade principles.

Promote our two star Sustainable Restaurant Association (SRA) accreditation status and continue to maintain these principles.

Adoption of two vegetarian and whole foods suppliers, providing a wider range of health, vegan, and vegetarian products.

Monitor supplier compliance against the Sustainable Food Policy, which covers industry intelligence and new initiatives through regular contract account performance reviews.

Environment

Reduce consumption of ruminant meat within Retail Catering environments through menu development innovation and compliance to the "meat second" operating procedure.

Reducing overall meat content within recipe cards through the addition of items such as protein substitutes, pulses, grains, and sauces.

Reduce consumption of meat dishes through promotion of non-meat dishes as part of a balanced diet. Menus will consist of at least 50% vegetarian, vegan, or plant based meals.

Reduce single use plastic milk container waste through milk pergal investment.

Reduce end of day food waste through a pilot of a national food waste initiative.

Reduce waste of single use hot beverage cups with the implementation of a 40p levy in 2020/21, an increase of 20p vs previous years.

Reduce single use plastic bottle wastage by providing free access to drinking water in our catered outlets so water bottles can be refilled.

100% reduction in non-compostable single use food-to-go packaging.

List only fresh, free-range, locally sourced eggs.

Provide a broad range of produce from sustainable resources in the catering outlets and on hospitality menus.

Reduce waste cooking oil through approved conversion into bio diesel for reuse in supplier vehicles.

Cardboard from all delivery packaging is recycled and we actively encourage further work by suppliers to reduce packaging at source.

Reduce deliveries on campus by limiting outlets and services to capped deliveries per week.

Food packaging for items prepared on site is biodegradable, compostable or recyclable.

Work closely with our suppliers to further our sustainable food agenda.

Food waste is collected for anaerobic digestion by our nominated waste contractor

Provide a broad range of offers and items within retail environments to reduce deliveries onto campus by third parties.

Society

Reduce ruminant meat consumption through product placement, marketing and point of sale nudge, education and behavioural techniques.

Implement a pricing architecture that differentiates between ruminant main meal meat dishes and vegetarian / vegan dishes to encourage nudge, education and behavioural techniques when consumers make their selection.

Pilot the TUCO Greenhouse Gas Footprint Calculator to highlight high impact choices enabling nudge, educational and behavioural techniques.

Showcase seasonal produce throughout our menu development and hospitality service delivery.

Communicate our aims and commitment to serving sustainable, regional food to our customers.

Engage clients, stakeholders and students on a quarterly basis by showcasing our new products and actively seeking feedback before new menus are finalised.

Raise employee awareness of relevant environmental and social effects through appropriate training, guidance and relevant product information to staff members to allow them to select sustainable products and services.



We will actively engage and work towards a sustainable food framework.

Provide casual employment for the student population across both campuses.

All outlets and services rate five star for food safety.



Action Plan

SUB HEADING	PLAN DESCRIPTION	STATUS	PERFORMANCE INDICATOR
Sourcing	Promote a procurement ethos of buying locally to support UK producers and the South West Regional economy.	Green	Tier 1 and Tier 2 supply contracts and purchasing frameworks in place. These agreements support local micro and SME businesses with approved purchasing lists featuring hundreds of SKUs. Our Suppliers . Actively introduce regional producers and growers to our wholesale partners.
Sourcing	Ensure that sustainability criteria are included in specifications to suppliers and used in the award of all contracts.	Green	Existing Tier 1 and Tier 2 supply contracts and purchasing frameworks in place. Sustainable criteria formed part of the tender process. www.tuco.ac.uk www.bidfood.co.uk Our Suppliers
Sourcing	Give preference to products and services that can be manufactured, used and disposed of in an environmental and socially responsible way.	Green	Existing Tier 1 and Tier 2 supply contracts and purchasing frameworks in place. Sustainable criteria formed part of the tender process. www.tuco.ac.uk www.bidfood.co.uk
Sourcing	Work with our suppliers to increase our range of Marine Stewardship Council (MSC) accredited sustainable fish.	Green	MSC approved purchasing lists. Certificate. Invoice or letter from supplier confirming that all fresh fish supplied to the University are sourced from the MSC sustainable fish list.
Sourcing	Promote our Fairtrade University Award status and continue to follow the Fairtrade principles.	Green	
Sourcing	Promote our two star Sustainable Restaurant Association (SRA) accreditation status and continue to maintain these principles.	Amber	 Due for renewal following COVID pandemic
Sourcing	Adoption of two vegetarian and whole foods suppliers, providing a wider range of health, vegan and vegetarian products.	Green	Vegetarian Express – www.vegex.co.uk Bidfood Vegan Kitchen - www.bidfood.co.uk/v-kitchen/ Tree of Life – www.treeoflife.co.uk



Sourcing	Monitor supplier compliance against the Sustainable Food Policy which covers industry intelligence and new initiatives through regular contract account performance reviews.	Green	Tier 1 Suppliers – QBR as per contract agreements Meeting minutes, reports and management information.
Environment	Reduce consumption of ruminant meat within Retail Catering environments through menu development innovation and compliance to the “meat second” operating procedure.	Amber	2019/20 – Introduction of Meat 2 nd operating procedures 2020/21 – 50% reduction of ruminant meat choice on menu choices 2020/21 – 21% participation decrease in meat-based dishes sold
Environment	Reducing overall meat content within recipe cards through the addition of items such as protein substitutes, pulses, grains, and sauces.	Amber	2019/20 – 20% reduction of meat content in loose recipe cards 2020/21 – Increased usage of protein substitutes
Environment	Reduce consumption of meat main dishes through promotion of non-meat main dishes as part of a balanced diet. Menus will consist of at least 50% vegetarian, vegan, or plant based meals.	Green	2019/20 - All menus are written to contain at least this selection split. 2020/21 – Data shows an improved participation split.
Environment	Reduce single use plastic milk container waste through milk pergal machine investment and smarter milk bottle usage.	Green	2018/19 – Diversion of 5000 plastic milk bottles
Environment	Reduce end of day food waste through a pilot of a national food waste initiative.	Green	2021/22 – Pilot commenced www.toogoodtogo.co.uk
Environment	Reduce waste of single use hot beverage cups with the implementation of a 40p levy in 2020/21 an increase of 20p vs previous years.	Green	2018/19 – Commenced recording of the 20p Bevy Levy data 2019/20 – 49% Increase of reusable receptacles on campus 2020/21 – COVID restrictions limits progress 2021/22 – Increased Bevy Levy by a further 20p to 40p
Environment	Reduce single use plastic bottle wastage by providing free access to drinking water in our catered outlets so water bottles can be refilled.	Green	Openly available on request.
Environment	100% reduction in non-compostable single use food-to-go packaging.	Green	2020/21 – Single use plastic removed from the approved purchasing lists and replaced with compostable alternatives.
Environment	List only fresh, free-range, locally sourced eggs.	Green	As per the approved purchasing list and supplier certificates and accreditations.
Environment	Provide a broad range of produce from sustainable resources in the catering outlets and on hospitality menus.	Green	As per the approved purchasing lists, on the ordering platforms and through menus. Fresh Ideas Eat & Shop



Environment	Reduce waste cooking oil through approved conversion into bio diesel for reuse in supplier vehicles.	Green	www.olleco.co.uk
Environment	Cardboard from all delivery packaging is recycled and we actively encourage further work by suppliers to reduce packaging at source.	Green	Management information via nominated waste providers.
Environment	Reduce deliveries on campus by limiting outlets and services to capped deliveries per week.	Green	As per the agreed standard operating schedule.
Environment	Food packaging for items prepared on site is biodegradable, compostable or recyclable.	Green	2019/20 – Production packaging waste is recycled 2020/21 – Only plant based wrap is used on our sealer
Environment	Work closely with our suppliers to further our sustainable food agenda.	Amber	Meeting agendas, minutes and collaborative results
Environment	Food waste (production) is collected for anaerobic digestion by our nominated waste contractor.	Green	As per the agreed contract schedule
Environment	Provide a broad range of offers and items within retail environments to reduce deliveries onto campus by third parties.	Green	As per the agreed standard operating schedule.
Society	Reduce ruminant meat consumption through product placement, marketing and point of sale nudge, education and behavioural techniques.	Amber	“Meat second” operating procedure, Go & See Audits, visual merchandising, social media, digital media, nutrition, health and wellbeing marketing materials, menu design and symbolisation.
Society	Implement a pricing architecture that differentiates between ruminant main meal meat dishes and vegetarian / vegan dishes to encourage nudge, education and behavioural techniques when consumers make their selection.	Proposed WIP	Pilot to commence T1 2022/23 Retail Catering main meals tariff advertised with V/VE symbols will sit at a price point of at least 20p lower than their ruminant counterpart.
Society	Pilot the TUCO Greenhouse Gas Footprint Calculator to highlight high impact choices enabling nudge, educational and behavioural techniques.	Proposed WIP	Pilot to commence T3 2021/22 See below Co2 Footprint Calculator Example (pg.7)
Society	Showcase seasonal produce throughout our menu development and hospitality service delivery.	Green	Using industry and sector intelligence to develop innovative desirable choices. Making informed decisions through operating system reporting data. Stakeholder engagements and consultation at development stage internally and externally.



Society	Communicate our aims and commitment to serving sustainable, regional food to our customers.	Green	Stakeholder engagement. UoE Networks, Societies & Groups. Commercial Operational Coordination Group.
Society	Engage clients, stakeholders and students on a quarterly basis by showcasing our new products and actively seeking feedback before new menus are finalised.	Green	Stakeholder engagement. UoE Networks, Societies & Groups. Commercial Operational Coordination Group.
Society	Raise employee awareness of relevant environmental and social effects through appropriate training, guidance and relevant product information to staff members to allow them to select sustainable products and services.	Amber	www.tuco.ac.uk , www.menusofchange.org provide insights and further training development. Marketing materials e.g. posters, table talkers, digital media screens, social media, websites, ordering platforms and food calendar events. 2020/21 COVID has restricted some development in this year
Society	We will actively engage and work towards a sustainable food framework.	Amber	People & The Planet Sustainable Leadership Scorecard 14001 Environmental Management System 2020/21 COVID has restricted progress in this year
Society	Provide casual employment for the student population across both campuses.	Green	Casual employment accessibility to backfill open shift when surge and flexible working is required
Society	All outlets and services rate five star for food safety.	Green	www.scoresonthedoors.org.uk



Appendix 2

Nudge, Education and Behavioural Techniques Example Material

Placement Options:

1. Digital Media Screens
2. Point of Sale / Customer Journey
3. Website and App Ordering Platforms
4. Menus and Marketing Materials

CATERING & RETAIL SERVICES
CLIMATE ENERGY
SUSTAINABILITY ACTION

Our plant based burger will save you 14 miles!!

Total amount of greenhouse gases per serving:

CO2e per serving equivalent to driving **17.51 miles** in an average UK petrol car

Campus Beef Burger

• These figures were calculated using the TUCO greenhouse gas footprint calculator

Eat & Shop on campus **iSCA EATS**

The infographic features a central image of a beef burger. To its right, a blue speech bubble contains the text 'Our plant based burger will save you 14 miles!!'. Below the burger image, the text states 'Total amount of greenhouse gases per serving: *****' and 'CO2e per serving equivalent to driving 17.51 miles in an average UK petrol car'. A small pink car icon is positioned below this text. At the top center, a circular logo reads 'CATERING & RETAIL SERVICES CLIMATE ENERGY SUSTAINABILITY ACTION'. The bottom left corner has the 'Eat & Shop on campus' logo, and the bottom right corner has the 'iSCA EATS' logo. A small disclaimer at the bottom center states '• These figures were calculated using the TUCO greenhouse gas footprint calculator'.

CATERING & RETAIL SERVICES
CLIMATE ENERGY
SUSTAINABILITY ACTION

Our spicy vegan curry has 4 times LESS GASES!!

Total amount of greenhouse gases per serving:

CO2e per serving equivalent to driving **11.5 miles** in an average UK petrol car

Indonesian Rendang Beef Curry

• These figures were calculated using the TUCO greenhouse gas footprint calculator

Eat & Shop on campus **iSCA EATS**

The infographic features a central image of Indonesian Rendang Beef Curry. To its right, a blue speech bubble contains the text 'Our spicy vegan curry has 4 times LESS GASES!!'. Below the curry image, the text states 'Total amount of greenhouse gases per serving: *****' and 'CO2e per serving equivalent to driving 11.5 miles in an average UK petrol car'. A small pink car icon is positioned below this text. At the top center, a circular logo reads 'CATERING & RETAIL SERVICES CLIMATE ENERGY SUSTAINABILITY ACTION'. The bottom left corner has the 'Eat & Shop on campus' logo, and the bottom right corner has the 'iSCA EATS' logo. A small disclaimer at the bottom center states '• These figures were calculated using the TUCO greenhouse gas footprint calculator'.

Appendix 3

Achievements Marketing Materials

**CATERING & RETAIL SERVICES
CLIMATE EMERGENCY
AND
SUSTAINABILITY ACTIONS**

- A 20% REDUCTION OF MEAT CONTENT IN MEAL PRODUCTION, SUPPLEMENTING WITH PLANT-BASED ALTERNATIVES (LAMB, SOYA, ZAGARETT)
- SIGNIFICANTLY REDUCED OUR FOOD MILES BY MOVING FROM 40 TO 10 SUPPLIERS
- USE OF ACCREDITED SUSTAINABLE FISH FARMERS
- LESS DIESEL TRUCK VISITS TO CAMPUS BY READING DELIVERY DATES BY 50%
- WASTE COOKING OIL COLLECTED AND CONVERTED INTO BIO FUEL
- GLASS BOTTLED WATER FROM DEVON RATHER THAN WALES
- UPDATED OUR FLEET OF VEHICLES, 80% OF WHICH ARE NOW ELECTRIC
- RE-USED PLASTIC BAGS WITH PAPER BAGS IN ALL MARKET PLACE SHOPS
- INTRODUCED A LOCAL FRESH MILK REFILLING STATION
- PREVENTING THE WASTE OF OVER 5000 PLASTIC MILK BOTTLES THROUGH SPARTAN MILK USE
- ALL TAKEAWAY CONTAINERS NOW 100% COMPOSTABLE AND RECYCLABLE
- REMOVED ALL PLASTIC STRAWS, CUTLERY AND SAUCE SAGNETS

UNIVERSITY OF EXETER | Eat & Shop on Campus

**CATERING & RETAIL SERVICES
ENVIRONMENTAL ACHIEVEMENTS**

IN OUR RETAIL SHOPS
Reduced sales of single use carrier bags by over **6,000**
2017 > 2018
43,638 > 37,494

IN OUR CAFÉS & COFFEE SHOPS
49% Increase of re-usable KeepCups.
2017: 953 | 2018: 1,362

IN OUR CATERED HALLS
Streamlining orders from suppliers has resulted in **50% less** vehicle deliveries.

REDUCTION OF OUR CARBON FOOTPRINT...

WITHIN OUR DELIVERED HOSPITALITY SERVICE...
By switching to electric vehicles

FROM OUR MAIN FOOD SERVICE SUPPLIER...
With over **431** South West products on our supply list

UNIVERSITY OF EXETER | Eat & Shop on Campus

**CATERING & RETAIL SERVICES
CLIMATE EMERGENCY
AND
SUSTAINABILITY ACTIONS
2020-2021**

- 4% INCREASE IN PLANT-BASED MILK IN HOT DRINKS
- 21% DECREASE IN MEAT-BASED DISHES SOLD
- OUR PREPARED SANDWICH SUPPLIES BECAME PLASTIC FREE IN THEIR PACKAGING
- ALL STAFF & STUDENTS OFFERED A FREE REUSABLE CUP AS PART OF A CAMPAIGN
- REMOVED OUR PRODUCT RANGE MADE ON-SITE, WHICH REDUCES PACKAGING AND CARBON FOOTPRINT
- CHAMPIONING LOCAL PRODUCE THROUGH OUR TASTE OF THE WEST RANGE IN OUR RETAIL SHOPS
- REMOVED ALL SINGLE USE PLASTIC ON OUR FOOD & DRINK TO GO RANGE
- ACHIEVED A TWO STAR RATING FOR THE SUSTAINABLE RESTAURANT ACCREDITATION FOOD MADE GOOD STANDARD
- WE SEAL ALL OF OUR HOTPEPPE PRODUCTS USING A PURE PLANT BASED WRAP
- ACHIEVED A FAIRTRADE ONE STAR RATING IN THE UNIVERSITY AND COLLEGE AWARDS
- OUR ON CAMPUS CUP PRODUCED 4500 HOMEMADE DESSERTS FOR RESIDENCES AND BUTLETS
- LAUNCHED OUR OWN FOOD DELIVERY SERVICE WITH FOOD MADE ON CAMPUS AND DELIVERED IN ELECTRIC VEHICLES
- DONATED FUNDS FROM PLASTIC BAGS TO LOCAL CANCER CHARITY
- 90% REDUCTION IN PRINTED PORTION OF SALE PORTIONALS
- ALL TAKEAWAY FOODSERVICE CONTAINERS ARE COMPOSTABLE

UNIVERSITY OF EXETER | Eat & Shop on Campus