

Sustainability Score Card

Sustainability Performance

Tracking:

From agreement	Measure of success	Results 2009-10 September 2009 – June 2010	Results 2010-11 July 2010 – May 2011	Goal for YE 2012 Change Dates to Match College Fiscal April 1, 2011- March 31, 2012
<p>Incorporating an increasing level of local food sourcing;</p> <p>Local – defined as BC</p>	<p>Ordering local preferentially</p> <p>Produce: Per cent of total produce purchases that are local; Dollar volume spent on Local produce</p> <p>Bakery: Per cent bakery from local bakery / processor; identification of products</p>	<p><i>PRODUCE</i> – order local when available / appropriate (cost / quality); working with new distributor to establish “LOCAL” codes for all produce to allow for better eye to local produce, should be in place for September start up. Estimate that “Island Grown” produced purchased represents approx 16-22% of Total produce purchases. BC produce represents approx 79% of total produce purchases.</p> <p><i>BAKERY</i>: 90% bakery products baked / processed in Victoria. 95% processed in BC.</p> <p><i>PROTEIN</i>: All our Beef is now 100% Canadian Beef. Working with Processors</p>	<p>Our new contract with Sysco allows us to “look for Island first” which should encourage us to order Island Grown more frequently as it will be easier to find. Current 2010-2011 percentage for Island Grown is 24.8%. Current 2010-2011 percentage for BC produce is 83.9%</p> <p>This percentage has not changed. We continue to purchase most of our bakery products from a local bakery.</p> <p>The transition to 100% Canadian Beef has been successfully implemented. We currently are continuing to work with suppliers for more of this product to be processed in BC. We have no</p>	<p>Increase local purchases and ability to track them through our suppliers.</p> <p>Maintain or increase local baked product purchases</p> <p>Maintain Canadian Beef levels.</p>

	<p>Protein: in development – initially will be Canadian focus</p> <p>Dairy Products: Volume of local dairy products purchases (dollar or litres / kg)....</p> <p>Processed foods: identification of Canadian grown / raised / processed products</p> <p>Shell and Liquid Eggs – Cage Free / Local Supplier</p>	<p>to allow for production location tracking. An Example would be that more than 80% of BC Beef is shipped to Alberta from processing. We are challenging our suppliers to look for a more local processor.</p> <p><i>FLUID DAIRY:</i> 8614 litres of local milk = \$14, 200 in purchases and 7900 L of local BC cream = \$18,600 in purchases from Sept 2010 to June 2011. Fluid Milk is 100% BC Product and Island product would be 37%</p> <p><i>CHEESE / YOGOURT</i> ~\$39,000 spent on Canadian Cheese; \$6300 on Canadian yogurt. Yogurt would be 100% BC Product – 37% Island product. Cheese purchases were 4% Island product, 63% Canadian Cheese.</p> <p>EGGS – all shell eggs are BC raised cage free 100% shell eggs are Island Raised. Liquid Eggs are 100% BC cage free raised</p>	<p>figures that show what percentage of the beef is BC raised.</p> <p>8919 litres of local milk were purchased in 2010-2011 thus far. Total purchase of \$15965.00 8391 litres of local cream Total purchases of \$ 31801.00 Fluid milk and cream is 100% BC Product as we currently purchase from both Dairyland and Island Farms, percentages of Island Milk varies from 28%-37% depending on which Dairy we purchased from. Cheese / Yogurt \$42160.00 spent on Canadian Cheese. Cheese purchases are 11% Island Cheese, 87% Canadian Cheese. \$ 7983.00 on Canadian Yogurt. Yogurt is 100% BC product and depending on the Dairy we purchase from 28%-37% Island Yogurt</p> <p>Over 19345 local eggs served. 100% shell eggs are Island Raised. Liquid Eggs are 100% BC cage free raised</p>	<p>Continue to work with suppliers to increase BC processing rates. Complete switch to 100% Island Farms liquid milk, yogurt, and cream. Focus on increase of BC Cheeses.</p> <p>Maintain standards for cage free eggs</p>
<p>Competing effectively with local area restaurants by providing high levels of food quality, creativity, variety</p>	<p>Student feedback; College survey results;</p>	<p>Competitive pricing based on neighborhood analysis; Menus adapted based on student feedback; Deal with any complaints effectively and in timely manner</p>	<p>Competitive pricing based on neighborhood analysis; Menu adjustments made in response to student feedback Deal with complaints effectively in a timely manner</p>	<p>Continue to strive for cost controls. New rotational menu's to</p>

including branded concepts for its diverse community;				freshen choices
Providing and promoting nutritious food for the diverse community;	Selection and identification of healthy choices; Availability of nutrition information	Nutritional information available; Signage identifying healthier alternatives, Highlight local fruits and vegetables; Promotions include nutritional info / healthy choices (e.g. selections under 500 Calories or 10 grams of fat).. ; Minimum 10 vegetarian items on menu daily	Increased nutritional information available. Increased local purchases and healthy choices. Introduced a gluten free line. Introduced brown rice sushi. Introduced local direct fair trade coffee.	Increase signage for local and nutritional information. Label “choice” alternatives like vegan.
Utilizing sustainable cleaning and paper products;	Use of Green Seal Products and EcoLogic environmentally preferable cleaning products; Use of Ecologo napkins / paper towels made from recycled content; Dispenses designed to limit usage / waste	Ware washing (dish washing) products are from Ecolab’s Ecologic line of green cleaning products; Floor Cleaner is Green Seal Certified. All purpose cleaner being transitioned; 92% Certified Green Product, exceptions are urn cleaner and glass cleaner Daily use napkins / paper towels are made from 100% recycled content - ~80% PCM, are non-chlorinated and EcoLogo certified; New napkin for Sept will be Kraft with environmental message; Dispensers in locations designed to limit waste	Maintained. 97% Certified Green Product used. Only exception is a cleaner used for coffee Urns. All napkins now in place	Maintain
Minimizing waste;	Supporting Recycling and Composting programs; Travel mug program for coffee/hot beverages Fryer oil recycling to bio diesel	Separate glass, plastics, cans / aluminum, paper, cardboard, fryer oil for recycling ; Separate Organic waste pre and post consumer with separation bins for diversion to compost stream Fryer oil recycled and diverted into reuse as bio diesel (Lansdowne only at this point) Travel mug programs for coffee / hot	Maintain. Decreased packaging on 6% of our purchases by working with suppliers Diverted aprox 5975 pounds of waste from landfill by composting coffee grounds and kitchen waste In place	Maintain recycle program. Decrease packaging Maintain standard Increase awareness of

	Reduction of source packaging (e.g. bulk purchasing)	beverages including discount Purchase bulk condiments and other products to help reduce waste / packaging		travel mug discount
Educating students, faculty, staff and other users about the benefits of sustainability and the benefits and needs for nutritional food;	Meeting with students, student groups and members of Camosun community. decision making	Meet with environmental student as requested by them. Provide kitchen tours - review paper products, how disposed, foods we serve etc; I Dream in Green Launch in place	Met with three groups this year. Did two tours with environmental students Began launch	Maintain or increase as demand requires Complete launch
Enhancing the dining experience of the College's diverse community	Calendar of Promotions and marketing activities; Providing ethnically diverse choices from around the world	Continued focus on students; Offer ethnically diverse relevant nutritionally balanced meals; Celebrate various holidays and world cuisines throughout the year; Continued effort to source ethnic authentic products	Continued focus on students; Offer ethnically diverse relevant nutritionally balanced meals; Celebrate various holidays and world cuisines throughout the year; Continued effort to source ethnic authentic products	Increase international and diverse menu options

Partnership Earth- Our Commitment 5.3.4, 2 a)

2. Sustainability Commitments: Waste Reduction

The Contractor understands that dining services is a major consumer of utilities, packaging products, chemicals and paper goods. Waste will be reduced, reused and recycled. From glass, cardboard, and Styrofoam recycling to biodegradable service-ware and composting, The Contractor will manage a disposable packaging and reducing waste program.

a) "Partnership Earth - Our Commitment@"

The Contractor's "Partnership Earth – Our Commitment @" is an environmental program that will deliver on this commitment. The program includes:

From agreement	Measure of success	Results 2009-10	Results 2010-11	Goal for YE 2012
Waste Audits to comply with provincial and municipal legislation.	Partnering with university; sharing of results, creating improvement plan	We would like the chance to review the Colleges policies and programs around waste collection, audits and monitoring or results, and to be involved in the process where possible. Will request a meeting to	Carried over	

		review.		
Recycling: Separation of glass, cans, polystyrene, cardboard and other soiled paper will be accomplished with separation bins.	Separation bins in food service areas – front and back of house Review of diversion (if measured by those collecting waste) Visual audits	Separation bins are located throughout our foodservices – both front and back of house; Staff are trained as to what products go where; Students are encouraged verbally and with directive signage to divert waste into the correct stream; All of the mentioned products are recycled	Maintained commitment.	Maintain or increase awareness and initiatives.
"Enviro" Refillable Coffee Mugs, will be available with the Contractor's coffee program. A discount will also be offered to those customers using their own cup for hot beverages.	Discounts for bringing mug; Could carry mugs if desired (question of competing with bookstore)	10 cent discount offered with mug; New promotional days – free fill up with mug will be introduced as part of the marketing calendar	Maintained discount. Launched travel mug program. We will continue to offer ARAMARK travel mugs but do not want to compete or impede bookstore programs	Increase awareness of travel mug program. Increase marketing of mugs in all locations
Environmental Committee: the Contractor will become an active member of College (CCSEA) and other local committees supporting environmental and social sustainability. The Contractor will work with faculty, administrators, students and student groups such as ENSU, GESA, OPIRG, SAC, EPAC, and others who work for environmental causes work together to provide a stronger voice in promoting environmental awareness on campus.	Active participation on committees or with students / student groups	Meet with environmental students / interested students; Always keen and open to participate in any committees where appropriate; Will work with campus community to identify which groups would like foodservice participation and in what capacity	Member of JOSH	Maintain or increase involvement
Composting: The Contractor will, with the advice and direction of the College, separate food preparation garbage to be used in composting.	Separation bins with Directive signage in foodservice areas; Diversion of	Kitchen food scraps and compostable waste is separated and diverted to organic stream Composting bins also available in foodservice	maintained	maintain

	<p>organic waste front and back of house;</p> <p>Staff training conducted</p> <p>Volume of organic waste diverted (if possible to collect number from hauler – Refuse)</p>	<p>areas front of house for post consumer food / compostable waste</p> <p>Will work with custodial / facilities staff, hauler and Camosun to identify feasibility of measuring organic waste</p> <p>Estimate can be provided if desired.</p>		
<p>Kitchen waste programs including recycling of cooking oils and raw waste materials will be implemented.</p>	<p>Implementation and documentation of program</p>	<p>Kitchen waste programs does include collection of cooking oil and diversion for processing for bio diesel... grease traps are cleaned and waste is recycled as well.</p>	<p>maintained</p>	<p>maintain</p>
<p>Food Service packaging will be reduced and eliminated where possible. One of the criteria for the Contractor’s supplier selection will be a commitment by each of the suppliers to reduce source packaging.</p>	<p>Streamlined packaging; purchase bulk; recycle where possible</p>	<p>Supply chain continues to work with suppliers to ensure more efficient packaging solutions; Packaging programs have been developed to help emphasize environmental attributes –e.g. compostable, recyclable, made from recycled content; Bulk purchasing helps reduce waste e.g. for condiments, grains etc.</p>	<p>Supply chain continues to work with suppliers to ensure more efficient packaging solutions; Packaging programs have been developed to help emphasize environmental attributes –e.g. compostable, recyclable, made from recycled content; Bulk purchasing helps reduce waste e.g. for condiments, grains etc. Deliveries are only accepted if packaged in recycled or recyclable packaging. No Styrofoam is accepted.</p>	<p>ongoing</p>
<p>Environmentally friendly packaging and paper products will be utilized where possible and as more become available. Bulk condiment dispensers will be provided to minimize individual packaging. The</p>		<p>New express program implemented for Sept will further emphasize environmental attributes</p>	<p>Compostable plates, takeout containers; soup bowl and coffee cups provided... Pet plastics in place, napkins in</p>	<p>Maintain or increase levels of “green” packaging</p>

<p>Contractor will abide by Camosun's Waste Management Policy and participate in the established procedures for waste management.</p>		<p>including conversion to #1 PET plastic – the most recyclable plastic; compostable products and products made from recycled content (recycled PET); Paper products – napkins etc are EcoLogo certified and made from 100% recycled content</p> <p>We purchased over 117,500 units of biodegradable packaging last year including plates, bowls, takeout containers, cups... and an additional 12000 pieces of biodegradable cutlery from Sept 2009 to June 2010.</p>	<p>place</p> <p>We purchased over 118,150 units of biodegradable packaging last year including plates, bowls, takeout containers, cups... and an additional 11800 pieces of biodegradable cutlery from July 2010 to July 2011. 88% of our paper products are compostable. 98% is biodegradable.</p>	
<p>A WHMIS program will form an integral component the plan. Working in conjunction with Camosun's Physical Resources Department, Energy Conservation Programs within the food service operation will be implemented.</p>	<p>WHMIS Training for FLE's; Employee On boarding training program</p>	<p>WHMIS and on boarding training conducted annually to also include health and safety, energy and water conservation; and other ARAMARK training programs</p>	<p>WHMIS and on boarding training conducted annually to also include health and safety, energy</p>	<p>Annual and on boarding WHMIS and FoodSafe for each employee including management. Management took part in several training programs including conflict management, employee relations, teambuilding, time management, and production management</p>
<p>Cleaning and Sanitation: Cleaning solutions and chemicals used for cleaning and sanitation within the foodservice areas will be environmentally friendly where reasonably possible and available.</p>	<p>Documentation of Green Cleaning products / program</p>	<p>We have implemented Ecolab's Ecologic product line that include green seal certified products (floor cleaner, and soon to be transitioned all purpose</p>	<p>maintained</p>	<p>maintained</p>

		cleaner) and greener alternatives (ware washing)		
Additional Food Waste Reduction Strategies: Reduction of food waste is directly related to avoiding over production of menu items, and will be achieved through utilizing the Contractor's Food Production program.	Production sheets / Pars ensure not overproducing; Use of leftovers; Menu planning based on feedback; Just in time cooking balanced with batch; Review leftovers and garbage and adjust menus	We operate using production sheets to ensure not overproducing; Leftovers are used appropriately so as to reduce waste: Menus are developed based on customer feedback and requests; Just in time cooking balanced with batch to help meet demands and reduce waste / leftovers; Daily we assess leftover products and waste and adjust menus accordingly	Maintained and improved. Waste was reduced 1% over last period.	Maintain or improve

Purchasing

Sustainable suppliers

Create a grid

Local Suppliers

From agreement	Measure of success	Results 2009-10	Results 2010-11	Goal for YE 2012
Within 200 miles (or otherwise agreed)	1.# of suppliers newly sourced/approved in the year for each product type, 2.# of suppliers used for each product type, 3. % of product purchased locally to not (i.e. 50% of	New produce farmers incorporated into supply chain – currently Bakery - purchase baked goods from 6mile bakery located in Victoria Island's West Produce located on the island and sources local / BC where possible	Islands West continues to add local farmers to it's purchases as does Sysco Victoria Maintained To be reviewed annually (April of each year). Local farm levels will change annually and seasonally dependant on crop quality and availability.	Maintain and improve as suppliers bring suppliers Maintain or improve Maintain

	eggs purchased in 2009-10 were purchased locally)	GFS also sources BC produce when possible Many dairy products from Dairyland located in BC Lower Fraser Valley New Coffee Supplier... Level Ground coming to campus!	Currently purchasing from Dairyland and Island Farms. Will go to 100% Island farms in Sept. Level Ground coffee in place on both campuses	Switched from GFS to Sysco Victoria 100% Island Farms liquid Milk and Yogurt Maintain
-fruits and vegetables,		requesting list of local growers from whom our produce distributors purchase; not yet available	Not yet available	On going
-meat,		Reviewing protein purchases – current emphasis is on Canadian raised Core group of Canadian products offered including our ground beef; many poultry and pork products, deli meats etc. Protein sources often fluctuate so looking to work with suppliers on 100% Canadian products (e.g. burger) and understand level of Canadian sourcing.	Switched to 100% Canadian Beef and Poultry. Working with Suppliers to get more processing done in BC	Maintain On going
-poultry,		See above		
-eggs,		Our shell eggs come from Fraser Valley Farms – Cage Free. While they are cage free, they are not certified organic.	Maintained	Maintain or improve as Island Poultry Becomes more easily available in Cage free option
-organic milk/milk products, --bread/bakery products		At this time, we have not had large demand for organic... We	Requests for Organic has grown. At this time we are	Maintain or improve

		will pilot products to gauge customer demand if desired	maintaining local purchases with little focus on organic due to cost and high waste.	Add preservative free breads to our product line.
Fair Trade Products	Increased percentage of Fair Trade Products sold year over year. 2 suppliers of Fair Trade Coffee	Only 2 Coffee choices were fair trade. An estimate of 21% of Coffee Sold No Fair Trade or Organic Teas offered. 1 Organic coffee choice rotated through Starbucks menu 1 supplier of organic produce available to us.	Fair Trade and Organic Beverages percentages increased only slightly to 34% because of date of introduction. Fair Trade and Direct Fair Trade Coffee offered Daily through the Espresso and Level Ground programs Increase in product line. Switched Suppliers. 2 Suppliers currently offer Organic and Free Trade coffee 2 suppliers of organic produce now available to us. Use of local farmers now being tracked. For the purpose of benchmarking, there were 8 local (100 mile) farmers used for produce by our suppliers. Please note that this was only available to track beginning in January 2011.	Increase Fair Trade Choices to 45% of Coffee Sold. Add a Fairly Traded Tea Line.