

Sustainable Food Service Practices Annual Report to UCOP

University of California, Riverside

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Prepared by:

Gustavo Plascencia, Dining Services General Manager - Safety & Sustainability
Diane Thomas, Executive Assistant



Purpose

This report is a summary of UCR Dining Services' progress and accomplishments in the ongoing implementation of foodservice goals, initiatives, and practices in compliance with the UC Sustainable Practices Policy.

Overview of Food Services at UCR

UCR Housing, Dining, & Residential Services is responsible for the operation of the restaurants, convenience stores, cafés, and food trucks in the residential areas and the campus core.

Key 2013/14 UCR Dining Facts:

Self-op food services:

- \$6,976,849 annual food purchases
- 2.25 million meals/transactions served annually
- 9,500 average daily meals/transactions
- 2 residential dining all-you-care-to-eat restaurants
- 2 residential take-out restaurants
- 4 convenience stores
- 9 self-op retail restaurants & cafés
- 2 food trucks
- Catering & special events
- Conference Services
- Online ordering for pick-up
- Concessions
- 170 career employees
- 700 student employees

Additionally, there are four third party retail food service providers.

- 3 leased tenant foodservice providers on the main campus
- 1 contracted food service provider at the University Extension Center

UC Policy on Sustainable Practices

UCR Dining Services is making considerable progress in an effort to meet the UC policy guidelines of section H.1. Campus and Medical Center Foodservice Operations. This year's notable accomplishments are detailed below for each of the subsections of the policy:

- A. Food procurement
- B. Education
- C. Engagement with external stakeholders
- D. Sustainable operations

A. Food Procurement

Policy guideline: 20% sustainable food procurement by the year 2020. Dining Services continues to develop a system to track food purchases, using the FoodPro menu management system.

- UCR's 2010 Climate Action Plan calls for Dining Services to implement a comprehensive food procurement program that supports local and/or sustainable foods and to procure sustainable foods for 30% of total food purchases.
- Dining Services' annual spend on food for FY 2013/14 totaled \$6,976,849.
- Approximately 13% or \$894,068 of the total food purchases went to products that meet one or more of the UC Policy on Sustainable Practices sustainable food definitions.
- Approximately 27% of the menu entrees served at the Residential Restaurants are vegan or vegetarian.
- Dining Services buys oranges from the Campus Agricultural Operations to provide fresh-squeezed orange juice in the residential and retail restaurants.
- In 2014/15 Dining Services will work with the campus R'Garden to procure fresh produce for use in the restaurants.

2013/14 Food Purchases			
Operation	Sum of Food Purchases	Sustainable Purchases	Percent
Catering	\$ 267,453	\$ 22,607	8.45%
Convenience Stores	\$ 1,675,049	\$ 125,491	7.49%
Residential Dining	\$ 3,563,030	\$ 513,833	14.42%
Retail Dining	\$ 1,471,318	\$ 232,139	15.78%
Grand Total	\$ 6,976,849	\$ 894,069	12.81%

B. Education

Policy guideline: Each campus and medical center shall provide patrons with access to educational materials that will help support their food choices. UCR Dining Services actively provides ongoing education on sustainable foodservices through printed materials, digital and online media, product displays and demonstrations, special events and educational sessions. Here are some noteworthy accomplishments of our ongoing educational campaigns:

- Ongoing educational programs include *Meatless Mondays*, which was launched on Food Day 2011, and is intended to encourage patrons to eliminate meat from their diets one day a week.
- Dining Services continues to promote *Beefless Fridays* by not featuring beef on the menu at the Residential Restaurants one day a week.
- Dining Service continued the annual month-long Nutritional Awareness Campaign on Food Day, October 24, 2013. All of the Dining Services operations participated in promoting a portion educational control program designed to meet the USDA's MyPlate nutrition guidelines. At the convenience stores, items that meet the UC sustainable food criteria were promoted with shelf talkers and samplings. In the retail restaurants, posters and signs were used to educate patrons about how to make their food order fit the MyPlate nutrition guidelines. Employees were engaged, successfully helping Dining Services generate the majority of the Food Day Pledges on campus, with a giveaway of a campus grown orange to participants.
- Earth Week is a weeklong celebration focusing on Earth Day and sustainable food systems.
 - Fresh-squeezed juice made from tree-ripened fruit from the UCR Citrus Varietal Collection.
 - A calendar listing the optimal seasons when produce is at its best.
 - Gave away over 1,100 vegan tacos made with locally-sourced ingredients from the Culinary Chameleon food truck during an Earth Week promotion.
 - Promoted the health benefits of Kale by offering a variety of kale-based salads in our restaurants.
 - A *Food Waste Reduction Challenge* was run at the residential restaurants to educate residents about how they can take action at each meal to reduce food waste.
 - R'Talk - Ran slides in digital screens at the residential restaurants about HDRS sustainability initiatives.
- Dining Services features vegan and vegetarian options for lunch and dinner at the two residential restaurants and several of our retail restaurants as well. 27% of all entrees served in the residential restaurants are vegan or vegetarian.
- UCR Dining Services offers a "Lighten Up" Menu at several retail restaurants. Items featured meet the CA Dept. of Public Health's *Healthy Entrée Guidelines* for CALORIES and FAT.

- The campus Wellness Program offers 1:1 wellness consultations to staff.
- The Wellness Program offers Eating Well Nutrition Sessions and Health Cooking Demos.
- Dining Services conducts training for all staff on safely serving guests with food allergies.

C. Engagement With External Stakeholders

Policy guideline: Campus and medical center departments, organizations, groups and individuals shall engage in activities within their surrounding communities which support common goals regarding sustainable food systems. Here are some accomplishments during the past year:

- Dining Services actively collaborates with the Campus Wellness Program for Faculty & Staff by attending the monthly Campus Wellness Oversight Committee (CWOC) meetings to help shape programs that promote health and wellness. Some of the notable accomplishments of CWOC in the past three years:
 - Health Eating Guidelines and Healthy Meetings Guide
 - Healthy Eating at University Village Guide
 - “How to Eat Healthy in Retail Dining”
 - “Under 500 Calories” eating guide
 - National Nutrition Month,
 - Food Day
 - Health Education – Healthy Eating Strategies, Nutrition webinars posted on website, newsletter articles, DASH Diet session, Navigating Farmers’ Markets
 - Healthy Lifestyle Programs – Wellness Works for Housing and Dining with sessions around nutrition
 - 1:1 Eat Well consultations with Registered Dietician
 - Interactive Nutrition Makeover session
 - Campus Fallen Fruit Walk
 - Gardening Demo at the R’Garden
 - *Well Within Reach* program promoting healthy choices at vending machines throughout campus.
 - *Color Your Health* campaign to promote consumption of fruits and vegetables.
 - *Mobile Fit* exercise program offered to staff.
 - Dining Managers actively participate as Wellness Ambassadors to promote health and wellness with staff.

- Partnered with a local citrus packing house and a produce vendor to supply Dining Services with citrus fruit from the UCR Agricultural Operations.

- Dining Services Chef, Robert Grider, conducted two popular cooking classes featuring local citrus themed vegan and vegetarian fare during Homecoming Week.

- Dining Services held the third annual Vendor Fair in January, to engage students in tasting new food items from multiple vendors in a food show style event to help select the next year's menu items.
- Joined the EPA's Food Waste Reduction Challenge.
- Helped develop and participate in RecycleMania programs to help the campus increase recycling efforts.
- Completed the Dining Services portion of the Association for the Advancement of Higher Education's Sustainability Tracking, Assessment and Rating System (STARS).
- Dining Services helped promote the campus R'Garden by providing vegan tacos, fresh-squeezed orange juice at the Dig & Dance event.
- UCR Dining Services, in partnership with ecoGrounds, the Hanns R. Neumann Foundation, the municipal government of Nueva Santa Rosa, Guatemala, and Java City (UCR's vendor provider) created a program to provide fresh water to coffee farmers in Guatemala to help sustain crops. For all sales of Highlander blend coffee sold on campus, donations were made, matched, and supplemented by various benefactors, resulting in nearly \$100,000 in available funds for 2013/14.

D. Sustainable Operations

Campus and medical center foodservice operations shall strive to earn third-party "green business" certifications for sustainable dining operations. UCR Dining Services currently does not have a third-party certified green restaurant operation, but it has established best practices in the areas of solid waste reduction, energy savings, water conservation, employee training, and customer engagement. Dining Services continues to build on the following endeavors:

- Worked with Athens Services to compost more than 239 tons of food waste.
- Dining Services installed a food waste dehydrator at one of the residential restaurants and sent 10 tons of product to the campus R'Garden to be used as a soil amendment. Additionally, we are working to divert coffee grounds from the food waste stream and transport those to the R'Garden to incorporate with the soil amendment.
- Additionally, Dining Services is working with the Office of Sustainability to obtain LEED-EBOM certification for phase 2 of Glen Mor Apartments, where a new food emporium will be located. The building is scheduled to open in Fall 2014.
- UCR Dining Services makes a considerable effort to practice environmentally-preferable purchasing for disposable paper products, utensils, and food packaging supplies. In Fall 2014, Dining Services replaced the 16 oz and 24 oz Pepsi cups with

compostable cups.

- Dining Services used Green Seal certified cleaning chemicals and hand soaps in all dining operations.
- The campus recycled approximately 1,773 gallons or 14,000 lbs. of used cooking oil in FY 2013-2014.
- The campus installed solar tables at our Coffee Bean and Tea Leaf outdoor seating area to provide patrons with solar powered cell phone and lap top charging stations.
- Surplus food is donated to Inland Harvest, an organization which distributes donated food to local homeless shelters. Approximately 19,000 lbs. were donated in FY 2013-2014.
- Dining Services established the Gluten Free Pantry at the A-I Residential Restaurant to provide a safe point of service for residents with celiac disease or gluten intolerance.
- Dining Services opened the Scotty's Convenience Store at the School of Medicine featuring healthy, organic and sustainable foods, snacks and beverages.
- Dining Services actively works towards improving energy efficiency in the kitchens. Energy Star rated equipment is sourced, when suitable, for new construction, renovations and product replacement. Some of the Energy Star certified kitchen appliances purchased recently includes fryers, ovens, steamers, ice makers and dishwashing machines.

Additional UCR Dining Services Goals (2-10 years)

Dining Services has adopted additional goals with the intent to meet or exceed the UC Sustainable Foodservices policy goals:

Procurement

- Create a culinary herb garden. A culinary herb garden will be built as part of the Glen Mor II Student Apartments, currently under construction and scheduled to open in Fall 2014.
- Procure sustainable foods for 30 percent of total food purchases.
- Work with suppliers to create seasonal menus in the residential restaurants in order to increase purchases of regionally-sourced, in-season fruits and vegetables and other local products while maintaining affordability and value to our patrons.

Operations Goals (2-10 years)

- Dining Services will work to divert 100 percent of food waste through educating and engaging with our patrons. This will be facilitated by partnering with the campus facilities management, the Office of Sustainability, as well as paper product suppliers and waste haulers to develop a bin signage system and educational materials.
- Dining Services will target energy and water use in the kitchen by creating guidelines for new construction and equipment upgrades/replacements, and purchasing Energy Star appliances exclusively, when suitable for the operation. Dining Services will use the Food Service Technology Center for cost calculations and rebate program information to help evaluate kitchen equipment and guide efficient purchasing decisions.

Education and External Outreach Intermediate Goals (2-10 years)

- Foster collaboration on sustainable food systems by engaging with faculty, staff and students, as well as contract and third-party food service providers.
- Continue to educate diners regarding the carbon footprint associated with food choices. Use available programs and tools to measure the amount of carbon dioxide associated with the products purchases and develop programs to educate students regarding the environmental impact of food choices.
- Following the UC President’s Food Initiative, UCR is teaming with UCSD to design a system-wide lecture series on the topic of “Healthy Student, Healthy Campus, Healthy Communities.”

Sustainable Food Definitions

Local food (LEED) – food grown and harvested within 100 miles

Local food (STARS) – food grown and harvested within 150 miles

Sustainable food (UC Systemwide) – food that meets one or more of the following criteria per UC Policy:

- Locally Grown
- Locally Raised, Handled and Distributed
- Fair Trade Certified
- Domestic Fair Trade Certified
- Shade-Grown or Bird Friendly Coffee
- Rainforest Alliance Certified
- Food Alliance Certified

- USDA Organic
- AGA Grass-Fed
- Pasture Raised
- Grass-Finished/100% Grass-Fed
- Certified Humane Raised & Handled
- Cage-Free
- Protected Harvest Certified
- Marine Stewardship Council
- Seafood Watch Guide “Best Choices” or “Good Alternatives”
- Farm/business is a cooperative or has profit sharing with all employees.
- Farm/business social responsibility policy includes (1) union or prevailing wages, (2) transportation and/or housing support, and (3) health care benefits.
- Other practices or certified processes, as determined by the campus, and brought to the Sustainable Foodservices Working Group for review and possible addition in future policy updates.

Compostable product – a product which degrades in a commercial composting facility in 180 days or less, according to the *American Society for Testing and Materials (ASTM) International Standards, D6400 - 04 Standard Specification for Compostable Plastics* or *D6868 - 03 Standard Specification for Biodegradable Plastics Used as Coatings on Paper and Other Compostable Substrates*.

Biodegradable product – a product which is broken down completely by microorganisms, becoming carbon dioxide, water, and biomass (no food service industry standard for this term exists at this time).