

LAKESIDE

SUSTAINABILITY POLICY 2018-2019



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LAKESIDE RESTAURANT & COFFEE SHOP, UNIVERSITY OF SURREY
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LAKESIDE RESTAURANT & COFFEE SHOP, UNIVERSITY OF SURREY

Sustainability Policy 2018-2019

OUR COMMITMENT TOWARDS SUSTAINABILITY

The Lakeside Restaurant and Coffee shop, operates within the School of Hospitality & Tourism Management (SHTM) at The University of Surrey (UoS). Providing high quality products, innovative menus and excellent customer service, the Lakeside aims to provide fun and fresh catering environments for both staff and students of the UoS.

At the heart of Lakeside is our commitment as a training and educational facility. Home to several undergraduate modules as part of the BSc International Hospitality Management programme (IHM), we endeavour to inspire and influence our students with very best possible practice. So that our students may carry this practice forwards as they make the exciting transition into the industry as a graduate.

Our sustainability policy seeks to highlight our current commitments and initiatives towards creating a socially responsible operation. As a small business operating within the ever growing hospitality industry, we seek to make small changes to create a big impact. Working with our suppliers, our materials and our people. We recognise it is our responsibility to prioritise social and environmental impact at the forefront of our operations.

Working alongside the UoS sustainability strategy manager and in line with University policy, we aim to promote the Lakeside as a leader in social responsibility.

This policy will be updated as necessary and our progress will be documented regularly through our social media channels.

SUSTAINABILITY COMMITMENTS 2018-2019

Sourcing

Local & Seasonal

- Menu's will always change on a monthly basis and are engineered seasonally to take advantage of the best of what that season has to offer.
- Where ever possible we will purchase local produce ranging from fruit and veg such as surrey watercress, locally produced cheeses from our dairy and English beef reared within a 50 mile radius of Guildford from our butcher.
- Our butcher is part of the Hampshire fare (proud to champion local). We will continue to work hand in hand with our butcher to deliver the local and seasonal products as much as possible.
- After completion of our garden build, we will begin to grow our own herbs and vegetables. Using seeds donated by UoS garden society.

Ethical Meat & Dairy

- We will continue to work with our butcher whom we have an agreement with, to provide farm assured or RSPCA assured meats that are BRC food certificated. Quality standard beef and lamb England, assured food standards, organic soil association our butcher is also a food for life member.
- Only laid in Britain free range eggs will be used in all of all our cooking.

Sustainable Fish

- Fresh fish is always ordered daily and listed on the menu as catch of the day, along with method of cooking.
- Where available we only use MSC accredited products, such as canned tuna.
- Opting for line court fish, where possible. We will continue to procure from our fish monger who works closely with The Marine Stewardship Council, Marine conservation society, Global Aquaculture Alliance (GAA), Global GAP, Monterey Bay Aquarium (MBA).

Coffee

- We only purchase triple certified coffee beans. Which are Fairtrade, Organic and part of the Rainforest Alliance.
- We will collect our coffee grounds and offer them to customers as well as utilizing them in our own garden.

Society

Feeding People well

- 50%+ of our menus will be made up of vegetarian (V) or vegan (VE) options. Options will be actively promoted, embedded rather than segregated.
- We maintain portion sizes that consistently adhere to set guidelines by the governments Eat Well policy tool.
- Our menus will remain flexible to allow customers the option of reducing portion sizes and substitute items to observe all dietary requirements.
- We will continue to provide clear allergen information, consistently across all menus and packaging from the coffee shop to the restaurant.

Team Lakeside

- We offer part time employment opportunities to as many students as possible. Employing students from all degree disciplines and backgrounds.
- Our part time team's academic work and study will always be at the forefront of our scheduling. Enabling our staff the flexibility to do this is key. Team members are privy to choosing their own hours and remain able to 'swap shifts' to suit their schedules.
- In line with UoS HR policy, we pay wages above the Real Living Wage, to include both basic pay and holiday pay. All members of staff receive incremental rises each annum, and core team members have the opportunity to be awarded for their efforts through an appraisal system.
- Training is what we do. All members of staff are actively encouraged to attend internal and external training courses and are given time and means to do so.

Our Wider Community

- We are proud to continue our work with the Surrey Choices Employability scheme, offering 16 week work placements to young people whom have a learning, physical or sensory disability.
- We will continue to donate any surplus stock to Project Number 5, a homeless shelter located in Guildford.
- We continue to support local charities, specifically disability Challengers, whom we are delighted to support throughout the year via various events and fundraising. As well as supporting national charity schemes such as Macmillan and Sport relief throughout the year.

- We will continue to work UoS Advancements & Partnership department. Becoming involved with offering cookery lessons to local colleges and creating partnerships with our local community café.

Environment

Value Natural Resources

- Tap water is readily available to all guests in the restaurant via table service. Water dispensers and glasses are available in the coffee shop and guests are encouraged to ask team members to fill water bottles up.
- All of our kitchen appliances are water efficient.
- We use environmentally friendly cleaning products and reusable cloths that are cleaned in house.
- We will build a water collection tank into our new garden to collect rainwater for watering.
- All of our kitchen oils are collected and recycled.

Waste No Food

- We mindfully engineer our menus and control portion sizes to minimise food waste. Where possible, all of our soups will use skin on recipes and any food items towards the end of their life will be repurposed.
- Unavoidable waste will be sent for composting.
- When ordering catering, we will work with our clients to advise and recommend order quantities.

Reduce, Reuse, Recycle

- We charge for takeaway cups and donate all proceeds to charity.
- We use compostable packaging and work with suppliers to reduce use of packaging in deliveries. Further, always ordering in bulk to reduce amount of deliveries.
- We have placed and will maintain customer facing food waste bins across outlets, using clear and accessible signage to encourage recycling.
- Working as part of UoS 'Waste Committee' we will continue to aid the implementation of waste reducing initiatives campus wide, encouraging reuse and recycling.
- Our team are committed to zero use of disposables whilst at work. Team members are also extensively trained to champion reusable and champion recycling – specifically compostable packaging.

Education

- We commit to teaching our students best practice. Exploring hospitality from a sustainable point of view. We aim to impart knowledge so that they may take it further as they enter into their careers.
- Through lectures and practical sessions, sustainability will be brought into everything we do. From sustainable procurement to valuing natural resources.
- In preparation for practical exams, students will be provided with all the necessary resources and information to execute them to their best capabilities, with sustainability at the forefront of their minds.
- We commit to inspiring our students. Further, being open and honest with our students surrounding our sustainable commitments, sharing with them both successes and challenges that they may encounter in their futures.

Signed

Lauren Haffenden <i>Lakeside Assistant Manager & Development Lead</i>	
Tony Webber <i>Lakeside Manager</i>	
David Hill <i>Lakeside Head Chef</i>	
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