

LAKESIDE

SUSTAINABILITY POLICY 2021-2023



Haffenden L Miss (Lakeside), Published 8/6/2018, Updated 10/08/2022

LAKESIDE RESTAURANT & COFFEE SHOP, UNIVERSITY OF SURREY

Rik Medlik Building, University of Surrey, Guildford, Surrey, GU2 7XH



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LAKESIDE RESTAURANT & COFFEE SHOP, UNIVERSITY OF SURREY Sustainability Policy 2021-2022

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 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 great 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.

Updated for 2021-2022, in wake of COVID-19, additional considerations have been included to reflect our changing environment, but continued commitment towards sustainability.

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

SUSTAINABILITY COMMITMENTS 2020-2021

Sourcing

Local & Seasonal

- Menu's change frequently and are engineered seasonally to take advantage of the best of what that season has to offer.
- Wherever possible we will continue to 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.
- Working with a local expert, we have introduced vertical farming into our operations. Furthermore, growing mushrooms in a disused out of order fridge, providing the restaurant with hyper local mushrooms for the menu. This in turn helps to feed our fruit, veg and salad seedlings by recycling the co2 produced by the mushrooms, helping the seedlings grow twice as fast. In phase one, growing towers will be on display in our restaurant. These towers will produce all of the herbs for the restaurant. In phase two, our outside garden area will be updated to accommodate 10 x 2.4m towers, this will produce a large percentage of the restaurant's leafy greens and salad. Along with a whole arrange of seasonal produce that will all be incorporated into our menus

Ethical Meat & Dairy

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

Sustainable Fish

- Fresh fish will continue to be only 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.

- 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, and Monterey Bay Aquarium (MBA).

Coffee

- We only purchase triple certified coffee beans. Our Tikki triple certified beans are; Fairtrade, Organic and part of the Rainforest Alliance.
- Our coffee grounds are offered to and collected by customers and University gardens for use as fertilizer.

Society

Feeding People well

- 50%+ of our menus are 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.
- Updated for Natasha's Law. We provide clear allergen information consistently across all menus, including pre-packaged food and all other goods made on site. Items are displayed clearly with full ingredients and allergen list. All staff have received re-training in light of the new Law.

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 who have a learning, physical or sensory disability. With additional risk assessments, this work has continued since reopening in March 2021.
- We are delighted to support local charities, as well as 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 work experience placements for disadvantaged student as part of our Widening Participation Outreach scheme.

Environment

Value Natural Resources

- Tap water is readily available to all guests in the restaurant via table service. A filtered water system is available to all customers and patrons of our building. We readily encourage customers to bring reusable bottles.
- All our kitchen appliances are water efficient and new equipment, only when required, will be considered based on its overall efficiency.
- We use environmentally friendly cleaning products and reusable cloths that are cleaned in house.
- We utilise a water collection tank in garden to collect rainwater for watering, as well as any surplus water on guest tables.
- All of our kitchen oils will continue to be collected and recycled.

Waste No Food

- We mindfully engineer our menus and control portion sizes to minimise food waste. Where possible, all 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. We no longer offer buffets and instead recommend tailor made bento boxes based on our guests' individual requirements.

Reduce, Reuse, Recycle

- Charging for takeaway cups has been paused due to a change in our University's catering policy during COVID-19. Reusable cups are actively encouraged and a discount of £0.15p is offered to guests using a reusable.
- We use compostable packaging and work with suppliers to reduce use of packaging in deliveries. Further, we order in bulk to reduce the number 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 student's 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.
- We are committed to continue our education objectives despite the pandemic and have amended our lessons and workshops accordingly.

Signed

<p>Lauren Haffenden <i>Lakeside Assistant Manager & Development Lead</i></p>	
<p>Tony Webber <i>Lakeside Manager</i></p>	
<p>David Hill <i>Lakeside Head Chef</i></p>	
<p>Karen Kelly <i>Programme Leader for International Hospitality Management</i></p>	