

# **SUSTAINABILITY STRATEGY AND IMPACT REPORT**

**CAMPUS SERVICES CATERING**

**2026**



# Sustainability at the Core of Campus Services Catering

Campus Services Catering at the University of Surrey operates a progressive and sustainable university food and events service, covering ten catering outlets including a Co-op franchise. Sustainability is embedded into how we design menus, work with suppliers, engage our community, and deliver daily service across campus.

In 2025, we achieved 3-Star Food Made Good accreditation, the highest standard awarded by the Sustainable Restaurant Association. This independent recognition reflects our performance across sourcing, society, and environmental impact, placing us among the leading foodservice operations in the UK and internationally.

Over the past 12–18 months, our approach has moved beyond incremental improvement into transformational change. We have eliminated disposable coffee cups across campus through the introduction of a fully integrated reusable system, embedded circular economy principles into our packaging and operations, and strengthened our role in supporting student wellbeing through affordable, nutritious food and community-focused initiatives.

This document sets out how sustainability is delivered in practice across our operation, as measurable, operational activity. It reflects where we are now, the impact we are already achieving, and where we are continuing to push further.

Deborah Nottridge  
Head of Catering

# Impact at a Glance

## Circular Economy & Waste Reduction

- Campus-wide removal of disposable coffee cups, replaced with a reusable, QR-tracked system
- 25,000+ single-use cups eliminated annually, with growth as adoption increases
- Expansion of Zero Waste Days, reducing food waste while supporting affordability
- Surplus food redistributed through structured food share initiatives, ensuring edible food is not wasted

## Eliminating Single Use Plastics

- Introduction of Pulpex paper-based bottles, removing single-use plastic water bottles from catering outlets
- Thousands of plastic bottles eliminated annually through packaging transformation
- Continued shift toward recyclable, compostable, and reusable packaging solutions

## Sustainable Food & Sourcing

- All coffee ethically sourced and locally roasted through a B Corp certified supplier
- Strong focus on local, seasonal, and traceable ingredients
- Extensive plant-based and vegan offer across all outlets, supporting lower-impact diets

## Food Waste & Resource Management

- Active food waste reduction through menu engineering, portion control, and demand forecasting
- Repurposing surplus ingredients into new dishes and meal components
- Structured waste collection and responsible disposal across all outlets



# Impact at a Glance

## Health, Wellbeing & Affordability

- Provision of affordable, home-cooked meals, including low-cost options to support students
- Menus designed around nutritional balance, fresh ingredients, and dietary inclusivity
- Staff trained to actively promote healthier choices and support informed decision making

## Community & Social Impact

- Strong focus on student wellbeing, inclusion, and accessibility
- Regular engagement through events, initiatives, and community focused activities
- Support for students experiencing financial pressure through value-led food offers

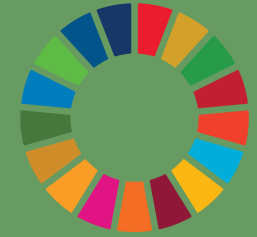
## Independent Recognition

- Food Made Good 3-Star accreditation, the highest level of independent sustainability benchmarking
- High performance across all pillars:
  - Sourcing: 69%
  - Society: 82%
  - Environment: 75%



2026

# Our Sustainability Framework



Sustainability is embedded across Campus Services Catering and shapes how we operate day to day. It influences the food we serve, the suppliers we work with, how we manage waste, and how we support our students, staff, and wider community.

Our approach is aligned with the **United Nations Sustainable Development Goals (SDGs)**, providing a clear structure for how we deliver environmental and social impact across our catering operation. These goals are reflected in practical, operational decisions across all outlets, ensuring sustainability is consistently delivered, not applied in isolation.

We focus on the areas where our operation has the most direct and measurable impact.



## Zero Hunger (SDG 2)

Access to affordable food is a key priority within our campus environment, particularly with rising living costs. We support this through:

- Affordable, home-cooked meal options available across campus
- Value-led pricing to ensure accessibility for students
- Redistribution of surplus food through food share initiatives
- Zero Waste Days, offering reduced pricing on food nearing end-of-life

This approach supports both affordability and waste reduction, ensuring food is used effectively while supporting those who need it most.

## Good Health & Wellbeing (SDG 3)

Food plays an important role in supporting health and wellbeing across the university community. Our offer includes:

- Balanced meals using fresh, minimally processed ingredients
- A wide range of vegetarian, vegan, and dietary-specific options
- Reduced use of high salt, sugar, and heavily processed ingredients
- Free access to drinking water across all outlets

Staff are trained to understand the menu and support customers in making informed choices, helping to create a positive and supportive food environment.



## Reduced Inequalities (SDG 10)

We aim to ensure that our catering spaces and food offer are accessible and inclusive. This is reflected in:

- Affordable options across multiple outlets
- Menus that cater to a wide range of dietary and cultural needs
- An inclusive approach to customer service and environment
- A strong focus on equality, diversity, and inclusion within our teams

Our outlets are designed to be welcoming spaces for all members of the university community.



## Responsible Consumption & Production (SDG 12)

Resource use and waste reduction are central to how we operate. This includes:

- Removal of disposable coffee cups through a campus-wide reusable system
- Continued reduction of single-use packaging and materials
- Food waste reduction through forecasting, portion control, and menu design
- Redistribution of surplus food and expansion of Zero Waste Days
- Encouraging reuse through crockery, refill points, and reusable alternatives

These actions are supported by ongoing review of processes and supplier choices to ensure continuous improvement.



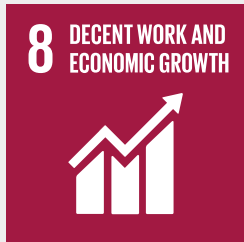
## Climate Action (SDG 13)

Our operations contribute to reducing environmental impact across the campus.

Key areas include:

- Working with local suppliers to reduce transport impacts
- Increasing plant-based options across all outlets
- Reducing waste across food and packaging
- Introducing lower-impact packaging solutions

We continue to strengthen how we measure and understand our environmental impact over time.



## Decent Work & Economic Growth (SDG 8)

Our teams are central to delivering a consistent and high-quality service.

We support this through:

- Fair and stable employment
- Ongoing training across sustainability, nutrition, and service
- Opportunities for development and progression
- A supportive and inclusive working environment

This creates a strong foundation for both service delivery and long-term sustainability.

## Partnerships for Goals (SDG 17)

Collaboration plays an important role in how we deliver and develop our sustainability approach.

We work with:

- Ethical and sustainable suppliers
- University departments, including sustainability and research teams
- The Students' Union and student groups
- External partners supporting food redistribution and sustainability initiatives

These partnerships strengthen our ability to deliver meaningful and lasting impact.



# Delivering Sustainability in Practice

## Circular Economy & Waste Reduction

The Cauli reusable cup system has removed disposable coffee cups across campus, using a simple tap-and-go borrowing model that supports long-term behaviour change and significantly reduces single-use waste.

Zero Waste Days run regularly across outlets, reducing food to low-cost options later in the day, while food share initiatives ensure surplus food is redistributed to students. These are supported by daily operational practices including portion control, flexible menu planning, and demand-led production.

## Packaging & Single Use Reduction

Single-use plastic water bottles have been replaced with Pulpex paper-based bottles, removing thousands of plastic units from circulation and supporting a shift towards lower-impact packaging. Developed alongside University of Surrey researchers, these bottles are made from just one ingredient.

Across all outlets, packaging is selected based on recyclability and reduced material use. Customers are encouraged to dine in using crockery, with reusable and refill options supported across campus.

## Sustainable Sourcing & Supply Chain

Suppliers are selected based on ethical and sustainability standards, with a focus on local sourcing, traceability, and reduced food miles. Coffee is supplied by a B Corp certified partner and roasted locally in the Surrey Hills.

Ingredients are chosen with consideration for seasonality and quality, and delivery schedules are managed to reduce frequency and improve efficiency across campus.

# Delivering Sustainability in Practice

## Health, Nutrition & Customer Offer

Menus are built around fresh ingredients and balanced meals, with vegetarian, vegan, and dietary-specific options available across all outlets.

At Hillside Food Court, the **Chef's Corner £2.50 meal** provides a freshly prepared, home-cooked option each day. Meals typically include a protein, carbohydrate, and vegetables, offering a filling and nutritionally balanced plate at a low price point. This provides a consistent, accessible option for students and plays an important role in supporting those managing rising living costs.

## Community & Inclusion

Affordable pricing, inclusive menus, and accessible catering spaces support a wide range of student needs.

Catering environments are designed to be welcoming and reflective of the diversity of the university community, ensuring that all students and staff feel comfortable and supported when using campus facilities.

## Continuous Improvement

Sustainability initiatives continue to evolve through collaboration with suppliers, university teams, and external partners.

Projects such as the reusable cup system and packaging changes are regularly reviewed to improve performance, increase participation, and embed long-term behavioural change across campus.

There is an increasing focus on consistency and measurement across outlets, supported by independent benchmarking through the Food Made Good framework.

This approach ensures that sustainability remains an ongoing process, with clear direction for continued improvement.

# Performance, Measurement & Future Focus

Sustainability performance within Campus Services Catering is supported by independent benchmarking and ongoing review.

The achievement of 3-Star Food Made Good accreditation provides external validation across sourcing, society, and environmental impact, placing the operation within the highest tier of sustainable foodservice. This framework continues to guide development and highlight areas for further progress.

Focus is now centred on strengthening consistency across all outlets, ensuring that established initiatives are fully embedded and delivered to the same standard across the operation.

Future priorities include improving the visibility of sustainability initiatives, strengthening measurement and reporting, and continuing to refine approaches to waste reduction, sourcing, and customer engagement. This ensures that sustainability remains an active and evolving part of the operation, with a clear commitment to ongoing improvement and long-term impact.

**Our 12-month action plan outlines the next phase of this work and the key areas of focus for continued development.**

# 12 Month Action Plan

The following priorities set out the next phase of sustainability development across Campus Services Catering, with a focus on embedding existing initiatives, improving consistency, and strengthening measurement across all outlets.

- Continue to embed the Cauli reusable cup scheme across all campus cafés, focusing on customer engagement, return rates, and operational consistency
- Improve tracking of key sustainability metrics, including cup reuse, food waste, and surplus redistribution, to support clearer reporting and informed decision-making
- Maintain Food Made Good 3-Star accreditation through ongoing review, using the framework to identify and prioritise areas for further improvement
- Further develop sustainability expectations within supplier relationships, ensuring alignment with ethical sourcing, environmental standards, and university objectives
- Refine menu planning and procurement through the use of sales data, improving demand forecasting and reducing overproduction across outlets
- Expand staff understanding of sustainability practices through ongoing training and communication, supporting consistent delivery across all locations
- Identify further opportunities to reduce single-use items across operations, focusing on practical and scalable alternatives