



6.2.2.7 Sustainability

The proposal must detail the Supplier proposed sustainability program and how it will reinforce CSUSB's stewardship of campus landscape, environment, human, economic and natural resources. Areas of interest include diversion of food waste, organic products, local products, fair trade products, sustainability intern(s) who would work with the Supplier and the campus, etc. /the sustainability programs shall include as a minimum proposals regarding implementation and measurement of effective impact of:

- Waste reduction programs
- Recycling/Reuse programs
- Local purchasing efforts
- Use of eco-friendly packaging and chemicals
- Marketing support and initiatives to drive campus sustainability

Building a Sustainable & Resilient Community

A healthier, more resilient campus is born from a strong passion for taking action. We are proud to have the opportunity to partner with a university that puts sustainability efforts at the forefront of student success and has taken such large strides towards a healthier future by establishing the first Office of Sustainability on the CSU San Bernardino campus.

We believe that a student's journey goes beyond the textbook and can be found deeply rooted within social responsibility. From the ingredients sourced in recipes found at Coyote Commons to efforts in our kitchens to reduce waste, every action we take has a direct correlation with the health of your campus. Transparency is key and that is why Chartwells takes absolute pride in our sustainability story and promises.

With a team of sustainability experts and professionals dedicated to environmental responsibility, Chartwells will implement programs that align with the Resilient CSUSB Goals including a net zero waste campus and access to healthy and sustainable food for all Coyotes. Please find an outline of our commitment to working with CSU San Bernardino, the Road Map Working Groups and the task force committees on a building a Resilient CSUSB.

AASHE AND STARS

Chartwells is a proud member of AASHE, the Association for the Advancement of Sustainability in Higher Education.

With the establishment of the Office of Sustainability and the introduction of the Resilient CSUSB plan, we are excited to be part of this journey and commit to working with the university to achieve its first AASHE STARS rating. Many of our campuses participate in the AASHE Stars rating system annually. We provide metric data for our sustainable purchasing programs by auto-tracking all purchases through our purchasing network system. We can provide up to date purchase contributions analyzed by either monthly or annual filters.

Food and Beverage Purchasing: AASHE Stars seeks to drive specific sustainable purchases, and scores campuses based on the overall assessment and product mix.

- Certified organic, fair trade and humane products that are third party verified: all count. Any purchases toward this criteria not captured in our standard purchasing software tracker are monitored by invoice and product by unit staff.
- Both local and community Based: products procured on campus through gardens or farms or fisheries all within 250 miles, multi-ingredient and multi-source products count. Those not captured in our standard purchasing software tracker are monitored by invoice and product by unit staff.

Eligible for up to 6 points within the total campus score, maximizing the points in this area requires constant vigilance and assessment of the supply chain, budget flexibility and student interest. Chartwells is committed to assisting each of our partner campuses maximize their AASHE Stars Food and Beverage purchasing scores within these considerations.

Initially, our internal teams will conduct a thorough assessment of current purchasing and inventory, identifying any and all products that will qualify. Once complete, this baseline is reviewed against the supply chain for additional opportunities within the existing food budget. Once this is maximized, we will continue to identify opportunities and make additional recommendations with a budget impact analysis allowing our clients to make informed decisions on next appropriate steps.

Sustainable Dining: Valued at two points, this credit recognizes campus' dining services that support sustainable initiatives. Points are earned in several ways including:

PART 1:

- Sourcing food from a campus garden or farm
- Hosting farmers markets
- Have a vegan dining program
- Hosts sustainability themed meals
- Other events

PART 2:

- Participation in a food waste reduction program
- Implementation of trayless dining
- Food donations
- Food waste diversion
- Other objectives
- Chartwells' current sustainability programming adequately addresses the requirements within this section both for resident dining and for catering operations.

SOCIAL RESPONSIBILITY INTERN

There is no cookie cutter approach to sustainable solutions. It's about going beyond environmental protection and looking at social responsibility as a whole. The Social Responsibility Intern will be an integral component of the Yotie Eats' team, concentrating on vital components affecting the CSUSB campus and local community.

With a strong focus on aligning with the vision of the Road Map Working Groups, the Social Responsibility Intern will work closely with dining managers to ensure our operations are meeting all Resilient CSUSB goals. Acting as an environmental sustainability consultant and advocate, this team member will create partnerships with CSUSB environmental student groups along with the Office of Sustainability to ensure the university is fully involved in all initiatives. Our sustainability initiatives are designed to reduce our carbon footprint, reduce waste and maximize our resources and production. These programs are ideal for students who want to work in the sustainability field, as they will gain experience working with local farmers to source local ingredients, assessing LEED building requirements or reducing sources of waste on campus. Initiatives and programs they will support may include:

- Erase Waste campaign
- Sustainability story-telling efforts
- Sustainability audits within operations
- Events and campus engagement focusing on environmental education
- Energy efficiency programs
- Teaching Kitchens and workshops
- Campus and local food pantries
- Support AASHE initiatives
- Food insecurity self-identify platform
- Teaching Kitchens and low cost dining hacks
- Stop Food Waste, Waste Warriors and Real Food Challenge

WASTE DIVERSION

Based on the waste collected in February 2018 by the Office of Sustainability on the CSUSB campus, the third-largest cause of waste is food waste. Focusing on these results, Chartwells will implement a series of waste reduction programs and campaigns in an effort to meet the Resilient CSUSB goal of a net zero waste campus by 2023.



ERASE WASTE

Reducing food waste doesn't come from one person. It is a combined effort from the campus community fueled by sustainable education and a team mentality of reaching the same goal hand-in-hand.

Starting with Coyote Commons, Chartwells will put the Erase Waste campaign into action with the help of a CSUSB student organization. By creating a partnership with the Environmental Studies Club, we can utilize the strength of the student voice and create a widespread reach to their peers about the importance of reducing waste.

Erase Waste will set a goal of reducing front of the house food waste by 5% each semester. Powered by educational tabling sessions, nutritional information on healthy portion sizes, events and friendly competitions, Coyotes will be encouraged to reduce overall food waste while tracking progress on a Waste Tracker. Supplied with a scale, the Environmental Studies Club and Sustainability Intern will weigh food waste each week to track their goal.

The Environmental Studies Club will take pride and ownership of this campaign while learning through a real-life experience. At the end of the semester, Coyotes can celebrate with a closing Erase Waste event as they reach their 5% reduction goal.

WASTE NOT

Chartwells utilizes a system called Waste Not, which was developed internally to more efficiently reduce food waste. Waste Not manages waste stream inventory in the following ways:

1. **Collection of food scraps from production, entry of quantity into software**
2. **Information on overproduction and food donation quantities**
3. **Expired inventory**
4. **Composted product**
5. **Recycled products**

Each kitchen we operate at CSUSB will be set up with the Waste Not waste stream management system. Information is collected and entered daily into the system. Reports can be run on demand at the account and per kitchen.

None of the data is considered proprietary or confidential for reporting purposes. We would enjoy collaborative discussion to review findings, suggestions for waste reduction and outside influences and factors that may be affecting food waste.

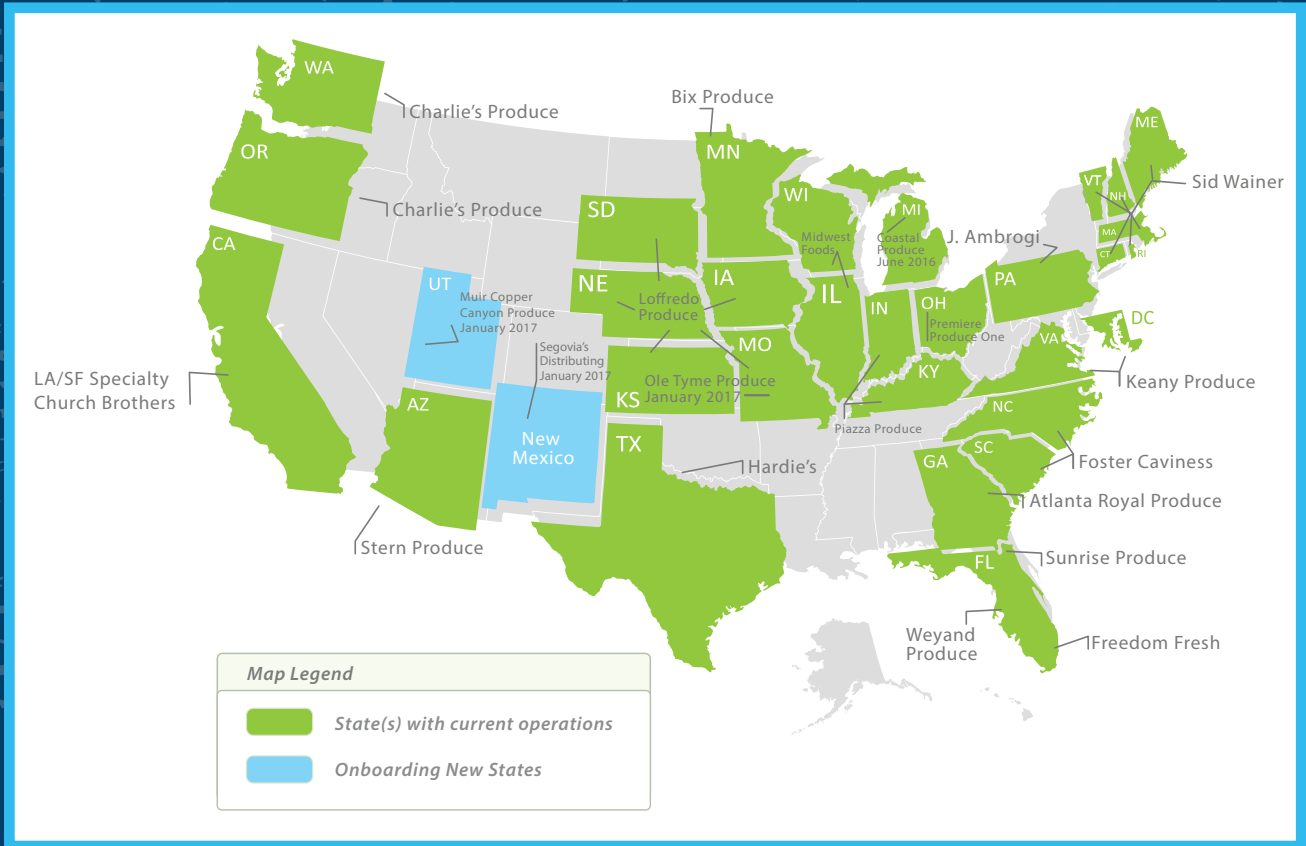
Currently there are over 2,000 Compass dining venues participating in the Waste Not program with an 18% reduction in waste since its companywide inception in fall 2018. Our goal is for each of our kitchens to have no more than 5% food waste by 2021.

IMPERFECTLY DELICIOUS PRODUCE

Chartwells' Imperfectly Delicious Produce (IDP) is a groundbreaking program that incorporates and serves edible, wholesome fruits and vegetables that don't meet the industry's cosmetic standards. We take in "non-retail" Grade A fruit and vegetables that have slight cosmetic imperfections and meet our high Quality Assurance standards. These "imperfect" produce is typically left unharvested in the field or discarded but is still perfectly suitable for cooking.

Piloted at locations in California, Pennsylvania and Washington, IDP allows our culinary team to incorporate delicious produce into our recipes that would have been sent to compost because of its size, shape or color; eliminating a sizable amount of methane gas from food decomposing in landfills.

IMPERFECTLY DELICIOUS PRODUCE PARTNERS



Food Recovery

Many catered events have leftover food. In situations where a buffet is typically served, Chartwells has partnered with Food Recovery Network to train student volunteers to serve, at no cost to the client, a catered meal that was purchased as a buffet style option. When the food is served rather than self-serve, the meal components can be recovered and donated to the food pantry.

- Requirements: student volunteers and partnership with Food Recovery Network and/or ServSafe for safe food handling; coordination with catering department to develop local process for offering service to guests.

End of Service Notifications

Chartwells offers a no-cost notification to students who opt-in when food is available at the end of service each day in resident dining facilities. Much food is wasted at the end of each service period when guest volumes decrease. Our notification system allows students to come to the resident dining facility, show their invite to the cashier, and enter without a swipe. Students may fill a to-go container with food that is available on the lines. Notifications are sent whenever product is available, about 10-15 minutes prior to close so that food is still available, safe, and doors are open.

For a full overview of our commitment to supporting the CSUSB Food Security Initiatives, please reference 6.2.2.1.9.

SUSTAINABLE SOURCING

A healthier campus can only exist when we put the well-being of our students first. This belief drives our commitment to looking at where our ingredients are sourced, how they are grown and the communities they support. A healthier student body starts from scratch. With a strong partnership with sustainable suppliers and educators, like the Real Food Challenge, we are on the road to building a more resilient campus with CSU San Bernardino.

Chartwells has a strong relationship with the Real Food Challenge leadership. We work with a variety of colleges and universities around the country to analyze the foodservice on campus and define and evaluate what constitutes real food. Several of our higher education accounts, including Bard College and University of Utah, have signed on to the Challenge.

Chartwells has long been on the forefront of sustainable and fair purchasing. Our standard purchasing practices reflect our deep sustainability commitments, while also being responsible financial partners. Our commitments include cage-free eggs, seafood purchased in accordance with the Monterey Bay Aquarium Seafood Watch Program standards and fair trade coffee and tea, among others. For campuses participating in the Real Food Challenge commitments to make 20% of food on campus real food, we will work campus administration to ensure we can maximize spend responsibly.

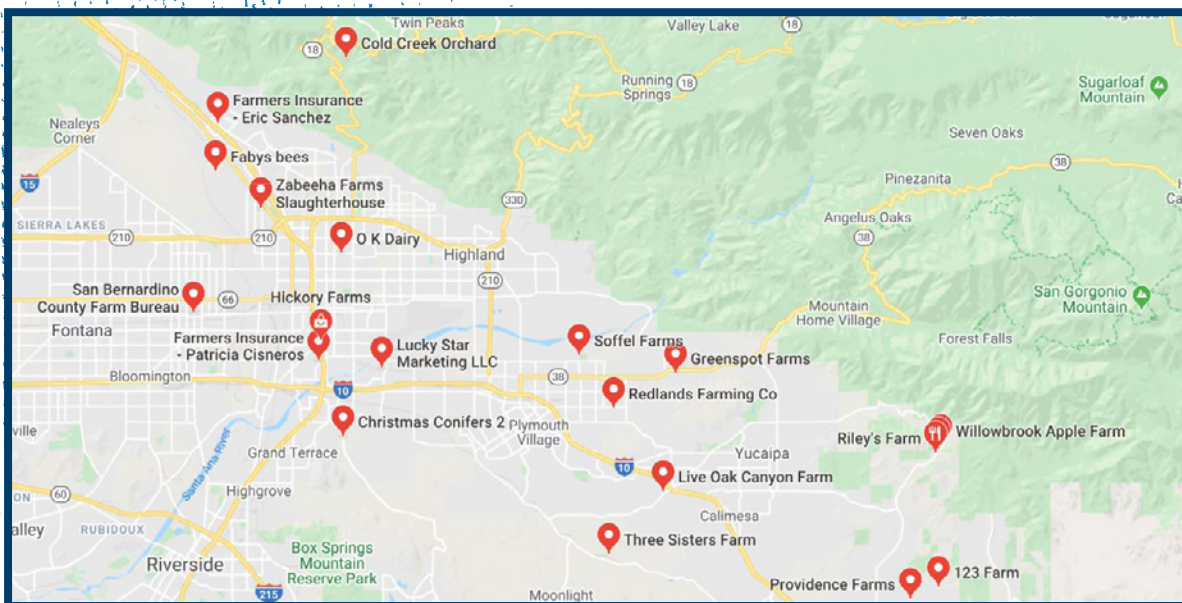
Local and Organic Purchasing Efforts

Supporting the preservation of the American family farm, reducing the carbon footprint of our supply chain, and giving back to local communities are central to our core values. In collaboration with our partners at the Institute for Agriculture and Trade Policy, we are seeking to reduce our dependence on factory farming by becoming partners with qualified local and regional growers.

We are committed to development and growth of local farms throughout North America. Our local purchasing goal is to source 20% or more of our products annually from within 250 miles of campus. This includes a mix of all locally available products with a focus on locally grown produce, but also incorporates dairy products, eggs, bakery and animal proteins. For purposes of local spend, we do not consider distribution centers or national manufacturers within the vicinity as a standard practice. Our local spend is intended to reflect economic benefits back to the communities within which we do business.

All of our local purchases are monitored and tracked at the unit level for AASHE Stars and campus reporting. Collected through a variety of sources, this data is easily shared with the campus community in regular QBR meetings. Because we menu by season, we naturally tap into existing local product availability which reduces greenhouse gas contribution and enhances flavor.

Within 250 miles of the Cal State San Bernardino Campus, these farmers and producers listed below already have a relationship with other Compass operations. We are happy to work intimately with additional local providers to provide guidance on accessing the Compass distribution network.





Fair Trade

At Chartwells, we believe that every single person has a part to play to ensure we create a society with systems built on equity and sustainability. As fair trade stakeholders, we will introduce the Campus Fair Trade Initiative to CSUSB. This campaign will commit to bringing at least two Fair Trade-Certified products in all retail, c-store and residential dining locations. Products can include:

- Coffee and tea
- Bananas
- Cocoa
- Sugar

Since we began the Campus Fair Trade campaign actively in fall of 2019, Chartwells has completed five campaigns with resolutions passed including Cal Poly San Luis Obispo and San Jose State University. With a cohort of 40 campuses in progress, along with another 40 campuses beginning their Fair Trade journey in spring of 2020, we will work closely with CSUSB on becoming a Fair Trade champion and growing the number of Fair Trade colleges and universities within Chartwells portfolio.

RECYCLING & REUSING

Chartwells will implement and manage a recycling program for paper, plastic, aluminum and glass. We will work to offer education for the student body about how to recycle properly.

- We recycle paper, plastic No. 1-7, commingled glass and metal containers, most cardboards, aluminum, tin cans, e-waste and food scraps (for composting). From our operations, we can recycle paper, plastic service ware, food waste, plastic, food waste and glass bottles, aluminum cans, biodegradable single-serve containers
- Chartwells will promote the recycling of all materials that are deemed recyclable by local haulers, based on our ability to capture and store these items on the site.
- All printed menus/letters will continue to be on 30% post-consumer recycled copy paper or higher. We also plan to eliminate digital screens to reduce the use of printed menus.
- We will break down boxes that do not have waxed sides and tie them into the proper-sized bundles for recycling.

We will work with CSUSB to recycle nearly 100% of all shipping, packaging and office-related cardboard products.

ECO-FRIENDLY PACKAGING AND CHEMICALS

Reusable Products Program

Chartwells will implement and execute a "Bring Your Own" mug/cup program to campus to offer students, faculty and staff plastic reusable to-go containers. Reusable dishware programs reduce our carbon footprint by reducing waste, plastic and Styrofoam production, transportation and packaging.

Biodegradable Serviceware

We will offer the community biodegradable or recyclable serviceware dependent upon local services available (composting or recycling). As a company, Chartwells will continue to research the best biodegradable and environmentally friendly alternatives and we will continuously move forward in bringing the best and most cost efficient options to Cal State San Bernardino.

Be Straw Free Campaign

Chartwells will implement the "Be Straw Free" Campaign. The campaign will eliminate straw plastic that ultimately ends up in landfills. The campaign was started by a 9-year-old in 2011 and is now run by Eco-Cycle. If students believe straws should be offered on campus, we have access to compostable straws made from PLA through our biodegradable serviceware company.

MARKETING

Sustainable programs and practices are only successful if reinforced with a strong marketing strategy. Working side-by-side with the marketing team, the Sustainability Intern will release a series of marketing campaigns that focus on supporting the Resilient CSUSB goals.

The marketing strategy is built on engaging education, active table touches, social media content including the #ICareAboutFair and #StopFoodWasteDay campaigns and creative print advertising that tells a sustainable story to guests on campus.

With the creative support of our Marketing Innovations, Chartwells will carry out a robust calendar of campaigns targeting specific sustainable topics.

SUSTAINABILITY MARKETING INNOVATIONS SPRING CALENDAR

JANUARY

Carbon Food Print Campaign

FEBRUARY

Reusable Cup Campaign and Skip the Straw Day

MARCH

Farm Workers Awareness Week

APRIL

Earth Day and Story Food Waste Campaign

MAY

Screen Free Week and World Fair Trade Day

