



FOOD MADE GOOD

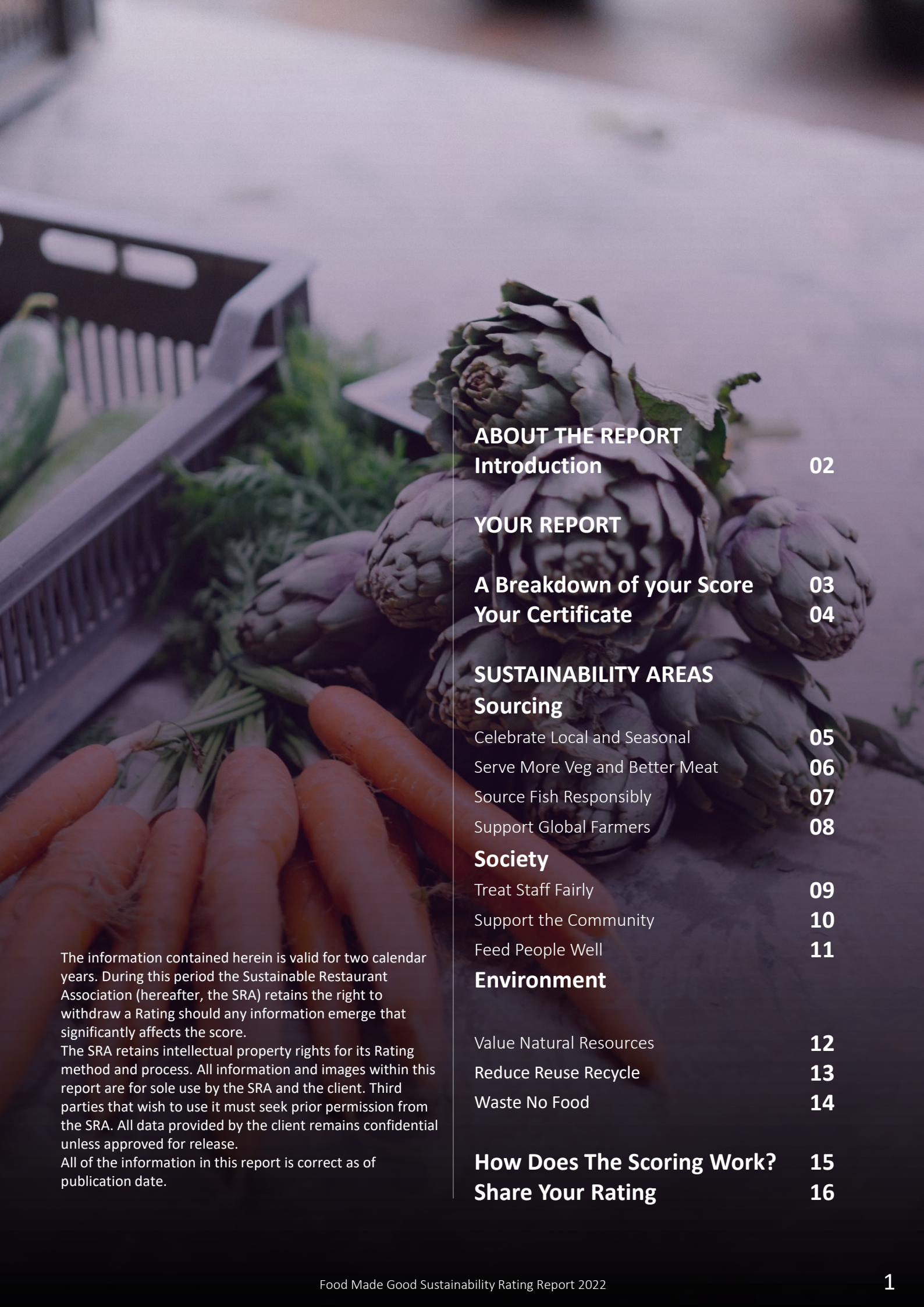
2022 RATING REPORT

This report is for:

University Of Nottingham

Published on:

December 15, 2022



The information contained herein is valid for two calendar years. During this period the Sustainable Restaurant Association (hereafter, the SRA) retains the right to withdraw a Rating should any information emerge that significantly affects the score. The SRA retains intellectual property rights for its Rating method and process. All information and images within this report are for sole use by the SRA and the client. Third parties that wish to use it must seek prior permission from the SRA. All data provided by the client remains confidential unless approved for release. All of the information in this report is correct as of publication date.

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INTRODUCTION

On behalf of the Sustainable Restaurant Association, I want to thank you for completing your 2022 Food Made Good Rating. Committing to this process is no small feat after the past couple of years that we have collectively endured, and we are proud to see that sustainability has remained a priority for you and for so many across the industry.

When publishing the Rating this year, it was important to us as an organisation that it both challenges the sector with up-to-date questions that reflect current issues, while also retaining familiar goalposts after the rollercoaster of the past couple of years. Though the urgency for action is more potent than ever, we have kept the changes to a minimum as we feel it's important that businesses like yours are able to return to the Rating, post Covid, for an assurance that you've not been knocked off course.

We know that consumers care now more than ever about sustainability. The Food Made Good Rating is the world's largest and most comprehensive measure of sustainability in food service. By completing the Rating, you are showing the industry, your team and your customers, that action matters infinitely more than intention. Your commitment ensures the credibility of your actions, strengthening our collective ability to push the industry further, faster forward.

This document is your final 2022 Report. In it we celebrate all the ways that your business is succeeding on the road to sustainability, while helping to lay out a path toward continual improvement. You will notice that we have spent more time celebrating the qualitative information that you have shared, while continuing to assess quantitative impact through the score.

You will also see that your initial report no longer includes the benchmark against other businesses. As our benchmarks are cumulative, they compare against previous businesses that have completed the rating. This year it didn't feel right to start reporting against a pre-Covid world. Therefore, rather than issuing rolling benchmarks, we will issue benchmark reports in one go to all those that have completed the rating by the end of the year, when we can make fair comparisons with the whole cohort.

In challenging times for our sector, it's more important than ever that you make the most of your sustainability efforts. Changing the industry begins with showing diners that better is possible, and we need your help to get the word out. Begin by sharing and celebrating your Rating, showcasing your successes, and promoting your plans for the future. You'll find a one-pager with top tips at the end of the report.

Being a Food Made Good business is more than doing your Rating – it is also about sharing your success, your knowledge, and your questions with others to drive the industry forward. Look for opportunities to engage on the Community, to share what you have learned and where you might still have questions.

We are here to help you accelerate on the issues that matter most. Please don't hesitate to get in touch. Thanks again for being part of the movement to make food good.

Managing Director

70%+



60% - 69%



50% - 59%



A BREAKDOWN OF YOUR SCORE

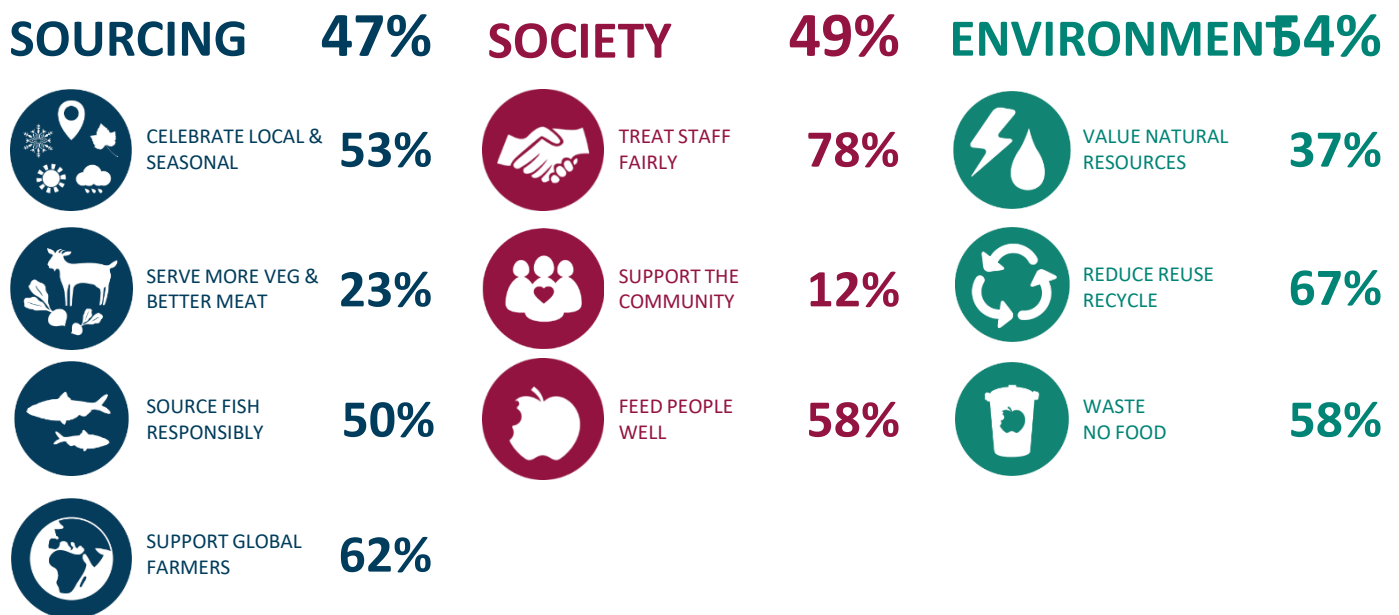
University Of Nottingham



YOUR SCORE IS 60%

GIVING YOU A 2 STAR RATING

A good restaurant will...





YOUR OVERALL SCORE

60%

University Of Nottingham

Raymond Blanc OBE
President

Jo Cliff NDQ
Managing Director

SOURCING

CELEBRATE LOCAL & SEASONAL

53%



Serving locally sourced and seasonal produce promotes a healthy environment and provides the British agricultural industry with much needed support.

Half of diners tell us they want restaurants to serve local produce, yet Britain is more reliant on food imports now than it has been at any other time over the last 40 years. Local food has become even more important in a post-Brexit and post-pandemic world.

Best performers in this area are building loyalty with local suppliers, and are enjoying more opportunities for creativity and flexibility by letting seasonal produce dictate their menus.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. The transparency of supply chain and procurement activities (internal and external)
2. Your policies to promote British and/or local supply chains
3. How you assess your suppliers/producers
4. How you communicate provenance to your customers, staff & the wider public

YOUR ATTENTION TO DETAIL

The University of Nottingham utilises a rewards app called Green Rewards where staff and students are rewarded for their sustainability actions such as eating local and seasonal food.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Expand up upon your existing Sustainable Food Policy to provide a more detailed explanation of how the University of Nottingham favours British seasonal produce such as the weighting system used to determine bids for procurement. Use this [handy guide](#) to structure your policy.
- Research your local area and identify key agricultural products you can include in your menu.
- In lieu of University Procurement Regulations, promote traceability and transparency of the place of origin and time of year of your local and seasonal produce to students. If the tender restrictions prevent adding this to the menu, try and find creative ways to share this information such as through information boards, campaigns, and education.

SOURCING

SERVE MORE VEG & BETTER MEAT

23%



Serving more veg and better meat is healthier for both diners and the planet. By reducing a dish's meat portion from 200g to 150g, per plate carbon emissions can be cut by a third.

With customer demand at an all time high for plant-based dishes it makes sense for the planet and your business to capitalise on veg-led eating.

Best performers in this area have upped the proportion of veg-led dishes to half the total menu. From 2021, we have added more emphasis on the increase of veg on the plate, on certification standards for fruit and veg, and on sales of veg-leg options.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. The agricultural standards of your meat, dairy, egg, fruit & vegetable procurement
2. Your policies to serve better meat and more vegetables
3. Whether your policies cover the appropriate risk areas
4. How you source and serve meat, dairy, fruit & vegetables
5. How you communicate your sourcing strategies to your customers

YOUR ATTENTION TO DETAIL

The University of Nottingham is trialling the use of carbon labelling on its menus for the main protein items to enhance transparency about the impact of meat consumption and provide its students with the option to reassess their meat consumption from an environmental perspective.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Consider increasing the % of your main dishes to being fully vegan rather than vegetarian.
- Consider sourcing meat, eggs, and dairy to a higher welfare standard.
- Enforce a policy, supplier agreement or procurement spec that commits to higher animal welfare standards, responsible antibiotic use, and animal feed standards (e.g. sustainable soya).
- Ensure that your soy milk is produced with sustainable soy and has the Rainforest Alliance certification. Oat and soy are preferable options over almond.

SOURCING

SOURCE FISH RESPONSIBLY

50%



Sourcing fish responsibly keeps our oceans healthy for years to come.

Moving away from the 'Big 5', knowing the endangered species to avoid and using the Good Fish Guide is essential in serving sustainable fish.

Best performers in this area are reaping the benefits of closer ties with suppliers and a better informed, trusting customer base keen to try a variety of fish.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Expand upon your existing Sustainable Food Policy to address the actions the University of Nottingham is already taking to source fish responsibly such as the avoidance of [MCS rated 4 or 5](#) and efforts to diversify species.
- [Source fish](#) based on ecological seasonality and diversify the species offered on your menu.
- Highlight sustainable fish options on your menu to help customers make informed decisions. Share details about capture method and provenance e.g. Line-Caught Cornish Plaice or Rope-grown Scottish Mussels.
- Consider whether the [MSC](#) certification or the [ASC](#) Chain of Custody could work for your business.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. The production standards of your fish & seafood procurement
2. Your policies to source fish responsibly
3. Whether your policies cover the appropriate risk areas
4. How you source and serve fish & seafood
5. How you communicate your sourcing strategies to your customers

YOUR ATTENTION TO DETAIL

The chefs at the University of Nottingham are trained to buy predominately MSC fish and are trialling more diverse species, such as pollock in place of more commonly eaten white fish such as haddock and cod.

SOURCING

SUPPORT GLOBAL FARMERS

Carefully selecting the products you source from global farmers ensures the livelihoods of communities and often lends itself to higher standards of agricultural practices, as well as a more considered product.

Best performers in this area have helped bring their customers and coffee suppliers closer together, creating premium bespoke products that taste great, support communities and have a great story to tell. This year we have added a focus on responsible palm oil sourcing policy and will value those who offer dairy alternatives.



UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. The environmental and ethical production standards of your global commodities
2. Your policies to support global farmers
3. Whether your policies cover the appropriate risk areas
4. How you source global commodities
5. How you communicate your sourcing strategies to your customers

YOUR ATTENTION TO DETAIL

The University of Nottingham supports global farmers by purchasing Rainforest alliance tea and Fairtrade coffee.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Purchase exotic fruits, chocolate, and sugar to a higher standard of ethical and environmental management principles, such as Fairtrade, Rainforest Alliance or Fair For Life.
- Enforce a policy that clearly defines your ethical and environmental procurement standards for palm oil, through Tuco where products containing palm oil as an ingredient are also included.
- Enforce a policy that clearly defines your procurement standards for responsible sourcing for soya, also considering your supply chain to animal feed level if you serve meat.

TREAT STAFF FAIRLY

78%



Treating people fairly, especially staff, is good for business. It's hard enough attracting new team members. Treating them fairly is key to retaining them. High staff turnover costs the hospitality industry close to £300m a year and almost half of all chef vacancies are considered hard to fill.

Best performers in this area are thinking about how to offer their staff more than just a fair wage by experimenting with new working patterns and benefit packages, and from 2021 have implemented an equal pay policy. We will also value inclusive employment by asking the percentages of BAME staff members and women in leadership positions.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. The diversity of your workforce
2. Career progression opportunities
3. Your policies to treat staff fairly
4. The availability and comprehensiveness of your policies and whether they exceed legal compliance
5. Your employee package; pay, benefits, pastoral care, parental leave, sick pay

YOUR ATTENTION TO DETAIL

The University of Nottingham has a commitment to meet the Living Wage Foundation rate. This commitment increases pay for their lowest-paid colleagues, to reflect the cost of living.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Offer staff training opportunities on personal development, product-specific training, and business management.
- Introduce sustainability or environmental ambassadors into your business, both front and back of house.
- Share how you have prioritised treating your staff fairly with the local business community and help to increase local supply chain resilience and stimulate the local agricultural economy. You can do this through sharing on socials, hosting industry events, amplifying the stories of local producers and engaging with our [Food Made Good online community](#).

SUPPORT THE COMMUNITY

61%



Supporting the community through volunteering time, raising money, donating surplus food, and working with local community groups can make a huge difference.

Best performers in this area are developing closer ties with their local neighbourhoods, and their staff are being motivated by the enriching experiences this provides.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. Your community & charity engagement strategy
2. How you communicate your strategy internally & externally
3. Whether your recruitment and/or procurement strategy supports your community engagement
4. How your business interacts with the immediate environment and supports a diversity of customers

YOUR ATTENTION TO DETAIL

The University of Nottingham sources its coffee from Change Please, a Social Enterprise coffee brand, where 100% of its profits from its coffee go towards ending homelessness.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Assess whether there is more work you can do to support your charities, set up a quarterly meeting to understand their adjusting goals and look for ways to improve and solidify your working relationship.
- Look to your local community and see how you can help support your direct community. Speak with your customers and find out what local causes are close to them, and work on integrating your business into the fabric of the community. Try to identify causes that you can work with on a diversity of levels, not just monetary or donating food.
- Consider integrating charity work into your rota, allowing your staff to work for charities and engage with the community.
- Look at [ways to measure your social impact](#), either through charitable donations, hours volunteered, inclusive recruitment figures or procurement spending in order to give credibility to brand narratives/marketing around this impact area.

FEED PEOPLE WELL

58%



Feeding people well helps to encourage and educate the public about how interesting healthy eating can be.

With eating out no longer being a rare treat, it is important to provide people with dishes that are good for both them and the planet, meaning well balanced dishes which are rich in vegetables.

Best performers in this area are capitalising on families' growing appetite for an eating out experience that not only tastes great but is also nutritious.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. Your healthy eating policy & strategy
2. The operational ways that your business support a healthy & equitable food environment

YOUR ATTENTION TO DETAIL

The University of Nottingham colour codes the menus according to Public Health England's Eatwell Guide.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Train all staff around nutrition and healthy eating and make them regularly aware of any options for diners.
- Works towards diversifying the ways you communicate healthier options to customers; for instance, offering them as default, indicating portion size or providing nutritional information for all dishes in an easily accessible format, i.e., on your menus.
- Align your healthy eating policy with the [sugar and salt reduction targets set by Public Health England \(PHE\)](#).
- Identify which fruits and vegetables are not grown with limited pesticides and interrogate why this is. Come up with a plan of how to switch to organic/biodynamic suppliers for these items.

VALUE NATURAL RESOURCES

37%



Global temperatures are rising, damaging the planet and our food supply. Restaurants use over twice as much energy per square foot compared to other commercial buildings, but simple things like turning the thermostat down by 1°C can reduce energy bills by 7%.

Best performers in this area are benefiting from a reduction of up to a third on their bills thanks to a smart combination of innovation, training and investment in greener technology, and are on a fully renewable tariff. From 2021 we are also asking for specific reduction targets for electricity, gas and water and will give greater value to renewables.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. Your natural resource management (both in terms of governance and operations)
2. How you establish efficient resource management through equipment and building design

YOUR ATTENTION TO DETAIL

The University of Nottingham self-generates some of its electricity through solar power.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Set achievable electricity, gas, and water reduction targets based on usage, and share those across the team.
- Assess performances against electricity, gas and water reduction targets often (e.g. monthly or quarterly) and regularly, to take corrective action if need be and celebrate successes.
- Think about resource efficiency and refit your kitchen with equipment or technology that helps you reduce or monitor your electricity and gas consumption. This could include induction hobs, submeters or LED lighting.
- Implement practices that reduce water usage like installing low-flow equipment, using equipment to full capacity and adopting conservation processes.

ENVIRONMENT

REDUCE REUSE RECYCLE

67%



Reducing single use disposable waste, reusing whenever possible, and recycling the rest reduces the financial and environmental impact of the things we throw away. With the huge increase in takeaway and delivery this has never been more important.

Best performers in this area are actively seeking out reusable options (beyond cups and straws) and influencing their suppliers to do the same.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. Your work to set standards internally and through your supplier relationships to reduce single-use materials
2. Your work to establish efficient non-food waste management through training, strategies and operations

YOUR ATTENTION TO DETAIL

100% of The University of Nottingham's staff have undergone waste management training.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Set achievable reduction targets for non-food waste based on your output and share those across the team.
- Schedule regular and frequent (monthly) non-food waste audits to understand progress against your reduction targets and adjust if need be or implement further reduction practices. Train your staff to take ownership of the process.
- Formalise and enforce a clear policy for non-food waste and recycling practices to include in staff training, Make sure it includes figures and monitoring practices, as well as a regular audit schedule and staff roles and responsibilities.

ENVIRONMENT

WASTE NO FOOD

58%



Wasting food makes no sense, environmentally, socially or financially.

On top of helping to cut greenhouse gas emissions, reducing food waste can also have significant financial gains. Restaurants can make a profit of £7 for every £1 they invest in cutting food waste.

The best performers in this area are monitoring their waste, setting realistic targets with good action plans and being innovative in creative ways to manage unavoidable waste.

UNDERSTANDING YOUR SCORE

To help you understand your Rating, here are the details of what we assess in this area:

1. Your work to set standards internally and through your supplier relationships to reduce food waste
2. Your work to establish efficient food waste management through training, strategies and operations

YOUR ATTENTION TO DETAIL

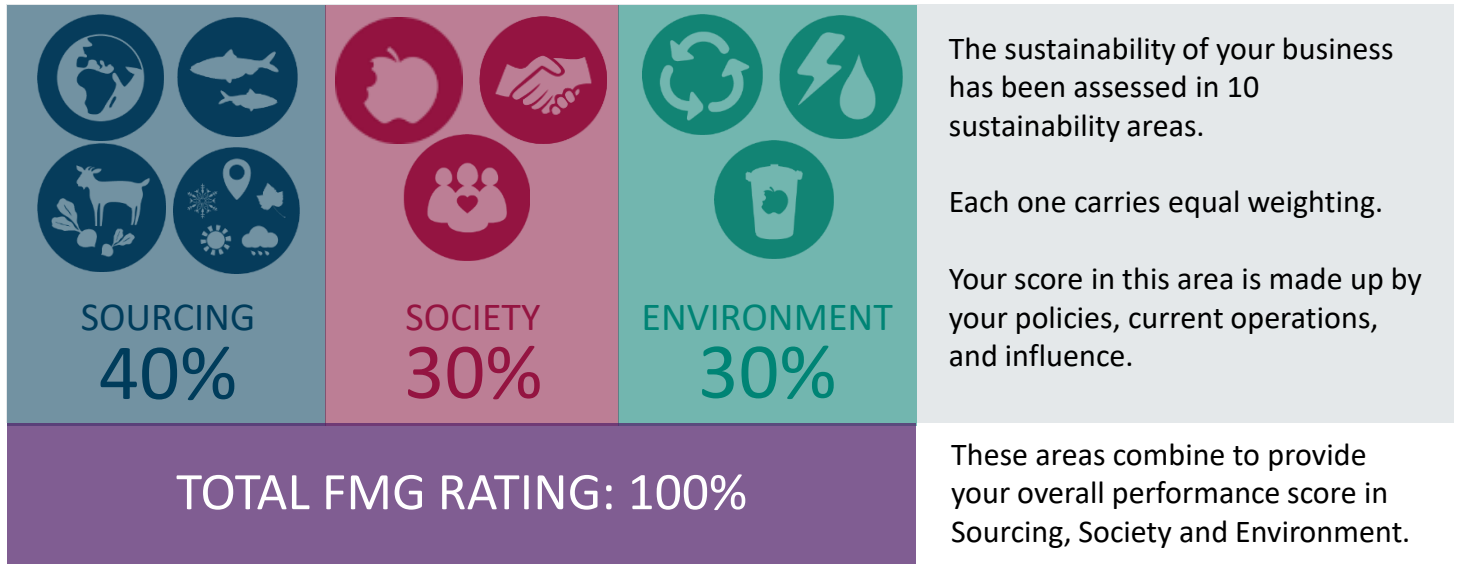
Chefs at The University of Nottingham measure plate, prep, and spoilage food waste for one week each month and record this via Wise Up on Waste.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following actions:

- Schedule regular and frequent (weekly) reports of food waste figures with your staff.
- Set achievable food waste reduction targets based on usage, and share those across the team.
- Train staff on food waste from recruitment and regularly include it in the training process. Include non-operational staff and management in the reviewing process.
- Work across inventory management and staff training to minimise avoidable food waste. Review portions, create daily specials to include surplus, explore nose-to-tail cooking, offer doggy boxes to customers and partner with surplus redistribution channels.

HOW DOES THE SCORING WORK



70%+



60% - 69%



50% - 59%

ANY QUESTIONS?

Head to the **Food Made Good Community**
or contact us at community@thesra.org

How We Conduct Assurance

To ensure the integrity of the Food Made Good Rating and to confirm your final score we conduct three levels of assurance. We check:

1. That your policies comply with good practice.
2. With your suppliers, the standards to which you buy key items, such as meat, dairy and seafood.
3. Areas of exceptional performance by asking for further evidence on how you've achieved success.

Your Opinion Matters

From small independent restaurants, to large chains, to university cafeterias and catering companies, you are part of a diverse group of foodservice businesses.

We recognise the need to make your Rating score reflective of your particular business and work behind the scenes to ensure that our Rating is as accurate and as relevant as possible. If you are interested in being involved in the conversations or focus groups that inform future adjustments, or have further questions, please let us know.

SHARING YOUR RATING

WHY SHARE?

Your customers care

2 out of 3 diners say that knowing the restaurant they are eating at is focussed on improving its impact on society and the environment makes them feel good.

85% of diners say knowing staff are treated fairly would impact their choice of restaurant.

HOW TO SHARE

Share with your customers

- Celebrate your FMG Rating on your menu
- Display your Rating sticker in your window
- Feature your Rating on your website
- Share and talk about your Rating on social media

Share with your staff

- Announce your achievements through internal newsletters and team briefings
- Thank your team for their hard work
- Ask their ideas, involve them in goal setting
- Provide sustainability training for your staff, let them know the difference they can make

Share with your suppliers

- Thank your suppliers for their contribution to your Rating
- Work with your suppliers to see how they can help improve future Ratings
- Ask your suppliers to speak with their other customers about the benefits of an FMG Rating

TOP TIPS TO DO MORE

Sustainability is a journey. Don't wait until you've finished a project to share what you are doing.

Bring your star Rating to life. Share it with a story about one of your proudest sustainability achievements.

Empower your staff. Encourage them to promote your achievements and confidently answer customer questions.

Involve your team and customers in the journey. Why not ask them to help nominate a local charity to support?

Look at what other rated businesses are doing to get some ideas. Browse the Food Made Good Community and get in touch if you'd like some further guidance.

Celebrate efforts and achievements on your website's sustainability page and share stories in all your marketing. Customers care.

Join our Campaigns. Visit www.oneplanetplate.org and submit your dish for a better food future.

WHAT TO SHARE?

You will have received your social media-ready Rating logo along with this report and logos for print are also available. **Tweet** about your achievements, or share a photo on **Instagram** to get started @FoodMadeGood.

If you would like specific logos or more advice on sharing your achievements, head to the Rating Feedback and Support group.

PR OPPORTUNITIES

Need further help brainstorming ideas? Reach out to our PR expert Tom Tanner to discuss further opportunities.
tom@thesra.org



SUSTAINABLE DEVELOPMENT GOALS

Our 10 key area framework is a fantastic way to make sense of the key sustainability areas that relate to foodservice and serve as a common framework to make collective progress. In order to emphasize the impact you have on the wider food system through working with the SRA, and to help you use your Food Made Good Report in your business reporting, we've mapped out how our framework relates to the [UN's Sustainable Development Goals](#) or SDGs. The 17 SDGs were agreed by all UN members in 2015, and represent a global collective progress towards a sustainable future by 2030.

sourcing



Celebrate Local & Seasonal



Serve More Veg & Better Meat



Source Fish Responsibly



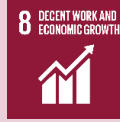
Support Global Farmers



society



Treat Staff Fairly



Support the Community



Feed People Well



environment



Value Natural Resources



Reduce Reuse Recycle



Waste No Food





Congratulations!

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