A NOTE FROM CAROLINA DINING SERVICES

Dear Campus Community,

I am happy to present Carolina Dining Services’ sustainability report. The Carolina Dining Services (CDS) team understands the responsibility to integrate a sustainable culture into everyday operations in order to achieve success in sustainability.

Campus dining programs have a considerable impact on many resources, including food, water, waste, energy and building construction. CDS strives to reduce its impact through many different initiatives, some of which include increasing the selection of local and third-party certified offerings, minimizing the waste stream and reducing water and energy use.

At Carolina Dining Services, we work to foster partnerships within the campus community to help garner support and participation in its sustainable initiatives. Conscientious of the fact that dining services will always have an opportunity for improvement, CDS continually seeks to implement new initiatives and evolve current ones to achieve greater success in sustainability with each passing academic year.

Please feel free to share your comments or ideas with us.
Scott Weir
General Manager
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>04</th>
<th>06</th>
<th>08</th>
<th>10</th>
<th>16</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeline and Goals</td>
<td>Feeding the 5,000</td>
<td>Current Programs</td>
<td>Sustainable Food</td>
<td>Waste Diversion</td>
<td>Water, Energy &amp; Building</td>
</tr>
<tr>
<td>2001 - 10</td>
<td>2011-12</td>
<td>2012-13</td>
<td>2013-14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardboard, bottle and can recycling</td>
<td>Top of Lenoir renovation</td>
<td>Biannual Farmers Markets (once per semester)</td>
<td>Energy assessment in Lenoir Hall and Rams Head</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-consumer composting program</td>
<td>Increase energy efficiency (equipment and lighting)</td>
<td>Food Waste Management System to identify and eliminate wasteful procedures</td>
<td>Expand front of the house composting at main retail location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rams Head green roof</td>
<td>Recycled and reclaimed materials (diningware and counter tops)</td>
<td>Partnership with the Sustainability Office to participate in the Association for the Advancement of Sustainability in Higher Education's (AASHE®) Sustainability Tracking Assessment and Rating System (STARS®)</td>
<td>Revitalize reusable mug and bottle program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Farmers Market</td>
<td>Water refill stations to reduce waste</td>
<td>Feature Meat “Less” Mondays in dining halls to reduce carbon footprint</td>
<td>Recyclable and/or compostable packaging at main retail operation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recycled napkins in dining halls</td>
<td>Utilize plates and cups made partially from bamboo</td>
<td>Implement digital screen menuing and communication system</td>
<td>Feature local pork in the dining halls once a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recycle fryer oil into biodiesel fuel</td>
<td>Implement digital screen menuing and communication system</td>
<td>Utilize Green Seal Certified® cleaners</td>
<td>Humane chicken available in the dining halls once a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy efficient fluorescent lights</td>
<td>Water refill stations to reduce waste</td>
<td>Partnership with students to participate in Real Food Calculator</td>
<td>Organic yogurt available in the dining halls daily</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy savings in HVAC systems</td>
<td>Utilize plates and cups made partially from bamboo</td>
<td>Opened 1.5.0., a dining concept focused on utilizing fresh, local and third party certified food</td>
<td>Expand partnership with Real Food Calculator for biannual review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eliminate trans-fats in dining halls</td>
<td>Implement digital screen menuing and communication system</td>
<td>Track local food purchases to identify local spending &amp; increase sourcing for menu development based on growing season</td>
<td>Expanded utilization of plates and cups made partially from bamboo to Rams Head Dining Hall</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair Trade coffee in dining halls &amp; coffee shops</td>
<td>Utilize Green Seal Certified® cleaners</td>
<td>Partnership with the Sustainability Office to participate in the Association for the Advancement of Sustainability in Higher Education’s (AASHE®) Sustainability Tracking Assessment and Rating System (STARS®)</td>
<td>Offer Maola Milk, a Durham-based company, in the dining halls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency water saving measures</td>
<td>Partnership with students to participate in Real Food Calculator</td>
<td>Feature Meat “Less” Mondays in dining halls to reduce carbon footprint</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement trayless dining program</td>
<td>Developed Biannual Sustainability Report</td>
<td>Implement front of the house composting program at main retail location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekly food donations to Interfaith Council</td>
<td>Created Carolina Catering green menu guide</td>
<td>Utilize cage free eggs in most egg dishes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus awareness &amp; involvement in susty initiatives via tabling &amp; special events</td>
<td>Bulk dispensers to reduce packaging, e.g. beverages, condiments, cereals</td>
<td>Biannual Farmers Markets (once per semester)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grass-fed beef used in main retail operation; introduced weekly at TOL and Rams Head</td>
<td></td>
<td>Food Waste Management System to identify and eliminate wasteful procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement reusable to-go containers</td>
<td>Develop reusable mug promotion</td>
<td>Partnership with the Sustainability Office to participate in the Association for the Advancement of Sustainability in Higher Education’s (AASHE®) Sustainability Tracking Assessment and Rating System (STARS®)</td>
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<td></td>
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<td>Develop reusable mug promotion</td>
<td>Cage-free eggs used at dining hall omelet stations</td>
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**our success over the years // TIMELINE**
FOOD & WASTE AWARENESS & EDUCATION
Perform food waste of pre-consumer versus post-consumer food waste assessment in Rams Head and Lenoir in fall 2014 to determine relative percentage of total compost in the facilities related to production versus consumer. Utilize this information to inform and educate customers in spring 2015 food waste reduction campaign in the dining halls.

Conduct a “Feeding The 5,000” event in fall 2014 to raise awareness around food waste among the campus community. Develop follow-up educational programming to reinforce and support this message in spring 2015 to include bringing farmers within the Carolina Dining Services supply chain to campus to engage with students.

Conduct a survey in spring 2015 to gather feedback from at least 5% of our meal plan participants regarding the importance of each attribute of our sustainability program (local food, composting, programming, etc.).

WASTE REDUCTION
Reduce Rams Head and Lenoir waste (trash, cardboard, compost, bottles & cans) per transaction by 5% versus prior year (as reported by OWRR Food Waste Detail report). 2013-14 waste was 540.51 tons at Lenoir and 440.97 tons at Rams Head, for an average of 0.84 lbs. of waste per 2,354,100 customers.

CUSTOMER SURVEY SCORES
Increase National Association of Colleges and Universities Food Service (NACUFS) Customer Satisfaction score for “Environmentally friendly practices related to food” from 3.95 in fall 2013 to higher than the national average (4.04 in fall 2013) for the fall 2014 survey period.

STUDENT ENGAGEMENT
Work with UNC students to conduct the Real Food Calculator for the fifth year in 2014-15 and achieve greater than 20% “Real Food” in any months reviewed. Utilize “Real Food” guidelines and increase full year percentage from to 17.1% from 16.1% in prior year.

Continue relationship with student group Fair Local Organic (FLO) in conducting monthly “green theme” meals and increase Farmers Market frequency to two times per semester versus one in prior year.

ENERGY EFFICIENCY
By January 2016, implement all initiatives from the fall 2013 energy assessment that have a return on investment of 3 years or less.

FISCAL RESPONSIBILITY
Perform packaging waste assessment in Mainstreet in fall 2014 to determine approximate reclamation rate of compostable packaging to inform decision on cost-effectiveness of the program and future state of this offering.

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our goals for the year //

2014-15
FEEDING THE 5,000

An international campaigning event meant to shine a light on the global food waste scandal, champion the delicious solutions and catalyze the global movement against food waste. At each event, a delicious communal feast is served for 5,000 people made entirely out of food that would otherwise have been wasted, bringing together a coalition of organizations that offer solutions and inspire new local initiatives to fight food waste.
Carolina Dining Services hosted a free lunch Wednesday, October 22, and the entire UNC community was invited to attend this unique, first-of-its-kind meal to be served on a college campus. The free meal was part of the Feeding the 5,000 (F5K) campaign, and the menu consisted entirely of food that would have otherwise been wasted.

Feeding the 5,000 is a worldwide initiative with the goal of empowering and inspiring the global community to enact positive solutions to the global issue of food waste. It began in London and events have been hosted in cities around the world including Paris, Amsterdam, Dublin and Sydney. The meal marked the first time such an event was held in a University environment.

In preparation for this large undertaking, Carolina Dining Services team members gleaned fresh produce at farms around North Carolina, salvaging fruit and vegetables left on the field due only to retailers’ strict cosmetic standards or to overproduction.

The menu included a curry made from surplus vegetables, including misshapen potatoes, cooked carrots and blemished tomatoes that were cast out because they were not cosmetically perfect are surplus to requirement. A range of dishes included Brunswick Stew, Jamaican Fish Chowder and Fruit Cobbler.

Michael Gueiss, Executive Chef of Carolina Dining Services, led the food preparation. All remaining food was donated to the local Inter-faith Council for Social Service.

Co-organized by Carolina Dining Services and Feeding the 5,000, the goal of the event was to illustrate the unimaginable quantity of food that goes to waste in the world and empower the UNC community on how to think about, reduce and manage food waste. The community was also welcomed to participate in a discussion on these issues later that evening with Feeding the 5,000 founder Tristram Stuart, Sea to Table Director Sophie Waskow Rifkin and Jonathan Bloom, author of “American Wasteland.”

**THE RESULTS**

Almost 11,000 pounds of food were sourced for the feast! Those 11,000 pounds of food turned into 675 gallons of stew, 6,000 servings of cobbler and over 8,000 toast points. Approximately 700 pounds of food were donated to the Inter-faith Council at the end of meal. All in all, 7,500 people were served a free meal made of food that otherwise would have been wasted.

Although the event is over, F5K hasn't ended. Over one third of the world’s food is being wasted. Join the global movement against food waste by signing the pledge to reduce your food waste and urging businesses to do the same. As Tristram Stuart explains, “the great thing about food waste is that the problem is edible.”

[Learn more at dining.unc.edu/f5k](http://dining.unc.edu/f5k)
CURRENT PROGRAMS

The goal of our Sustainability Program is to identify, promote and educate the UNC community on sustainable initiatives, concepts and practices pertaining to campus dining. The program recognizes the various levels of interest and awareness on the topic of sustainability within a large campus population and is dedicated to providing opportunities and resources to students through activities and programs.
SUSTAINABILITY COORDINATOR
Our on-site CDS Sustainability Coordinator works with the dining team, students and a multitude of UNC departments to incorporate sustainable initiatives into the overall dining program. This holistic approach on sustainability goes beyond “food” and includes our waste stream, energy consumption, resource management, facility management and promoting sustainability education and awareness.

INFORMATIVE TABLING SESSIONS
Our Sustainability Coordinator is available to guests during educational and awareness tabling sessions designed to promote current sustainable food efforts, highlight environmentally-related holidays and inform and gather support for current sustainable-related CDS initiatives.

SUSTY MEALS
Monthly meals that revolve around sustainable focuses and processes that relate to “sustainable foods”. The goal is to increase student awareness of pertinent topics and provide an educational element that explains terminology and concepts.

FARMERS MARKETS
Fall and spring Farmers Markets are organized and hosted with FLO. CDS and FLO work to organize a collection of local farmers and CDS vendors to encourage awareness of our local farming community.

SUSTAINABLE MENU ITEMS
Implement and maintain continuous sustainable menu options including but not limited to Meat “Less” Mondays, Grass-fed Beef, Firsthand Foods® Breakfast Meats and Cage-free Omelets.

FOOD TRACKING
Our purchases, inclusive of residential and retail venues, are reviewed for the following sustainable food labels: local, regional and third-party certified. Tracking helps provide CDS a way to maintain our goals as well as provides a transparent way to display our efforts to the campus community.

REAL FOOD CALCULATOR
We partner with the Real Food Calculator Program for a bi-annual assessment of our “Real Food” purchases within our dining halls. September 2014 calculations resulted in 21% of food defined as “Real Food,” as calculated by the Real Food Calculator student interns.

FRONT OF THE HOUSE COMPOSTING AVAILABLE IN RETAIL
Bins are clearly labeled with pictorial instructions and shadow boxes to serve as a visual representation of proper waste management, to help guide customers on proper use. Waste audits are conducted each semester to analyze effectiveness.

REUSABLE WATER BOTTLE AND MUG CAMPAIGN
This initiative provides an attractive reusable service-ware option in our retail settings to discourage and decrease the waste stream generated by plastic water bottles, soda cans, coffee cups, etc. We provide a user’s incentive program of 20% off of a refilled beverage.

LOCAL RESTAURANT PARTNERSHIPS
Partnerships with local restaurants provide ethnic and cultural cuisine to UNC retail operations and generates a sense of community as it provides local businesses an opportunity to offer food on campus.
SUSTAINABLE FOOD

Sustainable food products support the long-term maintenance and restoration of ecosystems and agriculture for future generations. CDS understands the power and centrality of food in our daily lives and recognizes that the foods we choose to serve have a direct impact on our health, culture, environment and local economies. We are committed to changing the culture of food by nourishing guests with menus that emphasize sustainable, fresh, whole foods that are raised, grown, harvested and produced locally whenever possible. With each passing year, we seek to find new ways to enhance sustainable food sourcing and educational touch points.
BEST PRACTICES

• Purchase products from within a 250-mile radius of campus, giving preference to North Carolina vendors, whenever the quality and quantity meets CDS’ needs financial goals.

• Regularly track sustainable food purchases (local, third-party certified, and North Carolina based). During the 2013-14 school year, CDS purchased approximately 25.5% of food from producers and distributors that meet these requirements.

• Seek out third-party certified options, including organic, fair trade, Rainforest Alliance, humane, grass-fed, Animal Welfare Approved, and “Best Choice” as defined by Monterey Bay Seafood Watch.

• Partner with UNC students to participate in the Real Food Calculator, consistently raising the percentage of “Real Food” purchases each year. Analysis from September 2014 revealed that 21% of total food purchases qualified as, “Real Food.”

• Utilize a weekly sustainable foods rotation in the dining halls to expand sustainable food offerings, which are flagged on digital menus and the CDS website.

• Emphasize sustainability at 1.5.0., a CDS retail location dedicated to serving sustainable foods.

• Feature Meat “Less” Mondays at both dining halls by reducing meat options and increasing vegetarian and vegan offerings every Monday. Additionally, a variety of vegetarian and vegan options are available daily in the dining halls and food courts.

NORTH CAROLINA PURCHASING

Local foods strengthen and support small farms and local economies, increase the ease of traceability and reduce the amount of carbon output associated with transportation primarily by fossil fuels. Over the last several years, CDS has increased partnerships with North Carolina producers and distributors. Overall, North Carolina purchases accounted for 20.6% of total food purchases in the 2013-14 school year.

• Produce is largely sourced from Freshpoint, providing the campus community with apples, peaches, greens and other fresh items from North Carolina farmers.

• The Carolina Egg Company® supplied CDS dining halls with $123,800 worth of organic cage-free eggs during the 2013-14 school year.

• Firsthand Foods®, a Durham-based company founded by UNC-Chapel Hill graduates connects CDS with North Carolina’s pasture-based livestock producers.
In the 2013-14 school year, 1.5.0. unveiled new branding to better convey its emphasis on fresh, local and sustainable food options. In addition to the new branding, the menu was expanded to include made-to-order salads, paninis, wraps and sides, all favorites of the Carolina community. Menus and nutritional information can be found online at dining.unc.edu.
MEAT “LESS” PROGRAM

CDS offers a variety of vegetarian and vegan options throughout the week as well in both residential dining halls and at retail locations. Customers are able to find vegan and vegetarian offerings online as well as filter any of CDS’ menus to find menu offerings that best fit their special dietary needs or preferences.

CDS is committed to reducing its carbon footprint through the Meat “Less” Monday movement. Each food item an individual consumes has a carbon “Footprint,” or carbon output associated with its production and consumption. The production of meats and animal by-products are typically responsible for higher carbon or greenhouse gas emissions than fruits or vegetables. CDS emphasizes this campaign in the dining halls by lessening meat options every Monday as follows:

DINING HALLS
Vegetarian and vegan options are available at breakfast, lunch and dinner. 51% of the entrées offered from our current spring menu cycle are vegetarian.* In addition to an extensive salad bar featuring protein toppings, each dining hall has a vegetarian station with one complete-protein entrée and three to four side dishes. Vegetarian and vegan options are also available daily at the grill, soup, pizza, pasta and dessert stations.

FOOD COURTS
Complete-protein vegetarian and vegan options are available for each meal at many retail concepts, including 1.5.0., Alpine Bagel Co®, Cosmic Cantina, Greens, Healthy Bowl®, Mediterranean Deli, Sitar Indian Cuisine, Subway®, Sushinara and Quiznos®. Extensive salad bars are also available at two retail locations, Café McColl and Mainstreet. Healthy grab-and-go options can be found throughout our food courts and feature vegetarian sandwiches, wraps, salads and side items.

*Entrées are identified as the main component of the meal served at a particular station throughout the four-week cycle. The percentage is calculated by the total number of entrées offered by the total number of vegetarian entrées offered with the exception of Soups, Sushi, Salad Bar, Deli, Cereal and Desserts.
CDS regularly engages in community outreach in order to spread awareness about our efforts in sustainability as well as to educate and garner participation in our programs. We make it a top priority to partner with student-led environmental groups and other campus and community organizations on shared initiatives.
• Provide weekly donations of approximately 200 pounds of food to the nearby Inter-Faith Council.
• Partner with the UNC Office of Waste Reduction and Recycling to seek out cross-promotional opportunities for waste-related initiatives, obtain and exchange waste diversion statistics, and organize recycling and composting pick-ups.
• Participate in the Association for the Advancement of Sustainability in Higher Education’s (AASHE®) Sustainability Tracking Assessment and Rating System (STARS®).
• Partner with the Sustainability Office to gain insight into the most valued campus sustainability initiatives and to provide the office with the food and beverage purchasing data needed for AASHE STARS.
• Offer weekly educational and awareness tabling and information sessions designed to engage students and promote current sustainable food efforts, highlight environmentally related holidays and gather support for current CDS initiatives.

BEST PRACTICES // Community

• Partner with Fair Local Organic Food (FLO) a student group at UNC, to develop a more sustainable dining program that includes monthly “Green Theme Meals” that feature sustainable food education and offerings.
• Host campus farmers markets with FLO each semester, providing customers an opportunity to engage directly with local farmers.
• Meet weekly with the Student Dining Board to discuss new and innovative sustainable dining initiatives.
• Work with a collection of students for participation in the Real Food Calculator since 2010.
• Work with UNC students to support class projects including Capstone programs.
• CDS staff members participate in community events including Habitat for Humanity and the Campus Community Gardens.

DONATIONS // Community

During the academic year, CDS donates an average of 200 pounds of prepared food every week to the Inter-Faith Council. The Inter-Faith Council is a non-profit organization that provides food and housing to the local homeless population.

MARKETS // Community

Fall and spring Farmers Markets are organized and hosted by CDS and FLO Together, we host a collection of local farmers and CDS vendors to encourage awareness of our local farming community among students as well as the University’s faculty and staff.
WASTE DIVERSION

CDS recognizes the great amount of discarded material produced by the food industry every day. It is with this in mind that we aggressively pursue waste reduction initiatives. We are committed to finding new ways to divert waste from landfills by reducing and reusing materials.
BEST PRACTICES // Waste Diversion

- Employ a Food Waste Management System to identify and eliminate wasteful procedures.
- Track food production to better forecast future purchasing.
- Digital menu and announcement boards are located in the dining halls and select food courts in lieu of printed menus and paper signage.
- Purchase bulk dispensers to reduce packaging, e.g. beverages, condiments, cereals.
- Utilize plates and cups made partially from bamboo, a renewable resource, in the dining halls.
- Offer a 20% discount for all customers who bring a CDS reusable mug or bottle to Mainstreet, the Beach Café, Alpine Bagel® Deli & Café, EspressOasis® and Rams Head Market for fountain beverage and coffee purchases.
- Provide reusable to-go containers in both dining halls that have eliminated the use of approximately 76,000 disposable containers every semester.
- Offer metal, glass and plastic recycling bins in all dining locations and paper recycling bins in offices.
- Recycle cardboard boxes received from food deliveries at all locations.
- Filter fryer oil at all dining locations for extended life and recycle it into biodiesel. Overall, CDS has recycled 5,784 gallons of fryer oil in the 2013-14 school year.
- Offer recycled content napkins and compostable straws in both dining halls.
- Use recyclable and/or compostable packaging at Mediterranean Deli, Sushinara, Sitar, Lenoir Mainstreet salad/soup bars and 1.5.0.
- Carry out pre-consumer composting at the Beach Café and Friday Center and food waste composting in both dining halls.
- Front of house composting available at Mainstreet, the campus’ largest retail location.
THREE YEAR WASTE TRENDS // Waste Reduction

Over a three year period, Rams Head has seen a decrease in overall waste per plate (0.90 lb per transaction to 0.86 lb per transaction). Lenoir Hall has seen an upward trend in total trash per transaction due to the introduction of Healthy Bowl, which encourages dine-in eating compared to the snack bar unit that had previously occupied the space. Additionally, in an effort to reduce water consumption, the pulper at Top of Lenoir was removed in March 2014, which increased compost tonnage due to the additional water weight.

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<td>Compost Tonnage</td>
<td>248</td>
<td>272</td>
<td>281</td>
<td></td>
</tr>
<tr>
<td>Recyclables Tonnage</td>
<td>78</td>
<td>86</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>Total Waste Tonnage</td>
<td>510</td>
<td>522</td>
<td>541</td>
<td></td>
</tr>
<tr>
<td>Total Waste Pounds</td>
<td>1,020,900</td>
<td>1,044,160</td>
<td>1,081,020</td>
<td></td>
</tr>
<tr>
<td>Trash (lbs) per Transaction</td>
<td>0.69</td>
<td>0.79</td>
<td>0.82</td>
<td></td>
</tr>
</tbody>
</table>

RECYCLING 2013-14 // Waste Reduction

Waste diversion is the process of deterring waste from landfills. The recycling rate equals the total weight of recycling divided by the total weight of trash, cardboard, compost, bottles and cans. Lenoir Hall’s recycling rate is 66% and Rams Head is 74% in the 2013-14 school year.

Note: Bottles and cans for Lenoir Hall represent weights for the entire building. Additionally, the cardboard compactor at Lenoir is shared with the Student Union, therefore the weights of the two locations are combined. The data used was taken from the OWRR Report for fiscal year 2013-14.
Food waste and paper products are separated for composting by CDS employees. Compostable material is stored in 65-gallon carts located throughout the food prep and dish washing areas, then transported to storage bins on the loading docks. The compostable material is then collected by Brooks Contractors six times throughout the week, and is composted at their facility in Goldston, North Carolina. The program was born out of a pilot program run at the University during the Special Olympics in 1999. The current system has been in place since August 2000. Based on current tonnage figures, our waste stream diversion during the 2013-14 school year was 649 tons.

Note: Composting data was taken from the OWRR Report for the fiscal year 2013-14. Fiscal year 2012-13 food waste tonnage includes Rams Head Dining, Top of Lenoir, the Friday Center, the Beach Café, and Wendy’s®. Wendy’s® is a new addition for the 2013-14 fiscal year.

**OIL 2013-14 // Waste Reduction**

Shown to the left is the reduced environmental impact CDS has seen in 2013-14 due to recycling 5,784 gallons of oil into biodiesel.
CONSERVATION

CDS recognizes the critical role water plays in the food and beverage industry. We strive to reduce our impact on the local water supply through various water conservation practices and responsible chemical application.

We also strive to incorporate energy efficiency into our dining halls as a means to counter the amount of energy that is consumed to grow, process, package, and distribute food products. We also aim to integrate sustainable construction and design elements into new or renovated locations.
BEST PRACTICES // Water, Energy & Building Conservation

• Conserve 144,000 gallons of water every year through the implementation of trayless dining programs in both dining halls in November 2007.

• Utilize Green Seal Certified® bathroom, floor, glass and all-purpose cleaners by EcoLab®.

• Employ more energy efficient lighting by converting to LED lighting at Top of Lenoir and CFLs at Rams Head Dining Hall.

• Purchase Energy Star-rated equipment in new construction and renovation when affordable and available.

• Turn kitchen hoods off at the end of shifts to reduce the
act sustainable.