

Retail Services:

Evidence:

Peter Welling - Head of Retail.

Aspects and impacts register - standard format: activity, aspect, impact, N/E, compliance obligations.
Risk rating, controls - considers:

air emissions, street food, water discharges, waste, cooking oil, pot washing, cleaning, food preparation, food waste disposal, COSHH, utilities, food delivery vehicles - electric, packaging, supplies sourcing, nuisance.

Local raw materials sourcing - positive aspect.

Latte levy for take away cups.

Increased the sustainability weighting in tenders from 5% to 15%

Single use plastics no longer used.

95% of raw materials delivered to site via EV - Kendal based company.

Looking to reduce food waste - portion control.

Improved utilisation of ingredients.

Vac pack machine - food preservation.

Milk deliveries - now in Freshkeg system rather than in plastic bottles - confirmed that 5,000 plastic bottles have been saved at Marketplace - first University in the Country to adopt the system. Plan supply facilities on site with milk also.

Food waste segregation - verified. Very clear labelling of food waste bins. Used cooking oil collection.

Next steps:

Replace takeaway boxes, drink cups etc with reusable, polycarbonate - registered to the customer - bar coded - Vytal company. No cost to the consumer if returned. App planned.

Biodegradable cups.

Sustainable Restaurants Association accreditation - in progress.

38K cups of coffee;

86K pints etc.

Carbon and nutrition information available at the point of use.

Plant based universities - national campaign;

increasing plant based option.

Locally sourced beer and tap takeovers.

UK distilled vodka.

Local coffee supplier - Lancaster Alumni.

75K saving on plastic disposable cups on previous years.

Assessment methods for determining effectiveness have included discussion, process observation, record review and data analysis. Processes seen to be fully achieved with requirements met - effective. Performance and compliance monitors include: internal audits, management review, performance KPIs and review processes.

Hospitality :

Evidence:

aspects and impacts, legal compliance, hazards and risk controls, operational controls, records, staff awareness and emergency arrangements.

Make the arrangements, provide the food and drink but do not prepare it.

Tracy Prendergast - Head of Conference and Hospitality Operations.
Conferencing, events and hospitality - delivery food that retail produce.

Victoire Wicquart - Conference and Events Operations Manager.
Conferencing - operations, guest rooms, traffic management done by security etc.

Aspects and impacts register:

Travel by delegates - emissions;

Gas boiler - heating - emissions - will be electric in the autumn once linked to district heating system;

Greengage Ecosmart in place - provide carbon emission values for events etc;

waste water;

disposal packaging - relates to packed lunch only as an option - 99% of food served on crockery;

waste - segregated;

food waste - segregated, portion sizing;

utility use;

local procurement policy for food preparation.

Greengage Ecosmart examples - August 2025 to July 2026 - areas of meeting, rooms, guest rooms etc stated;

Total guestroom Carbon footprint 29.61

Total meeting rooms - 134.86

Scope 1 and 2.

Energy consumption values - natural gas and electricity;

wind turbine;

solar PV etc.

Used for calculating carbon emissions for events etc.

Training and awareness - through Teams 19/03/2026:

environmental impacts;

BSI audit;

facilities EMS;

FMAP 61 Facilities and events;

Climate Emergency;

Scopes and values;

what makes up the carbon footprint;

Net Zero Project - solar farm, district heating, wind turbine etc;

Carbon reduction plans;

procurement - actions;

dashboards;

waste and recycling;

Environmental Policy;

Risks and opportunities;

Aspects;
University level and Facilities level - specific aspects: air emissions, waste, resources;
objectives for facilities;
waste management;
sustainable food
ECOSmart Platinum Achieved.

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Maintenance - F Gas NC review:

Evidence:

Mark Woodhouse - Mechanical Engineer - F Gas register not yet updated with CO₂e values and leak test requirements.

Now have access to the Acme portal - identifies F Gas equipment to be serviced with gas type and CO₂e equivalent value.

Progress made - remains open.

Actions / Non-Conformity / Incidents / Complaints:

Evidence:

No complaints reported relating to environmental performance.

Process defined in MSP 18 - responsibilities, logging on customer feedback log;
RFIs, complaints, comments etc;
tracking, investigation, actions, resolution and communication of close out.

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