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Hospitality Services



Queen's Hospitality Services

- **Mission:**
Queen's Hospitality Services is committed to providing the highest quality, guest-centric food and experiences that nourish, connect and meet the needs of our diverse community in a sustainable and financially responsible way.



Queen's Hospitality Services

- Aramark Management Fee Agreement
- Return a dividend back to the University
- 20+ retail locations
- 3 all-you-care-to-eat dining halls
- Donald Gordon Hotel & Conference Centre
- Catering and events services



Local Food Sourcing KPI

Local Source means food that is grown and/or produced and/or manufactured within one of the following three tiers:

- (i) Tier 1: Hyper Local within 100 km of Queen's
- (ii) Tier 2: Within 500 km of the Queen's University campus and located in Canada. Tier 2 sources do not include food that is merely purchased from a person (such as a distributor) within 500 km of the University campus if it was not grown, produced and/or manufactured by such person with the designated area
- (iii) Tier 3: Sourced within Canada



Local Food Sourcing KPI

Tier 1:
Increase by one local producer (within 100km) per year during the term of the agreement.

Tier 2:
30% spend within 500km in the period January 2021 to April 30, 2021 with a growth of one (1) percent per year during the term of the Contract.

31% for the period May 2021 to April 2022

32% for the period May 2022 to April 2023

33% for the period May 2023 to April 2024

34% for the period May 2024 to April 2025

Tier 3: Two-thirds (66%) of the spend from sources within Canada during the term of the agreement.



Where We Started

- Opened vegan station in 2003 in Leonard Dining Hall
- Forward Food Training – 1st in Ontario, February 2018
- Vegan Pledge – March 2018
- Opened Rustic Roots in Fall 2018 – plant-based food for all meal periods



Where We Started

- Dining Hall programming 2019 suggesting making healthier choices.
- Meatless Mondays – traffic impact



Where We Are Now

- 40 students identified as vegan in 2021
- 192 students identified as vegetarian in 2021
- Portions served off the individual vegan stations in comparison with other stations:
 - Leonard DH: 165
 - Ban Righ DH: 125
 - Jean Royce DH: 60



We partner with 22 local
produce farmers
in Ontario & Quebec



Algoma Orchards, Clarington, ON

AMCO Produce, Leamington, ON

Boots Farms, Scotland, ON

Centre Maraîcher, Sainte-Clotilde-de-Châteauguay, QC

Cousineau Farms, Saint-Clet, Quebec

Double Diamond Produce, Leamington, ON

Gwillimdale Farms, Bradford, ON

Hillside Gardens, Bradford, ON

Issabelle Potato Farm, Saint-Michel, Québec

Knights Appleden, Colborne, ON

Koorneef Produce, Grimsby, ON

Lakelee Orchards, Jordan Station, ON

Lakeshore Farms, Wellington, ON

Magalas Produce Company, Waterford, ON

Mill Creek Farm, Picton, ON

Nickels Orchards, Kingsville, ON

Procyk Farms, Wilsonville, ON

Riendeau Jardins, St-Remi, QC

Tupling Farms, Shelburne, ON

Visser Farms, Bradford, ON

Whites Potato, Vanessa, ON

Windmill Mushroom Farm, Ashburn, ON

Where We Are Now - Catering

- Plant-based catering
 - Baked goods
 - Muffins, cinnamon rolls, scones and loafs
 - Continental breakfasts
 - Scones, muffins, spread and fruit
 - All Canadian breakfasts
 - Tofu scrambles, pancakes, potatoes and fruit
- Lunches & Dinners
 - 5 entrees, desserts and more



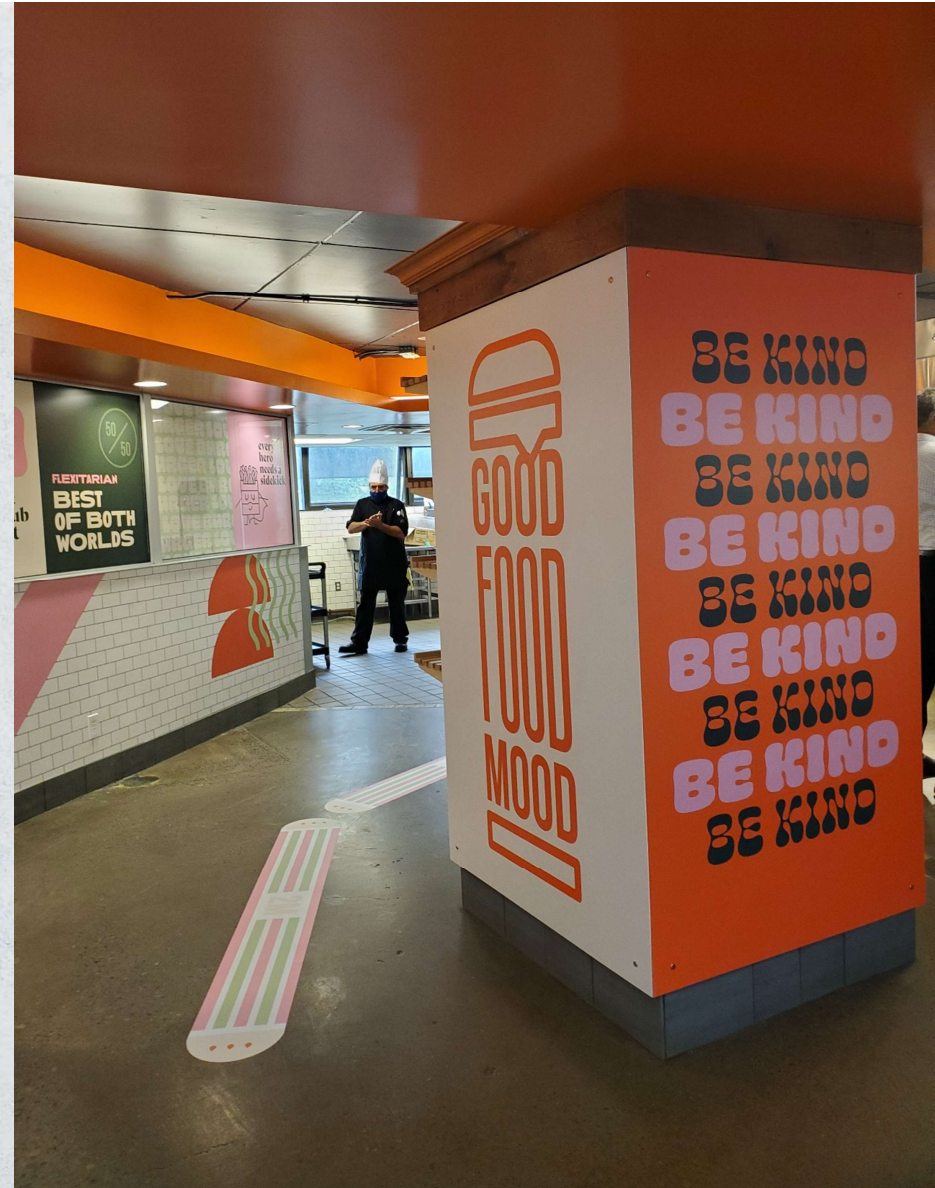
Where We Are Now - Dining

- Menu analysis of plant-based menus Oct 8, 2021
 - Vegan – 33%
 - Vegetarian – 49%
- 43% plant-based menus (vegan, vegetarian & plant-based)
- Milk and dairy alternatives available in all locations
- 1 vegan soup per day



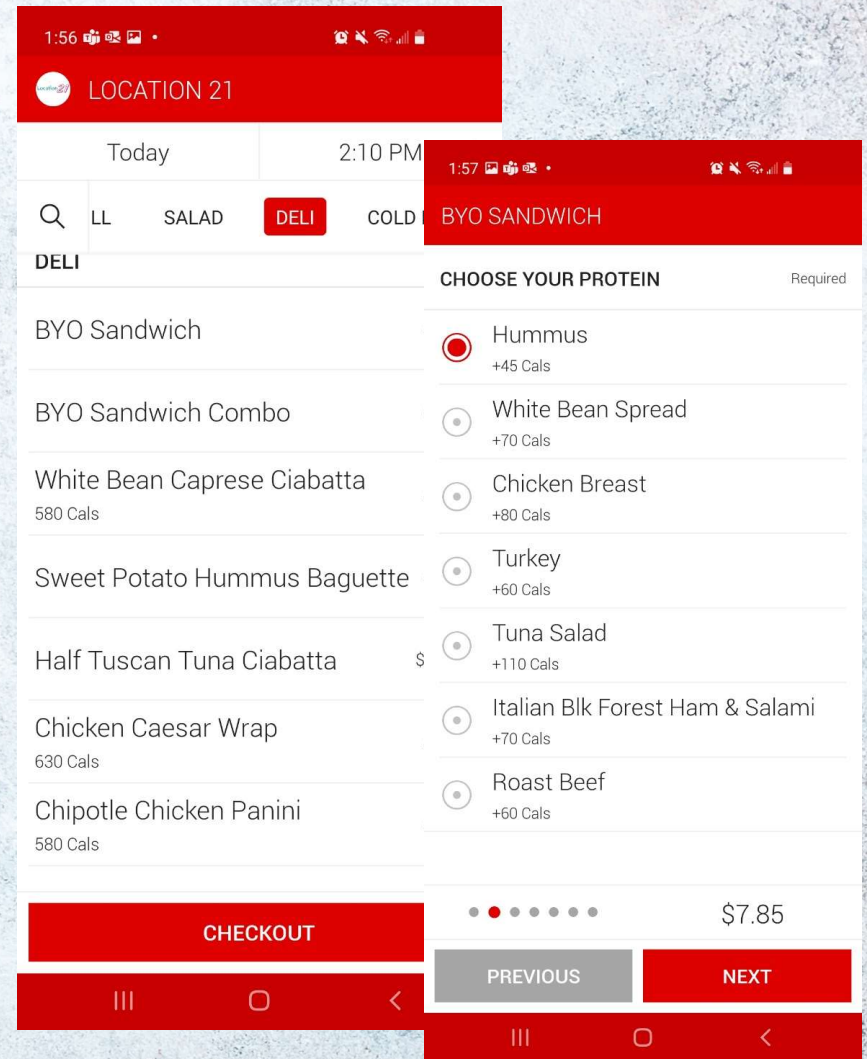
Where We Are Now - Retail

- flip!t launches in 2020
 - Promotes a flexitarian lifestyle leading with a home made beef/mushroom blended burger and black bean burger.
 - Signature salads and home made dressings.
 - Side options are salads and fries.



Where We are Now

- Mobile Ordering
 - Plant-based updates come up first
 - Modifiers are alternatives first
- Dining and Retail Audits
 - 1 vegan entrée at every station
 - 1 vegan/vegetarian soup where 2 are offered
 - Monitor stations for vegan proteins & dressings
 - Dining halls
 - Vegan entrée
 - Monitor salad and deli for plant-based proteins and toppings
 - Fresh to Go
 - 1 vegan & 1 vegetarian LTO



Where We Are Going

- Listening to our customers
- Increasing plant-based menu items in dining
 - Grill & stir fry now always has plant-based offering
 - Build your own subs with plant-based options
 - Salad stations with plant-based proteins
- Forward Food Refresher course for new and returning chefs



Final Thoughts

- It is a delicate balance
- Advocating for plant-based items
- Promoting the health benefits and sustainability





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Thank you