



# EAT WELL LIVE WELL

SUSTAINABLE STRATEGY  
**Report 2023**



# Report Outline

## PART 1

Introduction

## PART 2

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## PART 3

Sustainable Development Goals (SDG's)





# Introduction

At CCSL our 'Eat Well Live Well' sustainability strategy is a community endeavour centred on the cooperation and commitment of our society of business stakeholders to achieve sustainable goals.

We work closely to ensure that the goals we set are reasonable, sustainable, and attainable. Our partners are identified as follows,

- Our Customers
- Clients – Business Partners
- Supply Partners
- Our Employees
- The regulators of our business and the wider economic community

CCSL is totally committed to achieving the following objectives and our promise to all partners and from all partners in our community is to continuously evaluate and improve our systems and processes to exceed the goals set for 2023 – 2024.





# Sustainability Strategy

In 2022/2023 we set out our key strategic sustainability pillars and revised our key performance indicators to align to the United Nations Sustainable Development Goals and to reflect key topics from our materiality assessment. The insights gained through this assessment allowed us to target specific environmental, social and governance issues across our business. Through these findings, we then shaped our sustainability objectives accordingly.

As part of our methodology, we conduct an annual environmental, quality, food safety and health and wellbeing review encompassing all aspects of sustainability. Our sustainability objectives have been interwoven into CCSL's overarching business plans for 2022/2023.

The progress of the targets set for each of these key areas is reviewed quarterly and measured by management. Targets are set in conjunction with feedback from all locations. All targets set are realistic and achievable. Where targets are not being achieved an analysis is conducted and adjustment made accordingly.

Target results are communicated via e-newsletter to all sites. Targets are based on a combination of CCSL and client company targets and are heavily influenced by the client policies and the associated site protocols i.e., Waste Management Programmes where some client site protocols separate waste streams more effectively and measure departmental wastes and consequently can set specific targets related to the catering services contract.





Our sustainability goals have been set to lay the foundations for long-term climate resilience, to be equipped to meet best practice reporting standards, to align operationally to client expectations and to demonstrate industry leadership on sustainability.

These targets reflect an increased focus on sustainability across our clients and sites.

**Our sustainability strategy has three pillars:**

1. **Climate Action**
2. **Good Health & Wellbeing**
3. **Responsible Consumption & Production**

Best regards

*Bette Brazil*

**Bette Brazil**

Managing Director

CCSL





# Positive Priorities

Urgency in the need to accelerate change and create sustainable solutions to some of the world’s biggest challenges has seen CCSL renew focus and energy on its sustainability strategy and actions. We have set ambitious targets that capture more of the breadth of environmental and social issues we are facing, including water scarcity, biodiversity loss, diversity, and inclusion.

The Sustainable Development Goals (SDGs), also known as Global Goals, are a set of 17 integrated and interrelated goals to end poverty, protect the planet and ensure that humanity enjoys peace and prosperity by 2030.

Our nine priorities – engaging employees, empowering consumers, building communities, sourcing ethically and inclusively, sourcing responsibly, operating efficiently, minimising food waste and reducing packaging.



## THE GLOBAL GOALS





# Sustainability Goals



## CLIMATE ACTION

There is no country that is not experiencing the drastic effects of climate change. Greenhouse gas emissions are more than 50 percent higher than in 1990. Global warming is causing long-lasting changes to our climate system, which threatens irreversible consequences if we do not act.



## GOOD HEALTH & WELLBEING

Good health is essential to sustainable development and the 2030 Agenda reflects the complexity and interconnectedness of the two



## RESPONSIBLE CONSUMPTION & PRODUCTION

Achieving economic growth and sustainable development requires that we urgently reduce our ecological footprint by changing the way we produce and consume goods and resources.

The Sustainable Development Goals (SDG's) are the United Nation's blueprint to achieve a better and more sustainable future for all by 2030. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice. All the SDG's can be directly or indirectly connected to sustainable and healthy food.

At CCSL, we recognise this interconnectivity and see the role that we can play in supporting the global goals for good by linking our progress, aims and outcomes with those of the SDG's. Our sustainability objectives have been chosen strategically to ensure this interconnectivity is present at all times across our objectives.





## POSITIVE PRIORITIES

13 CLIMATE  
ACTION



# Climate Action

In recent years, the risks to the catering industry associated with climate change have been widely discussed. Our team recognises the importance of doing our best to be as responsible and climate friendly as possible. As a business, we monitor our impact on climate change and mitigate any risks as much as possible.

It is estimated that around 0.8 billion tonnes of CO<sub>2</sub>e are associated with transport in food supply. As minimising our emissions is vital to our industry, part of CCSL's sustainable strategy is working with local suppliers. This helps reduce emissions while simultaneously ensuring local produce is at the core of our product offerings.

In response to the report on 'Committee on Climate Change', CCSL understands and sets out in practical ways to mitigate the impacts of ingredients used by re-imagining menus, working with our suppliers and reducing waste. Our menus are designed to reflect changes in customer preferences which nicely ties in with us all playing our part in meeting 2030 agricultural emission targets.



# Environmental Initiatives

At CCSL we display copies of our Environmental Policy at each client location and meet with client managers to ensure that we are in compliance with any specific regulations pertaining to each site.

As we continue to grow our business, we will persist in building on the environmental initiatives that we have already put in place.

Environmental awareness training for all employees'	Use of waste compactors when space allows	The use of temperature regulators
Use of only non-harmful refrigerator gases	Use of the dishwasher only when full	All equipment used is classified as Energy Efficient
Supplier selection requirement must demonstrate a commitment to protecting the environment	Use of CFC free packaging	
	Purchasing wholesale to reduce unnecessary packaging	Fresh and in season foods are predominantly used



# My Emissions

CCSL has partnered with My Emissions to reduce the carbon footprint of food in our restaurants. A simple carbon label that everyone can understand with an A-E rating will be applied to our restaurant menus. Every product or meal is rated from A (Very Low) to E (Very High). The rating system is based on carbon intensity, or the per kg impact of the food.

Just like nutritional labels, traffic light colours are used so it's instantly clear whether a meal has a high or low carbon footprint.

Accounting for 26% of global greenhouse gas emissions, food offers one of the best and quickest ways to reduce our impact on the planet.

CCSL is combining our expertise in food, sustainability, and tech to help reduce our carbon footprint.

CCSL is committed to the effective and efficient supply of quality food products, while striving to protect and improve the natural environment and social / economic conditions within our company and client companies.







## POSITIVE PRIORITIES

3 GOOD HEALTH  
AND WELL-BEING



# Good Health and Wellbeing

The CCSL pillars of Good Health & Wellbeing are as follows:

- Engage our employees
- Build local communities through food provenance
- Nutrition Matters Workplace Wellness Program - Empower Healthy Consumers

We know that if food is the fuel of life then great food produces peak energy and vitality and this is the fuel of a healthier, happier, more productive life. We take a people-first approach in everything we do.

We help our employees advance their skills and careers and create an inclusive culture.

We empower healthy consumers through our Nutrition Matters programme and build local communities. We're proud of our longstanding commitment to the people we connect with, and we're committed to doing even more.



# Engage our Employees

We engage and empower our employees through mentoring, training and development to achieve their professional goals.

We also pledge to build a culture of diversity and inclusion within our workplaces and in our leadership, empowering employees to be the best version of themselves.

Our attitude to innovative thinking helps us stay ahead of trends, to lead the industry and be recognised as one of the most successful corporate catering operations in the business.

'The Sharing Table' is one way we do this. It's a CCSL initiative that brings our chefs together to combine all of our collective experiences and ideas. Here, they swap insights, discuss new concepts, encourage each other, test their creativity and challenge each other to raise our standards even further. Continuously improving every year.







# Build Local Communities Through Food Provenance

Food provenance is critical to our business, and we only deal with reputable local suppliers. Confidence in quality is paramount for our clients and we can assure them with confidence that the food we serve is not only good for them but has minimal impact on our environment.

Long before the Farm to Fork movement, we established a group of independent food growers who are local to each site and supply the freshest ingredients. We prioritise working with local suppliers across all four corners of Ireland to ensure seasonal and locally sourced produce is at the forefront of our business operations.

By being able to track everything back to the grower or producer, we can guarantee the quality of the tens of thousands of finished meals we serve up every day. Provenance may be the word of the day but it's something we embraced since we first began. You can taste the difference.



# NUTRITION MATTERS

Nutrition Matters is the unique wellness programme built into everything that CCSL does. It's all about making informed choices and bringing balance to lives through delicious, affordable, healthy food and bringing variety without compromising goodness. Our nutritionists work with our chefs to constantly revise our menus, ingredients, and recipes with a view to optimum nutrition delivered in the easiest, tastiest ways. The programme includes tools and details of healthy eating through information packs, initiatives and support material.

With a little research and a lot of thought, we get to know our customers really well. We understand their lifestyles, work demands, nutritional requirements and dietary preferences. With these considerations in mind we can build specific menus for specific sites, embedding healthy options that are available daily. We know our customers and we deliver what they want.







## POSITIVE PRIORITIES



# Responsible Consumption and Production

The CCSL pillars of Responsible Consumption & Production are as follows:

- Minimise Food Waste
- Operate Efficiently
- Supporting Seasonal & Local Ingredients/Suppliers

At CCSL we are passionate about investing in our planet. Reducing food waste is a key action we take to cut carbon emissions. More than a third of all man-made greenhouse gas emissions are generated by the food system. The food we choose, where it comes from, and how it ends up on our plates is one of the most impactful decisions for the future of our planet.

CCSL works tirelessly towards zero food waste throughout our restaurants. This is a daily, weekly, monthly, quarterly and yearly environmental systems operations process. It includes measuring expected waste (skins, pips, peels), plate waste, and production waste. Tirelessly working to reduce plate and production waste to near zero, our teams love to get creative, and we give them the freedom to do so.

# Minimize Food Waste



Food waste is one of the biggest problems in the Western world. In Ireland, we throw out almost 1 million tonnes of organic waste each year. Through better management in purchasing, storage, cooking and serving, a lot of this waste could be avoided. Not only is food waste bad for the environment, it is also a huge waste of money. There are many things we can do from a food production perspective to utilise all the food we purchase and cook each day in our kitchens. CCSL is constantly working on innovative ways to reduce food waste within our kitchens and across our restaurants.

With years of experience in professional kitchen management, our teams have recently joined two movements 'One Planet Plate' and 'Stop Food Waste', to reduce potential food waste in our kitchens.

One Planet Plate initiative allows our chefs to show how they are contributing to a better food future. Each week our chefs create a new dish incorporating one or more of the following pillars:



Since launching the One Planet Plate initiative, we have seen our chefs become increasingly more creative as well as reducing food waste across our kitchens.

As part of our Stop Food Waste initiative, we educate our teams and our clients around the importance of minimising food waste. This is achieved through educational campaigns across our restaurants, during staff training and digital marketing.

We work with our nutritionists and chefs to create recipes which incorporate food which may go to waste instead of being used up. Through the educational piece, we illustrate how best to buy, store and use up certain foods.





# Operate Efficiently

At CCSL, we are very careful and pay great attention to everything we do, including food traceability, reducing our reliance on plastic, cutting down on food and water waste and minimising food miles.

In 2023, we are committed to enhancing operational efficiencies among our higher greenhouse gas emitters and aim to improve energy, waste streams and recycling rates.

Small steps add up to making a big difference and we are determined to be a part of the drive to make our planet a better place for the generations to come. We have eliminated plastic straws from our supply chain and are looking at every aspect of the business to ultimately completely eradicate single-use plastics.

Working closely with our on-site teams and suppliers, we're sourcing locally, streamlining product ranges, finding solutions to storage challenges and changing habits and behaviours to reduce deliveries and minimise food miles.

Being mindful of water use throughout our business we make sure we keep water wastage to an absolute minimum. One way we do this is by keeping our catering equipment up-to-date and in good working order so that it all operates efficiently and in harmony with our sustainability policies.



# Operate Efficiently

At CCSL we are delighted with our long-standing commitment to supporting Irish suppliers, the Irish economy, and Irish jobs. We work closely with Bord Bia and we are part of their Irish Food Service Market Directory which supports the success of Irish Food producers. We truly believe in the integrity and superior taste of the fresh Irish products from local suppliers. Apart from holding the industry wide recognised Environmental Management Systems ISO 14001, there are a range of environmental and wider quality assurance schemes which CCSL apply to our business that are food sector-specific and from which criteria for ‘greener/sustainable procurement’ are achieved through the application of these criteria in the selection of CCSL suppliers. High risk and high-volume suppliers’ plants are audited by a CCSL auditor prior to being included on the ASL and thereafter as required. As part of that audit, the supplier’s approach to traceability, provenance and sustainability are key.





# The Quality Assurance schemes which our suppliers align with include:

## 1 BORD BIA QUALITY ASSURANCE SCHEME

Applicable to beef, eggs, lamb, pig meat, poultry, and horticulture. Certification is in accordance with I.S.EN 45011. Also covering the Beef Q.A.S. includes auditing of the environmental sustainability of farms.

## 2 DAIRY

While there is at present no national quality assurance scheme for the dairy sector in operation, other initiatives are in place. For example, some agri-food companies operate their own dairy farm assurance scheme in accordance with I.S. EN 45011 as do our supplier Glanbia.

## 3 FISHERIES

Examples include the BIM Aquaculture standards and Quality Seafood programme, and the Marine Stewardship Council. Our fish supplier operates to this standard.

## **4 THE USE OF ENERGY EFFICIENT EQUIPMENT**

This is addressed with individual clients at design and planning stage of new operations as well as in CCSLs recommendations in the renewal and replacement of equipment, reusable cutlery etc. CCSL focus on procurement standards particularly the requirement to have strong sustainability practices embedded in both product and service delivery. Below you will see information from some of our current suppliers and their approach to sustainability.

## **5 ISO 14001**

CCSL operates under the requirements of the international standard ISO 14001 and ISO 18001 and retains the recognised accreditation. CCSL is actively involved in the protection of the environment and the prevention of pollution and has independent recognition of our policy and practices through our Environmental Management System ISO 14001 experience in Business & Industry. CCSL have created an Environmental Awareness Training Programme to address this requirement – a simple example of ‘good practice’ to create awareness and reduce utility use is the colour coding of equipment to create awareness that equipment should only be turned on at a set time interval in advance of using i.e. deep fat fryers.

## **6 SUPPORTING SEASONAL & LOCAL INGREDIENTS/ SUPPLIERS**

CCSL recognises the importance of supporting local and that is why we are proud members of Champion Green. Champion Green is a national movement with a grand coalition of government, industry, business, and the public to support each other and drive the recovery of our communities and economy after the COVID-19 crisis.

By investing in the local economy, it translates to sustainable employment but even more importantly vibrant and energetic communities and creative and cultural industries right across our island.

As a Champion Green Business seeking a sustainable recovery, CCSL has signed up to a promise – to support local whenever possible, paying forward the benefit we get from Champion Green support. Lasting change comes from commitment. Champion Green aims to educate people on the importance of supporting local and to encourage people to choose consciously.



