



Food Service Advisory Committee

Minutes of Meeting

Date: Thursday, February 6, 2020
Room: DV3214
Attendees: V. Jezierski, S. Senese, L. Bailey, A. De Vito, A. Carter, A. De Lorenzis, S. Malohotra (for A. Abdullah), H. Waheed, K. Ng
Regrets: S. Fazilat, L. Barber, M. Havelka, A. Abdeldayem,
Absent: S. Talwar

1. **BUSINESS ARISING**

Food Service Contractor RFP Consultant

- V. Jezierski notified the Committee that UTM has submitted a one-year extension letter to Chartwells, with the amending Food Service Contract expiring on May 31, 2021
- A. De Vito confirmed with the Committee that the process for developing the RFQ for a Food Service Consultant to assist with the Food Service Contractor RFP process has already begun, and he outlined how the Committee would be involved along the way
 - A. De Vito provided a possible timeline for the Food Service Contractor RFP process, reminding the Committee the fact that the Consultant will bring transparency and community consultation to the project
 - S. Senese asked if there were many consultants out there that provided the type of service we were looking for
 - V. Jezierski responded that there were
 - A. Carter suggested that students with disabilities, through the Student Affairs Office, should have a voice during the Community consultation stages
 - S. Senese also suggested that Indigenous groups, through the Diversity Office, should be included as part of the consultation process
 - A. De Vito also reminded the Committee that the Consultant will provide all of their consultation feedback to the Committee as part of the process
 - A. De Vito stated that, for the Food Service Contractor RFP Process, a sub-committee based on members of the Food Service Advisory Committee would meet more frequently as necessitated by the process
- S. Senese asked what the driver was in the past for selecting a Food Service Contractor
 - V. Jezierski responded that there were several factors that play into the decision, such as hours of operation, partnerships with brands, staffing levels, commitment to Fair Trade and sustainability initiatives, diversity of menu, nutritional information, not just price/commission/return
 - V. Jezierski stated that UTM drives the program, not the Food Service Contractor

- A. De Vito added that UTM structures its RFPs in such a way that minimizes a contractor's ability to "buy" a winning bid by offering the highest return to the UTM while not considering the subjective criteria
- K. Ng asked if there would be consequences to the Food Service Contractor if they don't provide what UTM requires, and to where students can bring their concerns should this be the case
 - A. Carter responded that the Contract will state the penalties for non-compliance
 - A. De Vito confirmed that H&RS has many audits and feedback mechanisms in place to determine the Contractor's level of compliance
 - V. Jezierski reminded the Committee of the student mystery shop program, operated through the Resident Student Dining Committee, that was in place for a couple of years
 - A. Carter and K. Ng indicated that students without meal plans may not know who to contact with concerns
 - V. Jezierski stated that these students could contact H&RS
 - A. De Vito also stated that students should always bring concerns forward immediately to the food service staff for immediate rectification
 - V. Jezierski suggested to the Committee that the student mystery shop program be extended to non-meal plan students, and asked the UTMSU to encourage students to visit H&RS to sign up to participate in the program

New Food Service Outlet

- A. De Vito introduced the new food service space in the old TFC location and stated that H&RS is working to get a Copper Branch outlet to operate in that space
- A. Carter asked about the price point
 - V. Jezierski stated that the price point was between \$13-\$14

2. NEW BUSINESS

Sustainability

- A. De Vito reported that UTM has started a Sustainability Pathways Working Group and introduced the pillars, goals, and objectives of the Group, highlighting those that relate to food services
- A. De Vito also reviewed the sustainability initiatives that H&RS has implemented
 - A. De Vito also pointed out the difference between pre-consumer waste, which food services has more control over, and post-consumer waste, which food services has less control over, although initiatives such as Bring-Your-Own-Mug were put in place by H&RS to help reduced post-consumer waste
 - K. Ng asked what H&RS did to reduce pre-consumer waste
 - A. De Vito responded that 2 macerators were put in place (one at Colman Commons and one at Spigel) to dehydrate organic waste, reducing its volume by up to 70%, and Chartwells has many operational measures, such as small batch cooking, that reduces waste from food prep
 - A. De Vito summarized some cooking that were undertaken in the US with regards to disposable versus compostable versus reusable containers (Source: Clean Water Fund "[Greenhouse Gas Impacts of Disposable vs. Reusable Foodservice Products](#)")

- V. Jezierski informed the Committee that the Region of Peel has called compostables “expensive garbage” because they do not compost properly in the Region’s facilities and, therefore, ends up in the landfill
 - A. Carter asked when UTM was going to ban the use of single-use plastics
 - V. Jezierski responded that, once a single-use ban is legislated, she feels confident that UTM will be in a position to comply
 - Chartwells is currently working with the brands to move towards compliance
 - A. De Vito also introduced 2 upcoming sustainability initiatives that H&RS is exploring – [Eco-Containers](#) and a [Freight Farm](#)
 - V. Jezierski mentioned that the eco-container idea was brought forward to the Committee on more than one occasion 5 years ago, and the student feedback at the time was that they didn’t feel students would use it
 - V. Jezierski also stated that the current barrier to implementing an eco-container program at UTM is lack of proper dishwashing and drying space to support the program, but H&RS is working with Facilities to try and get some space in Spigel
 - K. Ng asked if the costs of the program will result in increased prices to students
 - V. Jezierski responded that, because UTM would bear the costs associated with implementing the program, there would be no impact on food prices
 - S. Malholtra asked how the students could best support the initiative and help push for the required expanded space
 - A. De Vito stated that he would forward along a video on the eco-container program that can be shown to students to generate support
 - A. De Vito explained that the Freight Farm program would complement the existing Vertical Farm program in a more efficient way, and that H&RS is currently exploring all of the logistics around getting one on campus

Vending

- A. De Vito stated that cash transactions at vending machines have significantly dropped with the expansion of card readers on all vending machines for the contract with Naccarato that commenced in 2018
 - A. De Vito referenced the recent cash thefts from vending machines as risks that can be justifiably alleviated by moving to cashless given the significant drop in cash transactions
 - K. Ng agreed with the suggestion that vending move to cashless
 - S. Malholtra concurred as well, and suggested that the vending company look into expanding to other forms of cashless payment, like WePay
 - **ACTION – H&RS will request that Naccarato and the specialty vending companies convert all vending machines to cashless**
- A. De Vito also reviewed how the pre-authorization process works when paying cashless at vending machines due to the common complaints from customers who erroneously feel that they have been overcharged at vending machines
 - A. De Vito confirmed that H&RS will be improving signage and communication around the pre-authorization process to minimize confusion

NEXT MEETING: TBD