FOOD MADE GOOD
SUSTAINABILITY REPORT
2019

This report is for:
Norham Gardens

Published on:
October 8, 2019
The information contained herein is valid for two calendar years. During this period the Sustainable Restaurant Association (hereafter, the SRA) retains the right to withdraw a Rating should any information emerge that significantly affects the score. The SRA retains intellectual property rights for its Sustainability Rating method and process. All information and images within this report are for sole use by the SRA and the client. Third parties that wish to use it must seek prior permission from the SRA. All data provided by the client remains confidential unless approved for release. All of the information in this report is correct as of publication date.
INTRODUCTION

On behalf of the Sustainable Restaurant Association, I want to thank you for your support and membership.

As a member, you are part of a diverse and progressive community. We are independent restaurants, international chains, cafés, pubs, hotels, universities, and workplaces, all with a single shared goal; to be better businesses.

Together, we have been working hard, nudging towards a better food system. Our combined actions and efforts can make a big difference to people, and the planet.

This document is your final 2019 Sustainability Report. In it we celebrate the areas you’re doing well in, help set you on the path to improving the ones you may be falling behind in, and show you how you compare to other business that are the same type as you.

In challenging times for our sector, it’s more important than ever that we help you make the most of your sustainability efforts. We’ll be working hard to do this in 2019 and beyond; from helping you set meaningful and achievable targets in food-waste reduction, conscious meat eating and plastic reduction, and beyond.

We need your help to do this, and that begins with you sharing and celebrating your Rating, successes, and plans. We’ve included guidance on how to share your Rating, and specific measures you can take to improve in this document. Membership is more than doing your Rating – look for opportunities to engage in our biggest events calendar yet, engage on the community and share you knowledge with the wide range of membership we have.

We are here to help you accelerate on the issues that matter, and are most focussed on eliminating food waste and single use plastic, as well as reducing the environmental impact of our menus on our Food Made Good community.

Thanks again for being part of the movement to make food good. I look forward to seeing you at our award celebrations in November or at one of our many events in the coming year.

Andrew Stephen
CEO
YOUR SCORE EXPLAINED
Norham Gardens

YOUR SCORE IS 67%

GIVING YOU A 2 STAR RATING

A good restaurant will...

Sourcing

- Celebrate local & seasonal: 55%
- Serve more veg & better meat: 32%
- Source fish responsibly: 51%
- Support global farmers: 88%

Society

- Treat staff fairly: 80%
- Support the community: 53%
- Feed people well: 73%

Environment

- Value natural resources: 67%
- Reduce reuse recycle: 81%
- Waste no food: 83%
2019

OVERALL SCORE

67%

Norham Gardens

Raymond Blanc OBE
President

Andrew Stephen
CEO
CELEBRATE LOCAL & SEASONAL

55%

Serving locally sourced and seasonal produce promotes a healthy environment and provides the British agricultural industry with much needed support.

Half of diners tell us they want restaurants to serve local produce, yet Britain is more reliant on food imports now than it has been at any other time over the last 40 years. Local food will only continue to become more important to the UK after we leave the European Union.

Best performers in this area are building loyalty with local suppliers, and are enjoying more opportunities for creativity and flexibility by letting seasonal produce dictate their menus.

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Change your menu more regularly to incorporate seasonal produce.

Continue to explore opportunities to increase your range of locally sourced ingredients and products.

Explore opportunities to partner with a local farm, or look into possibilities to grow some produce in university green spaces (bee-keeping is a another popular option with universities).

Consider sharing your progress and achievements in seasonal and local sourcing in an annual summary.

Keep talking to customers and your suppliers about your ongoing projects and achievements in local and seasonal sourcing.

HOW DO YOU COMPARE?

55% 71% 70%

Your Score Businesses Like You SRA Average

SOURCING

2018 WINNER

FOODSPACE

“We scoured the country to find the best producers within a 50-mile radius of all 12 sites, allowing us to build a local larder and champion local producers. Now we have a ‘50-mile dish’ on the menu every day, and the customers who choose it receive loyalty points.”
Serving more veg and better meat is healthier for both diners and the planet.

By reducing a dish’s meat portion from 200g to 150g, per plate carbon emissions can be cut by a third.

With customer demand at an all time high for plant-based dishes it makes sense for the planet and your business to capitalise on veg-led eating.

HOW DO YOU COMPARE?

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<th>Your Score</th>
<th>Businesses Like You</th>
<th>SRA Average</th>
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<td></td>
<td>32%</td>
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YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Source and serve higher welfare poultry. Talk to your supplier(s) about options that reduce stocking densities and provide the birds access to sunlight.

Source and serve higher welfare pork, where pigs are reared outdoors for at least 80% of their lives.

Source and serve higher welfare beef & lamb, where animals graze outdoors on a natural diet of grasses, for the majority of the year.

Consider serving meat from animals traditionally considered as waste, or unconventional cuts.

Work towards purchasing fruit & veg that has been farmed to LEAF or organic standards.
SOURCING

SOURCE FISH RESPONSIBLY

Sourcing fish responsibly keeps our oceans healthy for years to come.

Moving away from the ‘Big 5’, knowing the endangered species to avoid and using the Good Fish Guide is essential in serving sustainable fish.

Best performers in this area are reaping the benefits of closer ties with suppliers and a better informed, trusting customer base keen to try a variety of fish.

HOW DO YOU COMPARE?

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2018 WINNER

LUSSMANS SUSTAINABLE FISH AND GRILL

“We have spent the past five years building an in-depth strategy to ensure that we are serving customers a growing variety of MSC certified dishes. We have shown that diners can fall in love with different species and that it is possible to promote the importance of MSC certification to a high street audience.”

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Ensure any wild fish species that appears in menu items are rated 1-3 by the Marine Conservation Society (MCS).

Ensure any farmed fish species that appears is certified as sustainable (for example ASC, Organic, BAP 2+ or Global G.A.P).

Continue investing time and energy in sourcing fish sustainably by keeping abreast of any changes in the MCS Good Fish Guide.

Highlight dishes that contain sustainable fish options on your menu to help customers make informed decisions.

Promote your efforts around sourcing responsibly caught fish and seafood through your website and social media channels.
SUPPORT GLOBAL FARMERS

Carefully selecting the products you source from global farmers ensures the livelihoods of communities and often lends itself to higher standards of agricultural practices, as well as a more considered product.

Best performers in this area have helped bring their customers and coffee suppliers closer together, creating premium bespoke products that taste great, support communities and have a great story to tell.

HOW DO YOU COMPARE?

Your Score 88%  
Businesses Like You 70%  
SRA Average 71%

2018 WINNER

BARTLETT MITCHELL

“We brought our supply chain in house by launching our own premium Fairtrade coffee brand, ‘Perkee’. Working with the Soppexca Coffee Co-operative, this satisfied customer’s demand whilst ensuring a fair deal for the farmers growing it. The project provides our customers a better coffee experience than the high street but also allows us to have real impact on the lives of over 600 farmers.”

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Regularly review and revise your policy and targets around serving ethically produced global products - ensure you keep updated on any changes your suppliers make.

Ask your suppliers to keep you updated on their progress in projects that directly benefit farmers such as gender equality, education facilities, community grants or pay above Fairtrade.

Continue to look for opportunities to inspire and influence others by celebrating your sustainable procurement standards.

Participate in driving change in the sector by interacting with your fellow SRA members via the online community platform.

Consider creating a blog or contributing to the wider industry discussion about global farming and farmers.
TREAT STAFF FAIRLY

Treating people fairly, especially staff, is good for business.

High staff turnover costs the hospitality industry close to £300m a year and almost half of all chef vacancies are considered hard to fill.

Best performers in this area are thinking about how to offer their staff more than just a fair wage by experimenting with new working patterns and benefit packages.

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<tr>
<td>80%</td>
<td>69%</td>
<td>72%</td>
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YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

If possible, offer above statutory parental leave options to all staff.

Continue to explore opportunities for further staff training and development.

Continue to explore opportunities to extend staff benefits.

Consider creating a blog or case study about your staff policies, or actively influencing your peers.

Promote your efforts around staff wellbeing and fairness publicly.

CAFÉ ST HONORÉ

“We set out not to be a good employer, but the best. We pay livable wages, introduced mentoring and at least one daily shared meal for all staff, while cutting down to a four-day, 45 hour work week. It’s crucial to say ‘I trust you to do this’.”
SUPPORT THE COMMUNITY

Supporting the community through volunteering time, raising money, donating surplus food, and working with local community groups can make a huge difference.

Best performers in this area are developing closer ties with their local neighbourhoods, and their staff are being motivated by the enriching experiences this provides.

HOW DO YOU COMPARE?

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<td>61%</td>
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YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Create a charitable policy and make this available to all staff and customers whilst emphasising it in the recruitment and training process.

Source some products from social enterprises or charities.

Measure the good things you are doing. This could include volunteer time, socially inclusive recruitment statistics, social enterprise purchasing power or another similar metric.

Regularly review and revise your policy and targets around your contributions to the community.

Participate in driving change in the sector by sharing your learnings with the SRA community, online or at an event.

2018 WINNER

THE BREAKFAST CLUB

“We have created an online platform to encourage other restaurants to create ‘good days’ for local charities, their employees and their customers. Charities are given a platform to share their expertise, businesses in hospitality are given the tools and knowledge to network with like-minded individuals, and local communities can benefit from the businesses’ pledge to act upon what they’ve learnt.”
Develop a strategy to include more healthy options on your menu. Make your healthy eating strategy available to all staff, customers and include it in training.

Consider sharing your progress, achievements and challenges around feeding people well in an annual summary.

Continue to effectively promote your work around nutrition and healthy eating to customers in store and online.

Regularly review and revise your policy and targets around your healthy options and offerings.

Participate in driving change in the sector, share you learnings around consumer behaviour and healthy eating with the SRA community.

Feeding people well helps to encourage and educate the public about how interesting healthy eating can be.

With eating out no longer being a rare treat, it is important to provide people with dishes that are good for both them and the planet, meaning well balanced dishes which are rich in vegetables.

Best performers in this area are capitalising on families’ growing appetite for an eating out experience that not only tastes great but is also nutritious.

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Best performers in this area are capitalising on families’ growing appetite for an eating out experience that not only tastes great but is also nutritious.

Your Score
Businesses Like You
SRA Average

73%
63%
64%

Your TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Develop a strategy to include more healthy options on your menu. Make your healthy eating strategy available to all staff, customers and include it in training.

Consider sharing your progress, achievements and challenges around feeding people well in an annual summary.

Continue to effectively promote your work around nutrition and healthy eating to customers in store and online.

Regularly review and revise your policy and targets around your healthy options and offerings.

Participate in driving change in the sector, share you learnings around consumer behaviour and healthy eating with the SRA community.

2018 WINNER

Farmacy Kitchen

“Our mission at Farmacy is to help raise consciousness around food and promote a healthy lifestyle. This is a movement that advocates plant-based, organic eating and a chemical-free approach to increase health and wellness for both us and the planet.”
Global temperatures are rising, damaging the planet and our food supply.

Restaurants use over twice as much energy per square foot compared to other commercial buildings, but simple things like turning the thermostat down by 1°C can reduce energy bills by 7%.

Best performers in this area are benefiting from a reduction of up to a third on their bills thanks to a smart combination of innovation, training and investment in greener technology.

**YOUR TO DO LIST**

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Research whether switching to an energy tariff which has a higher proportion of renewable energy in its mix is possible for your business.

Continue to invest in energy and water efficient equipment during kitchen and cafe upgrades.

Continue investing time and energy in minimising your use of natural resources.

Consider sharing your progress, achievements and challenges around valuing natural resources in an annual summary.

Consider creating a blog or case study about any initiatives you’ve undertaken to minimise your resource consumption.

**2018 WINNER**

**NANDO’S**

“We have partnered with Hillcross Furniture and The Employability Trust to refurbish old outdoor furniture and send it back into our restaurants as good as new. The initiative has not only prevented waste and additional purchasing on our side, but also benefited Hillcross, as it enables them to focus on skilled upholstery.”
Reducing single use disposable waste, reusing whenever possible, and recycling the rest reduces the financial and environmental impact of the things we throw away.

Best performers in this area are actively seeking out reusable alternatives to items with short life spans, in combination with influencing their suppliers to do the same.

Your Score

Businesses Like You

SRA Average

13

2018 WINNER

ODE TRUE FOOD

“We got drastic on plastic, setting up a purchasing coop to secure alternative plant-based products at a competitive price. We connected with a local primary school to do a beach clean; the children made a sculpture with the plastic collected, which we now use to educate the public around plastic pollution.”

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

- Regularly review and revise your policy and targets around your resource conservation efforts.
- Ensure as many as possible of your disposable products are recyclable.
- Consider sharing your progress, achievements and challenges around waste management in an annual summary.
- Share your operational knowledge and challenges around reducing, reusing and recycling with the SRA community.
- Keep talking to customers and suppliers about your ongoing projects and achievements in reducing, reusing and recycling.
WASTE NO FOOD

Wasting food should not be a part of our everyday lives.

On top of helping to cut greenhouse gas emissions, reducing food waste can also have significant financial gains. Restaurants can make a profit of £7 for every £1 they invest in cutting food waste.

The best performers in this area are monitoring their waste, setting realistic targets with good action plans and being innovative in creative ways to manage unavoidable waste.

Your Score

HOW DO YOU COMPARE?

83%

60%

62%

Your Score  Businesses Like You  SRA Average

YOUR TO DO LIST

To maximise the positive impact you have on the food system we recommend you take the following five actions:

Consider sharing your progress, achievements and challenges around food waste in an annual summary.

Continue to look for inventive ways to utilise unavoidable food waste in the kitchen.

Regularly review and revise your policy and targets around your waste food procedures.

Create a blog or case study around your partnership with Olio and impact this has had on reducing food waste/surplus.

Continue to promote your efforts to reduce your food waste with your customers online or in store.

“...“We stood on the pass and in the kitchen to understand exactly where and how food was being wasted. Knowing there was no silver bullet, we launched a multi-pronged approach, reducing and separating prep waste, tackling plate waste with smaller portions, and donating unavoidable waste to charities across the country.”
### BENCHMARKING

**Your business type is:**

### Restaurant

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<th>Category</th>
<th>Your Score</th>
<th>Businesses Like You</th>
<th>SRA Average</th>
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<tbody>
<tr>
<td>Celebrate Local &amp; Seasonal</td>
<td>55%</td>
<td>71%</td>
<td>70%</td>
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<tr>
<td>Source Fish Responsibly</td>
<td>51%</td>
<td>69%</td>
<td>68%</td>
</tr>
<tr>
<td>Treat Staff Fairly</td>
<td>73%</td>
<td>63%</td>
<td>64%</td>
</tr>
<tr>
<td>Support the Community</td>
<td>53%</td>
<td>60%</td>
<td>61%</td>
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<tr>
<td>Feed People Well</td>
<td>73%</td>
<td>63%</td>
<td>64%</td>
</tr>
<tr>
<td>Serve More Veg &amp; Better Meat</td>
<td>32%</td>
<td>60%</td>
<td>49%</td>
</tr>
<tr>
<td>Support Global Farmers</td>
<td>88%</td>
<td>70%</td>
<td>71%</td>
</tr>
<tr>
<td>Value Natural Resources</td>
<td>67%</td>
<td>51%</td>
<td>56%</td>
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<tr>
<td>Reduce Reuse Recycle</td>
<td>81%</td>
<td>67%</td>
<td>67%</td>
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<tr>
<td>Waste No Food</td>
<td>83%</td>
<td>60%</td>
<td>62%</td>
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HOW DOES THE SCORING WORK

The sustainability of your business has been assessed in 10 sustainability areas.

Each one carries equal weighting.

Your score in this area is made up by your policies, current operations, and influence.

These areas combine to provide your overall performance score in Sourcing, Society and Environment.

For a detailed breakdown of how scoring works, please visit www.thesra.org/rating

ANY QUESTIONS?

Head to the rating feedback and support group or contact our membership team at community@thesra.org or 0203 903 2775

How We Conduct Assurance

To ensure the integrity of the Food Made Good Rating and to confirm your final score we conduct three levels of assurance. We check:

1. That your policies comply with good practice.
2. With your suppliers, the standards to which you buy key items, such as meat, dairy and seafood.
3. Areas of exceptional performance by asking for further evidence on how you’ve achieved success.

Your Opinion Matters

From small independent restaurants, to large chains, to university cafeterias and catering companies, you are part of a diverse group of foodservice businesses. We recognise the need to make your Rating score reflective of your particular business and work behind the scenes to ensure that our Ratings are as accurate and as relevant as possible. If you are interested in being involved in the conversations or focus groups that inform future adjustments, or have further questions, please visit the Rating feedback community group.
**SHARING YOUR RATING**

**WHY SHARE?**

*Your customers care*
2 out of 3 diners say that knowing the restaurant they are eating at is focused on improving its impact on society and the environment makes them feel good.

85% of diners say knowing staff are treated fairly would impact their choice of restaurant.

**HOW TO SHARE**

**Share with your customers**
- Celebrate your SRA rating on your menu
- Display your rating sticker in your window
- Feature your rating on your website
- Share and talk about your rating on social media

**Share with your staff**
- Announce your achievements through internal newsletters and team briefings
- Thank your team for their hard work
- Ask their ideas, involve them in goal setting
- Provide sustainability training for your staff, let them know the difference they can make

**Share with your suppliers**
- Thank your suppliers for their contribution to your rating
- Work with your suppliers to see how they can help improve future ratings
- Ask your suppliers to speak with their other customers about the benefits of an SRA rating

**TOP TIPS TO DO MORE**

*Sustainability is a journey.* Don’t wait until you’ve finished a project to share what you are doing.

*Bring your star rating to life.* Share it with a story about one of your proudest sustainability achievements.

*Empower your staff.* Encourage them to promote your achievements and confidently answer customer questions.

*Involve your team and customers in the journey.* Why not ask them to help nominate a local charity to support?

*Look at what other members are doing* to get some ideas. Browse the *Food Made Good community* and get in touch if you’d like some further guidance.

*Celebrate efforts and achievements* on your website’s sustainability page and share stories in all your marketing. Customers care.

**WHAT TO SHARE?**

You will have received your social media-ready rating logo along with this report and logos for print are also available. Tweet about your achievements, or share a photo on Instagram to get started @FoodMadeGood.

If you would like specific logos or more advice on sharing your achievements, head to the Rating Feedback and Support group.

**PR OPPORTUNITIES**

Need further help brainstorming ideas? Reach out to our PR expert Tom Tanner to discuss further opportunities. tom@thesra.org

Download the Food Made Good 2018 Membership Report for an in-depth breakdown of stats, insights and trends for all our 10 key sustainability areas.

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Food Made Good Sustainability Rating Report 2019
SUSTAINABLE DEVELOPMENT GOALS

Our 10 key area framework is a fantastic way to make sense of the key sustainability areas that relate to foodservice and serve as a common framework to make collective progress. In order to emphasize the impact you have on the wider food system through working with the SRA, and to help you use your Food Made Good Report in your business reporting, we’ve mapped out how our framework relates to the UN’s Sustainable Development Goals or SDGs. The 17 SDGs were agreed by all UN members in 2015, and represent a global collective progress towards a sustainable future by 2030.