



THE
SUSTAINABLE
RESTAURANT
ASSOCIATION

Chartwells
at De Montfort University

2025

FOOD MADE GOOD STANDARD FINAL REPORT

Prepared by The Sustainable Restaurant Association.
On 11/03/2025



WELL DONE FROM THE SUSTAINABLE RESTAURANT ASSOCIATION!

Since 2010, The Sustainable Restaurant Association has set the Standard for sustainable food and drink businesses around the world, connecting organisations across the globe to accelerate change toward a hospitality sector that is socially progressive and environmentally restorative. One of the ways we work towards this ambitious and necessary goal is through Food Made Good: the world's largest sustainability certification tailored for the sector.

The purpose of this accreditation is to encourage, support, recognise and celebrate sustainability practices across the F&B sector worldwide, driving positive change and leveraging the power and influence of the industry to build a better food system for all of us. By taking a big-picture, holistic view of what sustainability should mean for the hospitality industry, the Standard is changing what it means to be a sustainable restaurant in the 21st century.

The Food Made Good accreditation is reviewed by subject experts in their specific fields to ensure that the process is rigorous and evidence-based. We know that completing the Food Made Good Standard is no small undertaking – so we want to take a moment to recognise your hard work.

You should be incredibly proud of how far you've already come, and we hope the advice and insights provided in this report inspire and motivate you to continue pushing the boundaries, finding ways to do business that benefit both people and planet. Sustainability is a journey, not a destination; that's why the Standard is valid for only two years, always encouraging the industry forward on a path of continuous improvement (and offering a guiding light along the way).

As we see more and more food businesses signing up to the Standard and committing to working towards a better tomorrow, a real sense of hope is beginning to glimmer on the edges of our vision for the future. Forming a pivotal, ever-present link between the food system and the consumer, the hospitality sector holds incredible power to change our world for the better – and we believe that, ultimately, this industry that we love so dearly will play an essential role in saving our planet.

**Thank you for joining us in this movement,
and well done from all of us here at
The SRA.**

THE FOOD MADE GOOD FRAMEWORK

The foundation of our data collection and analysis is grounded in The Sustainable Restaurant Association's Food Made Good (FMG) Framework, a methodology developed specifically for the foodservice sector.

It is used as a diagnostic tool to capture holistic sustainability performance in the areas that are most impactful for the industry. It provides guidance on measuring and managing sourcing, environmental and

social issues across your operations, aligning with broader sustainability goals and principles. The process of conducting a materiality analysis allows access to insights on the internal architecture of a business and its company culture. The findings are then overlaid with the results of the full Food Made Good Standard assessment – highlighting the real opportunities for driving impact.

SOURCING



CELEBRATE PROVENANCE

- ✓ Seasonality
- ✓ Local Sourcing
- ✓ Traceability
- ✓ Ethics & Sustainable Procurement
- ✓ Deforestation
- ✓ Human Rights (Policy)
- ✓ Sustainable Farming Practices



SUPPORT FARMERS & FISHERS

- ✓ Terms of Trade
- ✓ Relationships: High-Risk Commodities
- ✓ Diverse Producer Purchases
- ✓ Human Rights Actions
- ✓ Living Income/Wage
- ✓ Community Development



MORE PLANTS, BETTER MEAT

- ✓ Plant-Rich Dishes Dairy & Meat Alternatives
- ✓ Biodiversity (Plant & Meat, Local Species)
- ✓ Chemical Inputs & Organic
- ✓ Cultivation Animal Welfare (+ Environmental Management, Soy Feed)



SOURCE SEAFOOD SUSTAINABLY

- ✓ Sustainable Fishing: Wild & Farmed
- ✓ Endangered Species
- ✓ Sea Plants
- ✓ Marine Environment

SOCIETY



TREAT STAFF FAIRLY

- ✓ Workers' Rights & Conditions
- ✓ Job Security
- ✓ Fair Pay, Living Wage
- ✓ Representation (Unions)
- ✓ Diversity & Inclusion
- ✓ Health & Wellbeing
- ✓ Discrimination, Violence, Harassment
- ✓ Training & Education



FEED PEOPLE WELL

- ✓ Health & Nutrition
- ✓ Children's Nutrition
- ✓ Responsible Drinking
- ✓ Inclusivity - Dietary Requirements



SUPPORT THE COMMUNITY

- ✓ Civic Engagement (Volunteering, Donations, Pro Bono)
- ✓ Social Inclusion
- ✓ Training & Education
- ✓ Client Accessibility

ENVIRONMENT



REDUCE YOUR FOOTPRINT

- ✓ GHG Reduction, Carbon Removal
- ✓ Resource Efficiency: Energy & Water
- ✓ Renewable Energy
- ✓ Sustainable Buildings, Equipment & Technology
- ✓ Pollution (Air, Water, Chemicals)
- ✓ Climate Education (Menu Labeling)



WASTE NO FOOD

- ✓ Reduction
- ✓ Reuse & Circularity
- ✓ Recycling & Composting
- ✓ Sustainable Design (e.g., Recipes)
- ✓ Waste Disposal (Organic Waste)



REDUCE, REUSE, RECYCLE

- ✓ Reduction
- ✓ Single-Use Items
- ✓ Reuse & Circularity
- ✓ Recycling
- ✓ Sustainable Design (e.g., Recipes)
- ✓ Waste Disposal (Non-Organic Waste)



CROSS-CUTTING THEMES INCLUDE POLICY, GOVERNANCE, TRAINING & COMMUNICATIONS

THE
SUSTAINABLE
RESTAURANT
ASSOCIATION



**The Sustainable Restaurant Association is delighted
to award**

CHARTWELLS
AT DE MONTFORT UNIVERSITY

with 3 stars in the 2025 Food Made Good Standard

Valid until 11th March 2027

Juliane Caillouette Noble
Managing Director, The Sustainable Restaurant Association



83%

Awarded to

Chartwells at De Montfort University

Congratulations on achieving 3 stars in The Sustainable Restaurant Association's Food Made Good Standard!

Congratulations on obtaining a three-star score on your second Food Made Good evaluation! This is something to be incredibly proud of, especially considering the significant improvement you have made since your first assessment. We hope this will help the Chartwells at De Montfort team and wider Compass Group to celebrate the great work that has been put in to operate in a way that benefits both people and planet. Your commitment to sustainability was made evident in this assessment through the comprehensive framework of policies and processes around each impact area, the wide range of resources available to educate, train and support your staff, and your work to serve nutritious and sustainable meals at the university. We hope that this report serves as an encouragement to keep up your great work while identifying actions you can take to go even further on your sustainability journey.

SOURCING
79%

SOCIETY
88%

ENVIRONMENT
83%

Proudly issued by

Raymond Blanc OBE

Raymond Blanc OBE
President

Juliane Caillouette Noble

Juliane Caillouette Noble
Managing Director

To learn more about The Sustainable Restaurant Association, please visit www.thesra.org

METHODOLOGY

HOW WE DEVELOPED YOUR ASSESSMENT

The Food Made Good Standard measures the sustainability of your business by assessing your performance against the 10 key impact areas of the Food Made Good Sustainability Framework.

Taking the Standard allows you to measure your performance, showcase areas where you excel and discover where more work is needed.

During the assessment, we look at the standards and processes you have in place, the actions you're taking to improve your impact and how you're using your influence to share good practice and mobilise your staff, suppliers and customers to act. The aim throughout is to reward action over intention.

HOW YOUR FINAL SCORE IS CALCULATED

Your overall score is expressed as a percentage, with each of the 10 impact areas of the Food Made Good Framework making up 10% of this total score. This means that the three pillars are scored as follows:



Like your overall score, your score for each impact area is expressed as a percentage. Your total score will be calculated as an average of your scores across the 10 impact areas.





REWARDING PERFORMANCE WITH STARS

If you score over 50% on the Standard, you become a Food Made Good certified business, placing you among hospitality industry leaders. Gaining a Food Made Good certification is a huge achievement in itself.

Through our star system, we give extra recognition to those businesses that are going even further. Stars are awarded as follows:



ONE STAR (50–59%)

The Food Made Good Standard is deliberately designed to be a rigorous, exacting evaluation of a restaurant's operations – so earning even one star is a highly commendable achievement and means you're well on your way.



TWO STARS (60–69%)

Attaining a two-star FMG certification is no easy feat, and it's impossible to get this far without a clear dedication to sustainability across your entire team. You should be very proud of your admirable efforts.



THREE STARS (70–100%)

Achieving three stars in the FMG Standard is a fantastic accomplishment. While there's no such thing as perfection when it comes to sustainability, your hard work and commitment to continuous improvement place you firmly in the top tier.

We will provide you with a logo with your star rating to help you communicate about your results. This can be downloaded from the “Your FMG Standard” section on the Food Made Good platform.

FOOD MADE GOOD STANDARD ACTION PLAN



SOURCING

79%



Despite being your lowest-scoring section of the three, the approach taken by Chartwells at De Montfort to source sustainably is strong. Highlights include your robust collection of policies around sourcing, your choice of environmentally impactful suppliers such as IMS of Smithfield and Westlands, and work to encourage sustainable and regenerative agricultural practices among your suppliers. To go further in the future, work to improve the level of traceability you have over your chicken and potatoes, ideally to the farm of origin. You could also work on enhancing the level of third-party certification of your pork, dairy, fruit, vegetables and grains, aiming for the highest standards of animal welfare and/or environmental management. Additionally, consider developing a formal policy around serving more plants and better meat to help guide and advance your goals in this area.



CELEBRATE PROVENANCE

81%

Focusing on where your ingredients come from and how you work with your suppliers and your supply chain.



SUPPORT FARMERS AND FISHERS

93%

Looking at your terms of trade and how you support farmers, fishers and their communities.



MORE PLANTS, BETTER MEAT

73%

Looking at your efforts to promote the consumption of diverse plant-based foods and higher welfare animal products.



SOURCE SEAFOOD SUSTAINABLY

69%

Ensuring that the seafood you source is caught or farmed in a manner that protects marine and freshwater ecosystems and seafood stocks.



Discover key insights and recommended actions in your Food Made Good Standard report at standard.foodmadegood.org. Visit the YOUR FMG STANDARD page on the platform for additional resources to guide your journey.

To learn more about The Sustainable Restaurant Association, please visit www.thesra.org

SOURCING ACTION PLAN

CELEBRATE PROVENANCE

- Develop an operational policy or procurement strategy that favours buying heritage ingredients for at least some of your top 5 ingredients (baps, chicken, milk, potatoes and chips). You could also favour buying local and seasonal ingredients for all of these ingredients.
- Work with Foodbuy to establish traceability for your chicken, potatoes and chips to cooperative or producer organisation, and then ideally narrow this down to the farm of origin.
- Participate in initiatives or campaigns to promote awareness and action around provenance and supplier relationships. You could also provide information about the provenance of your ingredients on your menus, on-site or on your social media channels.

SUPPORT FARMERS AND FISHERS

- Together with Foodbuy and the wider Compass Group, work to increase the amount of producers you source from who pay their workers a living wage, including supporting existing suppliers to be able to pay their workers a living wage. Additionally, ensure that these suppliers are paying living wages all the way to the producer level.
- Contribute to the wider discussion around supporting farmers and fishers with your diners, as well as in local, national, or international forums. This could involve hosting debates or forums which includes engaged members of the student community, or having members of the Chartwells team give talks on some of the great work you are doing in this area.

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SOURCING ACTION PLAN

MORE PLANTS, BETTER MEAT

- Develop a formal policy around serving more plants and better meat, including specific, measurable targets to increase the percentage of sales of vegan, vegetarian and/or plant-rich dishes. This will help to guide your existing measures (such as your 50:50 burgers) and build on them to deliver a greater impact across the organization.
- Work with your suppliers for vegetables, fruits and grains to obtain certification evidencing that their produce is grown to high environmental standards. Additionally, aim to purchase these ingredients to the highest environmental standards where possible, such as organic or biodynamic rather than LEAF Marque and Red Tractor as you have currently.
- Buy pork and dairy products that are certified to the highest standards of animal welfare and environmental management, or that is organic or biodynamic certified.

SOURCE SEAFOOD SUSTAINABLY

- Aim to only purchase tuna which is certified to a sustainable fishing standard. Additionally, aim to diversify the fish that you offer, serving less popular species where possible.
- Participate in beach, river, or waterway clean-up events, or initiatives that work to reduce plastic pollution in oceans, rivers, and waterways. Consider partnering with university societies, student unions, or environmental science departments to make it a university-supported initiative.

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SOCIETY

63%

'Society' was your highest scoring section, reflecting the excellent work you are putting in to having a positive societal impact. We were impressed by your work to monitor and reduce salt, sugar and fat content in your menu options, the range of training opportunities offered to your staff, and extensive measures put in place to accommodate diners with physical disabilities. Going forward, aim to minimise the number of staff on zero hour contracts, and engage in more kinds of civic engagement such as staff volunteering and both financial and in-kind donations. You could also consider collaborating with the university to develop events or activities to encourage student engagement around issues such as health eating, as well as wider environmental issues.



TREAT STAFF FAIRLY

89%

Ensuring good working conditions, promoting staff wellbeing and creating inclusive workplaces.



FEED PEOPLE WELL

97%

Promoting healthy eating and responsible drinking.



SUPPORT THE COMMUNITY

78%

Looking at the ways you work to create a flourishing local community, from donations and skill sharing to volunteering.



Discover key insights and recommended actions in your Food Made Good Standard report at standard.foodmadegood.org. Visit the YOUR FMG STANDARD page on the platform for additional resources to guide your journey.

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SOCIETY ACTION PLAN

TREAT STAFF FAIRLY

- Significantly reduce the amount of staff on zero-hour contracts.
- Pay your lowest wage in line with the living wage as defined by the UK Living Wage Foundation, which is £12.60 per hour.
- Take further actions to support young employees, for example, by providing paid internships for 16-25 year olds in your business or working with local community or educational organisations to educate young people about careers in hospitality.

FEED PEOPLE WELL

- Take additional action to improve the health impact of your menus by minimising your use of highly processed ingredients and increasing the use of fermented or whole grain ingredients.
- Make a formal commitment against promotions on unhealthy options (such as reduced price offers, or cross-selling of less healthy dishes)
- Participate in initiatives or campaigns to promote health and nutrition and/or responsible drinking. This could include organising workshops, running healthy eating pop-ups in dining areas, offering alcohol awareness events, or partnering with student societies to create engaging campaigns on balanced nutrition and mindful drinking. Providing discounts or incentives on healthier meal options and low/no-alcohol beverages could further encourage student participation.

SUPPORT THE COMMUNITY

- Engage in more kinds of civic engagement, for example financial or in-kind donations, pro bono work to share professional skills, and supporting staff or diner fundraising efforts.
- Take action to encourage staff volunteering, which could involve providing paid time off for volunteering, organising annual staff volunteering days, and setting targets.

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ENVIRONMENT

74%

Your high score in this section is a testament to the strong approach used by Chartwells to manage your environmental impact. Using Compass Group's SBTi-verified carbon reduction & net zero targets, and a detailed carbon reduction plan, Chartwells at De Montfort is in a strong position to bring about a positive environmental impact. We also admire your methods to redistribute surplus food by using Too Good To Go and donating to the local Mosque. To build on this great work in future, set reduction targets specific to Chartwells at De Montfort around emissions reduction, food waste reduction, and both the recycling and reduction of non-food waste. Also aim to reduce the amount of single-use items you use in your kitchen and bar, and aim to increase your recycling rates by training all staff on best practice, partnering with local businesses on collective recycling initiatives, or selling/donating usable non-food waste.



REDUCE YOUR FOOTPRINT

86%

Encouraging you to reduce your environmental footprint – from greenhouse gas emissions to energy use, water use and pollution – and so minimise damage to the environment and to human health.



REDUCE, REUSE, RECYCLE

85%

Looking at what you're doing to reduce, reuse and recycle non-organic waste.



WASTE NO FOOD

79%

Focusing on what you're doing to fight food waste, through reducing, reusing, redistributing and recycling.



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ENVIRONMENT ACTION PLAN

REDUCE YOUR FOOTPRINT

- Set a reduction target for your greenhouse gas emissions, ensuring it is specific, measurable, achievable, relevant, and time-bound.
- Consider the carbon footprint of raw materials when choosing a new supplier, and work with your suppliers to reduce the impact of the raw materials you buy. This could include prioritising sourcing lower-carbon proteins, reducing food miles, or working with suppliers who use sustainable farming and transport practices.
- Contribute to the wider discussion around reducing your environmental footprint and/or working towards global net zero with students, and through local, national, or international forums. Consider collaborating with university departments, student societies, or research groups to host discussions, guest speaker events, or sustainability-themed dining experiences.

WASTE NO FOOD

- Set a reduction target for the amount of food waste you produce ensuring it is specific, measurable, achievable, relevant, and time-bound. You could also set a recycling / composting target for food waste.
- Consider carrying out regular food waste audits (e.g. monthly or quarterly) over the course of one week, measuring and recording waste from different food waste streams (e.g. customer plate waste, kitchen prep waste and spoilage waste). You could also consider investing in digital technology to measure and analyse food waste, such as [Winnow](#) or [Kitro](#).
- Reuse cooking fat or oil.



ENVIRONMENT ACTION PLAN

REDUCE, REUSE, RECYCLE

- Set reduction target and recycling targets for individual waste streams, ensuring they are specific, measurable, achievable, relevant, and time-bound.
- Take action to reduce the amount of single-use items you use in your kitchen and/or bar and that you offer to diners, ideally eliminating the use of single use items, and significantly reducing the use of paper. For example, you could offer reusable cutlery and crockery, as well as returnable coffee cups (such as [Huskee](#)).
- Increase the amount of non-organic waste you recycle by training staff in recycling practices, partnering with local businesses on collective recycling initiatives, encouraging your staff to identify ways to improve recycling, and selling or donate usable non-food waste.

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MARKETING & COMMUNICATIONS



MAXIMISING YOUR FMG ACHIEVEMENTS

HUGE CONGRATULATIONS ON YOUR RESULTS!

We would be delighted to support you in spreading the word about this achievement, helping your diners to learn about your commitment to tangible, measurable and transparent sustainability work.

Check out our recommendations for effectively communicating your achievement to your diners and beyond.



ANNOUNCING YOUR RESULTS

- [Here](#) is your 3-star Food Made Good logo for 2025.
- You'll also receive complimentary window stickers for each of your outlets, and your business will be featured in our Food Made Good Directory. If you prefer not to receive the stickers, please let us know at hello@thesra.org.
- We're happy to provide a short quote summarising your results for press releases, website content, restaurant materials, stakeholder outreach and staff training.
- We're excited to coordinate the announcement across [LinkedIn](#) and [Instagram](#), as well as feature in our upcoming fortnightly [newsletter](#).
- You can draft the caption, or we can create a summary of your achievements.
- For visuals, we can work together to produce a captivating Instagram Reel or use impactful photos for both platforms, incorporating your [Number]-star logo.
- If you choose images, please share a few key options, and we'll add the logo as shown [here](#).
- For an Instagram Reel, we can film an interview on-site (if in London) or compile your B-roll footage with filmed or recorded soundbites. Alternatively, you can create the Reel yourself, including soundbites from your team discussing the Food Made Good Standard, sustainability practices, positive outcomes, lessons learned and business benefits. We're flexible on the video format and open to discussing various options. See a good example [here](#) and [here](#)

Let's celebrate your achievement together!





menu find a YO! book a table YO! to go YO! rewards

2023 Food Made Good Standard

We're delighted to announce that we've received our **2-star status** in our 2023 Food Made Good Standard. We're immensely proud of this achievement as it reflects all the hard work we've put into ensuring the impact we have on our planet is a positive one.

We're excited for this coming year to push on even further and see what more we can achieve!



our people

Our people are at the heart of our success. We're to foster an entrepreneurial and inclusive culture, supporting the communities we operate in and a

SHOWCASING ACHIEVEMENTS WITH IMPACT

- Stand out by taking inspiration from these fantastic communications created by some of our accredited businesses: **Yo!Sushi**, **Marugame Udon**, **Pizza Hut**, **Eurostar**, **D&D London**, **Wagamama**, **Wahaca**.
- Follow their example by showing off your sustainability achievements on your website, emphasising your work with The Sustainable Restaurant Association and creating a compelling story that helps your customers connect with your brand.

OUR COMMITMENT TO SUPPORTING YOUR JOURNEY

In the coming months, we'll actively involve you in our marketing and communications efforts to showcase you as a leading example for others to follow and learn from. This can include speaking engagements, invites to industry events, social media participation for case studies and Q&As, press opportunities, influencer support, competitions and dining guides and additional campaign involvement. We'll be in touch!

NEXT-LEVEL BOOSTS FOR ACCREDITED BUSINESSES

As well as all of the above, we would love to discuss exploring further ways we can support you through our team's strengths in effective communications and sustainability knowledge. This might include helping you construct press releases, newsletters, marketing materials, website communications, internal staff workshops and training (ranging from virtual webinars to in-person events) or customised staff manuals and guides.

Additionally, if you are interested in associating your name with one of our sustainability team's upcoming resources, we have a sponsorship pack that we would be delighted to share with you.



We look forward to the opportunity to work together and celebrate your success. We'd be happy to book in a chat to discuss these options in more detail.



THANK YOU FROM THE SUSTAINABLE RESTAURANT ASSOCIATION

We aim high at The SRA. Transforming the global hospitality industry is a hefty task – but certainly a critical one if we want to avoid the worst outcomes of the climate crisis, safeguard biodiversity and our natural environment, create a cultural shift in how we eat (both for our health and that of our planet) and build better, stronger food systems that will serve generations to come.

Despite our best efforts, we wouldn't get anywhere without the hard work and commitment of businesses like yours, who are prepared to take an honest look at where you stand today with the goal of being even better tomorrow.

Thank you for completing the Food Made Good Standard and joining us on our mission to drive positive change through the global F&B industry – we are so thrilled to have you on board.



CONTACT US

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Follow us on social media



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