

BOCCONI FOOD POLICY FOR A HEALTHY AND SUSTAINABLE FOOD SYSTEM

With the adoption of a Food Policy, Bocconi aims to define the objectives that directly and indirectly guide their decisions at the University concerning food and diet.

For this reason, it aims to promote a single vision on Campus concerning the system for purchasing and consuming food that is inspired by the principles of health, ethics as well as environmental, economic and social sustainability.

The Food Policy will be promoted and adopted at the University both when starting new contracts with food service suppliers or, subsequently, by progressively incorporating it into existing contracts. This will make it possible to align all the services to the process outlined in this document in order to reach the objectives indicated below.

Facility Management,
in collaboration with Alessandra Zambelli - Dietician

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INTRODUCTION

Guaranteeing and facilitating access to healthy and quality food is a primary policy issue on all levels: from the World Health Organization to the individuals involved in food supply. As regards catering, this priority is implemented by means of a system that is completely sustainable from a food, economic and social point of view.

The concept of a “sustainable diet” is comprised of a complex network of nutritional, economic, environmental, social and cultural factors that concern the entire supply chain, where everyone, from producers to consumers, is directly involved in the creation of a virtuous cycle.

The definition of a sustainable diet formulated in 2010 by the Food and Agriculture Organization of the United Nations (FAO) states, “Sustainable diets are those diets with low environmental impacts which contribute to food and nutrition security and to healthy life for present and future generations. Sustainable diets are protective and respectful of biodiversity and ecosystems, culturally acceptable, accessible, economically fair and affordable; nutritionally adequate, safe and healthy; while optimizing natural and human resources.”¹

Food choices represent the factor that puts health and wellness most at risk; almost one billion people in the world are malnourished and hungry and almost 2 billion people put their health at risk with a high-calorie diet with low nutritional value.² A poorly balanced diet causes more than 9.1 million premature deaths worldwide every year due to cardiovascular disease, which represent 50% of all cardiovascular deaths. Furthermore, in the adult population between the ages of 18 and 69, 4 people out of 10 are overweight (42%) (overweight 31%; obese 11%).³ The global trend toward higher-calorie diets high in sugars, refined cereals, fat and meat is reflected in the increasing frequency of noncommunicable diseases (NCD) such as obesity, type 2 diabetes and cardiovascular disease, which reduce life expectancy (in good health) on a global level. This premise points out the need to adopt healthy dietary habits that considerably reduce the risk of noncommunicable diseases, whose correlation with diet is increasingly obvious.⁴ A diet that is adequate, varied and balanced from a qualitative and quantitative point of view, in combination with an active lifestyle, which includes regular physical activity, has a considerable impact on health, reduces the risk of becoming overweight, obese and other chronic diseases (cardiovascular diseases, tumors, diabetes, hypertension, etc.), which represent one of the most significant public health problems.

Food choices are therefore able to compromise or facilitate the health of individuals as well as the planet.⁵ Current food production is seriously compromising the eco-sustainability of the earth system in terms of climate change, water consumption and environmental pollution. By means of a healthy diet we can also be sustainable, fight climate change and contain global warming. The food system is responsible for approx. 1/3 of total anthropogenic emissions of greenhouse gases (GHG) and 92% of the water footprint of people, causing at the same time deforestation, loss of biodiversity and an incredible amount of waste.⁶

¹ <https://www.fao.org/nutrition/education/food-dietary-guidelines/background/sustainable-dietary-guidelines/en/>

² Food in the Anthropocene: the EAT Lancet Commission on healthy diets from sustainable food systems. Lancet. January 16, 2019 Willett W et al.

³ <https://www.epicentro.iss.it/passi/infoPassi/infoGen>

⁴ World Health Organization. <https://www.cambridge.org/core/journals/public-health-nutrition/article/joint-who-fao-expert-consultation-on-diet-nutrition-and-the-prevention-of-chronic-diseases-process-product-and-policy-implications/9C5F92142766286FE744EA4412A53476>

⁵ <https://news.tulane.edu/pr/swapping-just-one-item-can-make-diets-substantially-more-planet-friendly>

⁶ <https://www.sueatablelife.eu/it.html>

For all these reasons, catering services must ensure the supply of suitable products that allow a balanced and sufficiently varied diet to be followed, which can be accessed by everyone and with a good price-quality ratio. The food supply must be orderly and promote a conscious and correct relationship that takes personal tastes as well as educational elements into account as presented by validated and effective eating patterns.

Therefore, by considering the value of sustainable choices at the University, demand must be aligned with the supply of a suitable service that correlates the food system with the university, aiming to connect different spheres of action. Diet, in fact, cannot only involve the aspect of health, but also cultural aspects and the personal history of everyone, within a university system dedicated to internationality and multiculturalism. Bocconi is a genuinely international community, with students with various backgrounds coming from more than 90 countries around the world.⁷

PURPOSE OF THE CATERING SERVICES

The objective of the catering services at the University are to:

- guarantee access to food that is healthy for individuals and for the environment;
 - offer sustainable food models with a low environmental impact;
 - communicate the importance of healthy and sustainable food choices;
 - promote social cohesion, equality and integration.
- Objectives must be pursued while focusing on nutritional and sensory aspects, compliance with hygienic safety and effective organizational management. Technical specifications and operational choices must be adopted from a point of view of food sustainability throughout the entire system that provides the service.

In accordance with the University's mission, also differences in ethnicity, religion, age, nationality, socio-economic status and geographical origin should be valued and welcomed also in the food supply in a context of mutual respect.

Furthermore, in compliance with Bocconi's Strategic Plan and the challenges to be faced, the catering guidelines contribute toward the development of the objectives of the United Nations 2030 Agenda for Sustainable Development, in particular through the following actions:

- promotion of dignified work and economic growth by promoting local consumption;
- reduction in inequalities in the use of food;
- action for the climate through the application of minimum environmental criteria (CAM)⁸ and the request for good production practices, reduction in waste, reduction in environmental impact;
- promotion of the health and wellness of individuals through food;

⁷ https://www.unibocconi.it/wps/wcm/connect/bocconi/sitopubblico_it/albero+di+navigazione/home/chi+siamo/community/

⁸ <https://www.mite.gov.it/pagina/i-criteri-ambientali-minimi>

- dissemination of more responsible models of consumption by requesting correct quality information regarding the value of individual food choices;
- contribution toward conserving natural resources and the territory through offering food variety and biodiversity.

Lunch breaks, snack times and other moments when consuming food must represent not only a moment of nourishment for everyone on the Bocconi Campus, but also an opportunity for information and education.

OBJECTIVES OF THE FOOD POLICY

The objectives of the Bocconi Food Policy are as follows:

Promote correct dietary habits for good health, inspired by the latest scientific research	Promote the use of products with a low environmental impact	Facilitate knowledge of products through relevant informational campaigns	Promote the use of food that is organic, with a short supply chain and from social agriculture
Promote local production	Reduce food waste	Promote the awareness of individual food choices	Communicate the importance of making healthy choices
Promote a single vision of the purchasing and consumption system	Facilitate social cohesion, equality and integration		

The indicated objectives relate to 3 specific areas of application:

- nutritional quality;
- sensory quality;
- sustainability of the food offer.

The University catering services must be provided in compliance with legal standards regarding sanitation, safety, construction and any other relevant regulations and quality requirements, in observance of the principles of food safety.

At the University, in compliance with current regulations,⁹ professionals in the food sector are required to maintain a suitable "Food Safety Culture," guaranteeing a commitment by management and all employees to safe food production and distribution.

Each catering service must develop and implement a management system that complies with the BIOSAFETY TRUST CERTIFICATION system, which is a voluntary certification obtained by Bocconi University in order to introduce methods for managing risk connected to the spread of infections to protect people's health against biological agents. In general, all suppliers must comply with the practices necessary to obtain and maintain the certifications the University intends to acquire.

⁹ Regulation (EU) 382/2021 of the European Commission dated 3 March 2021 that modified some parts of Regulation (EC) 852/2004

FOOD POLICY AREAS OF FOCUS

Nutritional quality

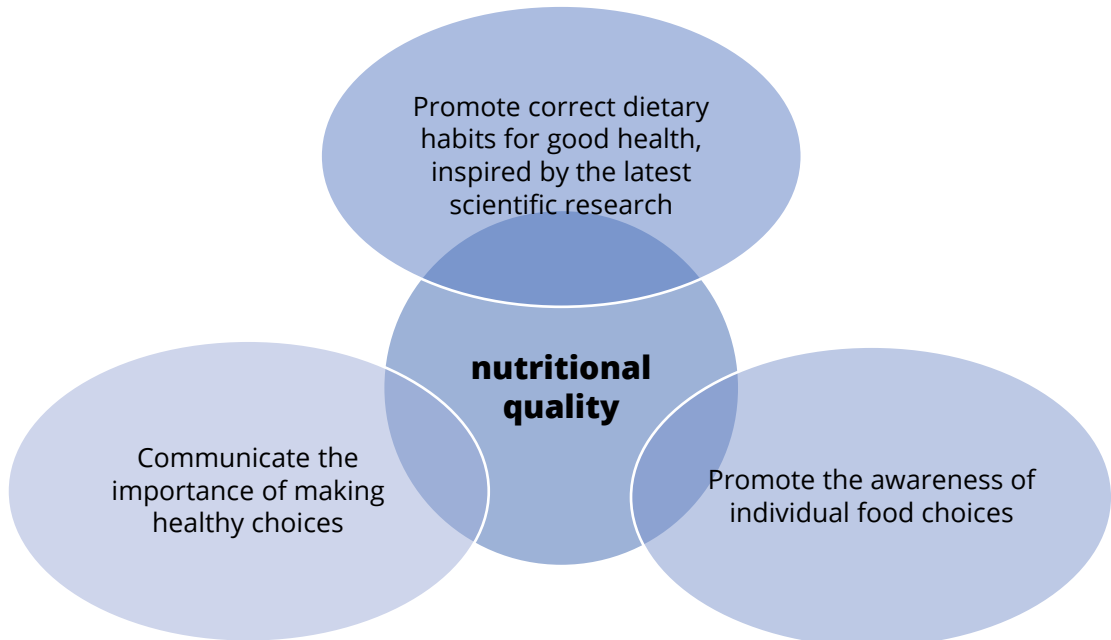
The term *food security* means the guarantee that all people who use the service will have sufficient, safe and nutritionally suitable food that meets the requirements for a healthy life.

Eating behavior affects the state of health. The act of eating is a primary need that allows the body to function. Its quality is related to the caloric intake of macro- and micronutrients and bioactive molecules in foods. A priority of catering is to permit a diet that is safe from a nutritional point of view, ensuring food safety also in the medium and long term (prevention/treatment of chronic diseases). Users must be informed for that purpose about the importance of catering as a moment of education about a correct diet (portion sizes, frequency of meals), the value of food, equality and exchange.

To valorize the “nutritional quality” of a food product it is necessary to select the indicators of nutritional quality and guarantee that they are maintained along the entire productive chain.

Based on the well-established assumption that links healthy diet models with substantial benefits for the environment, economy and wellness of people and public health, actions are mainly targeted towards nutritional principles.

The *nutritional quality* area of focus makes it possible to pursue the following objectives:



In order to pursue these goals, action will be taken regarding different aspects of the food supply.

The menu

Menus must provide a suitable variety of the meals offered. They must be balanced from a nutritional point of view to ensure coverage of the nutritional requirements specified by LARN¹⁰ (Nutrients and Energy for the Italian Population). Reference is also made to the guidelines for a healthy Italian diet.¹¹ An objective to be reached is to double the consumption of healthy food such as fruit, vegetables, pulses, nuts and to reduce food such as red meat and added sugar by more than 50%.¹²

The offered menus must guarantee flexibility and at the same time completeness of the offered food when planning meals.

Nutritional specifications

In order to guarantee the main guidelines on health and prevention in correlation to diet, the following technical/nutritional specifications and actions will be applied:

- adherence to portion sizes as indicated by LARN and the guidelines for a correct diet;
- possibility to serve half portions to better respect individual choices;
- increase in the offer of seasonal fruits and vegetables, preferably fresh, offering them both as a side dish as well as ingredients in the first and second courses, raw and/or as appetizers;
- a daily offer of at least 6 different side dishes: two cooked and four raw;
- daily offer of a choice of at least 3 varieties of fruit;
- possibility to select double/larger vegetable portions;
- reduction of meals based on red meat;
- introduction of meals with lower environmental impact;
- preferential inclusion of meals with plant-based protein sources;
- inclusion of at least one dish based on pulses in the daily menu;
- inclusion of at least one dish based on seasonal seafood in the daily menu;
- availability of extra virgin olive oil as a condiment;
- use of iodized salt when preparing the food and available as a condiment;
- presence of whole grain and other flour breads (e.g. mixed grains, spelt, rye, etc.) and bread with low salt content;
- inclusion of a whole grain product (for example pasta, bread substitutes) in the alternatives offered in the daily menu;
- offer of fruit juices without added sugars;
- offer of low-sugar, low-fat artisan desserts;
- offer of at least 3 varieties of dessert;
- correct presentation to avoid portions that exceed the recommended amounts;
- possibility of self-service with selection of portions suitable for individual needs.

¹⁰ <https://sinu.it/larn/>

¹¹ <https://www.crea.gov.it/web/alimenti-e-nutrizione/-/linee-guida-per-una-sana-alimentazione-2018>

¹² https://eatforum.org/content/uploads/2020/10/Summary_Report_in_Italian.pdf

Ethnic and dietetic menus

In compliance with the principles of inclusion and diversity, menus must be offered that respect the dietary and ethical/religious requirements of the people using the catering services.

The people on the Bocconi Campus could include a high number of multiethnic members and therefore this aspect must be taken into consideration when preparing the menu and in the food that is offered every day.

In particular, alternative menus must be available, such as:

- vegetarian and/or vegan menus. In compliance with CAM, there must be at least one vegetarian dish per day and an exclusively vegetarian meal at least once every 2 weeks;
- meals that meet religious requirements (kosher, Halal, etc.) and dishes that respect religious beliefs if requested by consumers or by Bocconi;
- gluten-free menus;¹³
- menus for special dietary needs (allergies/intolerances).

Theme-based and ethnic menus

As was already mentioned, food tends to point out the differences between groups, cultures and social classes, and reinforces group identity, separating and distinguishing between “us” from “them.” In the case of food traditions, it seems obvious to consider the sense of identity as belonging to a territory: the products and recipes of a certain place. By promoting local traditions and, at the same time, favoring “geographical eating,” sharing is experienced by enhancing differences and strengthening each person's identity. Specifically, introducing the products and recipes of different countries creates the basis for sharing and exchange and permits comparing different cultures and regimes.

Given the significant presence of students that represent more than 90 different nationalities, it is of fundamental importance to promote and use food and food culture as a tool for socialization and inclusion. The menu and meals offered represent a privileged method for social and cultural exchange and interconnection. For this purpose, the catering services at the University promote traditional and local dishes, offering them alongside international offers that are accompanied by suitable communication to deepen understanding and knowledge about them.

Communication and dietary education for a healthy diet

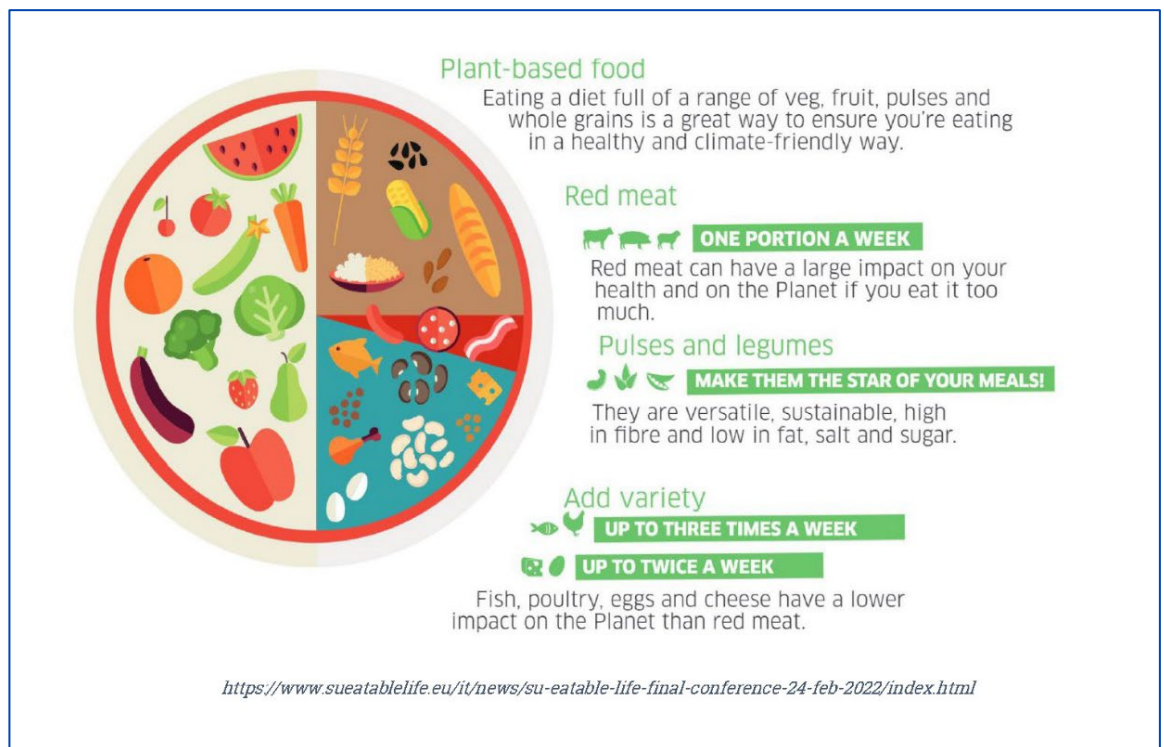
Information about the nutritional composition of the food served must be available and easily accessible (ingredients, allergens, nutritional values). The people who use the catering services at the University must have the possibility to receive information about the nutritional composition to be able to make informed choices that are as healthy as possible.

The spaces dedicated to the service are also areas used to disseminate messages about a correct and healthy diet that are aligned with the gastronomic offer. Starting from the variety

¹³ according to what is specified by Law 123/2005 - https://www.celiachia.fvg.it/joomla/images/legislazione/L_123_05.pdf

and quality of the offer, practices oriented toward a correct diet can be conveyed that are received with greater attention and awareness. The dining environment allows combining conviviality and sociability with the principles of prevention, which are targeted towards people at an age that is favorable for receiving and implementing positive conditioning. The topics to be developed most in order to facilitate the objectives of a healthy and sustainable diet¹⁴ can include, for example:

- suggestions for increasing the share of plant-based foods (fruit, vegetables, pulses and whole grains);
- how and why to reduce the consumption of red meat;
- attention to including food with a lower environmental impact into your daily diet.



The methods of food education and information that are adopted must be engaging, participatory and provide easy access to information, including a phase of controlling and monitoring the obtained results in terms of promoting more healthy and sustainable consumption in areas where meals are served. Awareness efforts should not end with consumption on site, but stimulate healthy eating patterns that are targeted towards prevention.

The food communication, information and education activities must involve everyone who uses the service at the University: Bocconi students, faculty, SDA students, staff, etc.

¹⁴<https://www.sueatablelife.eu/it/about/>

Personnel training

Personnel working in the University's food services must be informed and trained in the topics indicated by these guidelines and, depending on their specific tasks, also in specific topics, such as:

- for those working in food service: meal portioning, with the correct number of pieces and using suitable tools such as ladles, pallets or skimmers, of different sizes, appropriate for preventing food waste.

Expected outcomes:

- increase in the consumption of food such as fruit and vegetables by the people using the food services;
- reduction in the consumption of red meat and meat-based products;
- increase in the consumption of whole grain products.

Sensory quality

The organoleptic and sensory quality of the prepared food that is offered surely represents an area of a peculiar attention to be given to the services offered.

A suitable offer, from this point of view, permits enjoyment of all food offered, promoting the achievement of the intended objectives, especially adequate food intake and waste reduction. The food offered must reflect the food culture of the local area.

The Food Policy foresees that the sensory quality level of the food offered is constantly assessed by measuring the level of user satisfaction, or also by evaluating the produced waste. The satisfaction of consumers represents their perception of to what extent the requirements of the catering services have been satisfied.

The ability of operators to prepare and present dishes in a pleasant manner becomes essential, together with the awareness to present them in a different manner based on the target population segment.

The pursuit of a good level of sensory quality of the service must include the continuous training of the personnel collaborating at all levels with food service: workers preparing the food and those who serve/distribute it, personnel that interacts with the end user for any reason and in different contexts (cooks, distribution staff, wait staff).

The measurement of enjoyment and satisfaction regarding the quality, organization and hygiene of the service represents a valid tool that can be used to evaluate the aspects that cause dissatisfaction or neutrality and as a result react in order to improve them. Bocconi's objective is to have each catering operator perform an evaluation of user satisfaction every six months or once a year regarding the customer satisfaction activities carried out. Bocconi will be able to evaluate the results of the surveys and promote necessary and suitable corrective actions such as:

- variations in the offered menus that may not be liked;

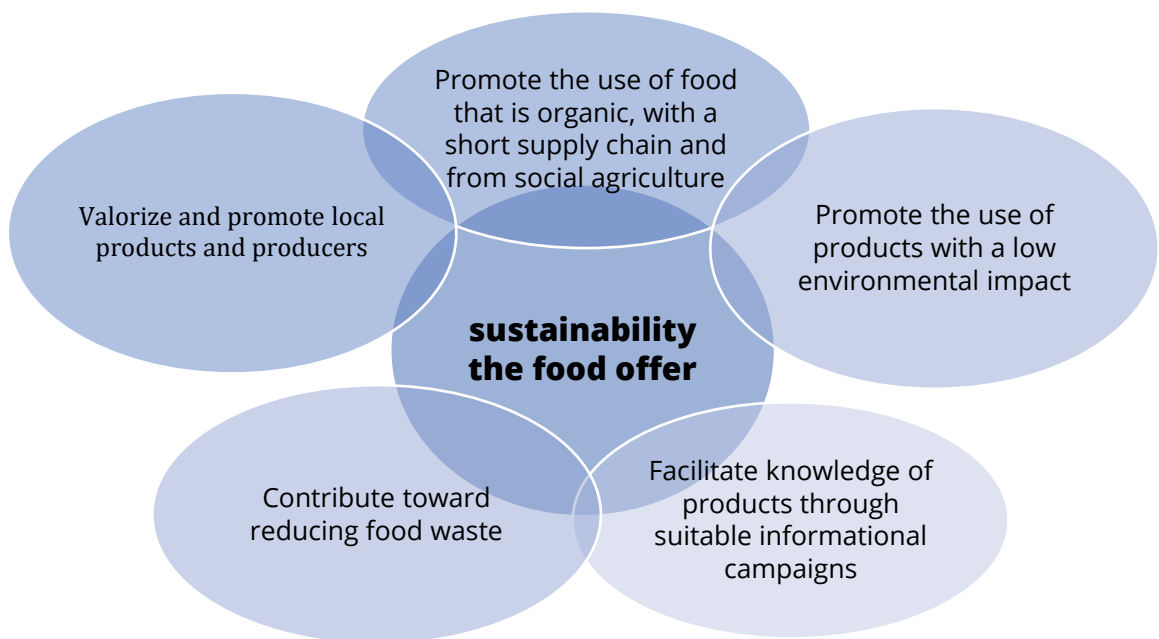
- sharing the objectives of the service within the scope of its activities, possibly starting projects or initiatives to encourage the promotion of sustainable and healthy behaviors.

Bocconi is committed to performing periodic checks on the performance of the service through internal external bodies. Therefore, audits of the requirements may be performed – including by means of inspections: evaluation of the sensory quality, temperature of the food when it is served, correct degree of ripeness of the main vegetable products, amount of leftovers,¹⁵ respect for the timing of all the phases of the production cycle, etc.

Sustainability of the food offer

Taking into account the definition of a *sustainable diet* as previously mentioned, both the nutritional quality as well as the environmental impact of the food choices made every day must be pursued.

For this reason, with the food offered at the University, Bocconi intends to reach the following objectives:



Food service operators must have ISO 14001 certification that certifies the ability to apply an effective environmental management system that reduces the impacts of production.

Furthermore, Bocconi requests that the catering services at the University adopt CAM (Minimum Environmental Criteria) indications regarding environmental protection for the catering service and supply of food (Ministerial Decree no. 65/2020).¹⁶

¹⁵ Served dish/meal, not consumed voluntarily, that cannot be collected separately

¹⁶ www.minambiente.it website dedicated to Green Public Procurement;

Criteria are applied along the entire production chain, from procurement and the preparation and distribution of meals, to the disposal of waste.

Communication activities must be promoted that concern information about the environmental impact of the meals offered, promoting informed choices also by dividing and sharing cookbooks, information about the choice of ingredients and raw materials, etc.

The training of the service staff (staff preparing and serving the food) must also include awareness about cooking techniques that conserve the original nutritional quality parameters and allow water and energy saving, procedures for minimizing water and energy consumption for the preparation and conservation of meals and defrosting.

Food and beverages

On the Bocconi Campus, the food used for preparing meals, raw or cooked, must comply with the chemical-physical-microbiological requirements of applicable laws in force.

Menus must be based on seasonality. Preferring *seasonal food* has a strong meaning in terms of food, agricultural and also economic sustainability as these products generally require less energy to be produced. The concept of seasonality does not only concern seasonal fruit and vegetables, but also seafood. In the case of seafood products, selecting “in season” seafood allows species to reproduce and maintain a quantity sufficient for satisfying consumption. For this reason, only seafood products with supply chain sustainability certification (MSC, Friend of the Sea, etc.) can be supplied for the University food services.

Furthermore, suppliers are expected to supply products with the following characteristics:

PRODUCT CHARACTERISTIC SUMMARY TABLE

PRODUCT OR FOODSTUFF	% of organic product by weight of total gross weight or main characteristics of the product used¹⁷
FRUITS AND VEGETABLES	50% ORGANIC
PULSES	100% ORGANIC
GRAINS AND DERIVATIVES	ORGANIC rice and pasta
MILK and YOGURT	100% ORGANIC
EXTRA VIRGIN OLIVE OIL	ORGANIC extra virgin olive oil for raw condiments (single portion or available to users based on the service)
TOMATO AND PROCESSED PRODUCTS	33% ORGANIC
BEEF*	20% ORGANIC
POULTRY**	20% ORGANIC
PORK	5% ORGANIC
SEAFOOD PRODUCTS***	Seafood products originating from zone FAO 37 or FAO 27.
EGGS AND EGG PRODUCTS (pasteurized egg mixture)	100%

¹⁷ Objectives expected by Bocconi. Suppliers must progressively adopt these specifications.

FRUIT JUICES OR NECTARS	100%
CURED MEATS****	100 % PDO or PGI
CHEESE****	100 % PDO or PGI
LOCAL PRODUCTS*****	Included once a week in the offered menus

FAIR-TRADE PRODUCTS: Exotic fruit (pineapple, bananas), chocolate, tea and coffee must originate from foreign organic productions that guarantee respect for worker and environmental rights foreseen by the principles established by the European charter of fair-trade principles, prepared and approved by Fairtrade Labelling Organizations – (FLO) and the World Fair Trade Organization – (WFTO).

Bocconi University reserves the right to perform audits of the requirements – including by means of inspections: declaration of the legal representative that certifies each specific exotic food originating as being sourced from fair trade and respect for the relative criteria, as products imported and distributed by organizations accredited on a national and international level (for example WFTO on an international level, AGICES on a national level) or as certified by recognized international bodies (for example FLO on an international level and FairTrade TransFair Italia on a national level), as indicated by the applicable regulations in force. Each company is also willing to provide Bocconi – upon request – with data that measures the trend of the environmental parameters related to the purpose of the audit and the declarations indicated above.

WATER AND BEVERAGES. The use of packaged water and beverages must be reduced as much as possible except in the case of specified and documented technical requirements (logistical and sanitation). Water and beverage dispensers will be provided based on the solution most suited based on the users and the context: distribution of tap water, distribution of microfiltered water and still and sparkling beverages served on tap (from concentrate).

Food and beverages - other specifications

FRUITS AND VEGETABLES: they must be used mainly fresh and in season according to suitable seasonality tables. Frozen vegetables can be used if fresh products are not available.

* **BEEF:** at least 20% organic by weight. An additional 10% of meat by weight must be, if not organic, certified by the National Animal Production Quality System or a recognized regional quality system (such as Qualità Verificata¹⁸ or equivalent), or labeled in compliance with the voluntary labeling specifications approved by the Ministry of Agriculture, Food Sovereignty and Forestry with the optional wording “farm animal welfare,” “feed free of added antibiotics,” PDO, PGI or “mountain product” marking;

****POULTRY:** the remaining 20% must be certified¹⁹ and labeled “Raised without the use of antibiotics”.

*****SEAFOOD PRODUCTS:** (fish, mollusks, cephalopods, shellfish): supplied seafood products, both fresh and frozen or conserved, must be of FAO 37 or FAO 27 origin. Certified seafood

¹⁸ <https://www.unicarve.it/attivita/il-marchio-qualita-verificata-si-presenta/>

¹⁹ Decree 29/07/2004 of the Ministry of Agriculture

products such as Marine Stewardship Council, Friend of the Sea or equivalent are compliant. Fish, if frozen, must not be obtained from reconstituted products.

******CURED MEATS AND CHEESE:** 100% with PDO or PGI quality mark by weight. The cured meats served must be free of polyphosphates and monosodium glutamate (E621).

*******LOCAL PRODUCTS.** A product with the characteristics indicated below must be included on the menu at least once a week.²⁰

“Agricultural and food products from a short supply chain” are agricultural and food products originating from a supply chain formed by a limited number of economic operators who are committed to promoting cooperation, local economic development and close social-territorial relationships among producers, transformers and consumers;²¹

SOCIAL AGRICULTURE PRODUCTS.*²² Products from social agriculture farms should be offered on menus at least once a month. The term social agricultural means in general all the activities that use agricultural and animal production resources to promote therapeutic, educational, recreational and social and labor inclusion actions.

Within the scope of promoting knowledge and consumption of local products, the commitment must be guaranteed to encourage the supply from local producers from whom products can be sourced to be included in menus offered periodically. A survey must be performed in order to verify the possible supply by local producers who use supply chains that respect the environment, soil and landscape. The relationship with suppliers and the characteristics of the selected products must comply with the principles of sustainability dictated by Bocconi.

The use and selection of products respectful of environmental resources will be emphasized and communicated appropriately to users, and campaigns are planned to raise awareness of the purchase and consumption of these products, also outside the University.

The University encourages the possibility to use dedicated spaces and rooms to carry out promotions and/or actions in support of local production: for example, by organizing theme days, promotion of 0 Km menus, etc.

These initiatives may involve setting up points within the University and/or assigned spaces for the promotion and possible sale of products or agreements with local markets.²³

²⁰ Law no. 158 of 6 October 2017 – art. 11

²¹ “Zero kilometer agricultural and food products” are agricultural products specified in Annex I to the Treaty on the Functioning of the European Union and the food products specified in article 2 of regulation (EC) no. 178/2002 of the European Parliament and the Council, of January 28, 2002, originating from a production site or the place of cultivation and breeding of the primary agricultural raw material used in the transformation of products, located with a range of 70-100 kilometers from the place of production, as well as products for which a limited amount of polluting emissions deriving from transport has been demonstrated, calculated from the phase of production to the moment of final consumption. For the purposes of demonstrating the limited share of polluting emissions, the Ministry of the Environment and Land and Sea Protection, in agreement with the Ministry of Agricultural, Food and Forestry Policies, defines the criteria and parameters that the agricultural and agro-food producers must observe to certify that the relevant kilometer-based productions meet this requirement. The local products must bear a mark (consortium of producers from a certain territory) or be accompanied by a declaration of the legal representative that certifies and describes the total number of steps between producers and consumers (with an indication of the suppliers involved in the supply chain).

²² Law no. 141 of 18 August 2018

²³ <https://www.fabbricadelvapore.org/-/mercato-della-terra-di-milano>

There are 19 certified production companies and about 60 ORGANIC certified producers in the Province of Milan. Approx. 3000 farms cultivate land in Milan and the Province guarantee a moderate amount of gross sellable production.²⁴

Non-food products

Paper and fabric products

Disposable paper fabric tablecloths and napkins must have the ecological quality EU Ecolabel mark or equivalent environmental labels compliant with ISO 14024, or the Programme for Endorsement of Forest Certification Schemes (PEFC®) mark or equivalent.

These paper fabric products must be free of coloration or prints and, if possible, made of unbleached cellulose.

Tableware

DISPOSABLE TABLEWARE: white plates, bowls and cups in biodegradable and compostable material, without dyes, suitable for contact with food.²⁵

DISPOSABLE CUTLERY: cutlery (forks, knives, spoons) must be made of white biodegradable and compostable material, without dyes, suitable for contact with food.²⁶

CERAMIC TABLEWARE: ceramic tableware must be resistant to any type of abrasive sponge, to impacts and the sharp tips of forks and knives and be dishwasher safe.

GLASS TABLEWARE: glass tableware must be made of tempered and transparent glass, resistant to impacts and boiling water and be dishwasher safe.

DURALEX CUPS: cups must be made of shatterproof glass (Durablex), resistant to impacts, boiling water in the dishwasher, the heat of a microwave oven.

STAINLESS STEEL CUTLERY: steel cutlery must be made of dishwasher-safe stainless steel.

Packaging management

Bocconi requires its suppliers to use sustainable packaging. Sustainable packaging is packaging designed such to create the least possible environmental impact while at the same time performing its functions of protection and information as best as possible.

Specifically, it is required that secondary and tertiary packaging for food and non-food products used within the food service is:

- made of least 60% recycled material if plastic;
- secondary packaging complying with the requirements defined in Directive 94/62/EC (as subsequently amended) and the relative UNI EN 13427, 13429, 13430, 13432 technical standards;

²⁴ <https://foodpolicymilano.org/wp-content/uploads/2015/04/10-QUESTIONI-DELLA-FOOD-POLICY-MILANO.pdf>

²⁵ Compliant with the provisions of Ministerial Decree 21/03/1973 and as amended

²⁶ Compliant with the provisions of Ministerial Decree 21/03/1973 and as amended

- cartons consisting of 90% recycled material by weight as evidenced by the use of the environmental logo placed on the packaging.²⁷

As regards product supply procedures, the following is required:

- the reduction in packaging weight, reducing and consolidating packages, avoiding the use of single-portion/single-dose products with careful order management;
- the tendency to standardize shapes, sizes, and materials from which they are made so as to facilitate the dissemination of multi-use packaging or returnable systems;
- facilitate subsequent disposal operations by simplifying the methods for waste sorting, for example by using products with packaging made of a single material and promoting the use of recycled products;
- the training of operators in the management of orders in terms of the quality and quantity of the foodstuffs used.

In order to reduce the quantity of packaging at the University, policies on the reduction of environmental impact in packaging must be implemented. The impact analysis must take place along the entire supply chain, starting from actions pursued in the selection of suppliers, the reuse of packaging for the transport of foodstuffs, the reduction/elimination of plastic in production supply chains and receiving and storing foodstuffs.

Transport management

Each supplier, if transporting using their own vehicles, must commit to carrying out activities for the deposit and transport of goods using collective solutions such as shared storage areas and moving of vehicles at full load, with a resulting reduction in the number of trips or, alternatively, to organize and implement sustainable mobility systems of personnel assigned to the order. If third parties perform the transport, the company must request such ways of performing transportation and distribution activities from its suppliers. The management of transportation and logistics of raw material procurement must take place by giving priority to the introduction of local products that are transported using electric or hybrid-powered vehicles, hydrogen-powered vehicles, or vehicles powered by biofuels, synthetic and paraffinic fuels, natural gas, including biomethane, in gaseous (compressed natural gas - CNG) and liquefied (liquefied natural gas - LNG) or liquefied petroleum gas (LPG) form, and with measures for the environmental management of logistics.

Assessment and management of surpluses

In catering kitchens, it is estimated that there is a 2-3 percent surplus, which can be reduced further by introducing software for the planning and forecasting of consumption. It is of fundamental importance to have a communication activity that points out and highlights the amount of waste, emphasizing the relative economic, social and environmental costs. This is the most effective tool for raising user awareness and modifying their behaviors.

²⁷In compliance with UNI EN ISO 14021 standard "Self-declared environmental claims."

A survey carried out by LOVE FOOD, HATE WASTE²⁸ on food not consumed by customers discovered that the majority of customers do not pay attention to wasting food when eating at a restaurant. The majority of those interviewed indicated the reason for not finishing their food is that the quantity was too large. 41% of them think that portion sizes are predetermined and therefore it is not possible for them to have personalized portions based on their specific needs. Many of those interviewed would like to have the possibility to select dishes also with regard to quantity.

The majority of waste is found as what was left in the plates of the users. The main cause of waste for food service activities, including catering, are:

- excess production;
- excessively abundant buffets;
- portions that are too large;
- lack of practices or initiatives to encourage consumers to take home their leftovers;
- over-ordering, over-stocking and lack of suitable conservation tools.

Even if operators and companies are willing to give their excessive food free of charge to charity organizations for redistribution to the needy, often there are difficulties with implementation, both because these organizations are based on voluntary work and therefore the activity cannot always be guaranteed, also because due to timing it is not always able to establish a quick and variable contact every day between the two facilities.

Each supplier will be required to be willing to collaborate actively in the hygienic recovery of foodstuffs that were not used/leftover/near the expiration date at the production site of unconsumed meals.²⁹

In particular, virtuous procedures are encouraged, in any case in line with the principle of the previously indicated laws, for recovering food that was not served or that is near the expiration date, to give it to non-profit organizations of social value who distribute products to the needy free of charge for the purposes of charity.

Activities will be implemented in compliance with all the information provided by EU Reg. 1169/2011 and as amended.

Bocconi requires the careful monitoring of any food surpluses that will be calculated at least approximately. This will lead to analysis of the motivations based on which a food surplus is generated, also through a specific analysis of the procedures foreseen by customer satisfaction.

Depending on the type of food waste (i.e. if the food had been served or not) and if the quantity of the different types is significant, more appropriate recovery measures must be implemented.

²⁸ <https://www.lovefoodhatewaste.com/>

²⁹ Law no. 166 of 19 August 2016, and applicable EU (ref. EC Reg. 1774/2002) and regional provisions.

Bocconi University is committed to sharing a project with each service supplier that specifies that:

- surplus non-served food must be donated as a priority to non-profit organizations of social value, i.e. to organizations³⁰ that distribute food products free of charge, for the purpose of charity, and that these distribution operations are managed in order to avoid microbial development and contamination until the moment of consumption. In order to optimize logistics, solutions appropriate for the local context must be identified and implemented, such as, for example, the recovery of surplus by associations located nearby, transport at full load, if possible, etc.;
- surplus served food is collected directly at the site of consumption, to then be allocated as animal food, i.e. to dog or cat shelters, or recovered in composting systems nearby if located nearby or in containers used for collecting organic waste.

The implementation of the policy for reducing food waste must be communicated quarterly to Bocconi by each supplier.

Within the scope of waste containment strategies, it is necessary to intervene along the entire supply chain, starting with careful meal planning and provision of the necessary foodstuffs, with systematic detection of surpluses and leftovers and preparing a standardized monitoring procedure.

It would be beneficial to include the so-called “second life menus” in the food waste project, i.e. menus made mainly of food and ingredients that can be easily reused in the case of surplus. Recipes should also be promoted that reuse kitchen surplus in new dishes for the next day.³¹ These practices must be accompanied by a structured and effective communication strategy that promotes activities and initiatives targeted towards making the end user aware of the food waste phenomenon and its environmental, economic and social impacts by giving visibility to the data collected during monitoring (if the consumer is aware of the amount wasted, they may be encouraged to reduce waste).

For the purpose of effective communication and awareness about the topic, Bocconi calls for the following actions:

- the possibility to sell surplus meals and portions at reduced costs with sales methods and prices defined by each supplier (reservation, collection method);
- inclusion of “anti-waste” topic events/days to convey concepts and objectives of the waste reduction activity at the food service facilities;
- the possibility to use food bags.

Finally, the start of recycling (e.g. composting) anything that could not be prevented or recovered should be encouraged, managing it according to transparent and shared procedures.³²

³⁰ Art. 13 of Law no. 166/2016

³¹ <https://www.tempidirecupero.it/>

³² Ministry of Health DIRECTORATE GENERAL FOR FOOD HYGIENE AND SAFETY AND NUTRITION – Office 5 – Nutrition and information to consumers “Guidelines for structures managing school, company, hospital, social and community canteens in order to prevent and reduce waste connected to serving food.”

Organizational and operational efficiency

At an organizational level, particular attention should be paid to the reduction of surplus and waste by implementing procedures that increase organizational and operational efficiency. For this purpose, access could be provided to food services by means of systems that make it possible to reserve meals, making production closer to the quantities actually consumed. The menu must be provided suitably in advance so it can be provided to users so they can make selections based on their requirements. In this way, without reducing the variety of the proposed dishes, the service becomes more efficient in terms of the suitability of supplies, to the benefit of production and optimization of timing. There must clearly also be a service that makes it possible to purchase a certain number of dishes without reserving in advance.

The possibility of reserving must also be introduced to increase the awareness of the users regarding the need to reduce production surplus and the impact on the food service in terms of the production of organic waste.

In order to further reduce waste and the non-consumption of products and dishes, "recovery" systems should be implemented, such as:

- donations to charity organizations;
- sale of the day's meals at discounted prices, with particular focus on sustainable packing;
- focus on the suitability of portions;
- the possibility to calibrate portions based on different needs (half portions).

Room cleaning

The cleaning and sanitizing carried out in the areas dedicated to the service and related rooms must be performed daily, in accordance with what is specified by the self-monitoring plan.

Detergents with an EU Ecolabel or equivalent environmental labels compliant with UNI EN ISO 14024 must be used for cleaning rooms and other hard surfaces and when washing using the dishwashers, or when cleaning hard surfaces, that have the means of proof specified therein.

Automatic dispensers, smart lockers

Anche per i fornitori che distribuiscono i loro prodotti attraverso sistemi di "vending", Bocconi richiede il rispetto di quanto previsto nella propria Food Policy

Characteristics required by Bocconi:

- energy class A according to EVA EMP standards;
- LED lighting;
- use of refrigerant gases with GWP less than 150;
- dispensing of unbottled water;

- presence of products with good nutritional value (e.g. nutriscore:³³ low content of saturated and trans fats, low content of simple sugars, balanced composition, low salt, no color, etc.);
- controlled prices for healthy products;
- offer of fresh products (yogurt, milk, fruit, vegetables, etc.);
- offer of fair-trade products;
- offer of organic products;
- careful management of replacing fresh products and the management of waste;
- packaging and components (coffee cups, spoons) in bio-compostable materials;
- the possibility for students to use their own cup for the consumption of hot beverages (compatibly with hygiene and safety).

In order to permit a suitable consumption of meals at different moments of the day in open, free or reserved spaces at the University, smart lockers can be installed where customized and reserved meals, food and menus can be correctly conserved.

These dispensers can be used alongside “conventional” meals to increase opportunities to access the service and satisfy the needs of those who do not consume their meals in a traditional manner.

In combination with meal dispensers, there could also be lockers for selling quality, local products coming from selected supply chains and inspired by the sustainability criteria indicated by Bocconi. These dispensers could permit the purchase of products without a reservation.

These innovative offers with a high added value account for the emerging needs in the student population that requires the possibility to eat quality, balanced and nutritionally controlled meals in suitable areas, with a good quality-price ratio in the form of delivery or take-out.

³³https://www.iarc.who.int/wp-content/uploads/2021/09/IARC_Evidence_Summary_Brief_2.pdf