

# Five Star Sustainability Strategy

---

# Contents

1. Executive Summary
2. Second Generation of Leadership
3. Our Global Commitments
4. Make a move. Make an impact.
5. Minimising Waste & Carbon Emissions
6. What We Do
7. Solar Powered Vans
8. Minimise Packaging Waste
9. Minimise Food Waste
10. Protecting the Environment
11. Our Award Winning Venue Timber Lodge
12. Encourage Healthy Eating
13. The FSC Farm
14. Purpose for People
15. Include & Inspire our Employees
16. Planet Goals
17. Promise to the Future

# Executive Summary

## FAMILY-OWNED

As a family-owned business, we take our responsibility toward the environment and future generations very seriously. We are deeply committed to reducing our environmental footprint and fostering a sustainable future; not just for our business, but for our children and the generations to come. Our actions today will shape the world that we leave behind, and we are determined to make choices that reflect our care and concern for the environment.

## EQUITY

Equally, we are committed to reducing inequity within our business and our community. As a family business, we recognize the importance of creating a fair and supportive environment for our team, and we believe that by fostering equity, we can contribute to stronger, more resilient communities.



FSC

- SEFER & JOAN -  
PARENTS  
& DIRECTORS

# Second Generation of Leadership

---

## THE FIVE STAR CHILDREN

As the children of Five Star Catering, we direct the business, built by our parents. Whilst each of us have varying roles, we share the same aspirations; a better future for not only our children, but all the generations to come...





# Our Global Commitments

## MINIMISING IMPACT ON THE PLANET

We understand that every effort counts, no matter how small it may seem. From reducing single-use plastics to adopting electric service vehicles, our goal is to minimise our impact on the planet. We also prioritise sourcing local products to reduce our carbon footprint and support the local economy, ensuring that the foods we serve come from sustainable, ethical sources.

## OUR MISSION

Our sustainability efforts are directly aligned with our broader mission to do right by both people and the planet. Much like the global and regional sustainability strategies of leading organizations, we are focused on reducing inequities, protecting our environment, and growing our communities in a responsible and positive way. We believe that through collaboration, both internally and with our partners, we can achieve these goals and make a meaningful impact.

## ONGOING JOURNEY

We understand that sustainability is an ongoing journey, and as we move forward, we remain committed to doing more. With every decision, big or small, we aim to leave a positive legacy; ensuring that our actions today help to create a better, healthier, and more sustainable world for all.

# Make a move. Make an impact.

Our make a move, make an impact sustainability plan creates and shapes our vision for the future.

---

## PEOPLE

Enabling the safety and wellbeing of millions of people

Involve our employees  
Build local communities  
Empower healthy choices  
Source ethically & inclusively

---

## PLANET

Reducing waste and greenhouse gas emissions

Source responsibly  
Minimise food waste  
Operate efficiently  
Reduce packaging

---



# Minimising Waste Reducing Carbon Emissions

These actions are essential now, in ensuring that future generations inherit a planet that is capable of sustaining life, free from the damaging effects of pollution and resource depletion.

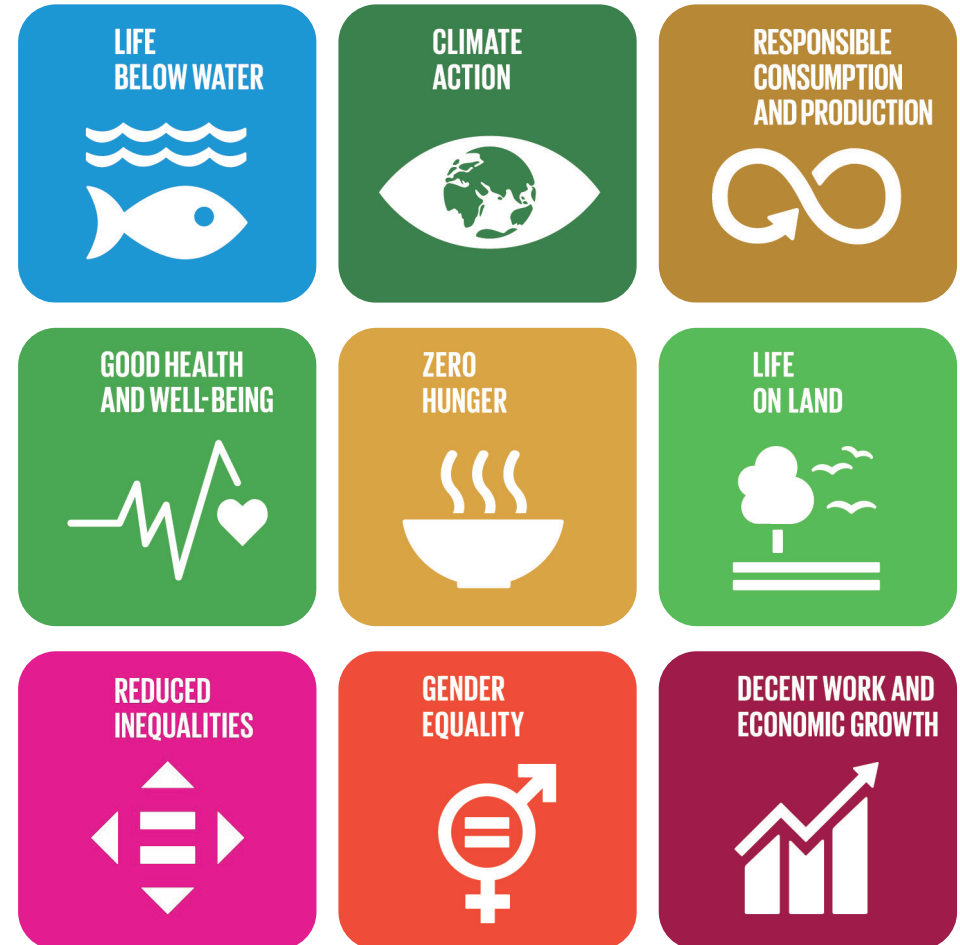




# What We Do

As part of our on-going sustainability journey, here is a summary of our existing practices:

- \* Solar panel ice cream vans
- \* Re-usable stack cups
- \* Coffee grounds collected and deposited into 'collect' points at our cafes or within venue concessions.
- \* We have abandoned single-use plastics
- \* Purchasing from social enterprises such as Lemonaid and ChariTea
- \* Purchasing locally, reducing food miles
- \* Currently, deliveries to all our sites are done on the same day, per week, minimising emissions.



# Solar Powered Ice Cream Vans

## AND SERVICE VAN DELIVERIES

At FiveStar Catering Limited, we are proud to lead the way in adopting sustainable practices, and one of the most exciting steps we've taken is introducing solar-powered ice cream vans into our fleet.

Currently, we have three solar-powered ice cream vans, which are a testament to our commitment to reducing our carbon footprint while delivering the high-quality service our customers love.

Conventional diesel vans produce an average of 161.2 grams of CO<sub>2</sub> per kilometre. We have eliminated these emissions entirely while our vans are stationary and operating by adopting EPower vans.



**SOLAR**

3 OF OUR 12  
VANS ARE  
SOLAR-POWERED

**ZERO**

EMISSION WHILE  
STATIONARY &  
OPERATIONAL!

BY  
**2030**

WE AIM TO TRANSITION OUR  
ENTIRE ICE CREAM FLEET TO  
SOLAR-POWERED VANS



# Minimise Packaging Waste

- \* FSC are one of the first companies to introduce stack cups to sporting venues.
- \* Collaborating with suppliers who are actively reducing plastic packaging.
- \* Using compostable/recyclable packaging, reducing landfill waste

480,000

CUPS PREVENTED  
FROM GOING TO  
LANDFILL

WE USE CANNED  
ALTERNATIVES FOR  
SOFT DRINKS AND  
WATER

100%

OF FSC PACKAGING  
ARE RECYCLABLE,  
COMPOSTABLE AND  
BIODEGRADABLE



# Minimise Food Waste

## FIVE STAR CATERING ARE COMMITTED TO CREATING LESS FOOD WASTE

We are already implementing procedures such as:

- \* The use of EPOS till systems – provides us with data to minimize food waste by accurately providing sales data so we can forecast what food to prepare for our daily services.
- \* Used oil is collected, which is turned into biofuel.
- \* Too Good To Go App – an app allowing customers to buy and collect in date, surplus food at a reduced price. Suitable foods that are not sold, are donated via this app.

WE KNOW THAT  
THERE IS ALWAYS  
MORE THAT CAN BE  
DONE

BY 2028  
**50%**  
REDUCTION IN  
FOOD WASTE



# Protecting the Environment

## FOR FUTURE GENERATIONS

---

As a company, we believe the importance of reducing our environmental footprint. Through sustainable practices, like eliminating single-use plastics, sourcing locally and responsibly, including using renewable energy; we are:

- Minimising waste
- Reducing carbon emissions

These actions are essential now, in ensuring that future generations inherit a planet that is capable of sustaining life, free from the damaging effects of pollution and resource depletion.





# Our Award Winning Venue

## TIMBER LODGE

Timber Lodge, is a cosy cafe nestled within Queen Elizabeth Olympic Park. It has been widely recognised for its exceptional design and contribution to community engagement. The venue has received several prestigious awards, including:



### **SELWYN GOLDSMITH AWARD**

Excellence in Accessibility and Universal Design



### **NEW LONDON ARCHITECTURE AWARD**

Recognising the importance of public spaces



### **LANDSCAPE INSTITUTE AWARD**

Thoughtful integration of surrounding landscape



### **BALI NATIONAL LANDSCAPE AWARD**

Excellence in landscape construction



### **CIVIC TRUST NATIONAL AWARD**

Outstanding Architecture & Contribution to Local Environment



# Encourage Healthy Eating,

## EMPOWER HEALTHY CHOICES

- \* Since adding vegan and plant-based options to our menus, we have seen an increase of 10% in sales of these products.
- \* By 2030, we aim to increase vegan and plant-based items on all menus, by at least 50%.
- \* We are inclusive of all dietary requirements and preferences and enjoy incorporating new food trends to our offers.





# The FSC Farm

- \* Back in 2019, we had a dream of buying a farm, which would be our business headquarters, depot for our fleet of catering units and a place to indulge in the gifts of nature.
- \* Our dream included growing our own vegetables, with the help of Five Star's grandchildren. Showing our future generation a simple but rewarding way to engage with nature, reduce carbon footprint and waste, whilst spending quality time amongst the hustle and bustle of busy work schedules.
- \* Our dream became reality in 2024, and we purchased a lovely farm in Upminster, Essex.
- \* We plan to start growing vegetables and breed hens to provide fresh eggs.
- \* By growing nectar rich flowers, we plan on supporting pollinators.

## TARGET

WE AIM TO PUT THESE  
PLANS INTO ACTION  
BY 2030



# Purpose for People

BUILD A WORLD WHERE PEOPLE AND THE PLANET THRIVE TOGETHER

BUILDING  
COMMUNITIES

FOSTER SOCIAL  
EQUITY

PROMOTE  
WELL-BEING

SUPPORT FUTURE  
GENERATIONS



# Include & Inspire our Employees

At Five Star Catering Limited, we are deeply committed to fostering a diverse and inclusive workplace where everyone is treated with respect and given equal opportunities to thrive. We believe that diversity in our team enhances creativity, promotes innovation, and reflects the rich variety of the communities we serve. Equality is at the core of our values, and we actively strive to create an environment that supports individuals from all backgrounds, regardless of race, gender, age, sexual orientation, disability, or any other characteristic.

We also actively encourage our team to do the same, by offering team engagement days and training such as disability awareness, ensuring everyone of the FSC family share and show the same values.

We are proud to hire locally, supporting our community by providing employment opportunities to individuals in the area. By hiring locally, we help stimulate the local economy and create jobs that benefit both our business and the people around us.





# Planet Goals

## REDUCE WASTE & GREENHOUSE GAS EMISSIONS



## SUPPORTING LOCAL ECONOMIES

By purchasing from local suppliers, we ensure that money spent stays within the community; supporting small businesses and entrepreneurs. This promotes economic growth, creates jobs, and helps maintain a vibrant local economy. We take pride in knowing that our purchases directly benefit and contribute to the well-being and stability of our community.

## REDUCING ENVIRONMENTAL IMPACT

Sourcing locally not only supports the local economy, but also reduces the environmental impact associated with long-distance transportation. By reducing food miles, we reduce carbon emissions and minimise our overall environmental footprint. This approach aligns with our commitment to sustainability; helping reduce the need for packaging and fuel consumption. This leads to fewer greenhouse gases and a more eco-friendly supply chain.



# Promise to the Future

## OUR FUTURE AIMS FOR 2030

Making changes today, will make an impact on the future.

We are on a journey of change, improvements and transition, to better our business, our employees, clients and the children of tomorrow.

### REDUCE CARBON EMISSIONS

- \* All ice cream vans to be solar-powered
- \* All service vehicles to be all-electric
- \* All appliances to have a high-efficiency energy rating

### REDUCE CARBON MENUS

- \* Increase eco-friendly food options
- \* Increase plant-based food options

### REDUCE FOOD WASTE

- \* 50% food waste reduction by 2028
- \* Reduce Carbon Footprint
- \* Grow our own vegetables
- \* Breed hens for egg production

### REDUCE INEQUALITIES

- \* Empower our employees with inclusivity and equal opportunities







# Make a Change. Make an Impact.

Progress reports to be made annually.

---



[www.fivestarcaterers.co.uk](http://www.fivestarcaterers.co.uk)