

General

Progress to Date

Caffè Nero are committed to providing a high quality food offering, based on freshness and premium quality ingredients.

We continue to work closely with our suppliers to create bespoke recipes, so that we can offer a wide choice of food to our customers.

Within our extensive food and beverage range, we offer healthier options such as soups, salads with a separate pot of dressing, sandwiches, wraps, fresh fruit salads, brunch pots, reduced fat muffin and fruit juices. Our beverages are made with semi skimmed milk, but can be made with skimmed milk or soya on request.

Hydrogenated fats are not present in current products, and will not be accepted in any future products.

Forward Commitment

We will assess all current and new recommendations made by the FSA, particularly for salt and saturated fat, in relation to our current range.

- We will review our product range to see where we can reformulate existing products. Changes made will be introduced in a phased approach working towards the Agency salt targets and other recommendations.
- We will continue to offer a wide range of healthier options across our product ranges, as described above.

New product briefs to suppliers will incorporate the FSA recommendations where possible.

Details about our work for the coming year are outline within this document.

Planned Monitoring

We will assess the nutritional status of existing and new products against FSA targets.

Procurement

Progress to Date

We work only with reputable suppliers who understand our commitment to quality. Recipe formulations are agreed between the Caffè Nero food team and the individual supplier. Product briefs include reference to nutritional targets where appropriate, and the flavour profile and shelf life attributes are assessed during the development process. All milk purchased for use in stores is semi skimmed or skimmed.

Forward Commitment

Recognising the importance of giving our customers choice, we will ensure that we offer a 'healthier' choice in our savoury category. We are working on our wedge sandwiches and our soup range, to reformulate the recipes in line the Agency's salt targets for 2010, and green or amber on the Agency's traffic light criteria. This work will be carried out in the early part of 2009, and we will report back with details of the changes we make.

We will also review the wedge sandwiches to see where we can make saturated fat reductions. We will develop some targets for ourselves to work towards in the early part of 2009 and begin to introduce the improved product by June 2009. We will report back with details of the changes that we make.

We are working with suppliers to regularly review the options for lower salt core ingredients. We will make changes where we can maintain the quality and flavour profile.

Planned Monitoring

We will assess the nutritional status of products against FSA targets.

Kitchen Practice

Progress to Date

Although the staff in the Caffè Nero stores do reheat food items, they do not carry out any food preparation on site. They prepare beverages for the customer, either to Caffè Nero recipe specifications or to the customers request. We have therefore not included any forward commitments under this section, because our staff do not do anything in store that changes the nutrient content of the products.

The order forms for the stores highlight products which are lower in fat, for the store managers to easily recognise them.

Menu Planning

Progress to Date

We work to an annual food plan, which highlights potential new products and redevelopment of existing products, which is agreed at Head Office. New products are introduced on a seasonal basis. The stores can then order the new products as they become available.

We offer choice to the customer by using product labelling and shelf signage to highlight products that are lower in fat, which include soups, brunch pots, and selected muffins, sandwiches and wraps. Soups and salads are available all year round, as a healthier option. Healthier breakfast products are available.

Within our Fruit Booster iced drinks range there is a choice of products which do not contain added sugar.

Forward Commitments

To review portion size of some of our more indulgent products, such as cakes, so that our customers can still have a treat, but consume less calories and saturated fat. Selected products to be trialled throughout 2009. We will provide the FSA with feedback on the products we trial, including how they are received by our customers.

We will continue to offer our customers the wide range of healthier choices, which extends across product categories including sandwiches, soups, muffins, breakfast options and hot and cold beverages.

Work ongoing within all product categories towards the FSA salt targets, focussing initially on the sandwich, soup and muffin product ranges. Any recipe changes will be introduced in a phased approach. Within the panini and sandwich range, we will make the wedge sandwiches the healthier products in terms of salt and also saturated fat content. This will be done through recipe reformulation, by June 2009.

Planned Monitoring

We will monitor sales and customer feedback.

We will assess the nutritional status against FSA guidelines during product redevelopment, and monitor customer feedback once they are introduced.

Consumer Information

Progress to Date

Caffè Nero branded packaged products currently do contain some nutritional information on the packaging. Products with less than 5% fat either have a sticker on the packaging or it is printed on the packaging, to make it more visible to the customer. Fresh fruit salad and Fruit Booster iced drinks are highlighted on the shelf label as being 'one of your five a day'. Nutritional and allergy information can be found for food and beverages on the website.

Forward Commitments

Improvements in packaging design will make nutritional information, and ingredients easier to read. This will be a phased approach throughout 2009, continuing the work started in 2008.

We are a member of the FSA's Catering Forum Group and are taking part in discussions about how best to present nutritional information and we will review the FSA recommendations when they are published.

Planned Monitoring

We will compare the old style packaging, with the new designs, and also monitor the number of customer queries relating to ingredients or nutritional information.