

Artizian

Artizian Catering Services - Our Commitments to Healthier Catering

Highlights

Artizian is a quality fresh food caterer supplying: restaurants, cafés, coffee bars, and licensed bars; and providing reception, office and hospitality services to a growing national portfolio of clients. We are bespoke, inspirational, cutting edge and dynamic with a focus on fresh, healthy, locally produced, seasonal food. Artizian operate 15 contracts around the UK serving around 30,000 meals a week.

Our highlights over the last year:

- Achieved 10% reduction of use of salt in our kitchens.
- We have created and collected a range of healthier recipes that meet the criteria of our proposed definition of “healthier option”.
- Our healthier range now includes over 100 recipes covering fish, meat, poultry and vegetarian based dishes.
- 80% of our team players have completed our new training programme: Healthy Eating to incorporate our new nutritional standards. Entitled Buying and Planning for Health.



General

We are committed to the principles of healthy eating and healthy lifestyles and have continued to roll out a number of health initiatives to educate our team players (employees), customers and clients. Our food philosophy is central to who we are and the service that we provide to our customers and clients across our portfolio.

Artizian food is:

- Fresh
- Simply prepared and served
- Seasonal
- Commercially creative
- Bespoke
- Fun

We believe that fresh food should provide all the energy needed to run our bodies and supply all the nutrients to keep us working optimally. More importantly, it should always be enjoyable. We also provide on-going health information in the form of monthly healthy eating tips and awareness days using poster and table talker campaigns. We currently run an education programme for chefs, catering managers and support staff which covers: food allergy training, healthy eating, modern diets and basic nutrition. This is an ongoing programme with regular refreshers.

Commitments 2009	Progress over the last year
<p>We support the agency with its health targets, (to reduce saturated fat, salt and sugar intakes), by participating fully in any industry consultations and continue to develop our commitments over the next 12 months.</p> <p>We agreed a percentage reduction in salt, sugar and saturated fats over an agreed period of time with each unit manager across the portfolio. These levels will be monitored by monthly inspection visits and we will check that the purchasing of these items has been reduced as agreed.</p>	<p>We are pleased to report that we have achieved the 10% reduction in our purchasing of table salt into kitchens within all our existing contracts.</p> <p>We are now working with our kitchen teams on new contracts to help them achieve the 10% reduction too.</p>
<p>We will extend our current cooking training for chefs so that they continue to take into account healthy eating issues in their work and move towards meeting the reductions in salt, sugar and saturated fats.</p>	<p>We have extended our chef training as agreed and have held four sessions with chefs and kitchen teams focussing on reducing salt and saturated fats in our foods.</p> <p>Only our team players on new contracts need to be trained. This will be done by autumn 2010.</p>
<p>We reviewed our daily healthier eating offer and discussed with our chefs and senior team what constituted a healthy option so we could create a recipe pool of healthy recipes.</p>	<p>We have now developed the internal definition of a “healthier option” We are using this definition to amend existing recipes and develop new dishes to add to our recipe pool.</p> <p>Our new labelling system highlighting the healthier options to customers will be on trial within selected contracts by Summer 2010.</p>
<p>Forward Commitments 2010/2011</p>	<p>Planned monitoring</p>
<p>We will now concentrate on reducing saturated fats within our current food offer.</p>	
<p>All team players (employees) across all contracts to be trained by autumn 2010.</p>	
<p>Our new commitment is to roll the new labelling system within all contracts by Autumn 2010.</p>	

Procurement	
<p>Progress to Date</p> <p>We are currently in discussions with our suppliers to identify all products that are available to our business that currently meet the FSA salt targets. We have set standards for procurement and outlined them in our Manual of Excellence.</p>	
<p>Commitments 2009</p>	<p>Progress over the last year</p>
<p>We will develop a guide of nutritional standards for each product category to be inserted within the existing Manual of Excellence. This guide will be developed with the agency and in association with our key suppliers.</p> <p>This guide will ensure that products, where possible:</p> <ul style="list-style-type: none"> • meet the Agency’s current salt targets 2010 and 2012 • are lower in saturated fats • are lower in added sugar 	<p>To date we are about 85% through the background work of reviewing the various product categories.</p> <p>We are on track by Autumn 2010 to have completed this, and to add the new documents to our existing Manual of Excellence for use in sites.</p>
<p>We have adopted a range of low-fat alternatives as part of our standard products list for restaurants. We will identify all products on our food lists that are ‘reduced’ fat, salt or sugar, or which are lower in fat, salt and sugar than similar products on the list.</p> <p>With the help of our suppliers and unit mangers, we will enter these into our guide of nutritional standards. There will be a list of 10 products in each category that can be substituted for the regular product in recipes.</p> <p>We will provide this list to our chef /chef managers and recommend that they use these products (where appropriate) in their sites by September 2010.</p>	<p>We are currently working with our suppliers to identify those products that are lower in fat, salt and sugar.</p>
<p>We continue to monitor the inclusion of trans fats in products and we will, where possible, exclude them from our ingredient list or substitute them with a product that does not contain hydrogenated fat.</p>	<p>This is still under review.</p>

Forward Commitments 2010/2011	Planned monitoring
<p>By Autumn 2010 our Manual of Excellence will be completed and ready for use in all sites. This will encourage and support our chefs to purchase products which:</p> <ul style="list-style-type: none">• meet the Agency's current salt targets 2010 and 2012 (where possible)• are lower in saturated fats• are lower in added sugar	

Kitchen Practice

Progress to Date

With our focus on fresh food and health, Artizian provides fresh, undressed salads in our salad bars and we make all of our own fruit salads and fruit yogurt pots. We offer a healthier option and a vegetarian option each day. We also provide a selection of juices and smoothies. Our commitment to staff training is key to all that we do at Artizian.

We currently hold four Health and Well-being training workshops for all staff:

- Food Allergy and Intolerances
- Basic Nutrition
- Entitled Buying and Planning for Health
- Understanding Modern Diets

Our current Manual of Excellence sets out our minimum standards. Our company ethos is to encourage consumption of healthier foods by highlighting them to our customers.

Commitments 2009

As part of the improved Manual of Excellence, one of our existing training workshops (Healthy Eating) will be adapted to incorporate the new nutritional standards.

Entitled Buying and Planning for Health, it will focus on:

- How to buy ingredients that are lower in fat, salt and sugar.
 - Planning healthy menus
 - Healthy cooking practices
- Increasing the use of fruit and vegetables in cooking

Progress over the last year

80% of team players have completed this training. As described above, this covers chefs and kitchen staff in all our sites.

Forward Commitments 2010/2011	Planned monitoring
We will continue to develop and improve team player training making use of our Manual of Excellence which focuses on healthier cooking practices as set out above.	

Menu Planning

Progress to Date

Individual chefs create the menus within the Artizian units as we believe the quality of deliverance comes from their passion. However, the Food and Beverage Operation is overseen by our senior manager - food & procurement insight who monitors the standards that are expected from each unit. He is assisted by our in-house Nutritionist who undertakes audits of recipe content on healthier options and ensures food labelling is correct.

When we present to potential clients, we highlight our belief in fresh food and the promise to ensure a range of healthier options. In addition, we provide staff training and inform our customers of food content. This promise and commitment is stated in our Health Charter which lays down the guidelines for our menu creation.

Commitments 2009

To continue our healthy approach and education in the workplace
To focus on healthier ways to prepare meat, fish and vegetables to limit the use of saturated fats and salt.

Provide a range of healthier recipes that will sit on our e-procurement system.
Closely monitor the nutritional content in the ingredients coming into our kitchens.

Progress last year

We have created and collected a range of healthier recipes that meet the criteria of our proposed definition of “healthier option” described above.

Our healthier range now includes around 100 recipes covering fish, meat, poultry and vegetarian based dishes.

Each recipe is presented on a recipe card with ingredient and cooking instructions which chefs can access on our company intranet.

Forward Commitments 2010/2011

As set out above our Manual of Excellence sets out training for staff on planning healthy menus, we will continue to promote this to our teams.

Planned monitoring

Consumer Information

Progress to Date

Throughout 2009-2010, we have continued to run monthly healthy tips and customer information promotions. Themes have included:

- Blood Pressure
- Importance of Breakfast
- Fibre
- Seasonal foods
- Salt reduction

In February 2010, during salt awareness week, we carried out salt taste tests with 150 customers to assess their ability to taste different levels of salt in foods. We also used this taste test to inform our unit managers about further reducing salt in our food. It was also used as an opportunity to inform customers about our commitments to reduce salt within our foods.

Commitments 2009

Progress last year

Forward Commitment

We commit to continue these healthy eating customer information promotions throughout each unit.

Progress Report

We have continued our commitment to educating our customers.

Forward Commitments 2010/2011

Planned monitoring

Our new commitment is to provide on pack nutritional information on our entire Grab and Go product range "Fresh".

6 month update to the Agency

Our new commitment is to introduce a labelling system to identify the new dishes we introduce that meet the criteria of our "healthier option" definition; and to explain to our customers what the new definition is based on. Our healthier options labelling will be completed by Summer 2010.

6 month update to the Agency