

Autograph Foodservice Commitments

General	
<u>Progress to Date</u>	
<p><i>Autograph launched our Balance food offer at the beginning of 2008. Balance has been developed by our in-house Nutritionist together with our Menu Development team in order to provide our customers with guaranteed healthy options based on sound nutrition principles in line with the Food Standards Agency recommendations. All Balance options follow the same criteria in that dishes will never contain more than 10% fat, 3% saturated fat, 0.4% sodium or 7% added sugar; symbols identifying dish health claims such as being low in fat or high in fibre are only used if FSA criteria is met ; all recipes are developed using set guidelines such as no salt is used, healthy ingredients are added such as pulses, fruit, vegetables and oats; and dishes use healthy cooking techniques such as grilling, steaming and baking.</i></p> <p><i>Balance offers our customers a range of delicious, healthy meals to suit their different eating requirements such as deli options, hot meals and desserts. Balance has been developed to fit with our overall approach and passion for food so taste and enjoyment are not compromised in the name of health. Balance incorporates in depth training and resources for our staff to ensure Balance nutrition criteria is met, a nutritionally analysed databank of recipes, nutritional information on every dish for our customers to help them make informed choices and supporting point of sale educational material.</i></p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
<p>We will guarantee that Balance is offered in all of our units by the end of January 2009</p>	<p>We will update the Agency in February 2009 to confirm that all of our units are operating Balance. This commitment has been completed. In January 2009 every unit included the Balance offer as part of our promotional calendar. All units were issued with their implementation packs which, in addition to guidance on the offer, include key information on nutrition, healthy eating and nutritional analysis. Balance now remains as part of the autograph offer and we have received positive responses from</p>



	customers, unit staff and Clients supporting the relevance of this offer in today's market place.
We will ensure that Balance and our approach to encouraging healthier lifestyles is included in all new business tenders	This will be communicated from the Sales team to the Operations Directors and will be included in the training of new sales team employees. This commitment has been completed. A 'Balance' section is included in all tender documents outlining the objectives of our bespoke healthy eating range, information on how it forms part of the overall food offer, and the benefits to our customers. We have also introduced specific training for our sales team to ensure they can explain fully Balance to potential clients. Part of our induction training for sales team and operations manager new starters includes an indepth overview of Balance, our FSA Healthier Workplace Catering commitments and our healthy eating work.
We will ensure that Balance recipes are developed and updated to eliminate menu fatigue and encourage customers to continue to actively choose Balance options	Our Chefs Circle will include Balance development in their activities and new Balance dishes will be added every 6 months Our Company Nutritionist and Menu Development team are working on a programme increasing our databank of Balance recipes this year. We currently have approx 40 Balance recipes available to our units. The key principle behind Balance is providing healthier versions of very popular dishes so our recipes include dishes such as curries and fish & chips. We are in a rolling process of adding new dishes, and aim to add

	approximately 25 this year.
We will develop and strengthen initiatives in place to improve the nutritional quality of meals consumed by our customers who do not choose Balance options	This will be achieved through the adherence to our commitments detailed in this document. Autograph identify the importance of employing initiatives and practices that benefit the health of all of our customers – not just those that opt for our Balance range. Through incorporating some of commitments included in this doc (see details below) we will have a positive impact outside of just our 'Balance' initiative.

Procurement	
<u>Progress to Date</u>	
<p><i>Autograph have been working on a programme of restricting and eliminating products that we feel have a negative affect on the nutritional quality of meals for our customers and do not fit with our approach of supporting healthier eating. For example, lard and suet were removed from the Approved Buying List. In addition, we have been working closely with our key suppliers to understand how the products we use have been reformulated to fit with Food Standards Agency targets for salt etc.</i></p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
We will review our entire product range over the next two years and identify products that do not meet FSA salt targets with the view to substitute them.	We will update the Agency on a 6 monthly basis to give information on which parts of the product range have been reviewed and the outcome Our Company Nutritionist has started on project liaising with our suppliers to see how our product range fits with FSA salt targets. Brake Brothers is main supplier and they have done significant work on their range. Our closed buying list includes approx 1300 products, and we are on course to cover this in the two years of the project.
We will review our product range over the next two years to identify any mainstream products that can be substituted with products with lower added sugar and saturated fat content	We will update the Agency on a 6 monthly basis to give information on which parts of the product range have been reviewed and the outcome. Autograph identify the importance of reducing added sugar and saturated fat levels in our food offer. This process has started recently (our initial priority was on salt) and we have begun reviewing range with our suppliers.
Our Company Nutritionist will review any new products before they are nominated in the	The Procurement and Nutrition departments will take the lead

<p>same way that we currently operate our Education business</p>	<p>on this project and communicate with the Operations Directors to keep them updated. We have recently introduced a new protocol, where our Company Nutritionist is consulted when new products are introduced to the business, in order to provide advice on the choice.</p>
<p>We will identify opportunities to cross over our low fat, salt and sugar products that are used in our Education business into our Autograph business. For example, reduced salt and sugar baked beans and sausages that meet Target Nutrient Specifications</p>	<p>The Procurement and Nutrition departments will take the lead on this project and communicate with the Operations Directors to keep them updated. Our Education Division, Eden Foodservice, have carried out a huge amount of work ensuring food provided is of the highest nutritional quality. This provides real benefits to autograph as we are able to share best practice. We have begun this project and made some changes - for example - reduced sugar and salt beans and sausages used in education division have been introduced into Autograph units.</p>

Kitchen Practice	
<p><u>Progress to Date</u></p> <p><i>Balance includes in depth information and training for the catering staff on general aspects of healthy eating and the impact their cooking techniques have on the nutritional quality of the food. Autograph have had a long established Nutrition Policy which informs our catering teams on our approach to promoting health to our customers</i></p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
<p>We will ensure that all units are including Balance into their food offer and so will all receive the in depth training and information.</p>	<p>We will update the Agency in February 2009 to confirm that all of our units are operating Balance – This commitment has been completed and all of our units have received training and information on the Balance offer. The benefits of this are that units receive additional information on nutrition, healthy eating and healthy cooking techniques.</p>
<p>We further develop our Cooking Techniques guidance and disseminate to it all units by March 2009</p>	<p>We will update the Agency in April to confirm that this initiative has been completed. We are working on a project updating our healthy cooking guidance to ensure current best practice is reflected. We are in the process of producing a laminated poster which will be displayed in all kitchens, reminding chefs of standard healthy cooking techniques and new and innovative techniques to improve the nutritional quality of their meals. This information will be sent out shortly.</p>
<p>We will provide nutrition training to all existing catering teams and new employees</p>	<p>The Nutrition Department will take the lead on this project and</p>

<p>developed by our Company Nutritionist –</p>	<p>work with the operations team on its implementation. Autograph are looking to enhance the training offered to our employees and are in the process of developing a nutrition and healthy eating training pack and working document, which each member of staff works through at their induction and at regular refresher intervals – this will support their education in health and nutrition.</p>
<p>We will audit kitchen equipment on a rolling programme over the next 2 years to identify opportunities for improvement to support a move to healthier cooking practices such as steaming. We will discuss results with our Clients to agree capital budgets</p>	<p>Operations Managers will review kitchen equipment and feedback to the Operations Directors to discuss with all Clients by June 2010</p>
<p>We will remove salt sellars from individual tables and salt will only be available at the counter where meals are purchased to encourage the reduction in discretionary salt use</p>	<p>This will be achieved in all units by June 2009 and we will update the Agency on our progress every 6 months. We will shortly be identifying pilot sites to introduce this commitment in order to ensure success when this initiative is rolled out in June.</p>

Menu Planning	
<p><u>Progress to Date</u></p> <p><i>Autograph Foodservice have developed a bespoke online system called Mercury which incorporates a comprehensive menu planning function for our catering teams. Balance is accessible to units on the Mercury system and each recipe details relevant nutritional information and provides the catering staff with required portion sizes and cooking method. Our Menu Development team ensure that in addition to the Balance dishes on Mercury, there are healthy recipes for the catering staff to produce in their units.</i></p>	
<p><u>Forward Commitment</u></p> <p>All new recipes developed for the Balance range will be analysed through the Saffron system with nutritional information accessible for unit staff and customers –</p>	<p><u>Planned Monitoring</u></p> <p>Our Company Nutritionist will take the lead in this project and communicate new developments with the Agency. This will begin once we are further advanced on the recipe development work described above.</p>
<p>Our Company Nutritionist will meet with the Chefs Circle every 6 months to offer support and guidance in the development of new recipes and menu cycles</p>	<p>Our development teams will keep Mercury up to date with all new recipes and menu cycles and communicate new developments with the Agency once a year. We have had our first meeting with key Development Chefs who will be leading the Chefs Circle and this will continue twice a year. At the first meeting, the Company Nutritionist briefed the chefs on our commitments, and sought their advice on how they could be made to work in practice. This will really help to ensure buy-in at a unit level and make sure any changes are effective.</p>
<p>We will ensure that there is access and availability to fruit and vegetables at every eating occasion to our customer</p>	<p>Our Operations teams will carry out checks to ensure this is being adhered to whenever they visit the units. This</p>

	commitment has been completed
We will ensure that every drinks range in our units includes water, fruit juice and healthier drinks options such as fruit smoothies	We will work with suppliers to look at incorporating new healthier drinks ranges, such as those used in our Education business, into our Approved Buying List. Operations teams will carry out checks to ensure this is being adhered to whenever they visit the units. This commitment has been completed and these items are included in our offer. Some units use the smoothie machines where fruit is blended on site and this has gone down very well with the customers.
We will ensure that, in addition to Balance, every unit provides customers with a healthy alternative to unhealthy dishes. For example, the provision of poached eggs, wholemeal bread, jacket potatoes and low fat sauces and spreads Audit carried out to understand if units meeting this requirement	We will communicate with the Agency by February 2009 to provide an update on progress. We have audited this through our Operations Managers, and have some very positive findings which will be followed up with company guidance on the provision of healthy alternatives. For example, salad and jacket potato bars are very popular.
Our Company Nutritionist will develop menu planning guidance for our catering teams to assist in ensuring that across a week, meals are well balanced to incorporate ingredients such as red meat, oily fish and dairy	Our Company Nutritionist will issue guidance to all units by February 2009 and will update the Agency on progress. This commitment aims to utilise the expertise of our Company Nutritionist to support units when they are developing their menu cycles to ensure customers are offered balanced meals each week. This project is underway and we will be producing a poster to remind chefs of best practice when they plan their weekly menu cycle. We have discussed the project at the

	Chefs' Circle to get their input.
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Consumer Information	
<u>Progress to Date</u>	
<p><i>Autograph Foodservice identify that it is essential that we commit to educating our customers on healthy eating and also make healthy choices easy to identify when they are making their food choices. We have long displayed factual health promotion posters in the canteen areas and have run promotions that encourage the consumption of healthy options such as filled jacket potatoes.</i></p> <p><i>Balance dishes are clearly identified with nutritional information provided to our customers such as total fat content (this information is supported by providing average daily guideline amounts) and whether a dish is low fat or contains one of their 5 a day. Balance includes supporting information for our customers on healthy eating and lifestyles in the form of POS material such as posters, table talkers and leaflets</i></p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
We will ensure that all units are including Balance into their food offer and so that healthy options are clearly identified and supporting information is provided	We will update the Agency in February 2009 to confirm that all of our units are operating Balance. This commitment has been completed and autograph units display Balance health promotion posters and nutritional information on the dishes are provided at point of sale
We will engage with our Clients over the next 6 months to identify opportunities to use their intranet to give customers information on healthy eating and Balance	We will communicate progress with the Agency in February 2009
We will increase the amount of information on special diets provided to units in order that for those customers with food allergies and dietary restrictions, there is suitable information to make safe and suitable meal choices	Our Company Nutritionist will take the lead on this project and work with the Operations team to disseminate relevant information. Information on a range of special diets is now included on our Mercury system (our in-house online software



	used for recipes, ordering, stock etc). This enables sites to be able to give up to date and accurate information to customers who seek it.
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