



Commitments from Charlton House Catering – Updated April 2009

General

Progress to Date

1. Charlton House is a cutting-edge catering company that offers a truly unique service within the food industry today.

We strive to be different and this is what makes the difference.

At Charlton House, one of the UK's most respected food catering services; we are passionate about food, naturally. We offer imaginative cuisine of the highest quality. In fact, our highly respected contract catering service is second to none.

We pride ourselves in using the freshest food with the best quality ingredients. But Charlton House is not just about food - there are the people too. As one of the UK's premier food catering services, our highly trained staff pay great attention to detail and offer impeccable service. Our talented catering staff can create the most innovative menus and deliver exceptional service.

Since Charlton House began in 1991, we have pushed the boundaries in outsource and contract catering. Our company has won a well-deserved reputation for fine food and a first class service. This goes hand in hand with a conscientious approach as a highly reputable corporate food caterer. All our menus are inspired by our Michelin-starred Director of Food, guaranteeing quality wherever they are served.

Our business relationships are built on trust - and with an award-winning management team, this is well-earned. Nothing at Charlton House is ever left to chance. And this is why we are a caterer with an enviable reputation. We have corporate catering contracts with a diverse range of businesses, from public and private companies to government organisations.

The highest quality business catering is assured, from three course meals to hot and cold fork buffets. Or perhaps you need a bespoke menu for a high-profile event We can create an imaginative menu using the freshest, highest quality ingredients to suit your individual requirements.

Nothing is too difficult for Charlton House - leaders in the contract catering business.

2. Charlton House have always taken our responsibility for healthy food seriously and are committed to improve this and to provide healthier choices wherever possible.

3. We have launched a well being website which provides information for our customers about some of the healthy choices we offer. It doesn't labour about 5 a day or drinking water, its aim is to show that by eating fresh food you can enhance your well being.

4. Our ethos is to promote freshly cooked food that can be healthy. www.wellbeingbeingwell.co.uk

5. All our sites prepare food freshly on site daily and chefs are free to create their own menus and recipes. We do provide recipes for company promotions that chefs can follow if they so choose. We have a core of nominated suppliers that chefs can use, however they always have a choice, for example we always have 3 fish, meat and fruit & vegetable suppliers nominated.

<u>Forward Commitment</u>	<u>Planned Monitoring</u>
We will develop a 'healthy eating policy'	To be set up for implementation September 08 and will be reviewed quarterly thereafter The new policy has been launched. It advises people on small changes they can make that can have a big impact on their health. It also advises CH chefs how to cook in the most healthy way.

	Client and customers are very impressed with this new policy.
To continually update our well being website to bring important issues and new ideas on healthy eating to our customers.	<p>This is always reviewed monthly.</p> <p>Some new items that have been added:</p> <ul style="list-style-type: none"> ○ Top tips for pregnancy nutrition ○ Top tips for a healthy heart ○ Wholegrains – detailed benefits ○ Every day ailments – how your diet can help.
We are working with our suppliers to source only UK food, we then highlight this on our menus so people can see what region of the UK the food has come from. We will continue to push this over the coming months.	Ongoing.

Procurement

Progress to Date

Last year we changed our cooking oil from vegetable to Rapeseed oil which is much better for you even than olive oil because it has a much lower saturated fat content. The farmer who supply's all of our sites also collects the used oil and uses it on his farm to run his machinery and equipment.

	Rapeseed Oil	Sunflower Oil	Olive Oil	Butter
Saturated Fat	6%	11%	14%	60%

We also have a concept called USP and The Deli where we introduce different products. The Deli is a range of savour and sweet snack items. Before an item is stocked its nutritional information is analysed to ensure it is the healthiest product we can get of that item. The USP range aims to introduce new items to the market that have something unique about them. For example at Easter we brought a new fudge product that contained Fair trade chocolate.

We work with 3663, [which has also made commitments to the Agency) and are aware of their drive to reduce salt in their products.

We always ensure/recommend our chefs buy mince which has a low fat content; we endorse a 80/20 combination.

Forward Commitment

Planned Monitoring

Getting the rapeseed oil to the units that are in the more remote locations [approx 20 units).

Reviewed quarterly. **We still use rapeseed oil and it is now available to all sites.**

On the USP and Deli ranges
We will ensure that we always select products which have either the lowest

Monthly Food and Marketing meetings that are headed up by the Chief Executive, Robyn Jones.

salt, fat or sugar content on a product by product basis. Or we will be aware of the best possible way we can choose them and will make sure they are as healthy as they can be for that type of product.

Monthly meetings still take place, and we have introduced a number of new products including seed muffins, and changed our supplier of muffins and deli cakes so they now contain less fat.

Kitchen Practice	
<u>Progress to Date</u>	
<p>As mentioned above we are developing a healthy eating policy which will cover kitchen practice.</p> <p>The healthy eating policy will cover this point. We have always highlighted healthy options by showing High Medium and Low on Fat content but want to take this further. This has always been managed by each site by site in the past and we will develop a more co-ordinated company approach underpinned by a criteria.</p> <p>For example, currently we only use skimmed milk in our puddings and sauces, natural purees, dried fruit as alternative to sugar in puddings, and low fat mayonnaise as standard.</p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
<p>To develop a training programme for all our chefs:</p> <p>We will run a training session for all chefs (approx. 450 people) on the cooking methods and ways to cook for the better health of our customers.</p> <p>This will also cover menu planning to allow customers the healthier choices [the type of foods to eat] and to provide information training on best practice on salt; etc. For example, our view is to add limited salt at cooking [as this is more effective than adding at the table, as more may be being needed.] Short cooking times and not overcooking fresh vegetables.</p>	<p>Progress on the training session planning will be made monthly.</p> <p>Training sessions are now booked for summer. This will cover healthier cooking methods, balanced diet, and planning balanced menus.</p>
<p>Salt reduction:</p> <p>We will develop recipes with a greater use of other herbs and spices to reduce the need for salt.</p>	<p>Twilight training sessions being given to chefs on this – ongoing project. Will feedback once completed.</p>

Menu Planning	
<u>Progress to Date</u>	
<p><i>This is quite similar to the kitchen management section. All of the recipes that we send to units as part of our company promotions are checked to ensure they have a low fat/salt content.</i></p> <p>For example, currently we only use skimmed milk in our puddings and sauces, natural purees, dried fruit as alternative to sugar in puddings, and low fat mayonnaise as standard</p> <p>All of our units always offer a healthy alternative at breakfast and lunch times. Undressed salad is always available; vegetables are available with all main courses. Fresh fruit, nuts and seeds are on the counters for people to add to their dishes.</p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
We will continue to offer salad, vegetables, fruit, nuts and seeds in all of our restaurants daily.	Ongoing - This range of products is still available in all sites.
At the training session mentioned earlier we are adding in the science behind food explaining what to accompany certain foods i.e. fruit with Pork helps to break down fat etc.	Ongoing - Training sessions planned for summer (see above) – this will be included.
More use of whole grains	Regular review - We have done this by linking to our Well Being product of the week. Some examples include: 20th April Walnuts 27th April Radishes 4th May Bok Choi 11th May Asparagus 18th May Spelt Grain 25th May Chives

To increase the range of healthier snacks available i.e. more nuts and seeds as alternatives to sweets.

Ongoing - e.g. wasabi nuts have recently been added.

Consumer Information	
<u>Progress to Date</u>	
<p>We have always given customers as much information as possible.</p> <p>As our food is largely made from fresh ingredients, providing full nutritional information would be challenging. We will continue to provide customer information on our <i>'wellbeingbeingwell'</i> website.</p> <p>Albeit hard to do in exact terms due to the freshly cooked and made on site ethos we don't buy much in that has exact fat and calorie content per grammes.</p> <p>The wellbeing website and concept is as follows.</p> <p>Each week we promote a certain food i.e. oily fish garlic etc see site for full list.</p> <p>We then advertise why that food is naturally good for you and it's incorporated in menus and sandwiches etc.</p>	
<u>Forward Commitment</u>	<u>Planned Monitoring</u>
<p>To promote healthier snacks such as seeds and nuts as alternatives to sweets and crisps.</p> <ul style="list-style-type: none"> • positioning • competitive price points • providing customer information [leaflets, information on our website] 	<p>Healthy products now moved to "eye level".</p> <p>We have reduced the lines of sweets and crisps we sell. More freshly have been made products available, and savoury pots and healthy snacks to be launched soon</p>