



Commitments For Healthier Workplace Catering



General

Progress to Date

ISS Mediclean provide the catering in around 90 restaurants and coffee shops for staff and visitors within hospitals all over the UK.

Healthier catering is already high on the agenda at ISS Mediclean. We have a strong dietetic team of four full-time Dietitians who educate our catering managers regarding nutrition and drive the company's Food & Health Policy.

Feb 09: We are currently advertising vacancies for two more full-time dietitians which will strengthen our dietetic team even further to five staff. The expansion of our current team clearly demonstrates our commitment to healthier eating in the workplace.

Our Taste of Health initiative was launched back in February 2005 and is used to highlight the healthier options within our various retail food offers. The name Taste of Health was chosen because no matter how healthy food is, if it doesn't taste good it won't be popular. Taste of Health aims to give the customer the option of healthy food that is appetising and exciting.

Phase 1 was launched as a company healthy eating initiative focused on foods such as hot/cold entrees, puddings, salad bars, stir fries, jacket potatoes, sandwich fillings, etc, all prepared in on-site kitchens. Qualitative criteria for signposting Taste of Health dishes on the menu were provided for catering managers. A healthy choice was defined as "an individual item or dish that is generally low in fat, added sugar and added salt. It must be prepared, cooked and served in a way to maintain these qualities." This measure is still in use today.

Phase 2 of the Taste of Health initiative was created in October 2005. This phase introduced quantitative parameters for defining which pre-packaged and/or bought in products could be considered suitable as a Taste of Health choice. This stage required collaboration with the suppliers who provided up to date nutritional information.

ISS Mediclean appreciate that healthy eating must be looked at in the context of a person's overall diet. There is no such thing as a 'bad' food and a well balanced, varied diet may contain a small amount of foods that are higher in fat or sugar, in accordance with the FSA's Eatwell Plate. We believe that it is important to provide customers with an informed choice and for this reason Taste of Health focuses on highlighting the healthier options to customers and educating them on aspects of healthy eating. We also agree there is a place for the 'health by stealth' approach described by the FSA that includes modifying recipes for popular dishes and changing cooking techniques to 'subtly' improve the nutritional profile of dishes traditionally viewed as less healthy.

Taste of Health has been developed in a way to allow it to embrace new government guidelines as they are published, and to develop and grow over the coming years as public awareness of the importance of good nutrition increases.

Feb 09: We eagerly await developments in two key government and FSA initiatives to drive healthier choices for customers. We are in regular communication with the Department of Health regarding the Healthy Food Mark that is being created in response to the government's 'Food Matters' paper. We have offered to pilot sites and have given detailed feedback on initial drafts. We have also volunteered to be an early adopter for the FSA's kcal labelling trial where we will strive to display calorie content on our menus to aid consumer choice.



Forward Commitment

Our Head of Nutrition & Dietetics will continue to ask catering managers for their feedback on Taste of Health, both formally via surveys and informally, to determine the success of the initiative at their sites and ideas for improvements.

The Taste of Health initiative will be reviewed by our Head of Nutrition & Dietetics and Healthcare Dietitian to identify improvements or additional information required by catering managers for a Phase 3 launch (including a list of healthy snacks and grab & go options that can be sold).

Feb 09: Our new commitment is to run regional Taste of Health workshops throughout March 2009 to re-emphasise the principles of all the Taste of Health phases along with refresher training on what constitutes a healthy diet. It is mandatory for all retail managers to attend.

There will be ongoing assessment of new product ranges and revised products as and when they are presented by suppliers. Products previously felt to be unsuitable for Taste of Health may become suitable following reformulation. Nutritional information can regularly change and ISS Mediclean believe it is essential to get regular updates from suppliers.

Planned Monitoring

A formal review is planned during Spring/Summer 2008

Feb 09: This has been completed. A survey was sent out to all sites and responses were taken into consideration when planning the future of Taste of Health. Most managers were happy with Taste of Health but some requested more detailed quantitative guidance on what can be labelled as Taste of Health.

Phase 3 will be ready for distribution by September 2008

Feb 09: This review has been completed.

Regular meetings with key suppliers (at least twice a year) to discuss new product ranges and product reviews.

Feb 09: ISS Mediclean are currently in the process of requesting up to date specifications for every item we sell in our restaurants. We are two thirds through this process but this will be ongoing cyclical work as product specifications are always subject to change and improvement. These nutritional specifications are being assessed individually by our dietetic team and entered into our computerised nutritional analysis program – Saffron. We are creating lists of relevant items that can be signposted as 'Taste of Health compliant'. For example, we are creating a list of sandwiches that will be suitable to be placed on our 'Taste of Health shelf' within our chilled cabinets.



Procurement

Progress to Date

At ISS Mediclean, the dietetic team work closely with the Procurement Manager. Our procurement team will not approve a new item on our buying lists unless the potential supplier can provide an accurate nutritional specification which will then be scrutinised by our dietetic team.

Forward Commitment

ISS Mediclean plan to rationalise our buying lists for all food suppliers. The aim is to standardise stock items so catering managers can be assured that all the items that are available to be used in standardised recipes and menus have been centrally chosen on the basis of nutritional quality. The dietetic team will be consulted at each stage of this process to ensure total fat, saturated fat, salt and sugar content is taken into consideration. For example, if we have six types of sausages on our current buying lists we will reduce this to one or two and choose the ones with least total fat and salt, or if we have the choice between two cooking oils we will choose one and that will be the brand that contains the least saturated fat. We will continue to put pressure on our suppliers to improve the nutritional profile of their products and will seek to include even healthier products as and when they are developed.

The nutritional information for all approved stock items on our revised buying lists will be entered into our menu planning software program (Saffron) by the dietetic team. This means that catering managers will have instant access to reliable and accurate nutritional information for all of the products they purchase.

Only lean meats will remain on our buying lists, i.e. maximum fat content of 5% for diced meats and 10% for minced meats.

Planned Monitoring

The rationalisation work will be completed by the end of July 2008. Catering managers will not be able to purchase outside of these newly agreed pricelists without seeking special authorisation from the procurement and dietetic departments.

Feb 09: This exercise has been completed, consisting of a review of around 10,000 products. Following the success of our initial rationalisation work, we are planning to repeat the exercise in Spring 2009. We believe the rationalisation work has steered managers towards the purchase of healthier, better quality goods and has helped create a more consistent food offer across all of our sites. This standardisation has also assisted our dietetic team in being assured of the nutritional profile of the products we are using. Some examples of the changes we have made include removal of brown bread from the bakery buying list so that sites must purchase wholemeal or granary breads which are higher in fibre and the removal of higher salt processed chicken products.

This work will commence once the buying lists have been rationalised. It is estimated to take 2-3 months for completion.

Feb 09: This work has been completed for around 1500 products, but will remain ongoing as nutritional specifications are always subject to change due to product reformulation. The fact that all of our nutritional specifications are now on Saffron will be fundamental in enabling us to participate in the FSA's kcal labelling trial as an early adopter. We will be able to see the nutritional content of any recipe created on Saffron at a glance.

Responsibility of Procurement Manager to maintain buying lists as per company specification.

Feb 09: Our stringent meat targets remain in place. The procurement manager continues to liaise with the dietetic team on a regular basis before approving new suppliers and products.

IN A NUT SHELL -

"A Healthy Choice is an individual item or dish that is generally low in fat, added sugar and added salt. It must be prepared, cooked and served in a way to maintain this."



Kitchen Practice

Progress to Date

Our restaurant managers and chefs must conduct a Taste of Health audit twice a year which is then sent to the dietetic team for assessment. Random audits may also be carried out by the dietetic team. The audit requires chefs to report on cooking methods, menu planning, ingredients used and front of house displays.

The Taste of Health manual also includes a section on healthy cooking practices that should form part of every chef's induction. Every site has a copy of this manual and the healthy cooking practices identified will be taken forward as on-going commitments, as set out below.

Feb 09: The Taste of Health workshops running throughout March 2009 and will also focus on reiterating the healthy cooking practices that should be in operation across all sites.

Forward Commitment

A study day is going to be held for catering managers and/or head chefs at least once a year and run by the dietetic team. We will aim for the attendance of at least 100 key staff members. Topics will include Taste of Health updates, promoting healthier cooking practices and answering customer queries on nutrition.

Our new commitments are:

- To hold more study days throughout 2009.
- To offer all of our staff the CIEH Level 2 one day course in 'Healthier Eating and Special Diets' followed by an exam.
- To continue to offer onsite training for retail front & back of house staff on healthier eating.

Unsaturated margarine/low fat spread will continue to be used as a substitute for butter.

Alternatives to frying will continue to be encouraged and used in our recipes. Where frying is difficult to avoid a rapeseed oil high in unsaturated fats will be used. Fryer oil will continue to be changed at least once a week (more often where necessary) and checks are conducted to ensure our fryers are operating at the correct temperature (i.e. higher than 170°C).

Planned Monitoring

The next study day will be held in November 2008

Feb 09: In addition, two members of the dietetic team have recently passed a 'Professional Trainer Certificate' which enables them to deliver a nationally recognised CIEH nutrition qualification internally. A new chefs' forum is also in place and is supported at all levels within ISS Mediclean.

Via Taste of Health audits twice per year

Feb 09: These audits continue as per company policy.

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Kitchen Practice

Continued

Forward Commitment

We will continue to ask chefs to trim visible fat from meat and to remove skin from poultry before cooking. Roasted meat will be cooked without adding extra fat. Fat will be drained from mince or skimmed off gravy, stews and casseroles before serving.

Vegetables and potato products will continue to be cooked without added salt and served garnished but not glazed with fat or sauce.

Only skimmed or semi-skimmed milk will continue to be used in cooking including custard and sauces.

The amount of cheese in traditional recipes will continue to be reduced and cheese with a stronger flavour will be recommended to aid quantity reduction.

We are committing to do another detailed recipe review commencing in March 2009 and creation of healthier recipes where necessary will be high on the agenda. This exercise will be motivated by the fact we are participating in the FSA's kcal labelling trial.

Wherever ISS Mediclean has the authority to purchase new equipment for our contract kitchens, we will endeavour to purchase varieties that promote healthier cooking with a reduced need to add fat, e.g. Turbochef, Combi ovens, etc.

Planned Monitoring

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Will be part of ongoing standard recipes reviews (at least annually)

Feb 09: Initial basic recipe review conducted. This highlighted the need to re-examine all of our recipes as improvements have been found to be possible in most types of dishes.

As and when the need to purchase new equipment arises.



Menu Planning

Progress to Date

In accordance with our Taste of Health initiative, suitable healthy choices are always available on the menu. We make sure there is at least one healthy choice (hot and cold) for each course at each meal service and there is always a choice of salad items available. Healthy hot items are available on the breakfast menu every day (e.g. baked beans, grilled tomatoes) alongside a choice of high fibre breakfast cereals and breads. A range of healthy snacks and grab & go offers are also available and this always includes fresh fruit. Where jacket potatoes are offered, at least two fillings will be low in fat. A selection of healthier drinks is offered at all sites that includes unsweetened fruit juice, sugar free fruit juice drinks, water and diet soft drinks. We have provided our catering managers and chefs with criteria for labelling Taste of Health compliant items, a list of suitable dishes from the ISS Standard Recipe Manual and the tools to do this e.g. Taste of Health stickers, labels, menu formats.

Forward Commitment

ISS Mediclean is currently undertaking an extensive project to computerise our Standard Recipe Manual using the Saffron software program. All recipes will be retested and fully costed, specifying suppliers and ingredients to be used. Ordering will also be initiated via Saffron so we will be able to ensure that all chefs are making their dishes in a standardised way. As the dietetic team will have already entered nutritional data for all ingredients, the nutritional content of all recipes will be automatically calculated. This will be checked by the dietetic team to ensure factors such as nutrient loss on cooking have been taken into consideration. Once the computerised recipe file has been finalised, the dietetic team will review each dish and highlight which meet Taste of Health criteria.

ISS Mediclean is in the process of launching a new range of branded food offers (e.g. Italian, Indian, Jackets) called Fresh Ideas across all sites. We will ensure that there is also a healthy choice each day within the new Fresh Ideas menus that meets the overarching principles of Taste of Health.

The retail team will work with the dietetic team to develop a range of promotions, theme days and 'meal deals' with a Taste of Health focus. We are hoping to have at least one every month and these will be compulsory across all sites.

Our new commitment is to launch even more healthy promotions including a new healthy breakfast meal deal in March 2009 that will deliberately be cheaper than our cooked breakfast meal deal. However, we are also aiming to decrease the fat content of our cooked breakfast offer by stipulating standard ingredients and low fat cooking methods to be used across the entire business.

Planned Monitoring

Recipe review due to be complete by October / November 2008

Feb 09: Our retail managers are actively asking for more dishes to be highlighted as 'Taste of Health compliant' via the Saffron system, therefore this will be assessed during the next recipe review commencing March 2009.

To be led by the retail team with support from the dietetic team. The new concepts will be launched in May 2008. Recipes and cooking methods will be provided to chefs to ensure consistency.

Feb 09: The new concepts were launched in May 2008 and have been rolled out across over half of our sites. Our retail team have conducted a series of interviews with customers throughout 2008 and they have noticed an increasing interest in healthy eating. Hence, the retail team have been working even more closely with the dietetic team to ensure healthy options are available within any new food offer we launch. One of the initiatives we are currently working on is reducing the price we charge for vegetables at all of our sites. Added to this, our fruit and vegetable supplier also reduces the price of certain seasonal lines each month to encourage growth in this area.

The first Taste of Health retail promotion is due in June 2008.

Feb 09: We have run a series of healthy promotions throughout 2008 and the beginning of 2009. These have included offers on jacket potatoes, Taste of Health meal deals and 'Buy One Get One Free' on vegetables. We will be launching new promotional initiatives in the second Quarter 2009.

Consumer Information

Progress to Date

Taste of Health was created to support our customers who would like to make healthy food choices in our restaurants. Dishes that meet the Taste of Health criteria are highlighted on menus using our 'star fruit' symbol. The initiative is also supported by table talkers, posters and a leaflet that outlines nine tips for healthy eating. We also have a Taste of Health Information Point (notice board) in each of our hospital restaurants. This board includes a variety of leaflets, including some from the FSA, covering various aspects of a healthy diet and each month we display an 'information point'. This is written by the healthcare dietitian and recent topics have included new year weight loss diets, healthy drinks and healthy snacking.

Forward Commitment

The dietetic team plan to work more closely with the retail team on new food offers and future promotions. The dietetic team will be liaising with suppliers and analysing the nutritional content of new dishes so that we can let catering managers know which can be signposted with the Taste of Health star. The dietetic team will also be ensuring that all future promotions and centrally managed theme days include a selection of healthy offers.

We will run at least one promotion and/or theme day each month with a healthy offer as defined by the Taste of Health criteria. This will be led centrally but sites are always encouraged to develop their own healthy offers in addition to this.



Planned Monitoring

Ongoing – as and when new retail offers are created. ISS dietitians work in the same team as the retail development managers and regular team meetings will ensure frequent contact.

Feb 09: The retail team have been asked to continue having a Taste of Health focus on their promotions where applicable and to liaise regularly with the dietetic team to develop these.

To be organised by the retail team in conjunction with the dietetic team.

Feb 09: Throughout February 2009 we have been supporting the FSA Saturated Fat campaign in all of our restaurants. They have all been sent packs containing FSA Saturated Fat leaflets, posters and recipe cards. The dietetic team will continue to inform the retail team of other national healthy eating initiatives that we can tie in with each month.

