

# Government Buying Standards for Food and Catering Services

## Assessment of current DWP catering service with Telereal Trillium/Compass as at November 2011

Since 1998 the Department for Work and Pensions (DWP) occupies the majority of its accommodation under a Private Finance Initiative (PFI) known as the PRIME Contract. This PFI has a duration of 20 years. Under the terms of the PFI the Department leases back fully serviced accommodation from its private sector partner Telereal Trillium. This covers a variety of building and facility management services including the provision of catering services, where appropriate. The catering service, in 117 sites, ranges from a full restaurant service to smaller snack/coffee bars. Telereal Trillium, delivers the catering service through their service partner the Compass Group UK.

The majority of the Government Buying Standards (GBS) are being met however DWP and its caterer will review this assessment and provide periodic updates to this report. We can also report here that whilst not using fish from the 'Fish to Avoid' list, Compass has now confirmed they can provide fish that are listed on the 'Fish to Eat' list and that they are in the process of changing menus and products accordingly. We have also started discussions on how to increase the percentage of food that is produced to certified or assured higher level environmental standards – Compass has confirmed their supply chain can provide products to meet this standard.

Criterion	Requirement	Assessment
Central Government source food, subject to no overall increase in costs, meeting UK or equivalent standards of production.		All meat, milk, dairy products meet UK or equivalent welfare standards. All fruit and vegetables meet UK or equivalent standards of production where relevant, as described in GBS guidance.
In line with the industry principles on country of origin information suppliers should be able to indicate the origin of the meat, meat products and dairy products either on the menu or accompanying literature, or at least when the information is requested by the consumer.		Country of Origin information is published on menus in Caxton House and Compass aim to provide this information on menus in the remainder of the DWP sites by June 2012. In the mean time this information is available on request.

<b>Criterion</b>	<b>Requirement</b>	<b>Assessment</b>
Eggs sourced from systems that do not use conventional cages. If from a caged system, enriched cages are used.	100% fresh eggs in shell	All of the Eggs supplied are from the cage enriched system
Seasonal produce	Where fresh produce is used, menus are designed to reflect in-season produce and in-season produce is highlighted on menus.	Current menus are designed to reflect in-season products and seasonality messages are put on information boards.
Fish products from sustainable sources	100%	Compass do not source any fish products from the Marine Conservation Society (MCS) 'Fish to Avoid' list. Cod and Haddock are on the MCS 'Fish to Eat'. Plaice is a cat 3 supply and is neither on the 'Fish to Eat' or 'Avoid' lists. Tuna is sourced by the Purse Seine method and not 'Pole and Line'
Primary commodity (i.e. raw ingredient) food and drink is produced to certified or assured higher level environmental standards (organic, LEAF)	10%	5.9% of products were organic/Link Environment and Farming (LEAF).
Fairly traded tea and coffee	50%	Compass provides 54.1% either fair trade or Rainforest Alliance.
Tap water is visible and freely available and such provision is promoted.	Mandatory	Chilled tap water is available in all DWP buildings, however, this is still to be verified for every restaurant.
Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.	100%	Policy is not use salt in the cooking of these products and this is reflected in training and recipes.
Salt is not available on tables	100%	Salt is not/should not be provided on dining tables, however this is still to be

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		verified.
A percentage of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen.	50%	Menus currently meet this criterion
A portion of fruit is cheaper than a portion of hot or cold dessert	100%	Criteria met.
If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.	100%	Criteria met.
A percentage of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls)	At least 50% 100% stock lower salt	Currently not all products meet this criterion, however, Compass has signed up to the Responsibility Deal and the pledge to meet 2012 salt targets and are working with suppliers to meet these targets.
Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available. A percentage of hard yellow cheese has a maximum total fat content of 25g/100g; a percentage of ready meals contain less than 6g saturated fat per portion; a percentage of milk is reduced fat; and a percentage of oils and spreads are based on unsaturated fats.	At least 50% for hard, yellow cheese. At least 75% for ready meals, milk and spreads.	Where possible meat, meat products, biscuits and pastries provided by Compass are lower in saturated fat. Oils and spreads already meet this criterion. All milk is at least semi-skimmed. Ready meals are not provided. Compass is currently working with suppliers to analyse hard cheeses and will be in a position to report on this later.

<b>Criterion</b>	<b>Requirement</b>	<b>Assessment</b>
A percentage of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 12.5g/100g added sugars.	At least 50%	Currently this criterion is not met due to consumer choice – cereals are supplied that are higher in fibre and do not exceed sugar content, however, consumers often choose alternatives.
Meal deals include a starchy carbohydrate, vegetables and 1 portion of fruit.	100%	Compass provides main meal options which include a starchy carbohydrate and vegetables  In Caxton House retail meal deals give the consumer the choice to take bottled water and a piece of fruit and it's planned to put this offer into 40+ sites.
Small to medium employers (SMEs)	Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.	Current food supply system meets this criterion. Distribution is de-coupled from products and Compass source from over 400 suppliers in UK many of which are SME's.
Bottled water	Pre-bottled water (mineral or spring) is not included in the hospitality menu	Only bottled tap water is provided for Hospitality.
Packaging waste	There are facilities available to staff and customers for recycling cans, bottles, cardboard and plastics.	There are facilities available for recycling, managed by Telereal Trillium service partner MITE.
Food waste minimisation	Any contractor must take steps to minimise food waste in its on-site operation using the guidance provided to help	A system is in place to monitor food waste in all outlets.

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	decide what action they will take. Contractors should set out what they will do, and feed back to clients on progress and results.	
Food waste disposal	The procuring authority must check whether a separate food waste collection service can be provided (see guidance on how to do so). If the service can be provided, while achieving value for money, then it should meet best practice standard.	This service is managed by Telereal Trillium service partner MITE.
Energy use	The on-site catering operation is run in accordance with the host building's overall energy management policy.	Compass follows Telereal Trillium building policies.

### Additional 'best practice' criteria

Criterion	Requirement	Assessment
Animal welfare	All eggs, <b>including liquid and powdered eggs</b> , are sourced from systems that do not use conventional cages. If from a caged system, enriched cages are used.	All of the Eggs, including liquid and powdered eggs, supplied are from the enriched cage system.

Higher environmental standards	<b>20%</b> of primary commodity (i.e. raw ingredient) food and drink procured is produced to certified or assured higher level environmental standards (organic, LEAF or equivalent).	Compass supply a small quantity (5.9%) of LEAF/organic products. This criterion could be met, however, additional costs would have to be passed on to the consumer.
Ethical standards	<b>All</b> tea, coffee, <b>cocoa and bananas</b> are certified as fairly traded.	Currently 54.1%, either fair trade or Rainforest Alliance tea and coffee, is provided. All Bananas are fair trade as is sugar and cocoa.
Menu nutrient analysis	Menu cycles are analysed to meet stated nutrient based standards relevant to the major population subgroup of the catering provision.	Currently Compass does not analyse menu cycles as each unit/site manages their own menu. However, Compass intend to roll out a standard menu across all sites between Jan-Jul 2012 after which menus can be analysed centrally.
Calorie and allergen labelling	Menus (for food and beverages) include calorie and allergen labelling.	Compass has implemented full GDA labelling into Caxton House and will be rolling GDA labelling out across all DWP sites between Jan and Jul 2012. Currently allergen information is not put on menus but have the information if requested.
Packaging waste	<p>Packaging waste in delivering food for the catering service is minimised so that:</p> <ul style="list-style-type: none"> <li>(i) tertiary and secondary packaging should consist of at least 70% recycled cardboard; and</li> <li>(ii) where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.</li> </ul>	Compass continually works with suppliers and distributors to minimise packaging waste. The main supplier is already providing corrugated packaging from typically 65%, and in some instances 100%, recycled material and all cases are 100% biodegradable and can be recycled.

Food waste minimisation	Any contractor has a food waste minimisation plan in place, including actions and estimated quantifiable reductions, and ensures appropriate training is given to staff to ensure best practice in terms of food waste minimisation.	A food waste reduction plan and monitoring system is currently in place.
Food waste disposal	Where possible, an appropriately-licensed separate food waste collection service should be procured as part of overall site waste management (with the food waste collected going either for treatment at an in-vessel composting or anaerobic digestion facility or other suitable facility (as opposed to landfill).	This service is managed by Telereal Trillium service partner MITE.
Energy use	The on-site catering operation is run in accordance with the Carbon Trust food preparation and sector guide (CTV035).	Compass follows Telereal Trillium energy policies.
Light catering equipment	Food and drink to be consumed in restaurants and canteens must be served using cutlery, glassware, and crockery which are reusable and washable.	All sites have reusable and washable cutlery, glassware and crockery. However, there is a requirement to provide consumables for a take-away service.
Environmental management system	The contractor must prove its technical and professional capability to perform the environmental aspects of the contract through: an environmental management system (EMS) for catering services (such as EMAS, ISO 14001 or equivalent).	Compass implements internal systems which are ISOQAR accredited.