

Healthy Eating Commitments



A taste of Vacherin

Vacherin is a boutique independent caterer specialising in the central London business & industry market. We currently look after 25 contracts for 20 prestigious clients, employing almost 200 staff. Our contracts represent a total potential daily market of almost 10,000 customers.

We run our business with passion - passion for food, passion for great service and passion for keeping our clients & customers delighted. Every operation is tailored to the specific client's requirements, with every care taken to ensure that the catering team and the food offer perfectly fit the culture of the company. We keep our offer fresh by being completely flexible and by driving new ideas and innovation constantly.

Our Director of Food, Lloyd Mann, leads by example, promoting fresh, seasonal, sustainable food with as much as possible produced on site. Lloyd promotes the importance of a balanced diet and healthier cooking practices. Our commitment to sustainability is unrivalled and our integrated approach was recognised by the Sustainable City Awards 2009, when we were awarded the Sustainable Food category and by the British Hospitality Association who awarded us their Sustainable Business award in 2009.

General

Progress to date

In many instances we are providing our customers with their main meal of the day, so we have always taken our responsibility for providing healthy choices seriously. We always ensure that there are healthy options on all our staff dining menus and we employ healthier cooking practices with traditional dishes and in hospitality to reduce the amounts of salt and fat and to increase fibre.

All our chefs produce as much of their food as possible fresh on site daily, planning their own menus and using their own recipes, so that we are in control of the dish content and can communicate intelligently with our customers.

Forward commitment

We are committed to developing a healthy eating policy in line with the FSA's advice and rolling this out to all our operations. Our detailed commitments are set out on the following pages.

Planned monitoring

Target date February 2010. Adherence will be checked via our unit audits.

Procurement

Progress to date

We buy fresh, seasonal produce so that we have prime UK produce when it is at its best. We display information around key fruits and vegetables when they are in season to educate our customers and also to encourage them to eat more. We also have food seasonality calendars and nutritional information on our client catering web pages.

We work with some of the finest suppliers in London - the majority of whom are like us - independent, owner-managed companies committed to service and product quality. By having two suppliers in each main product category we enable our chefs to remain in control of their purchasing, allowing them more creativity and flexibility.

The majority of our meat, fish & dairy is UK sourced, with each of the suppliers able to source a wide range of organic, free range or ethically traded produce. All our eggs are free range.

We run a series of farm trips where our chefs get to learn first hand about the production and origins of specific foods.

Salad dressings and salt are provided separately for customers to choose whether they wish to add them. A choice of butter or low fat spread is offered at all toast stations and deli bars. All coffee bars provide customers with a choice of semi-skimmed, skimmed, soya or organic milk.

We have recently made a commitment to change all our cooking oil to rapeseed oil, which is far healthier due to its lower saturated fat content. The supplier we use operates a closed loop system whereby they produce the oil, deliver it in bio-diesel fuelled vans, collect the waste oil and turn it into bio-diesel.

Forward commitment	Planned monitoring
Reduce the amount of salt purchased / used	Six-monthly check of salt purchase volumes
To complete the move to using only rapeseed oil which has a considerably lower saturated fat content. Rapeseed oil is 6% saturated fat, compared to sunflower oil (11%), Olive oil (14%) and butter (60%)	Trial using rapeseed oil by September 09 with possibility of moving to 100% use of rapeseed oil in cooking by February 2010.
To work with suppliers to source alternative bought-in products that are lower in salt and fat. Our first project will focus on our bought-in sandwiches.	Quarterly audit checks

Kitchen practice

Progress to date

We have issued a best practice guide to every member of staff around sustainability, and promote the seven principles of sustainable food as defined by Sustain.

The best practice guide has been amended to include healthy cooking best practice. This will be reinforced with a series of workshops to be attended by a member of every team. Guidelines include using:

- Lower fat spreads in sandwiches & rolls
- Light mayonnaise
- Undressed salads
- Semi-skimmed milk in cooking rather than full fat
- Grilling, poaching or steaming rather than frying
- Dry-frying using good non-stick pans
- Reducing the amount of cheese, meats and salt in cooking
- Increasing the amount of vegetables, leaner meats and using herbs & spices

Forward commitment

Planned monitoring

Workshops to take place & best practice to be rolled out

Attendance at workshops compulsory for min. one chef per unit. Best practice to be monitored via unit audits.

Hot nosh criteria to include a healthy eating element
(Hot Nosh is our annual culinary competition in which all chefs take part over 3 days to win the starter, main course, dessert and overall prizes).

Hot Nosh judging panel

Develop recipes to use herbs & spices as an alternative to salt. This will be achieved via our recipe bank of recipes produced in each kitchen, as well as by our Director of Food, which are made available to all our chefs.

Wall chart or table of how much salt used in each unit

Conduct training in portion sizes and to achieve the right balance of meat, carbs and vegetables. Advice will be based on the Food Standards Agency's Eat Well Plate and 8 Tips for Eating Well.

Workshop to take place by end of Feb 2010. Monitoring to be ongoing.

Menu planning

Progress to date

Our chefs are all responsible for compiling their own menus - we do not have any centrally compiled menus or food production. We do monitor menus and conduct regular menu health-checks to make sure that they follow our guiding principles for menu planning, including:

- All our staff dining outlets offer healthy options at breakfast and lunch
- Undressed salads are always available
- Fresh vegetables are always available
- Fresh fruit, dried fruit, nuts and seeds are available and promoted

We have a sustainable fish policy which details fish to eat and fish to avoid, based on Marine Stewardship Council advice. All our units adhere rigidly to this list, which is updated regularly

Forward commitment	Planned monitoring
To produce guidelines as to what constitutes a healthy option, taking into account nutritional content, cooking methods, lean meat, portion size and menu balance of carbs, protein and vegetables and FSA recommendations on reducing salt & saturated fat.	Target date Dec 09
To review portion sizes and the balance of meat, carbs and vegetables in line with nutritional advice for staff dining.	Target date Dec 09
To introduce more healthy options in hospitality menus and produce guidelines as to portion sizes and balance.	Workshops to take place by end Feb 2010. Monitoring to be ongoing
Increase and promote the use of wholemeal and wholewheat products	Ongoing assessment by Ops team & director of food
To introduce and promote a "Naturally delicious" dish in our larger staff restaurants - promoted	To be launched in January 2010 in one trial site and if successful within all staff

as being a healthy choice with no salt, using alternative seasonings, which meets our criteria of a healthier option	restaurants.
Incorporate more bran-based products	Ongoing assessment by Ops team & director of food

Consumer information

Progress to date

We identify the healthy options in our daily and weekly menus as well as in our hospitality brochures.

We provide printed information as well as information on the catering websites regarding foods in season and healthy promotions.

Forward commitment

Planned monitoring

We will support and promote the FSA's healthy eating commitments and initiatives.

Regular review of FSA recommendations

We will communicate the definitions of healthy dishes, correct portion sizes and correct meal balance to our customers.

By March 2010 - feedback to be sought and monitored

We will create promotions around the healthy options

Ongoing - all promotions to have a healthy alternative

We will train our staff in the FSAs Eat Well Tips for Healthier Eating, so that they can promote these knowledgeably to customers.

Staff induction, training & appraisal reviews,

We will develop our labelling, signage and customer communications to make food content and in particular healthy options more clear to customers

Check via unit audits