



PROCUREMENT

Laura JESTIN

I declare that this assignment is all my own work and that I have acknowledge all materials used from the published or unpublished works of other people. All references have been duly cited.

Table des matières

1.	Introduction	2
2.	Company.....	3
3.	Standards for food and catering services	4
a.	Mandatory standards	4
i.	Production, Processing and Distribution.....	4
ii.	Animal Welfare	4
iii.	Environment	4
iv.	Variety and seasonality.....	4
v.	Nutrition	5
vi.	Resource Efficiency.....	5
vii.	Social-economic	5
b.	Best practice.....	5
i.	Production, Processing and Distribution.....	5
ii.	Nutrition	6
iii.	Resource efficiency.....	6
iv.	Social-economic	6
4.	Criteria.....	7
5.	How to choose?.....	8
6.	Conclusion.....	9
7.	Bibliography	10

1. Introduction

Choosing the right catering service is always a challenge. What is important for the company? What needs to be respected to follow the governmental rules? Every catering service try to differentiate himself from the others with extra services and specific kind of food.

The catering sector turnover has doubled in 20 years. In 2018, the catering sector in the United Kingdom reached 92 billion British pounds of products used. 28 000 employees work in the catering sector in UK.

In this assignment, a company wants to externalise the catering service of his activities. This company is Skeleton technology. A company that want to help others to save energy and protect the environment by creating and producing ultracapacitor energy storage.

Before to choose a good catering company you need to make sure of 3 things. The first one is to make sure that the company knows about the Governmental standards for food and catering services. Then you need to know what is the most important criteria for the company. The last part is to learn about the company, their reputation and what they can offer.

We will develop all these criteria and more in this assignment.

2. Company

Skeleton Technologies is the global technology leader in ultracapacitor energy storage. They work in different industries: Automotive, Grid and renewables, Maritime, Industrial manufacturing and Transportation. The biggest value of the company is to help companies save energy. They help decreasing emissions and fuel consumption to improve power quality and protect equipment and infrastructure from power peaks. They also promote electrification to fight climate change.

Skeleton Technologies was founded in 2009 by Taavi Madiberk and Oliver Ahlberg. The first commercial product series was developed in 2012 and 3 years later they receive the price of Best start-up award at Ecosummit.

The company consists of 3 subsidiaries: Großröhrsdorf and Berlin in Germany which are responsible, respectively, for manufacturing and sales; and Tallin in Estonia who is responsible for Research & Development and pilot production.

The subsidiaries that need a catering service is the one situated in Großröhrsdorf in Germany; it consists of 75 employees.

3. Standards for food and catering services

Standards are divided in 2, there is a set of minimum standards that are mandatory and others that are recommended but not required.

a. Mandatory standards

i. Production, Processing and Distribution

In production standards, the producing of the food need to respect UK legislative standards for food production. If the use of a certain type of food leads to an important increase in costs which cannot be compensated elsewhere, the procuring authority with the catering contractors shall agree to depart from this requirement. Procurers and catering contractors need to ensure that food met these standards by checking that farm inspection systems meet UK standard of inspection or that they are subject to an independent assurance system.

In accordance with UK legislation, catering contractors need to ensure the traceability of fresh, chilled and frozen produce. They also must have a system to check and ensure authenticity of products. The origin of meat, meat product and dairy products need to be provided on the menu or to have the information available to give to anyone asking or procuring authorities.

ii. Animal Welfare

Broiler chicken, pork and pork products need to meet the UK standards that are higher than EU standards. As in the production standards, if the use of some types of products leads to an important increase of the costs, the procuring authority with the catering contractors can agree to depart from these standards. All eggs (fresh in-shell, liquid and powdered) need to come from a system that do not use any kind of conventional cages, the only cage that can be use is enriched cage.

iii. Environment

At least 10% of the total monetary value of the raw ingredients (food or drink) need to be certified as:

- Integrated Production or integrated Farm management standards that need to have a systematic and integrated management as:
 - o Natural habitats & biodiversity
 - o Prevention and control of pollution
 - o Energy, water and waste
 - o Management of soils, landscape and watercourses
- Organic standards

Also, all palm oil used to cook or as an ingredient need to be sustainably used/produced. Fishes used need to come from a sustainable way of fishing and no “red list” or endangered species can be used.

iv. Variety and seasonality

Catering contractors need to use as much as seasonal produce that they can in order to respect the natural growing and production period for the UK. In-season produce shall be highlighted on menus.

v. Nutrition

The first objective of the nutrition standard is to reduce salt, all vegetables and starchy food (rice, pasta, potatoes) need to be cooked without salt, salt can't be available on tables. At least 50% of meat, breads, breakfast cereals, soups, cooking sauces, ready meals and re-packed sandwiches meet the Responsibility Deal salt target of less than 0.6g/100mls.

The second objective is to increase to consumption of fruits and vegetables. 50% or more of the desserts need to be based on fruits, the portion of fruit need to be cheaper than dessert without fruits. Meal deals need to contains vegetables and fruits.

The next objective is to reduce saturated fat, meat, meat products, biscuits, cakes and pastries need to have a low rate of saturated fat. At least 50% of breakfast cereals have a high rate of fibre and do not exceed 22.5g/100g total sugars.

For fish, the objective is to increase the consumption of fish. If caterers serve 2 meals per day, 2 meals per week need to contain fish and at least one is oily. If caterers serve only 1 meal per day, 1 meal every 3 weeks need to contain oily fish.

vi. Resource Efficiency

Tap water need to be visible and freely available, pre-bottled water is not included in the main menu. Caterers contractors need to make available to staff and customers facilities to recycle cans, bottles, cardboard and plastics.

Catering supplier with off-sit meal preparation need to ensure that they have an approach to managing and minimising the impacts of waste, including evidence of a continual improvement cycle of objective settings and the implementation of improvements actions. Furthermore, they need to have in place an energy management policy and it has to commit to the continual improvement of its energy performance.

For catering supplier with on-site meal preparation: the service needs to take measures to minimise food waste, review and revise the actions they are taking to continue to reduce food waste and give a feedback to clients on the results and progress made. In addition, the catering service need to be run in accordance with the host building's energy management.

The minimum mandatory Government Buying Standards for paper products.

vii. Social-economic

At the ethical level, 50% or more of tea and coffee need to be fairly traded.

An equality and diversity policy need to be in place to help ensure the compliance with employment law provisions in the UK Equality Act.

b. Best practice

These practices are recommended but not obligatory. Some of these practices are mandatory ones but with higher expectations. Some others are new ones that give more constraints to the catering contractors.

i. Production, Processing and Distribution

For a smaller impact on environment, 40% or more of the total monetary value of raw ingredients shall be certified to Integrated Production standards, Integrated Farm management standards or organic compliant with European Council Regulation.

ii. Nutrition

Savoury snacks can be only available in 30g packet sizes or less. Sweet snacks are packed in the smallest standard single serve portion size and do not exceed 250 kcal.

No more than 20% of beverages may be sugar may be sugar sweetened and they will not be more than 330 ml pack size.

Menus need to include calorie and allergen labelling.

iii. Resource efficiency

The contractor shall have technical and professional capability to perform environmental aspects of the contract with an environmental management system for catering services (ISO 14001 or equivalent).

To limit waste of packaging, secondary and tertiary packaging must consist of at least 70% of recycled cardboard. Otherwise, the packaging must be reusable or all materials contain some recycled content.

To limit waste of food, the supplier must ensure that the staff have an appropriate training to limit it. Surplus food must be distributed for consumption rather than wasted, give to charities or food banks.

Food and drink consumed in restaurants or canteen must be served with cutlery and glassware that are reusable and washable.

Paper product as napkins, kitchen tissue or take-away containers must meet the requirements of the EU Ecolabel or equivalent.

iv. Social-economic

All tea, coffee, cocoa and bananas are certified as fairly traded.

If the food comes from a country that have not ratified the international Labour Organization Declaration, the contractor shall work with suppliers to improve conditions through pro-active and direct engagement programmes.

Measures are taken to ensure fair dealing with farmers with the help of the guidance contained in the Groceries Supply Code of Practice.

4. Criteria

Before choosing a catering service, it's important to know what specific need we want and what criteria is principal for the company.

The company first asks that the catering service respect the standards of the local government procurement departments. So, every rule that I quote in the previous paragraph need to be respected or at least the mandatory standards.

Some other criteria are important to choose the good catering service for the company:

- Geographically close

The catering service need to be situated not too far from the company. It will reduce the likelihood that they will arrive late due to traffic or public work for example.

- Well known

If the catering service is well known and have good appreciation, it's more likely that the contractors is good and produce good meals.

- Labels

It's important to check if the catering service ratified some labels and standards. It proves the respect of the company for the governmental standards and the quality of the products.

- Price

The price is something very specific to every company. Some are willing to put more money on the catering service to be sure to have good quality of products and varied meals, to give the best to their employees and to give them good eating habits. Others prefer to put the less amount of money possible because it's not the principal activity and they don't want to lose money on superfluous activities.

- Adaptability of menus

Nowadays, more and more people make the choice to not eat meat or even products coming from animals anymore. For some company it's important to respect everyone belief and so the catering service need to be able to propose complete meals even for vegetarian or vegan people. It's also important that everyone working in kitchen know exactly what's inside the meals to avoid allergy crisis for example.

- Flexibility

The flexibility of every company is always a plus. Being able to adapt to the number of meals, the service hours, food availability, seasons, ...

5. How to choose?

Before choosing a catering services it's also important to have an idea on what to expect from the contractor.

What is easy to do, to know that you choose the good one is:

- Word of mouth recommendations

Ask friends and other companies if they know the catering company and if they had problem with it or not.

- Schedule tasting

One good way to know what to expect is to schedule a tasting to ask and try what the catering service can offer.

- Caterer's speciality (small/big events)

According to the number of employees of the company it's good to know what is the caterer's speciality in term of number of meals distributed per service. If they are used to distributed around the same amount of meals than the number of employees in the company, it will be easier for them to be efficient for the company.

- Ask for references

An easy way to know the reputation of the contractor is to ask for references. You can know for who they worked before and maybe even ask these references to give their point of view on the caterer.

- Ask for food freshness

According to the mandatory standards of the government, the food needs to respect European Union or United Kingdom regulations. But it's also important to ask what is the rate of fresh food used by the caterer.

- Call the local health department

The local health department allows to prevent and reduce the effect of diseases and chemical and radiation hazards. By calling them, you make sure that the caterer use products grow by farmers that respect UK regulations on chemical use.

- Read reviews

The easiest way to find out on the caterer is to read reviews about them on internet and how many stars people give them. People like to give their opinion on everything they try so it's an easy way to find information on the quality, the personal, ...

6. Conclusion

To conclude, we saw the complexity of choosing a good catering service. Many factors need to be taken into account.

The first important factors are the respect of the company for the Government Standards for food and catering services. It's a lot of rules to respect but it allows to prepare and eat well produce ingredients. The mandatory standards are pretty common and easy to realise but to be more respectful of the environment and offers even better food some best practice standards are also told.

The second step is to know what the company want, what is important for them, what is not. Like that you know on what to focus you researches and find the best catering service that feat the company. Knowing if the important things are: the location of the catering company, the reputation, if they use Labels and standards, the price of their services, if they can adapt their menus easily and if they are flexible.

The third and last step is to learn about the company. Research on internet for information about the company, reviews, ask the company for references and to schedule a tasting. The tasting will give you an example on what the catering service can distribute for the meals. It's also interesting to ask the caterer speciality, it can give you an idea if they have the habits to work with many people or not.

Now, you have some tools to find a good catering company. You just need to find the right one and you will find out how the catering service will adapt to your company and make the most of it.

7. Bibliography

Luty J. (2019) Expenditure on food services in the UK 1997-2018, based on volume [Online] Available at: <https://www.statista.com/statistics/476530/annual-expenditure-on-catering-services-uk>

Government Buying Standards (2015) Department for Environment, Food and Rural Affairs [Online] Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/418072/gbs-food-catering-march2015.pdf

Wikihow (2019) How to choose a good caterer [Online] Available at: <https://www.wikihow.com/Choose-a-Good-Caterer>

Kanta J. (2019) Top 8 tips on how to choose the right catering services provider [Online] Available at: <https://sattvikfoods.com/choose-the-right-catering-services-provider/>

Tilda (2019) How to choose a catering service? [Online] Available at: <https://www.apleblog.com/2019/how-to-choose-a-catering-service/>

Woodward M. (2020) Tips for selecting a caterer for your event [Online] Available at: <https://www.thebalancesmb.com/selecting-caterer-for-events-4036332>

Skeleton Technologies (2019) We help to save energy [Online] Available at: <https://www.skeletontech.com/>