Criteria for sustainable public procurement of Catering

Version: 1.5

Date: November 2012
Colophon
This criteria document for the sustainable public procurement of Catering has been drawn up on the instructions of the Dutch Ministry of Infrastructure and the Environment.
1 Introduction

The Dutch government would like to take concrete steps towards a sustainable society and wants to set a good example. If the public authorities pursue sustainable public procurement, the sustainable products market will receive a substantial boost. The different government authorities have set objectives for themselves with regard to sustainable public procurement. To achieve the objectives, sustainability criteria have been developed for most of the products, services and public works procured by the authorities. These criteria are not regulations but serve as a point of reference for sustainable public procurement.

This document presents the criteria for the Catering product group, as well as points for consideration to focus on for the stages prior to and following procurement, background information, considerations for the criteria, an elaboration of the criteria in specifications and an elaboration of the criteria evaluation.

1.1 Definition of the product group

The Catering product group comprises the services and the product range. This product group does not include the following:

- Kitchen equipment. Criteria for kitchen equipment can be found under the Large Kitchen Equipment product group.
- Machines for hot and cold drinks. Criteria for this equipment can be found under the Drinks Machines product group. If the content of the machines (the drinks) form part of the catering contract, then this will be regarded as forming part of the range of products and will be included in the product group.

If event catering falls under the same contract, the criteria also apply to event catering. In many cases, the criteria can also be applied to event catering that does not fall under the regular contract. The same applies to sandwiches that are ordered outside the regular contract, for example for meetings.

To make it easier for the contracting authority, a selection of CPV codes is given that may apply to this product group. This selection is not exhaustive or complete. The contracting authority itself is still responsible for collecting the correct set of CPV codes, corresponding with the relevant call for tender. The following CPV codes apply to this product group:

- 55500000-5 Canteen and catering services
- 55510000-8 Canteen services
- 55511000-5 Services for canteens and other private cafeterias
- 55512000-2 Canteen management
- 55520000-1 Catering services

1.1.1 Application of criteria

This document is intended for the party who is responsible for the purchase of the catering services. This could be the purchaser, but also an internal client, such as the facilities services department.

In general, the government has the following contract types for the procurement of catering: an open-book contract, fixed contract price and a contract on the basis of a semi-commercial operation.

An open-book contract gives the client complete insight into costs and revenue, but the client bears the risk. However, more and more clients want the risk to be placed with the caterer. This is the case with a contract on the basis of a contract price. However, commercial
contracts are concluded increasingly often. Here, the client is given carte blanche and the risk is paced with the caterer; for example, there are no subsidies for pricing. The formulated criteria can be applied to each contract type; only the room the caterer has for detailing the range or products may differ.

Most of the government's catering is done in-house. The contracted catering versus in-house catering ratio is 35% versus 65%. In most cases, the catering contracts are awarded on the basis of MEAT (Most Economically Advantageous Tender). This means that, apart from including minimum requirements, there is also room for including award criteria in the call for tender.

The criteria can be applied to both contracted catering and in-house catering. With contracted catering, a caterer is contracted to provide catering services to the government organisation. In the case of in-house catering, an agency within the government organisation performs the catering and purchases products from wholesalers.

The criteria formulated in this text best suit the procurement of contracted catering, but, with a few minor adjustments, the criteria can also be applied to in-house catering.

The minimum requirement with respect to the range of products and the additional award criteria can be formulated in such a way that the wholesaler is asked to indicate what percentage can be purchased. The internal catering organisation must ensure that the set percentage is achieved and is therefore responsible for monitoring the percentage and must handle the purchase of products that satisfy the characteristics. If contracted catering is used, the caterer is responsible for this. As evidence, a wholesaler can submit a declaration or a substantiation of the percentage that it believes it can offer. The contract stipulations do not apply to wholesalers. For this purpose, the agency that performs the catering must make plans for reducing the environmental burden and for effective communication on sustainability to employees. In the case of in-house catering, a service contract is often entered into between the catering service and the internal client. In this type of agreement (an SLA for example) the contract stipulations can also be included.
3 Sustainability in the procurement process

The criteria in this document are divided amongst the various steps in the procurement process. More information about the steps in the public procurement process and the way in which sustainability can be included therein can be found on the PIANo (Dutch Public Procurement Expertise Centre) website. It is recommended that you refer to this information before you get started with the criteria for this product group.

3.1 Preparatory stage (points for consideration)

Each purchase or call for tender starts with an assessment of the needs of the internal or external client. Sustainability can be factored into this stage by assessing whether procurement is necessary and whether a more sustainable way to meet the procurement need is available. The following points for consideration have been formulated for the procurement of the Catering product group:

- Assess how much employees actually use the canteen and catering for lunch and the needs of employees (by looking at sales of hot meals, salads and so on), and to what degree employees are prepared to pay more for more sustainable catering. This is relevant for determining the necessary budgets and agreements in the contracting stage. Also examine how any higher prices can be overcome in the business case. This means that in the contract, for example, a higher surcharge can be levied on products that do not meet the criteria and a lower surcharge on products that do meet the criteria. Moreover, a realistic assessment of the actual consumption limits the amount of waste.
- Examine whether there is also reason to purchase more sustainable kitchen equipment or drinks machines. For more information, refer to the Large Kitchen Equipment or Drinks Machines product groups.
- A choice can be made between crockery that is used several times and single-use packaging with a relatively lower environmental burden (for example paper, cardboard, plastic, or wood). If you opt to have as little packaging as possible – and therefore for the use of crockery – you should bear in mind the costs of personnel for the additional activities to be carried out, such as preparation and limiting loss.
- Examine the possibilities to reduce the environmental burden by procuring seasonal products or regional products.
- Animal proteins have a large impact on the environment. The larger the share of vegetarian products in the range of products, the lower the impact on the environment. Examine the possibilities of a larger share of vegetarian products in the range of products. A few examples of how fewer meat products can be offered:
  - Sandwich of the day. Three times a week no meat (without calling it vegetarian).
  - Today’s special two days a week no meat (without calling it vegetarian).
  - Today’s special without meat alongside a today’s special with meat.
- Try to prevent wasting. If the catering is outsourced to a professional caterer, you and this caterer can both see how food waste can be prevented in your situation. In a self-catering situation, there are also possibilities, such as:
  - Agree with your supplier on smaller packaging units.
  - Do not purchase too many products.
  - Make sure the storage conditions are optimal.
  - Use a proper stock management system.
  - Create room in your menu system for processing leftovers.
  - Do not prepare too many dishes (for example snacks or salads) in advance.
  - At closing time, only prepare dishes that are ordered.
  - Make sure that portions are not too big.
• Stimulate healthier choices by offering sufficient healthier alternatives in the range of products. Healthier products contain fewer saturated fats, fewer added sugars, less salt and more fibres. The purchaser can choose, for example, products carrying the 'healthier choice' or 'conscious choice' logo.

• Choose sustainable packagings. There are large differences in sustainability in the selection of packagings. In order to reduce the environmental burden, it is possible to select packagings that consist as much as possible of recycled materials or are made of renewable raw materials, for example paper/cardboard or plastic/bioplastic materials. Paper/cardboard, for example, may consist of raw materials coming from sustainably managed forests or second-generation renewable raw materials. The impact on the environment can also be reduced by opting for bulk packaging where possible. In some cases, the use of mono-packaging involves a reduction in the environmental burden, because food waste can be prevented in this way. Examples are products whose quality quickly deteriorates.

• Opt for sustainable paper disposables such as kitchen paper and napkins. Select products that are made of recycled fibres or sustainably managed non-recycled fibres. However, sustainability also depends on the behaviour of end users (do they take 1 napkin or 10 at a time)?

• Depending on the contract form, the amount of freedom that the caterer has to respond to the wishes in the area of sustainability will vary. For that reason, ascertain how you want to facilitate and encourage the introduction of a sustainable product range, both as regards contract type and budget availability.

3.2 Specification stage (criteria)

During the specification stage, the needs of the (internal) client serve as the basis for a tender document. This stage entails the formulation of:

• Criteria for qualifications of suppliers. These can be grounds for exclusion and suitability requirements or requirements for the supplier and, in a restricted call for tender, possibly also selection criteria or preferences with regard to the supplier.

• A description of the minimum requirements set with regard to supplies, services or public works – the Schedule of Requirements.

• Award criteria, or preferences for supplies, services or public works. These criteria are only applicable if the choice is made to award the contract based on the Most Economically Advantageous Tender (MEAT).

• The contract, including contract stipulations.

The criteria in this document are set in order to support the purchaser in the sustainable public procurement of Catering. The criteria have been legally verified. However, each purchase and call for tender is an individualised process. The preparation of a tendering document, therefore, remains the responsibility of the purchaser.
### 3.2.1 Qualifications of suppliers

<table>
<thead>
<tr>
<th>Environmental management system</th>
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<tr>
<td><strong>Suitability requirement No. 1</strong></td>
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<tr>
<td>For its organisation, at least for the part(s) of the organisation involved in the performance of the contract, the tenderer has a management system in which at least the following matters have been included:</td>
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<td>- the actual measures that are or will be taken to reduce or prevent the environmental burden of the business processes related to the performance of the contract (in any case, water and energy consumption, transport, waste and loss, packaging and cleaning);</td>
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<tr>
<td>- how compliance with relevant environmental legislation is guaranteed;</td>
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<td>- how staff are made aware and their competence addressed with regard to dealing with the environmental aspects relevant to this contract;</td>
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<tr>
<td>- how suppliers are made aware and their competence addressed with regard to dealing with the environmental aspects relevant to this contract;</td>
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<tr>
<td>- how the environmental aspects relevant to this contract are monitored (as a basis for quality assurance).</td>
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The tenderer, in any case, meets the suitability requirement if the tenderer has an ISO 14001 or an EMAS2 certificate that pertains to the subjects stated in the requirement.

<table>
<thead>
<tr>
<th>Notes for the purchaser</th>
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<tbody>
<tr>
<td>An information sheet about environmental management systems at small organisations can be found at <a href="http://www.sccm.nl">www.sccm.nl</a>.</td>
</tr>
</tbody>
</table>

With regard to supplier awareness and competence: when the aim is to have a more integrated approach (supply chain approach) to sustainability, having suppliers participate in the Charter for Sustainable Cleaning becomes relevant.

Verification: an environmental management system such as ISO 14001 or EMAS proves that a company or organisation uses a systematic environmental management system for addressing relevant environmental issues in their daily operations. Please check that the certificate relates to the subjects stated in the requirement (actual measures, safeguarding of compliance with environmental legislation, raising staff awareness and monitoring). On the SCCM3 website, a database is available that includes all the ISO 14001 certificates of certification institutions in the Netherlands that have been accredited by the Dutch Accreditation Council (RvA). In the unlikely event that a certificate is not included in the database, contact the relevant certification institution. The contact details can be found at [www.sccm.nl](http://www.sccm.nl).

More information can be found on the following EMAS website: [http://ec.europa.eu/environment/emas/about/participate/sites_en.htm](http://ec.europa.eu/environment/emas/about/participate/sites_en.htm)

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1 International Organization for Standardization
2 Eco Management and Audit Scheme (EMAS)
3 *Stichting Coördinatie en Certificatie Milieu- en arbomanagementsystemen* (platform for certification of environmental and occupational health & safety management systems)
### 3.2.2 Schedule of requirements

**Point of reference for the purchaser**
A schedule has been made in order to support the purchaser. This schedule shows, for each product category, the quality marks that, in any case, comply with the sustainability characteristics of minimum requirement 1. The schedule has been included in Annex 5 of the Dutch document.

<table>
<thead>
<tr>
<th>Range of products</th>
<th>(in case of a multi-year agreement):</th>
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<tbody>
<tr>
<td><strong>Minimum requirement no. 1</strong></td>
<td>at the start of the contract, 50% of the range of products consists of products having one or more of the below-mentioned sustainability characteristics. Counting from the start of the contract, the percentage is calculated yearly on the purchase volume (in euros) of the relevant year.</td>
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</table>

Purchase volume is understood to be: the ingredients purchased for the purpose of the contract, multiplied by their purchase price (this is the price excluding VAT but including any discounts).

The range of products consists of single products and compound products. Single products are understood to be: A product that, on a weight basis, consists of one ingredient for at least 95%. Compound products are understood to be: a product that consists of at least two ingredients, none of the ingredients forming more than 95% of the product on a weight basis. At least 75% of the ingredients of compound products must, on a weight basis, meet one or more of the sustainability characteristics in order to be included in the above 50%.

The range of products refers to the entire portfolio of products to be consumed that is purchased for the purpose of the contract. This means that the requirement does not apply to hardware, such as plates and cutlery or equipment.

**Sustainability characteristics**

1. **Animal products come from animals that, during the various stages of life, have more indoor living space than required by law.**

Indoor living space required by law is understood to be: the minimum surface area in the shed per animal, as described in Article 4 of the Laying Hens Decree, Article 3 of the Broilers Decree, Article 4 of the Pig Production Decree and Article 4 of the Calves (Housing) Decree.

Explanation:

In 2011, the minimally required surface areas of indoor living space are, according to the above decrees:

- Laying hens: 1111 cm² per hen;
- Broilers: 33 kg per m²;
• Different standards apply to fattening pigs, sows and boars, differentiated per weight class for piglets and fattening pigs. This is stated in the legislative text.

• Veal calves, calves intended to be raised as steers: 1.5 m² per animal weighing less than 150 kg, 1.7 m² per animal weighing between 150 kg and 220 kg, and 1.8 m² per animal weighing more than 220 kg.

In any case, products - with the exception of dairy products - having the following quality marks meet this standard: quality marks demonstrating that the products are biological (European Bio label, EKO label), Demeter; 'Beter Leven' Quality Mark 1, 2 and 3 stars (with the exception of beef and veal); Grass Quality Mark (chickens, pigs); 'Scharrel' quality mark of 'Producert' for pigs; 'Milieukeur Ei'; Label Rouge chicken (Fr); Free Range pig (UK); Free Range chicken (UK).

2. **Animal products come from animals that have been subject to fewer or less far-reaching interventions than allowed by or pursuant to the Health and Welfare of Animals Act.**

"Interventions" are understood to be: "physical intervention in animals, one or more parts of the body being removed or damaged".

In any case, products having the following quality marks meet this standard: quality marks demonstrating that the products are biological, such as Skal or EKO label (with the exception of dairy); Demeter dairy and beef; 'Beter Leven' Quality Mark pigs 1, 2 and 3 stars; 'Beter Leven' Quality Mark laying hens with 3 stars; 'Milieukeur' pigs; Grass Quality Mark pigs; 'Scharrel' quality mark of 'Producert' for pigs and cattle; Free Range pig (UK).

3. **Animal products come from animals that have outdoor access.**

Outdoor access is understood to be: uncovered or partly or fully covered outdoor access.

In any case, products - with the exception of dairy products - having the following quality marks meet this standard: quality marks demonstrating that the products are biological (European Bio label, EKO label), Demeter; 'Beter Leven' Quality Mark: 3 stars for all animal species, for laying hens also 1 and 2 stars, for calves also 2 stars, for pigs also 2 stars, for beef also 1 and 2 stars; 'Milieukeur Rundvlees'; 'Milieukeur Ei'; Eggs with commercial code 1; 'Scharrel' quality mark of 'Producert' for poultry meat and pigs; Grass Quality Mark; Label Rouge chicken (Fr); Free Range chicken and Free Range pig (UK).

4. **Animal products come from rare breeds.**

"Rare breeds" are understood to be breeds that are listed by the Dutch Rare Breed Survival Trust ([www.szh.nl/index.php?soorten](http://www.szh.nl/index.php?soorten)) and are pure-bred for at least 65%.

5. **Fish products come from fish that are caught or farmed in a sustainable manner, such that no damage is caused to other**
animal species and to plants and in such quantities that the stock of the fish species is not deteriorated as a result of the fishing.

In any case, products having the following quality marks meet this standard: MSC fish and ‘green’ and ‘yellow’ fish (fine and second choice) of the fish guide. For farmed fish: quality marks demonstrating that the products are biological (European Bio label, EKO label); Demeter; Naturland; Soil Association; ‘Milieukeur’, and, end-2011, the ASC QUALITY MARK. See (www.wnf.nl, www.goedevis.nl)

6. Plant-based products from greenhouses are grown in greenhouses in which at least 25% primary fuels are saved compared to the situation in which they would provide themselves with energy through heating via a conventional combustion boiler and purchase of grey electricity. The savings are calculated according to the calculation method that is used for the Energy Certificate or a comparable method.

Primary fuels are understood to be fuels that are extracted or directly withdrawn from natural resources such as crude oil, coal and natural gas.

In any case, greenhouse products having the environmental label for greenhouse vegetables meet this standard. Other greenhouse products can also meet this standard if an Energy Certificate demonstrating the 25% savings of primary fuels has been issued for the greenhouse in which the products are grown.

7. Plant-based products from greenhouses are grown without the chemically synthetic substances included in Annex 2 (of the Dutch document).

In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label); Demeter,”Producten in omschakeling naar biologische landbouw” and greenhouse products having the ‘Milieukeur’ environmental label meet this standard.

8. Plant-based farming, open-air and fruit products are grown without chemically synthetic substances or only with the substances included in Annex 3 (of the Dutch document).

In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label); Demeter,”Producten in omschakeling naar biologische landbouw” and farming/open-air products and fruit having the ‘Milieukeur’ environmental label meet this standard.

9. The following plant-based products are grown without the chemically synthetic substances included in the Dirty Dozen List of the Pesticide Action Network (PAN),
In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label); Demeter,"Producten in omschakeling naar biologische landbouw” and products having the Utz Certified, Rainforest Alliance and Fairtrade quality marks meet this standard.

10. Animal products come from animals fed with plant-based products that, for 95% of the volume share in the ration, are grown without the use of chemically synthetic substances.

In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label) and Demeter meet this standard.

Notes for the purchaser
At least for part of the products to be supplied, the contractor will only be able to demonstrate during the performance of the contract, on the basis of quality marks or inspection reports by an independent expert, whether the sustainability characteristics are complied with. The manner of rendering account for this must be included in the agreement.

Eggs with commercial code 3 do not meet any of the sustainability characteristics.

3.2.3 Award criteria

Range of products

Award criterion no. 1
As, at the start of the contract, more than 50% of the range of products consist of products having one or more of the below sustainability characteristics, this section of the tender will receive a higher score. Counting from the start of the contract, the percentage is calculated yearly on the purchase volume (in euros) of the relevant year.

Purchase volume is understood to be: the ingredients purchased for the purpose of the contract, multiplied by their purchase price (this is the price excluding VAT but including any discounts).

The range of products consists of single products and compound products. Single products are understood to be: A product that, on a weight basis, consists of one ingredient for at least 95%. Compound products are understood to be: a product that consists of at least two ingredients, none of the ingredients forming more than 95% of the product on a weight basis. At least 75% of the ingredients of compound products must, on a weight basis, meet one or more of the sustainability characteristics in order to be included in the above 50%.

The range of products refers to the entire portfolio of products to be consumed that is purchased for the purpose of the contract. That means that the requirement is not applicable to hardware, such as plates and cutlery and equipment.
Sustainability characteristics

1. Animal products come from animals that, during the various stages of life, have more indoor living space than required by law.

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Explanation:
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- Laying hens: 1111 cm² per hen;
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- Veal calves, calves intended to be raised as steers: 1.5 m² per animal weighing less than 150 kg, 1.7 m² per animal weighing between 150 kg and 220 kg, and 1.8 m² per animal weighing more than 220 kg.

In any case, products - with the exception of dairy products - having the following quality marks meet this standard: quality marks demonstrating that the products are biological (European Bio label, EKO label), Demeter; 'Beter Leven' Quality Mark 1, 2 and 3 stars (with the exception of beef and veal); Grass Quality Mark (chickens, pigs); 'Scharrel' quality mark of 'Producert' for pigs; 'Milieukeur El'; Label Rouge chicken (Fr); Free Range pig (UK); Free Range chicken (UK).

2. Animal products come from animals that have been subject to fewer or less far-reaching interventions than allowed by or pursuant to the Health and Welfare of Animals Act.

"Interventions" are understood to be: "physical intervention in animals, one or more parts of the body being removed or damaged".

In any case, products having the following quality marks meet this standard: quality marks demonstrating that the products are biological, such as Skal or EKO label (with the exception of dairy); Demeter dairy and beef; 'Beter Leven' Quality Mark pigs 1, 2 and 3 stars; 'Beter Leven' Quality Mark laying hens with 3 stars; 'Milieukeur' pigs; Grass Quality Mark pigs; 'Scharrel' quality mark of 'Producert' for pigs and cattle; Free Range pig (UK).

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4. Animal products come from rare breeds.

"Rare breeds" are understood to be breeds that are listed by the Dutch Rare Breed Survival Trust (www.szh.nl/index.php?soorten) and are pure-bred for at least 65%.

5. Fish products come from fish that are caught or farmed in a sustainable manner, such that no damage is caused to other animal species and to plants and in such quantities that the stock of the fish species is not deteriorated as a result of the fishing.

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6. Plant-based products from greenhouses are grown in greenhouses in which at least 25% primary fuels are saved compared to the situation in which they would provide themselves with energy through heating via a conventional combustion boiler and purchase of grey electricity. The savings are calculated according to the calculation method that is used for the Energy Certificate or a comparable method.

Primary fuels are understood to be fuels that are extracted or directly withdrawn from natural resources such as crude oil, coal and natural gas.

In any case, greenhouse products having the environmental label for greenhouse vegetables meet this standard. Other greenhouse products can also meet this standard if an Energy Certificate demonstrating the 25% savings of primary fuels has been issued for the greenhouse in which the products are grown.

7. Plant-based products from greenhouses are grown
8. **Plant-based farming, open-air and fruit products are grown without chemically synthetic substances or only with the substances included in Annex 3 (of the Dutch document).**

In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label); Demeter,"Producten in omschakeling naar biologische landbouw” and farming/open-air products and fruit having the 'Milieukeur' environmental label meet this standard.

9. **The following plant-based products are grown without the chemically synthetic substances included in the Dirty Dozen List of the Pesticide Action Network (PAN),**

   [http://www.pesticideinfo.org/Search_Chemicals.jsp](http://www.pesticideinfo.org/Search_Chemicals.jsp), section 'Find Chemicals by Toxicity `: bananas, oranges, lemons, mangos, guavas, pineapples, coffee, tea, cacao and rice.

In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label); Demeter,"Producten in omschakeling naar biologische landbouw” and products having the Utz Certified, Rainforest Alliance and Fairtrade quality marks meet this standard.

10. **Animal products come from animals fed with plant-based products that, for 95% of the volume share in the ration, are grown without the use of chemically synthetic substances.**

In any case, products having quality marks demonstrating that the products are biological (European Bio label, EKO label) and Demeter meet this standard.

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<tbody>
<tr>
<td>At least for part of the products to be supplied, the contractor will only be able to demonstrate during the performance of the contract, on the basis of quality marks or inspection reports by an independent expert, whether the sustainability characteristics are complied with. The manner of rendering account for this must be included in the agreement. Eggs with commercial code 3 do not meet any of the sustainability characteristics.</td>
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</tbody>
</table>

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**Reduction in animal proteins**
### Award criterion no. 2

As the amount of animal proteins in the range of products is decreased every year compared to the year before that, with a difference of at least 5%, expressed in a percentage of the purchase level in euros, this section of the tender will receive a higher score.

### Notes for the purchaser

If the contract is awarded to a tenderer who promised this in its tender, this must also be laid down in the contract.

### 3.2.4 Contract

#### Communication plan

<table>
<thead>
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<th>Contract provision no. 1</th>
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| The contractor, in consultation with the client, will prepare a communication plan within six months of the commencement date of the contract, in which the supplier describes how the provision of information to the end user on sustainable catering will be carried out and implements the plan. In this plan, the contractor must always bear in mind the following subjects:
| • What product information is provided.
| • The manner in which product information is provided.
| • The manner in which the objectives regarding sustainable catering are communicated.
| • The manner in which the contractor promotes sustainable products.
| • Distribution of tasks between the contractor and the client.

#### Notes for the purchaser

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#### Improvement plan

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<thead>
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<th>Contract provision no. 2</th>
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| The contractor will draw up an improvement plan within six months after the award of the contract in consultation with the client in which it is determined how, during which contract period and within which frameworks of the contract the environmental burden of the work related to the contract will be reduced or prevented. The following topics will, in any case, be included in the improvement plan:
| - Energy and water consumption;
| - Waste and waste separation;
| - Packagings including crockery for single use;
| - Loss;
| - Use of cleaning agents;
| - Transport related to the contract (for staff and resources);
- Staff training and working instructions.
The environmental burden will be defined for the specified topics and, whenever possible, this will be quantified, the objectives will be determined and measures will be formulated to realise the objectives.

### Notes for the purchaser
Additional contract provisions can include the following should they be relevant:

- At least twice a year, the progress is discussed during a consultation between the client and the contractor.
- During the course of the contract period, the improvement plan is tightened during the regular consultations.

<table>
<thead>
<tr>
<th>Reports</th>
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<tbody>
<tr>
<td><strong>Contract provision no. 3</strong></td>
</tr>
<tr>
<td>Every six months, the contractor reports to the client which percentage of the range of products, calculated on the purchase volume over the past six months in euros, existed of products with one or more of the sustainability characteristics referred to in minimum requirement 1.</td>
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### Notes for the purchaser
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<table>
<thead>
<tr>
<th>Social Aspects</th>
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<tbody>
<tr>
<td><strong>Contract provision no. 4</strong></td>
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</table>
| • Social conditions have been drawn up to promote international working standards and human rights in the international production supply chain with the intention of applying them to tenders in addition to the European threshold values. See the PIANOo website about social conditions.  
  
• Points of reference have been drawn up for the promotion of labour force participation for those people who do not have ready access to the labour market (Social Return). See the PIANOo website about Social Return. |

### Notes for the purchaser
Sustainability also has a social perspective in addition to the environmental one. The social aspect has been elaborated in a few generic instruments for sustainable public procurement and, therefore, it has not been included in this product group-specific document. The agreements about applying these instruments differ per government sector.

### 3.4 Utilisation stage (points for consideration)

After the procurement process is completed and a product or service is procured, the product can be used in a sustainable manner. Specific points for consideration for this product group are:
• The government organisation itself is generally responsible for the kitchen equipment. It is important that the equipment functions properly to keep energy and water consumption to a minimum. For that reason, it is recommended to measure the equipment's energy and water consumption. It can also be considered whether purchasing a more energy-efficient machine is cost-effective. For the criteria for sustainable public procurement of equipment, refer to the Large Kitchen Equipment and Drinks Machines product groups. Provide catering staff members with instructions for a sustainable use of the equipment.

• Problems in a sustainable range of catering products could be, among other things: packaging units, availability of convenience products (meal components) and communication of the success of biological products. Agreements about these matters can be laid down in contracts.