



**Environmental criteria for sustainable public  
procurement of**

# **Catering**

**Version March 2017**

# 1. Scope/definition

The Catering product group comprises the service itself and the product suite. If the contract includes events catering, the criteria also apply to events catering. In many cases the criteria will also apply to events catering not covered by the regular contract. The same applies for sandwiches ordered outside the standard contract, i.e., for meetings.

The following products (with their corresponding CPV codes) are part of the Catering product group. This list of products is non-exhaustive.

Products	CPV code
Cafeteria and catering services	55500000-5
Cafeteria services	55510000-8
Services for cafeterias and other non-public cafeterias	55511000-5
Cafeteria management	55512000-2
Catering services	55520000-1
Cafeteria and catering services	55500000-5

Excluded from the scope of this product group are:

- kitchen equipment. Criteria for this segment can be found under Catering Equipment;
- vending machines for hot and cold drinks. Criteria for this equipment can be found under the Beverage Vending Machines product group. If the catering contract also covers the content of the vending machines (the drinks), that content will be regarded as part of the offering and will fall under the Catering product group.

This document describes the environmental criteria. Information about the other elements of sustainable public procurement, such as social conditions and social return, may be found on the PIANOo website, on the specific [product group page](#).

# 2. Most significant environmental impacts

The table below lists the sustainability themes and describes the approach to each theme for the Catering product group. The “Approach” column presents a statement indicating the influence of sustainable purchasing and its criteria on the “sustainability” of the theme. This column also includes a reference to any requirements, award criteria or points of attention/suggestions that may be useful in implementing the approach. The product group can also have an impact on other environmental themes, but, for now at least, these are less relevant, of a much less significant level of concern or do not as yet have a suitable set of standard criteria.

Themes:	Approach:	No. of requirement/ Criterion
<p><b>Energy and climate</b> Energy consumption and CO<sub>2</sub> emissions (including methane) in the production and processing of foodstuffs</p>	<ul style="list-style-type: none"> <li>• use of energy-efficient equipment;</li> <li>• use of produce cultivated in the most energy-efficient possible manner;</li> <li>• procurement of services with attention to the transportation associated with the service;</li> <li>• use of produce cultivated in the most CO<sub>2</sub>-neutral possible manner.</li> </ul>	<p>AS2, AS4, AS9, ME1, SC1, CB1, CB2, CB3, CB4, GC1</p>

<p><b>Supplies and raw materials</b> Food waste and packaging waste</p>		<ul style="list-style-type: none"> <li>• procurement of services with the minimum possible residual waste.</li> <li>• procurement of services with the minimum possible packaging.</li> </ul>	<p>AS1, AS3, AS6, AS8, AS9, CB1, CB3</p> <p>AS3, AS6 AS9, SC1, CB1, CB2, CB3</p>
<p><b>Water and Soil</b> Eutrophication, acidification and toxic consequences for humans and the environment in the cultivation of foodstuffs</p>		<ul style="list-style-type: none"> <li>• procurement of products cultivated without use of harmful substances.</li> </ul>	<p>AS9, ME1, CB1, CB3, GC1</p>
<p><b>Nature, biodiversity and space</b> Loss of biodiversity in commercial fishing and farm raising of fish</p>		<ul style="list-style-type: none"> <li>• procurement of sustainably caught or farmed fish.</li> </ul>	<p>AS9, ME1, CB1, CB3, GC1</p>
<p><b>Health and welfare</b> Animal welfare in keeping animals for food production purposes; consumer health</p>		<ul style="list-style-type: none"> <li>• procurement of products from animals kept responsibly;</li> <li>• procurement of sufficiently healthy products.</li> </ul>	<p>ME1, AS7, AS9, GC1</p>

### 3. Points of attention/suggestions

Devoting attention to the opportunities and possibilities for the most sustainable procurement possible in the preparation phase will lead to specifications that are more ambitious or which differ from the standard technical specifications and award criteria set out in this document. The table below presents points for attention and suggestions for promoting sustainability in procurement within this product group.

No.	Points of attention/suggestions (AS)
AS1	<p><b>Survey actual lunch use</b> Survey the actual use of lunch facilities and identify employee needs and the extent to which employees are prepared to pay more for more sustainable catering. This is relevant for determining the required budgets and the arrangements to be negotiated during the contracting phase. Also, assess how potentially higher prices can be accommodated as part of the business case. This means, for example, that the contract may provide for a higher surcharge on products that do not meet the criteria and a lower surcharge on products that do. A realistic assessment of actual use will also have the effect of limiting the amount of waste.</p>
AS2	<p><b>Acquisition of more sustainable kitchen equipment</b> Assess whether there is also justification for acquiring more sustainable kitchen equipment or beverage vending machines. Review the Catering Equipment and/or Vending Machines product groups for this purpose.</p>

AS3	<p><b>Multi-use crockery</b></p> <p>Opt for multi-use crockery, as well as single-portion packaging with a relatively lower impact on the environment (paper, cardboard, plastics or wood). If you opt for the least possible packaging (and therefore for the use of crockery), you must take the cost of personnel for performing additional tasks (for example, for food preparation and limiting spoilage) into account.</p>
AS4	<p><b>Purchase seasonal products</b></p> <p>Environmental impact can be reduced by sourcing seasonal or regional products. The Milieu Centraal foundation's <a href="https://groentefruit.milieucentraal.nl/media/1001/gfk.pdf">vegetable and fruit calendar</a> can help with this. Follow the link to <a href="https://groentefruit.milieucentraal.nl/media/1001/gfk.pdf">https://groentefruit.milieucentraal.nl/media/1001/gfk.pdf</a>.</p>
AS5	<p><b>Fewer animal and more vegetable proteins</b></p> <p>The environmental impact of animal protein is excessive. Increase the proportion of vegetable protein in the range. There are plenty of innovative and vegetarian alternatives, such as products made of seaweed, mushrooms, pulses and nuts. The proportion of vegetable protein can also be increased by using products consisting of a mix of meat and meat substitutes.</p>
AS6	<p><b>Fight waste</b></p> <p>Take measures to fight waste. If the catering is outsourced to a professional caterer, you can consult with the caterer to consider how to avoid food waste in your situation. Even if you handle your own catering, options include:</p> <ul style="list-style-type: none"> <li>• Make arrangements with your supplier for smaller packaging units.</li> <li>• Minimise procurement volumes.</li> <li>• Make sure that storage conditions are optimal.</li> <li>• Use the best possible stock management system.</li> <li>• Create options in your menu system for using leftovers.</li> <li>• Do not prepare too many dishes (snacks, salads, etc.) in advance.</li> <li>• Approaching closing time, only prepare dishes by order.</li> <li>• Do not make portions too large.</li> </ul>
AS7	<p><b>Promote healthier alternatives</b></p> <p>Promote healthier choices by offering enough healthy alternatives on the menu. Healthier products contain less saturated fats, less added sugars, less salt and more fibre.</p>
AS8	<p><b>Choose sustainable paper disposables</b></p> <p>Disposables should be used only where this is really necessary. If disposables are necessary, choose sustainable paper disposable items like paper towels and napkins. Choose products made from recycled or sustainably managed non-recycled fibres, or choose a bio-based disposable. Even with all this in mind, sustainability also depends on the end user (does the customer take one napkin or automatically grab 10?). More information on bio-based procurement can be found via <a href="#">PIANOo SPP Theme Bio-based Procurement</a>, where the guide to bio-based procurement and the <a href="#">Guidelines to Bio-based Procurement</a> have also been made available.</p>
AS9	<p><b>Options for pursuing a sustainable product suite</b></p> <p>Consider how you intend to facilitate and encourage the provision of a sustainable product suite, both in terms of the form of the contract and the available budget. Depending on the form of the contract, the caterer will have greater or less scope to respond to sustainability-related wishes.</p>
AS10	<p><b>Standard menu with a low animal-protein content</b></p> <p>Ask the contractor to state what it serves in the standard menu (banqueting folder). Ask the contractor to serve dishes with a low animal-protein content, i.e. no more than 50%. If an ordering system is in place, ask the contractor to place the option containing less animal protein near the top of the ordering system, or even to present it as the first option.</p>

## 4. Selection criteria

No.	Selection criteria (SC)
SC1	<p><b>Environmental management system</b></p> <p>For that part/those parts of the organisation that is/are involved in the execution of the contract, the tenderer has a management system in its organisation in which at least the following matters have been included:</p> <ul style="list-style-type: none"> <li>• the concrete measures that have been or will be implemented to reduce or prevent the environmental burden of the business processes that are related to the execution of the contract (at a minimum, water and energy consumption, transport, waste and loss, food</li> </ul>

	<ul style="list-style-type: none"> <li>waste, packaging and cleaning);</li> <li>• how compliance with relevant environmental legislation is safeguarded;</li> <li>• how staff are made aware and their competence addressed with regard to dealing with the environmental aspects relevant to this contract;</li> <li>• how suppliers are made aware and their competence addressed with regard to dealing with the environmental aspects relevant to this contract;</li> <li>• how the environmental aspects relevant to this contract are monitored (as a basis for quality assurance).</li> </ul> <p><i>Verification</i></p> <p>The tenderer may be asked to furnish an ISO 14001 certificate, EMAS certificate or other certificate demonstrating compliance with the criteria above. An environmental management system such as ISO 14001 or EMAS proves that a company or organisation takes a systematic approach to address pertinent environmental issues in their daily operations.</p> <p>Please check that the certificate relates to the subjects stated in the selection criteria (actual measures, safeguarding of compliance with environmental legislation, raising staff awareness and monitoring). The website of the SCCM foundation for the coordination of certification of environmental and occupational health and safety management offers a database that includes all ISO 14001 certificates of certification institutions in the Netherlands 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. Contact information is available at <a href="http://www.sccm.nl/">http://www.sccm.nl/</a>.</p>
--	---

## 5. Technical specifications

No.	Technical specifications (ME)
ME1	<p><i>(for multiyear contract)</i></p> <p><b>Composition of product suite</b></p> <p>Upon commencement of the contract, 50% of the offerings will be products with one or more of the following sustainability properties. In each year of the contract, the percentage will be calculated over the procurement volume (measured in euros) as measured from the start of the contract.</p> <p>Procurement volume is defined as the products purchased for the contract times the procurement price thereof (this is the price excluding VAT, but including any discounts).</p> <p>The offerings include both non-composite products and composite products. Non-composite products refers to a product of which 95% by weight is a single raw material. Composite products refers to a product containing at least two raw materials, neither of which makes up more than 95% by weight of the product. For composite products, 75% by weight or more of the raw materials must meet one or more sustainability properties in order to be classified within the 50% referred to above.</p> <p>The offerings refer to the entire portfolio of consumable products purchased under the contract. This means that the requirement does not apply to hardware (plates, silverware, other equipment).</p> <p><b>Sustainability properties</b></p> <p><b>1. Animal products originate from animals that have had more indoor living space than legally required throughout the several phases of the life cycle.</b></p> <p>The legally required indoor living space means the minimum surface area in the stall per animal, as described in the Keepers of Animals Decree. Animal welfare is covered by the Animals Act (<i>Wet Dieren</i>). Criteria exceeding the statutory minimum are applied by quality mark holders.</p> <p><i>Verification</i></p> <p>The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products (excepting dairy) with the following quality marks will be assumed to be in compliance with the above: quality marks that demonstrate that the products are organic (European Bio mark, EKO mark); Demeter; Beter Leven quality mark 1, 2 and 3 stars (excepting beef and veal); Graskeurmerk (chicken, pork); Scharrel quality mark from Productert for pork, Milieukeur for eggs; Label Rouge chicken (Fr); Free Range pork (UK); Free Range chicken (UK).</p> <p><b>2. Animal products originating from animals subjected to no drastic procedures other than those permitted by or under the Health &amp; Welfare Act for animals.</b></p>

Here, "procedure" is defined as "a physical procedure in the animal by which a part or parts of the body are removed or damaged."

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products with the following quality marks will be assumed to be in compliance with the above: quality marks that demonstrate that the products are organic, such as Skal or EKO quality mark (excepting dairy); Demeter dairy and beef; Beter Leven quality mark for 1, 2 and 3-star pork; Beter Leven Keurmerk for 3-star laying hens; Milieukeur for pork; Graskeurmerk for pork; Scharrel quality mark from Producert for pigs and cattle; Free Range pork (UK).

**3. Animal products originate from free range animals.**

Free range is defined as unroofed or fully or partially roofed outdoor access.

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products (excepting dairy) with the following quality marks will be assumed to be in compliance with the above: quality marks demonstrating that the products are organic (European Bio quality mark, EKO quality mark); Demeter; Beter Leven quality mark: 3 stars for all types of animal (also 1 and 2 stars for laying hens, 2 stars for veal, 2 stars for pigs, 1 and 2 stars for beef); Milieukeur beef; Milieukeur eggs; Eggs with commercial code 1; Scharrel quality mark from Producert for poultry and pork; Graskeurmerk quality mark; Label Rouge chicken (Fr); Free Range chicken and Free Range (UK).

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

Rare breeds are defined as breeds on the list of the Rare Pets Foundation ([www.szh.nl/rassen/](http://www.szh.nl/rassen/)) and which are at least 65% purebred or breeds on a comparable list in another EU member state and which are at least 65% purebred.

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above.

**5. Fish products originate from fish caught or farmed using sustainable methods, so as to not inflict damage on other animal species and plants, and in catch volumes that do not deplete the stocks of the fish species.**

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products with the following quality marks will be assumed to be in compliance with the above: MSC fish ("blue fish") and "green" fish on VISwijzer, the Dutch sustainable fish guide. For farmed fish: quality marks demonstrating that the products are organic (European Bio quality mark, EKO quality mark); Naturland; Soil Association; Milieukeur and the ASC QUALITY MARK. See [www.wnf.nl](http://www.wnf.nl), [www.goedevis.nl](http://www.goedevis.nl).

**6. Vegetable products from greenhouses are grown in greenhouses that save at least 25% of primary fuel as compared to the situation in which the greenhouse is supplied with energy from heating through a conventional combustion boiler and purchase of grey electricity. Savings are documented using the calculation method applied for the Energy certificate or comparable method.**

Primary fuel means fuels extracted or directly withdrawn from natural resources such as crude oil, coal and natural gas.

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Greenhouse products with the Milieukeur quality mark for greenhouse produce will be assumed to be in compliance with the above. Other greenhouse products may also be in compliance if an Energy certificate has been provided for the greenhouse in which the product is grown, demonstrating the 25% savings on primary fuel.

**7. Vegetable products from greenhouses are grown without the chemical-synthetic agents**



**identified below.**

Products not permitted for greenhouse-grown products:

1. 2.4 D
2. glyphosate
3. glyphosate ammonium
4. linuron
5. maneb
6. mancozeb
7. MCPA
8. mecoprop

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products with quality marks that demonstrate that the products are organic (European Bio quality mark, EKO quality mark); Demeter, "Products in transition to organic agriculture" and greenhouse products with the Milieukeur quality mark will be assumed to meet these criteria.

**8. Vegetable products from farming on arable land, open ground farming and fruit farming are grown without chemical-synthetic agents or only with the agents listed below.**

Permitted agents in arable land and open ground farming:

See the "Milieukeur certification table for vegetable products from open ground farming", version 1 February 2011, code AP&V.2-PP.9, schedule Ivb, pages 23-92.

<http://www.smk.nl/files/categories/5/531/def%20Schema%20PP%209%2020012011%20AKK.pdf>

Permitted agents in fruit growing:

See the "Milieukeur certification table for vegetable products from open ground farming", version 1 February 2011, code AP&V.2-PP.9, schedule Ivd, pages 92-95.

<http://www.smk.nl/files/categories/5/532/def%20Schema%20PP%209%2020012011%20FRUIT%20a p%20pe.pdf>

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products with quality marks that demonstrate that the products are organic (European Bio quality mark, EKO quality mark); Demeter, "Products in transition to organic agriculture" and arable land/open ground products and fruit with the Milieukeur quality mark will be assumed to meet these criteria.

**9. The following vegetable products are cultivated without the chemical-synthetic agents listed on the Pesticide Action Network (PAN) "Dirty Dozen List", [http://www.pesticideinfo.org/Search\\_Chemicals.jsp](http://www.pesticideinfo.org/Search_Chemicals.jsp), section "Find Chemicals by Toxicity": banana, orange, lemon, mango, guava, pineapple, coffee, tea, cocoa and rice.**

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products with quality marks that demonstrate that the products are organic (European Bio quality mark, EKO quality mark); Demeter, "Products in transition to organic agriculture" and products with the quality marks UTZ Certified, Rainforest Alliance and Fair Trade will be assumed to meet these criteria.

**10. Animal products originate from animals fed with products of vegetable origin**

- which, in the case of soy and palm oil, are the result of cultivation under the RSPO and/or RTRS guidelines for 95% of their share in the volume of the feed;
- which, in the case of other animal feed, are the result of cultivation without the use of chemical synthetic agents.

*Verification*

The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Products with quality marks that demonstrate that the products are organic (European Bio quality mark, EKO quality mark) and Demeter will be assumed to meet these criteria.

	<p>For at least a portion of the items to be supplied, the contractor will only be able to demonstrate during the performance of the contract based on the quality marks or audit reports by an independent expert whether the sustainability properties are met. The method of documentation of this must be set out in the contract. Eggs with commercial code 3 are not in compliance with any of the sustainability properties.</p> <p><b>11. Milk sourced from dairies in compliance with requirements for grazing within the definition of Stichting Weidegang.</b></p> <p>Dairies that meet the criteria for grazing milk maintained by Stichting Weidegang (the Dutch foundation that provides information on grazing). On these farms, milk-giving cows are able to graze for a minimum of 120 days for at least six hours per day.</p> <p><i>Verification</i></p> <p>The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. Dairy products must be shown to be made from milk that can be documented as 100% grazing milk.</p>
ME2	<p><b>Use of recycled material for secondary packaging</b></p> <p>Where cardboard boxes are used as secondary packaging, they must have a recycled material content of at least 80%. Where plastic bags or plastic sheets are used for the final packaging, they must have a recycled content of at least 75%. This minimum requirement will not apply if bio-based material is chosen.</p> <p>Secondary packaging is defined as packaging on products that have already been packed.</p> <p><i>Verification</i></p> <p>A sample of the product packaging should be provided with the application, together with an accompanying statement stating that this criterion has been satisfied.</p>

## 6. Award criteria

No.	Award criteria (GC)
GC1	<p><b>Composition of product suite</b></p> <p>The higher the amount above 50% of the offerings that, at the start of the contract, are in compliance with one or more of the sustainability properties set out in ME1, the higher this component of the tender will be rated. In each year of the contract, the percentage will be taken over the procurement volume (measured in euros) of that year measured from the start of the contract. The product suite contains non-composite and composite products.</p> <p>See the introduction to ME1 for an explanation of the terms procurement volume, non-composite and composite products and offerings.</p>

## 7. Contract provisions

No.	Contract provisions (CB)
-----	--------------------------



CB1	<p><b>Communication plan</b></p> <p>Within six months from the start date of the contract, the contractor in collaboration with the client must prepare a communication plan that describes how information concerning sustainable catering will be provided to the end user, and must execute this plan. The plan must at a minimum address the following points:</p> <ul style="list-style-type: none"> <li>• what product information will be communicated;</li> <li>• the way in which product information will be communicated;</li> <li>• the way in which the objectives related to sustainable catering will be communicated;</li> <li>• the way in which the contractor promotes sustainable products;</li> <li>• the subdivision of tasks between the contractor and client.</li> </ul>
CB2	<p><b>Improvement plan</b></p> <p>The contractor will draw up an improvement plan within six months after the award of the contract in partnership with the contracting authority 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.</p> <p>At least the following topics will be included in the improvement plan:</p> <ul style="list-style-type: none"> <li>• energy and water consumption;</li> <li>• waste and waste separation;</li> <li>• packaging, including disposable silverware;</li> <li>• loss/food waste;</li> <li>• use of cleaning agents;</li> <li>• transport related to the contract (for staff and resources);</li> <li>• staff training and working instructions.</li> </ul> <p>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.</p> <p>Additional contract provisions can include the following should they be relevant:</p> <ul style="list-style-type: none"> <li>• At least twice per year, the contracting authority and the contractor will meet to discuss progress.</li> <li>• Tightening improvement plan during the course of the contract period during the regular consultation sessions.</li> </ul>
CB3	<p><b>Reporting</b></p> <p>The contractor will report to the contracting authority every six months on the percentage of the product suite, calculated on the procurement volume over the past six months, in euros, consisting of products with one or more of the sustainability properties specified in technical specification 1.</p> <p>The contractor will also report on the results aimed at reducing the environmental impact (greater proportion of vegetable protein and less animal protein, less waste, etc.).</p>
CB4	<p><b>Reduction of animal proteins</b></p> <p>Within six months of contracting, the contractor will indicate the start level of the percentage of animal proteins for the entire product suite. In addition, the contractor will agree to the best-efforts obligation to reduce the quantity of animal proteins in the product suite each year, as compared with the start level in the first year and as compared with the previous year in subsequent years, with a minimum difference of 5%, expressed in a percentage of the procurement level (in euros).</p> <p>Every six months, the contractor will report the level of animal proteins, expressed in a percentage of the procurement level (in euros).</p> <p>The target level is a vegetable-protein content of 50% for the entire product suite.</p> <p><i>Verification</i></p> <p>Every year, the contractor will draw up an improvement plan aimed at reducing animal proteins.</p>