



# Handbook 2019

**For innovative organisations  
making positive impacts through  
their catering practices**





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## Introduction

The Green Kitchen Standard recognises caterers who are taking positive steps to sustainably manage energy, water and waste within their catering operation.

The Standard provides you with trusted third party verification, to bolster your green credentials, improve efficiency and provide a clear point of difference to set your service apart from the rest.

For public sector caterers, the Standard also works in line with the Resource Efficiency section of DEFRA's Balanced Scorecard for public sector catering, allowing you to evidence compliance with its requirements.

The Standard, if combined with the Soil Association's [Food for Life Served Here](#) award, allows you to demonstrate the quality of the food you serve as well as the integrity of your environmental management.



## How does it work?

The Green Kitchen Standard assessment comprises of three stages:

- 1 Completion of an Assessment Tool containing a series of questions about management of energy, water and waste in your catering operation;
- 2 Submission of evidence in support of your Assessment Tool;
- 3 A site visit from one of our inspectors.

The above is scored by your Assessor and verified. To achieve the Standard, you must be meeting all the mandatory criteria and achieve a score of at least 60%.

Upon achieving the Standard, you will receive:

- » A Certification Report, setting out your key strengths, weaknesses and their expert recommendations for improvements to prioritise over the following year.
- » A Green Kitchen Standard certificate and plaque and a pack of marketing materials to help you promote your award.



## Green Kitchen Standard Overview

The Green Kitchen Standard Assessment Tool is split into eight sections, reflecting different areas where there are opportunities to promote sustainable practice within catering. Within each section there are several questions for you to answer.

SECTION	
1	Policy and Management
2	Communication
3	Monitoring and Measurement
4	Plans and Targets
5	Operating Procedures
6	Training
7	Procurement
8	Site Visit

The Green Kitchen Standard recognises that all catering operations are different. The Standard has therefore been designed to be flexible and only assess those aspects of environmental management under your control.

**Assessment boundary:** *“The boundary that determines the operations and premises under your ownership or control that are to be included in the certification (e.g. Three kitchens across the University of X, Manchester campus)”.*

Your responses in the Assessment Tool must be representative of the entire assessment boundary. Where there are differences between sites included within the assessment boundary, clearly state this within the Assessment Tool and provide details.



## Mandatory Criteria

The following criteria are mandatory. You won't be able to achieve the Standard until these criteria are met (regardless of your score). The mandatory criteria are highlighted within the Assessment Tool by the green surround:

### MANDATORY CRITERIA

<b>1.1.1</b>	Policies
<b>4.1.1 &amp; 4.1.2</b>	Food waste minimisation
<b>5.1.1 &amp; 5.1.2</b>	Food and drink
<b>5.2.1 &amp; 5.2.2</b>	Waste and recycling management

## Optional Criteria

In addition to meeting the mandatory criteria, you must score a minimum of 60% from a selection of optional criteria. The optional criteria are highlighted within the Assessment Tool by the blue surround. You will be awarded a score for each response, so please provide as much information as you can in the Assessment Tool, points can only be awarded by evidencing what actions are being taken.

You will be awarded further points based on the Inspector's observations at the site visit. These scores combined are then used to calculate your overall percentage.

If on first assessment you are not meeting the requirements, we will work with you to help you make improvements, until you are meeting the Standard and your award can be issued.



## How to complete the Assessment Tool

Please follow the instructions on the front page of the Assessment Tool whilst completing it.

A response and evidence is required for each question. Should you feel that a particular question isn't applicable to your operation, please provide a justification in the 'Response' section. Your Certification Officer will assess whether the question can be excluded from the overall score.

### Evidence

**IMPORTANT:** You need to attach relevant evidence to your submission for each question – these will be reviewed by the Certification Officer during the assessment process.

Example evidence is listed under each criteria, and space is provided for referencing evidence files. The list provided is by no means exhaustive (i.e. an organisation may have a different form of evidence which is more compelling), nor are all the elements necessarily required.



## Certification Assessment

### 1 Policy and Management

Having policies, procedures and members of staff to look after them will create a consistency of decision making, and make sure that energy, water and waste is considered wherever possible. Having a policy for staff and managers to apply and update means that best practice will be followed. Policies need to be reviewed regularly and have specific members of the team responsible for their implementation.

#### 1.1 Policies

##### Criteria 1.1.1a (Mandatory)

Are there environmental policies in place which the catering operations work to?

##### Guidance

There should be a written environmental policy or policies in place which govern how you manage **energy, water** and **waste** within your catering operation at the relevant site(s). This could be your own policy, the policy of the host organisation (where relevant), or both.

If no written policies/commitments are in place for energy, water or waste, you will need to draft them. See Criteria 1.1.1.d for provisions to consider.

##### Evidence

Description and copies of your policies will be required.



##### Criteria 1.1.1b (Mandatory)

Do the environmental policies make specific reference to managing or improving performance relating to energy/carbon, water and/or waste?

##### Guidance

The policy / policies should make explicit reference to energy/carbon, water and/or waste in order to score highly. An environmental policy which does not make explicit reference to either energy/carbon, water and/or waste is less likely to be as effective at managing these issues than one which does.

##### Evidence

A description will be required. Plus reference pages to policies, or text to show how policies make reference to energy/ carbon, water and/ or waste.

##### Criteria 1.1.1c (Mandatory)

What percentage of the catering operations are covered by the environmental policies?

##### Guidance

Please provide as accurate a percentage as reasonably possible. The policies in place must cover all of the relevant sites to score full points. Locations not covered by a policy cannot be included in the certification.

##### Evidence

You will need to submit a percentage.



### Criteria 1.1.1d (Mandatory)

Please describe the relevant policies and explain how you ensure you work to them.

#### Guidance

You are required to explain how you ensure compliance **by the catering operation** with each of the relevant energy, waste and water policies.

To score highly, detail:

- » How the policies are communicated;
- » How you monitor conformity to the policy and its effectiveness;
- » How this is done;
- » Examples of how its provisions have been implemented;
- » Make sure your response covers all three categories (energy, water and waste).

Your energy, water and waste management policies will be specific to your organisation/catering operation.

#### Evidence

- » Host buildings' energy, water and waste policies; applicant's own policies (or equivalent).
- » You **must** also set out the relevant page/provision numbers for each within the text box so that your Certification Officer can easily verify these within the documents.
- » Any further documents you feel are relevant to support your response.



### Criteria 1.1.2 (Optional)

Please explain the process for reviewing and updating the policies for energy, water and waste (i.e. how often and by whom)?

#### Guidance

To be effective, it is important that energy, water and waste management policies are set by top management and reviewed regularly to ensure they are kept relevant and up-to-date. Comprehensive policies should contain a provision relating to the review process.

Please detail your review process detailing:

- » How often each of the relevant policies are reviewed;
- » Who is responsible for review and sign-off;
- » What the process is; and
- » Refer to any relevant provisions within the policies relating to review process.

#### Evidence

You will need to submit an explanation of the process of reviewing and updating policies.



## 1.2 Responsibility

### Criteria 1.2.1 (Optional)

Does your organisation have a structure of responsibilities for environmental management?

#### Guidance

Having a responsibility structure will ensure that your energy, waste and water policies are upheld. You can score points for having a responsibility structure showing how energy, water and waste is managed within your organisation. To score the most points, the structure should clearly show responsibility for all three categories (energy, water and waste).

If you do not currently have a written responsibility structure in place, consider drafting one to increase your score.

#### Evidence

The responsibility structure can be provided in a variety of formats e.g.:

- » Organogram;
- » Provisions within policies (specify the relevant page numbers/provisions within your response);
- » A separate written document.



## 1.3 Environmental management

### Criteria 1.3.1 (Optional)

Do you have a management system certified or registered to a relevant sustainability-focused management system standard (e.g. ISO 14001, ISO 50001, ISO 20121, etc.) by an accredited certification body?

#### Guidance

You can score points where your organisation's management system is certified to or registered with a standard or scheme relevant to energy, water and/or waste in some capacity, e.g.

- » Environmental management system, to either ISO 14001, BS 8555, EMAS, etc.
- » Energy management system, to ISO 50001
- » Event Sustainability management system, to ISO 20121.

To score points the certificate must bear the accreditation mark of UKAS or equivalent.

For more details see: <https://isocertification.carbontrust.com/>

#### Evidence

- » Certificate of conformity or other records relating to certification.
- » If you are currently working towards such a certification, please describe the certification and provide evidence of your engagement ie. Letter from a certification body.



## 2 Communication

Effective communication internally and externally will ensure that staff and customers understand your catering business.

Communicating with your customers about all the green things you are doing is a great way to let them know that you are committed to sustainability and can help you retain customers as well as attract new ones.

Communicating with staff as soon as they start within your business can lead to them understanding the policies better, adhering to them and championing them.

### 2.1 Internal Communications

#### Criteria 2.1.1a (Optional)

Please indicate the types of energy, water and waste-related information you communicate with staff.

- » Ongoing performance
- » Targets
- » Improvement opportunities
- » New initiatives
- » Policy
- » None

#### Guidance

To score points you need to communicate energy, water and waste-related information with staff at least annually. This could be through newsletters, notice board, posters or meetings.



#### Criteria 2.1.1b (Optional)

For each of the above boxes ticked please provide further details as per the below. Please attach examples of each as evidence.

- » Ongoing performance
- » Targets
- » Improvement opportunities
- » New initiatives
- » Policy

#### Guidance

Regularly communicating with catering staff is a great way to engage them with green initiatives and can help improve efficiencies. The method you use to communicate is up to you. Quality and frequency of communications are the most relevant factors. (Do not include staff training here as this is covered under section 6).

#### Evidence

Detail which types of information you communicate to staff within the Assessment Tool and provide details of:

- » What format the communications take (e.g. posters, information board, intranet, newsletters, presentations, at meetings);
- » Frequency of communications;
- » Further details about the types of information you communicate (e.g. ongoing performance, new initiatives, targets and improvement opportunities).
- » Free text explanation; and provide an example of each of the types of communication you provide.



## 2.2 External Communications

### Criteria 2.2.1a (Optional)

Please indicate the types of energy, water and waste-related information you communicate with customers and/or other external parties.

- » Ongoing performance
- » Targets
- » Improvement opportunities
- » New initiatives
- » Policy
- » None

#### Guidance

To score points you should communicate energy, water and waste-related information with customers and other external interested parties at least annually. You can use newsletters, posters or your website, for example.



### Criteria 2.2.1b (Optional)

For for each of the provisions on the previous page please provide further details as per the below. Please attach examples of each as evidence.

#### Guidance

Many customers are now seeking environmentally friendly eating establishments and menus. The method you use to communicate is up to you. Quality and frequency of communications are the most relevant factors.

#### Evidence

Detail which types of information you communicate to customers within the Assessment Tool and provide details of:

- » What format the communications take (e.g. posters, information board, website, newsletters, presentations, at meetings);
- » Frequency of communications;
- » Further details about the types of information you communicate (e.g. ongoing performance, new initiatives, targets and improvement opportunities).
- » Free text explanation; and
- » Provide an example of each of the types of communication you provide.



### 3 Monitoring and Measurement

Monitoring and measuring the resources your catering operation is using/generating is the first step to becoming more efficient. It allows you to assess areas for improvement and set meaningful reduction targets. The Green Kitchen Standard does recognise monitoring at site level, but to score highly in this section, monitoring should be specific to the catering operation.

If not already in situ, monitoring and measurement of energy and water may require sub-metering and other equipment to be installed. Points can be awarded where this investigated and a plan put in place to begin monitoring and measurement in the future.

All catering operations should be able to begin monitoring and measurement for waste (both food and other waste generated) if they are not already doing so and this is a great way to increase your points. Methods can vary from weighing waste, to monitoring the number of bins filled.



### 3.1 Monitoring and Measurement Boundaries

#### Criteria 3.1.1a (Optional)

Please indicate the resources for which you conduct monitoring and measurement activities.

- » Site-level monitoring/ measurement
- » Catering specific monitoring/ measurement

#### Guidance

Monitoring and measurement are two connected but subtly different activities.

Measurement generally refers to an activity where a quantitative or qualitative value is determined, often using equipment, for example using a sub meter to measure the energy consumption of a freezer over time, or weighing the amount of catering produced each day.

Monitoring generally refers to when observations are made over time, for example conducting a monthly check of taps and pipes to spot any leaks, a weekly inspection of bins to ensure there is no cross contamination of waste streams, or a daily kitchen shut-down check to confirm all unnecessary equipment is switched off after hours.

To score full points monitoring and measurement activities of some form must be conducted for energy, water and waste.

#### Evidence

Please provide as much relevant detail in the response section as necessary to confirm the resources for which you have monitoring and measurement arrangements. This can include, for example, monitoring and data sheets.



### 3.1 Green Kitchen Standard

#### Criteria 3.1.1b (Optional)

Where more than one site is included in the assessment boundary, please detail how many of the sites conduct site/kitchen-level energy, water and waste monitoring and measurement.

##### Guidance

Ideally any monitoring and measurement that is taking place should be specific to the catering operation. However, you can also score some points for monitoring and measurement of energy, water and waste at site-wide level.

##### Evidence

Please provide as much relevant detail in the response section as necessary to confirm your boundaries of your monitoring and measurement arrangements.



### 3.2 Green Kitchen Standard

## 3.2 Monitoring and Measurement Activities

#### Criteria 3.2.1 (Optional)

Please indicate how often energy, water and waste monitoring and measurement is conducted (e.g. half-hourly, daily, weekly, monthly, annually, etc.)

##### Guidance

To score points here you must be conducting monitoring and measurement activities at least every six months, but the more frequent the monitoring and measurement the better.

##### Evidence

Please provide as much relevant detail in the response section as necessary to confirm the frequency of your monitoring and measurement arrangements.



### Criteria 3.2.2 (Optional)

Do you do any of the following?

- » Regularly check the accuracy of monitoring and measurement systems:  
For energy/water/waste
- » Collect, store and check invoices against monitoring and measurement data: For energy/water/waste
- » Conduct trend analyses to determine performance and spot anomalies:  
For energy/water/waste

#### Guidance

Please tick relevant boxes corresponding to the various data quality monitoring and measurement criteria listed and provide a free text explanation beneath. Your response should relate to monitoring taking place within the catering operation.

#### Evidence

Evidence, for example, could be evidence checks carried out (e.g. calibration and equipment servicing records, trend analyses, quality assurance logs, records of checking data and querying anomalies).



### Criteria 3.2.3 (Optional)

If you do not currently measure resources across your catering operation, please indicate if you have explored your options around installation of such systems (i.e. discussions with system providers or engagement with your landlord).

#### Guidance

If you do not currently monitor the energy, water and waste in your catering operation, you can still score reduced points for exploring your options to start monitoring. Investigations need to be meaningful to score points, for example:

- » researching monitoring systems available;
- » internal discussions with management re sub-metering;
- » obtaining quotes from systems providers;
- » discussing installation of sub-metering with landlord.

#### Evidence

- » Submit a description of how you have been exploring implementing monitoring systems in your organisation.
- » Emails, correspondence, quotes or meeting minutes are examples of evidence you can provide.



## 3.2 Green Kitchen Standard

### Criteria 3.2.4 (Optional)

If you do not currently measure resources across your catering operation, please detail any plans you may have to begin monitoring energy/water/waste in your catering operation in the future.

#### Guidance

If you do not currently monitor the energy, water and waste in your catering operation, you can still score reduced points for putting in place a concrete plan to begin monitoring in the future and setting out the relevant timescales.

#### Evidence

Submit a description of the plans you have in place to begin monitoring in the future.



## 3.3 Green Kitchen Standard

### 3.3 Performance

#### Criteria 3.3.1 (Optional)

Please provide your annual energy (kWh), water (m<sup>3</sup>) and waste generation (kg) figures for your catering operation, including the start and end dates for the measurements.

#### Guidance

If figures are not available for the catering department, reduced points are available for providing the figures at site level (rather than catering specific).

#### Evidence

- » Annual figures and supporting data.
- » State whether the figures relate to the catering department or site in general.
- » If you do not have a full year's worth of data, submit the figures you do have, with an estimation of how this will translate into annual usage and an explanation of your methodology/workings out.



## 3.4 Carbon Footprint

### Criteria 3.4.1a (Optional)

Do you calculate a carbon footprint for your catering operation?

### Criteria 3.4.1b (Optional)

If you selected 'yes' to the above, please confirm the following:

#### Guidance

You can score points for calculating the carbon footprint of your catering operation. If the carbon footprint of your catering operation is not available, you can score reduced points for calculating the carbon footprint of the site/organisation in general.

To score full marks, a full and comprehensive carbon footprint should be calculated for the carbon emissions from the organisation's activities. This should include all Scope 1 and 2 emissions, and relevant Scope 3 emissions.

Additional points are available if the footprint has been verified by an independent third-party.

Further guidance can be found here: <https://www.carbontrust.com/resources/guides/carbon-footprinting-and-reporting/carbon-footprinting/>



#### Evidence

- » Annual carbon footprint figure (please state if this is for your catering operation or the site/organisation).
- » Start and end date for the calculation.
- » Brief explanation of the methodology used to calculate your footprint.
- » Verification statement / certification from a third party, confirming the calculated carbon footprint.



## 4 Plans and Targets

Setting targets will support you in working towards a sustainable change with your energy, water and waste consumption, and make sure that the policies you have in place are effective. It will also support you to improve your efficiency each year.

### 4.1 Food Waste Minimisation

#### Criteria 4.1.1a (Mandatory)

Do you have a food waste minimisation plan?

#### Guidance

To achieve the Green Kitchen Standard, you must have in place a Food Waste Minimisation Plan. This is a document containing the practical steps you will take to minimise food waste in your catering operation.



#### Criteria 4.1.1b (Mandatory)

Does your food waste minimisation plan contain provisions for the following?

- » Effective forecasting of demand
- » Ordering appropriate amounts
- » Appropriate storage
- » Appropriate portioning
- » Advising staff on how to minimise food waste
- » Advising customers on how to minimise food waste
- » Appropriate training for staff
- » Monitoring food waste arisings
- » Objective setting/ estimating quantifiable reductions
- » Reviewing progress against goals

#### Guidance

Your Food Waste Minimisation Plan will be specific to your catering operation. However, you will score more points if the Plan considers the whole supply, production and service process. The provisions listed are indicators of a good food waste minimisation plan, therefore points are awarded the more of the provisions that are included in the plan. You cannot pass the assessment if your food waste minimisation plan contains less than three of the listed provisions.



### Evidence

- » Submit a copy of the Plan as evidence.
- » Detail within the Assessment Tool which of these provisions your Food Waste Minimisation Plan contains.
- » You **must** also set out the relevant page/provision numbers for each within the text box so that your Certification Officer can easily verify these within the documents.



### Criteria 4.1.2 (Mandatory)

Please describe who is responsible for reviewing the food waste minimisation plan and how often it is reviewed (e.g. weekly, monthly, annually).

### Guidance

A waste management plan will need to be reviewed, as policies and practices change. Your plan will need to be kept up to date. You will need to allocate the waste management plan to a member of staff, to make sure that it is reviewed timely and regularly. To score points here, you will need to review the food waste minimisation plan at least annually.

### Evidence

Upload evidence to show who has been allocated the waste management plan, such as:

- » Organogram,
- » meeting minutes to show the review of the plan,
- » review logs or other communication materials



### Criteria 4.1.3 (Optional)

Are you a signatory to the Courtauld Commitment 2025 or other voluntary collaborative agreement for minimising food waste?

#### Guidance

The Courtauld Commitment 2025, launched by Wrap, is a collaborative commitment to reducing the waste and greenhouse gas emissions associated with food and drink in the UK by one fifth over a ten year period.

Courtauld 2025 signatories will inspire action and evoke change across four themes:

- » Embed new criteria into design, buying and sourcing
- » Optimise whole supply chain to produce more with less
- » Help people get more value from the food and drink they buy
- » Find innovative ways to make best use of wastes and surpluses

If you haven't already signed up to the Courtauld Commitment, then consider doing so to gain more points. For more information go to <http://www.wrap.org.uk/content/what-courtauld-2025>.

#### Evidence

Submit information to show that you have signed up to the Courtauld Commitment 2025.



## 4.2 Resource Efficiency Targets

### Criteria 4.2.1 (Optional)

Do you have any targets (e.g. resource reduction targets or supporting initiatives such as putting practical steps in place to minimise consumption at all sites) for energy/ water/ waste.

#### Guidance

Targets are a good way to make sure that your policies and actions take you in the right direction, and you can see your achievements. Ideally your targets should relate directly to your catering operation, however you can still score some points if you have organisation-wide reduction targets in place. If you are not currently monitoring your resource consumption, you can also be awarded points if you provide details of supporting initiatives (including practical steps) you have taken to reduce energy and/or water consumption and waste generation (e.g. measures you take to reduce water consumption).

Set your targets to make sure they are SMART: Specific, Measurable, Attainable, Realistic and Timely.

#### Evidence

Upload documents to show your targets and where they are recorded. Make sure you reference any documents where relevant. This could be: policies, posters or spreadsheets showing your targets. For resource reduction initiatives: perhaps posters, communications or policies showing supporting initiatives to reducing targets.



### Criteria 4.2.2 (Optional)

Do you track progress against targets?

#### Guidance

You can show your progress towards your targets, by recording data to see your achievements. Tracking your progress against targets is a good motivating technique to meet your targets.

#### Evidence

- » Please describe the process for reviewing progress against the targets, how often this occurs, and who is responsible for carrying these out.
- » Documents describing review process; records of past reviews; job description(s).
- » Spreadsheets to show your progress against targets.



## 5 Operating Procedures

In this section, you can achieve points for your environmental operating procedures, both in the kitchen and front of house in the restaurant.

### 5.1 Food and Drink

#### Criteria 5.1.1 (Mandatory)

Is tap water visible, freely available and promoted at all sites?

#### Guidance

The promotion of tap water for customers not only reduces the number of plastic bottles or cups used, which not only require more production to make the plastic, it is more cost to you to recycle the one-use bottles.

#### Evidence

- » Relevant policies.
- » Promotional materials, photographs.



### Criteria 5.1.2 (Mandatory)

Is pre-bottled water (mineral or spring) excluded from your hospitality menu(s)?

#### Guidance

Describe the water on offer for your hospitality menu. Bought in pre-bottled water has environmental impacts, not only in the production of the packaging, but the transportation (usually by road) of the finished product. Hospitality is an area where pre-bottled water is not necessary. Filling your own bottles is an acceptable way to meet this criteria.

#### Evidence

Upload your hospitality menu or use pictures to show your water re-fill.

### Criteria 5.1.3 (Optional)

Is surplus food that is fit for consumption distributed for consumption rather than sent for disposal (e.g. gifted to charity/food banks/staff)?

#### Guidance

Wasting food is a significant source of greenhouse gas emissions, and means that the resources that have gone into producing the food (water, energy, etc.) will have gone to waste as well. It is far better for surplus food to be given to staff to eat or redistributed to others who can eat it via food redistribution networks or other charities.

#### Evidence

Policies on food waste / redistribution, communications with relevant charities, etc.



### Criteria 5.1.4 (Optional)

Is all food and drink consumed within the restaurant/canteen only served using cutlery, glassware and crockery which are reusable and washable?

#### Guidance

Encourage the use of reusable plates and cutlery in order to reduce the number of consumables used such as takeaway containers, cutlery, cups, etc. Not only are these costly to provide, they also are waste that needs to be disposed of which adds more costs to the business and the environment.

Make sure the dining room is somewhere where customers want to stay. For example: tables are clean and clear for customers, queues are small, the space is bright and airy, etc.

#### Evidence

Please provide written descriptions with photos. Submitted evidence will be verified during the site visit.



## 5.1 Green Kitchen Standard

### Criteria 5.1.5 (Optional)

Are takeaway containers available and promoted to customers who have left-over food?

#### Guidance

Encouraging customers to take home their leftovers will help reduce the food waste that you will need to dispose of.

#### Evidence

Pictures of communications/posters about leftovers.

### Criteria 5.1.6 (Optional)

Do you offer a discount on drink purchases to staff/customers who provide their own keep-cups?

#### Guidance

Providing discounts to customers who use keep cups will help reduce the waste from your kitchen and reduce the cost of providing disposable cups. Many types of disposable cups go to landfill and are not recycled.

#### Evidence

Please provide evidence of any discounted purchases such as pictures of discount adverts, or examples of discount customer communications.



## 5.1 Green Kitchen Standard

### Criteria 5.1.7 (Optional)

If meals are transported, do you use environmentally friendly transport methods? (e.g. electric/hybrid vehicles, public transport, bicycle, etc.)

#### Guidance

Environmentally friendly transport may include transport powered manually or by electric, bio-fuel, or other sustainable method if your meals are transported food between your sites.

#### Evidence

Environmental credentials for transport used; specifications for transport vehicles.



## 5.2 Waste and Recycling Management

### Criteria 5.2.1 (Mandatory)

Are facilities available for customers to recycle cans, bottles, cardboard and plastic at all sites?

#### Guidance

Recycling for customers is a mandatory standard for the Green Kitchen Standard. Having this in place will also support your recycling ethic and make sure less waste is going to landfill.

#### Evidence

- » Photos of your recycling points: plastic, glass, cans and cardboard.
- » Description of the recycling points for customers.



### Criteria 5.2.2 (Mandatory)

Are facilities available for staff to recycle cans, bottles, cardboard and plastic at all sites?

#### Guidance

Providing recycling for staff is a requirement of the Green Kitchen standard. A catering operation can produce a significant amount of tins, cardboard, plastic and glass. Making sure recycling is in place can make sure this does not go to landfill.

#### Evidence

- » Photos of your recycling points: plastic, glass, cans and cardboard.
- » Description of recycling points for staff.

### Criteria 5.2.3a (Optional)

Is an appropriately licensed separate food waste collection service provided?

#### Guidance

Having a separate food waste collection will again support less waste going to landfill.

#### Evidence

Information on the food waste contractor used, such as waste carriers licence, environmental permit of the treatment site, etc.



## 5.2 Green Kitchen Standard

### Criteria 5.2.3b (Optional)

Is general food waste sent to a composting, anaerobic digestion, or other suitable recovery facility (as opposed to landfill)?

#### Guidance

Having a separate licenced food waste collection means that food waste will not be going to landfill. Some local authorities provide this service. On site aerobic digesters are now on the market and is another way for you to dispose of food waste.

#### Evidence

Tell us about the facility that you send your food waste and include any contracts or agreements.

### Criteria 5.2.3c (Optional)

Is waste vegetable oil sent back to suppliers / to reprocessors for reuse, recycling or recovery? (e.g. processing into bio-diesel)

#### Guidance

Sending waste vegetable oil back to the suppliers is a way to recycle the oil.

#### Evidence

Upload evidence such as an agreement, contract, record or communication about sending the oil back to your supplier.



## 5.3 Green Kitchen Standard

### 5.3 Water Management

#### Criteria 5.3.1 (Optional)

Do your kitchen taps have any water-saving design features? (e.g. aerators, flow limiters, sensors etc.)

#### Guidance

Water from the mains will often flow at a rate higher than necessary. Aerators can be retrofitted to existing taps, or taps with built in aerators fitted, to add air to the water in order to reduce water flow whilst maintaining the same washing capacity. Flow limiters / regulators can be used to simply reduce water flow.

#### Evidence

Photos; evidence of recent purchases; procurement policy.



## 5.4 General Operations Management

### Criteria 5.4.1 (Optional)

Are you responsible for maintenance of catering equipment? If so, how often is maintenance carried out on energy and water-consuming equipment (e.g. annually)? Is this consistent at all sites?

#### Guidance

Equipment needs to be maintained well to make sure that they stay as efficient as possible at all of your catering sites. If a tap is leaking due to a broken part, this could be wasting water and increasing the cost of your water.

Describe how you make sure your water and energy consuming equipment is regularly maintained. To score points, routine maintenance must be carried out at least annually.

This may not apply to you if you are an offsite caterer.

#### Evidence

Submit evidence of maintenance records for water and energy consuming equipment, or contractual agreements with servicer also accepted i.e. invoices from contractor for completed services.



### Criteria 5.4.2 (Optional)

Do you have effective handover procedures in place to ensure the integrity of your energy, water and waste management systems are maintained with staff changes?

#### Guidance

Management of energy policies can sometimes fall through the net when staff leave, or when a shift changes. It is important to make sure there are effective handover procedures in place.

#### Evidence

Documentation to show an effective handover process, procedures or notes.

### Criteria 5.4.3 (Optional)

Has a 'switch-on/switch-off' policy for catering equipment and lights been implemented and communicated to staff?

#### Guidance

One of the simplest forms of energy saving is with a switch-on/switch-off policy for catering equipment and lights. To make this policy most successful, it will need to be well communicated to staff.

#### Evidence

Copy of the policy and communications for the switch-on/switch-off policy.



## 5.5 Environmental Champions

### Criteria 5.5.1 (Optional)

Have individuals been appointed as energy/water/waste/environmental champions to oversee the implementation of initiatives within the catering operations?

#### Guidance

Creating staff champions will help maintain your environmental policies and procedures and be a day to day reminder for all staff to maintain environmental practices. It will also empower staff and help give them a sense of responsibility.

#### Evidence

Role description; instructions to Champions; details of appointments.



## 6 Training

Making sure staff are aware of your environmental policies are key to them being followed. Many catering businesses will provide training at staff induction, as well as regularly throughout their employment. Make sure staff are being regularly trained on energy, water and waste to score points.

### Criteria 6.1 (Optional)

Do catering staff members receive internal training on their energy, water and waste management responsibilities as part of their induction?

#### Guidance

To score the most points staff induction training should cover the caterer's objectives when it comes to energy, water and waste reduction. Ideally all three categories are covered and some practical steps explained to help staff achieve them.

#### Evidence

Upload any training materials and records. Such as PowerPoint presentations or induction handbooks.



## 6.1 Green Kitchen Standard

### Criteria 6.1.2 (Optional)

Do catering staff members receive refresher training on their energy, water and waste reduction responsibilities?

#### Guidance

To score the most points, staff should receive refresher training on energy, water and waste and training should take place at least annually.

#### Evidence

Training materials, records or schedules.



## 6.2 Green Kitchen Standard

### 6.2 External Training

#### Criteria 6.2.1 (Optional)

Do any staff members attend/receive externally provided sustainability or resource efficiency training?

#### Guidance

External training can give staff a sense of the bigger picture, when it comes to their environmental practices and can enhance their knowledge of sustainability in the kitchen.

#### Evidence

Training schedules, invoices, certificates to show attendance on these courses.



## 7 Procurement

Procurement of your energy, water, waste services, your equipment and consumables are key areas to sustainably manage your environmental impact.

### 7.1 Procurement Policy

#### Criteria 7.1.1 (Optional)

Do you have a procurement policy or other documentation to formally support how energy, water and waste is taken into consideration when purchasing equipment and services for your catering operation?

#### Guidance

Make sure purchases are in line with your policies on energy, water and waste. To gain the most points, all three aspects: energy, water and waste must be taken into consideration. This may not apply if you are an off-site caterer or do not own the equipment in the kitchen.

#### Evidence

Procurement policy or written document formally setting out how you consider sustainability issues when procuring equipment and services.

#### TOP TIP

An effective procurement policy should contain specific criteria for each area of procurement, e.g. energy efficiency criteria forequipment, organisational certifications (such as ISO 14001) for service providers, etc.



## 7.2 Disposable Products

#### Criteria 7.2.1 (Optional)

Do all paper disposables (such as napkins, tissue paper and cardboard cups) meet the following requirements:

- » All recycled paper products are Elemental Chlorine Free or Process Chlorine Free.
- » All tissue paper (e.g. kitchen and toilet tissue, hand towels and napkins) have 100% recycled content.
- » Printed menus have 75% recycled content or above.

#### Guidance

Whilst this is an optional criteria, if you wish to use the standard to evidence complete compliance with the Government Buying Standards or Balanced Scorecard you should be meeting these requirements.

#### Evidence

Procurement policies; specifications used for the paper products; declaration from suppliers.



### Criteria 7.2.2a (Optional)

What disposable products do you use in your catering operation (e.g. cups, disposable cutlery, food containers, takeaway boxes, napkins etc.)?

### Criteria 7.2.3b (Optional)

Do any of the above disposables fall into one of the following categories?

- » Recyclable (and are being recycled)
- » Compostable (and are being composted)
- » Biodegradable
- » FSC certified
- » PEFC certified
- » EU Ecolabel certified
- » No disposables used

#### Guidance

Disposables are best avoided where possible, but where necessary (e.g. for takeaway food) then they should be as environmentally friendly as possible. The applicability of specific environmental criteria depends on the type of disposable, e.g. it's typically not possible to recycle napkins.

#### Evidence

Product specifications; photos of products bearing symbols indicating they are recyclable, biodegradable, etc.; receipts for products purchased.



## 7.3 Equipment

### Criteria 7.3.1

Do you ensure that your newly procured equipment complies with environmental criteria? Tick all that apply.

#### Refrigerators and freezers

- » Energy Efficiency Rating A (domestic products only)
- » Enhanced Capital Allowance criteria (commercial products only)
- » Other energy efficient status/ claim (externally verified)
- » Other energy efficient status/ claim (no verification)

#### Electric Ovens

- » Energy Efficiency Rating A
- » Enhanced Capital Allowance criteria (commercial products only)
- » Other energy efficient status/ claim (externally verified)
- » Other energy efficient status/ claim (no verification)

#### Dishwashers

- » Energy Efficiency Rating A
- » Other energy efficient status/ claim (externally verified)
- » Other energy efficient status/ claim (no verification)
- » 12 litre per cycle maximum water consumption



### Lighting

- » LEDs only
- » LEDs or other energy efficient lighting only

#### Guidance

Whilst this is an optional criteria, if you wish to use the standard to evidence complete compliance with the Government Buying Standards you should be meeting these requirements. This may not apply if you are an off-site caterer or do not own the equipment in the kitchen.

#### Evidence

Relevant procurement policies; a written commitment to meet these criteria for future purchases; details of energy efficiency of new/replacement catering equipment purchased/to be purchased; specifications for new/replacement catering equipment purchased/to be purchased.



### Criteria 7.3.2 (Optional)

When purchasing catering equipment, do you take the total life-cycle costs into consideration in order to work out the true cost of equipment and achieve maximum cost and energy savings?

#### Guidance

To work out the lifetime cost, multiply the annual running cost (i.e. energy and maintenance), by the number of years the appliance will be used for. Then add this amount to the quoted capital purchase and installation costs. Compare models and choose the appliance with the lowest lifetime cost to achieve maximum cost and energy savings. This may not apply if you are an off-site caterer or do not own the equipment in the kitchen.

#### Evidence

Past calculations, communications discussion costs, invoices, reference to policies or procedures. If you do not have any evidence, please provide a detailed explanation of your procedures.



## 7.4 Green Kitchen Standard

### 7.4 Electricity

#### Criteria 7.4.1 (Optional)

Is any of your electricity supplied solely from renewable sources or through a specific green tariff? If so, what percentage?

#### Guidance

You will receive points depending on how much of your energy is procured from renewable sources. Renewable sources include: solar, wind, water, biogas.

#### Evidence

Electricity contracts; confirmation of Renewable Energy Guarantees of Origin (REGOs) allocated to your electricity.



## 7.5 Green Kitchen Standard

### 7.5 Supplier Packaging

#### Criteria 7.5.1 (Optional)

Are suppliers encouraged to use returnable packaging (e.g. reusable cages/crates)?

#### Guidance

Reusable crates or cages can cut down in the materials produced and wasted to transport food.

#### Evidence

- » Tell us about how you work with suppliers to send back the packaging for transport and what kind of packaging you use.
- » Upload evidence to show that you send back packaging. This could be agreements, contracts, or photographs.



## Green Kitchen Standard site visits

A site visit will be organised once your assessment tool has been approved. The site visit will happen once a year during your Green Kitchen Standard licence. The site visit will check your catering kitchens to make sure that all the equipment is clean, set up correctly and is set to correct temperatures. The visit is an opportunity to speak to staff about the energy, water and waste communications, policy and training. The visit will also verify the information you have submitted within the assessment tool. For example, the visit will check that recycling points are available for staff and they are being used correctly.

## Extending your Green Kitchen Standard

Add new sites to your licence is easy. This can be done through-out the year. Speak to your designated Soil Association Certification Officer for more information.

## Renewing your Green Kitchen Standard

The Green Kitchen Standard is renewed annually, and the renewal date will be a year after your application date. You will be invoiced a month before your renewal date and be asked to provide information of the sites that you wish to have within your Green Kitchen Standard licence. Once the renewal fee has been paid, you will be sent a new Green Kitchen Standard Certificate for the following year. You will also be resent your assessment tool, to detail any additions or amendments since your application. Once these have been submitted back to us, the information will be assessed by your Soil Association designated Certification Officer. A site visit will then be organised. On completion of a successful site visit, your renewal shall be assessed to identify strengths and weaknesses in each area of the Standard and any recommended actions within the certification report and will complete the renewal process.



## Other support

Benchmarking support is available before you apply, to see where you are achieving the criteria of the Green Kitchen Standard and where you may need to form a short-term and long-term action plan. Contact us to find out more: [catering@soilassociation.org](mailto:catering@soilassociation.org) or call 0117 3145186

Once you have achieved the Green Kitchen Standard, your designated Certification Officer can support you with any queries or questions.

## Marketing support

Once you have achieved the Green Kitchen Standard you will be sent a marketing pack, consisting of posters, postcards and window stickers. You'll be sent a template press release, to distribute through your networks and we'll support you through social media, retweets and likes etc. Mention us using **@SAfoodforlife**.

# GREEN

KITCHEN STANDARD

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