



CHALLENGES OF SCHOOL CATERING IN UDINE

Spokesman: DR. FLAVIO PECORARI
Director of School Catering Office
Of the Municipality of Udine - Italy.

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"The day when the food will lose its history and its value there will be no more hope"
(Carlo Petrini)

SCHOOL CATERING AS AN OPPORTUNITY TO GROW BETTER

- The behavioral guidelines for the local canteens in the "Practical Guide for Healthy Eating in the catering sector" (2012 - Autonomous Region of Friuli Venezia Giulia):
 - a) the dishes on the menu should be offered to all children;
 - b) it is preferable to assume a nearly neutral attitude respect to the unwanted behavior;
 - c) the weights defined are to be respected as they cover the needs of all children;
 - d) in the refectory should be consumed only the food coming from the kitchen of the catering service;
 - e) for special occasions it is recommended the use of products coming from the kitchen or other establishments licensed;
 - f) a goal can only be achieved if the principles that guide the food consumption at school are extended to the family.

THE SCHOOL CATERING SERVICE OF UDINE

- 48 school structures: 4 nurseries, 17 kindergartens, 20 primary schools and 7 secondary schools
- **The population of subscribers amounts to 4.440 units and the adults entitled to free meal are 405**
- During the year 2016 approximately **570.000** meals have been guaranteed.
- **General principles on which the service is founded**
 - -quality of food;
 - - hygienic quality;
 - - nutritional quality;
 - - quality of distribution arrangements;
 - - quality of human resources employed;
 - - environmental quality;
 - - quality of the system of checks.

The three different systems of production of meals in school canteens of Udine

- In all municipal nurseries and pre-schools are produced meals in the kitchens located inside the school premises. This type of production is conventionally defined as **“Type A”**



- Primary schools and secondary schools are supplied with the system of food products conveyed by the contractor of the service in its center of production and then transported to the school locations and distributed by the company itself.

This system is named:

" **Type B** " if cooked meals are placed in multi-portion containers, to maintain the correct temperature during transport to school and portioned at the time of consumption (inside the kitchens just the first "dry" dishes are prepared – pasta, rice, dumplings, etc.)



" **Type C** " if cooked meals are placed in mono-portion containers ready for the individual consumption



“Type C” - ISSUES

- Conform the technical packaging requirements with the need to increase the likelihood
- ADOPTED SOLUTIONS:
- Two-sector dish for rice (separate dressing);
- Steam cooking that keeps softly the meals;
- Perforated top film of the mono-portion container to get the water vapor out and limit the formation of condensation;

THE COMMITMENT FOR A QUALITY SERVICE

- **.in the procurement specifications ...**
- the contracts were awarded to companies with solid and proven experience in the field of catering in general and school catering in particular
- **...in the kitchens of the schools**
- In all school canteens are adopted permanent monitoring procedures based on HACCP as required by the Community and national legislation (EU Regulations n. 178/2004 and 852/2004)
- **...in staff training**
- All the kitchen staff has attended training courses, as required by the Community and regional legislation (EC Reg. N. 852/2004 and LR 21/2005), concerning:
 - - Basic knowledge of food hygiene;
 - - Familiarity with the main foodborne diseases;
 - - Basic knowledge on the hygiene of the person.

- **...in the analysis and in the controls ...**
- During the school year are performed:
- v **Microbiological analysis** on various foodstuffs used in the preparation of meals;
- v **Inspections** at the meal production centers;
- v **Microbiological and chemical analysis** of water used for food purposes.

- **...in the menus...**

The menus are prepared by the Food, Hygiene and Nutrition Office of the Company for Health Services of Udine. The weekly menus are made known to users at the beginning of each school year, also by publication of the same ones on the website of the Administration...



- **... with healthy, biological, typical and traditional food**

- In municipal school canteens is not permitted the supply of transgenic foodstuffs, of frozen foodstuffs that have undergone processes of thawing, of foodstuffs in original packaging not intact, of food whose retention period or expiration term are seriously next.
- In all municipal school canteens are used biological products. The actual average is around 60%. At least 20% of the percentage of biological foodstuffs used must come from companies established in Friuli - Venezia Giulia. There are also some typical and traditional aliments from Friuli - Venezia Giulia



For meals in school canteens are provided:

biological products

- common bread, crackers, biscuits, durum wheat semolina pasta, rice, wheat flour, corn flour for polenta, pulses
butter, cereal cakes, peeled tomatoes, tomato sauce, tomato concentrate, frozen vegetable soup, garlic, carrots, cabbage, cucumbers, onions, fennel, salad, tomatoes, zucchini, cauliflowers, leeks, peas, green beans, tangerines, clementines, apricots, kiwi, pears, lemons, pasteurized eggs, fresh eggs, fresh pasteurized whole milk, yogurt with or without fruit, mozzarella, stracchino, ricotta, beef, poultry
- **brand AQUA products**
- pork meat
- latteria cheese various ripening
- Potatoes
- **PDO products**
- San Daniele prosciutto
- Bresaola (from Lombardia)
- Parmesan (from Emilia-Romagna)
- Montasio cheese
- fresh pecorino from Tuscany
- sweet pecorino from Sardinia



Information tools made available to users by the Municipality of Udine on the website

- **Service Charter**
- It's the document with which the Municipality formally agrees on the essential characteristics of the service to which the Charter applies, the arrangements made for access to the service and benefiting from them, the quality standard that is intended to ensure, the complaints procedures and the access to forms of compensation.
- **Guide to School Catering Service**
- It's an informative publication for users.
- **Service Regulations**
- It's the basic text governing the school catering service in the Municipality of Udine, and in particular the functioning of the Canteen Committee.
- <http://www.comune.udine.gov.it/aree-tematiche/educazione-giovani/ristorazione-scolastica>

THE COMPANIES PRESENT THEMSELVES

Camst Soc. Coop. a r.l.



- The Camst Group, leader in catering in Italy, is the most important firm in the field with Italian capital, with 852 million euro per year invoiced, 11,000 employees, 20 subsidiaries and 20 brands on the market.
- Camst has numerous certifications that guarantee the quality of service:
 - A) Food quality and safety,
 - B) Environmental protection
 - C) Health and Safety on Job
 - D) Social Responsibility
- The resources devoted to activities for the Commune of Udine (2000 meals per day) have been organized as follows:
 - a. Purchase and storage of raw materials: 1 dedicated resource.
 - b. Production: 16 dedicated resources among chefs of 1st and 2nd level, assistant cooks, canteen services and sanitation workers.
 - c. Conveying of meals: 13 dedicated resources.
 - d. Distribution of meals and canteen management: 50 resources devoted for an employment of 723 hours per week.
 - e. Management and coordination of service: 6 dedicated resources among manager, assistant, dietitian, quality assurance technical and administrative employees.

SODEXO ITALIA S.P.A.

- Sodexo is present in 80 countries and counts 380,000 employees.
- The contract started with the Municipality of Udine in 2007, in subsequent years has expanded and now includes the complete management of the catering service - production and distribution of approximately **1.000 meals per day**, general cleaning of the kitchen and dining halls with its staff
- Every year, since 1997, the School Division of Sodexo "makes the exams" to its own catering service with a special instrument, the Perceived Quality Survey (IQP), which monitors the satisfaction of the proposed service, among children and teachers of pre-schools, primary and secondary schools of all Italy.



THE SPECIAL CONTRACT SPECIFICATIONS IN GENERAL

- The Municipality of Udine has currently in place two contracts for the school catering service (Camst S.c.a r.l. and Sodexo Italia S.p.A.)
- the contracts pay particular attention also to the quality of products.
- The evaluation of the quality of supply has focused on the following elements:
 - foods with a short chain;
 - Time of transport of food and meals;
 - the introduction of mid-morning or afternoon snack;
 - PDO, PGI, TSG food and other local connotations;
 - use of non-food products with reduced environmental impact;
 - supply of kitchen equipment;
 - staff training to support particular aspects of projects of health promotion;
 - service organization with particular reference to specific aspects such as preparation and distribution of special diets, portioning, etc. .;
 - monitoring of user satisfaction.

THE SPECIAL CONTRACT SPECIFICATIONS IN GENERAL

- The key points covered by the contract are as follows:
- **a) Object of the contract**
- The emphasis is on the production of meals on site
- **b) Menu**
- The basic menu, special diets and related recipes and weights are present in the tender.
- The menus respond to the characteristics of the variety, seasonality, nutritional quality and are publicly exposed. The menus are prepared on 4 or 8 weeks and are diversified for the period autumn-winter and spring-summer.
- In the 5 meals of the week, the first dishes are made from grains (pasta, rice, barley, corn, etc..)
- The second courses are composed of white and red meat, fish, cold cuts, eggs, cheese.
- Each meal also includes: a side dish of vegetables/legumes, bread and seasonal fruit.

- **b) menu**
- For dressing is normally used extra virgin olive oil; salt is always iodized.
- It is expected in the menu a mid-morning snack, with caloric intake equal to 8% - 10% of daily caloric needs.
- It is also provided the "lunchbox" to use during school visits.
- On special occasions you can expect to change the daily menu with traditional food.
- Appropriate substitutions of foods related to ethical, religious or cultural reasons are insured.
- Special diets affect intolerances and allergies
- **c) food**
- The products used are in accordance with the National and Community legislation; every food that is used must be identified on the basis of technological characteristics, ingredients, state of preservation, shelf-life and packaging.
- The operator of the service documents the compliance of the requirements through product data sheets. Any change relating to the listed products must be in advance approved by the customer.
- **d) personal**
- The execution of the contract is provided by staff employed by the company.
- **e) hygiene**
- Aspects of food hygiene and safety are indicated on the plan of self-control of the company. This plan defines the methods and frequency of interventions, detergents, sanitizers and disinfectants, equipment and aids used.
- **f) transport and distribution of meals**
- Each transport is performed by minimizing travel times and the stationing of hot meals in bond, guaranteeing also the organoleptic quality.
- For the transport of meals and food to school canteens are used thermal containers (Gastronorm).
- The temperatures of arrival and distribution of meals shall take into account the parameters time / temperature.
- Criteria resulting from the rules about the size of the refectory, the available space for each child and the adequacy of equipment for the maintenance of proper temperature are met.

REUSE OF WASTE PRODUCTION, IMPROVEMENT OF WASTE COLLECTION

- It has been activated, with the cooperation of educational institutions and of the local operator of the waste collection service, an environmental and consumer education project in which children of some primary schools (2 structures) are involved in about recycling organic waste (composting).
- The reuse of waste production has been limited to the processing of fruits and vegetables.



REUSE OF WASTE PRODUCTION - CHALLENGES

- You need to form preliminarily kitchen staff on waste management
- It's necessary the intervention of the Municipality Offices entrusted of the management of the green for the periodic treatment and extraction of the compost
- The schools must periodically monitor and signal to the Offices the possible demands of interventions of treatment

- The Municipality of Udine has also assumed the objective of improving the current organization of the waste collection (mainly organic waste, paper, plastic and glass) in the school canteens. The task will be:
 - Making a complete monitoring of the situation;
 - Completing the separate waste collection in the premises under direct management



IMPROVEMENT OF WASTE COLLECTION - CHALLENGES

- Organize a balanced waste collection calendar to avoid unwanted accumulation
- Calculate the most functional requirements for containers in order of size and capacity
- Sensitize the external user about the particular destination of the containers (school catering service waste collection is not domestic collection)



BIOLOGICAL AGRICULTURE IN FRIULI VENEZIA GIULIA REGION (FVG)

- The regional biological sector is characterized by a small number of companies of modest-medium size.
- The Friuli Venezia Giulia Region promotes the consumption of biological, typical and traditional agricultural products in school canteens and hospitals (Regional Law n. 15 of 08/08/2000)
- Contributions may be paid to bodies managing the canteens if non profit-making (as a Commune).
- To obtain the contributions the companies must have an operational headquarter in the region and must be used at least one of the following types of raw materials:
 - a) products obtained from crops and biological transformations;
 - b) products declared as typical with special ministerial decrees;
 - c) PDO (Protected Designation of Origin), PGI (Protected Geographical Indication), or TSG (Traditional Speciality Guaranteed).
- The prevalence of these products refers to them when used for the preparation of meals and must be more than 60 per cent of the total expenditure declared for the purchase of used foodstuffs.

PDO (DOP), PGI (IGP), TSG (STG) LABELS

The quality labels of food **products in Europe** are four:

1. the **PDO** - Protected Designation of Origin (in Italian DOP);
2. the **PGI** - Protected Geographical Indication (in Italian IGP);
3. the **TSG** - Traditional Speciality Guaranteed (in Italian STG).
4. agricultural products from **biological farming**.



Friuli Venezia Giulia Region PDO



San Daniele ham (prosciutto)



Montasio cheese



Extra virgin olive oil from Trieste "Tergeste"

PGI

Sauris ham (prosciutto)



THE “AQUA” PRODUCTS

The brand A.Qu.A. (Agricoltura Qualità Ambiente – Agriculture Environment Quality) established by the Regional Law FVG 21/2002- **Regulations for the development of agricultural and food production quality.**



At the moment the “A.Qu.A. products are: **potatoes, pork meat, apples, latteria cheese, trout and spargels.**



DEFECT OF SUPPLY WITH BIOLOGICAL DERRATES

- High price compared to the corresponding non-organic foods
- REMEDIES: Set up in the tender an overall cost of the produce without distinction between biological and non-organic derrates;
- Limitation in variety of choice
- REMEDIES: Provide in the Specifications a wide range of organic products (we have inserted 14 kind of biological vegetables on a total of 16!)
- More rapid perishability
- REMEDIES: Contractually force the firm to grant a virtuos supply program



HOME MEAL AT SCHOOL

The risk from the new contradictions

- Two judgements of the courts of Turin in 2016 can now put into crisis the entire system of school catering service
- ***“Individual freedom of choice for parents to make consume to their sons a domestic meal inside the refectories”***

The Municipality of Udine, jointly with most of the Local Administrations and School Institutions of the territory, attitude shared by the Company for Health Services of Udine, has expressed its clear opposition to this alternative way of thinking the service for the following reasons:

- 1) violation of the right of the community to equality (sharing of meal between children without discrimination);
- 2) violation of the right to health for everybody due to:
 - A) lack of adequate facilities for food preservation;
 - B) safety risks for children because of personal absence of assistance personal;
 - C) health risks for unlikely food exchange and food contamination;

HOME MEAL AT SCHOOL

An announced crisis for the whole service?

- And more:
- additional economic burden to support the purchase of refrigerators and microwaves
- Penalization of variety and of nutritional quality of eaten meals



Special Contract Specifications: reduction of environmental impact

- Commitment to retrieve non-administered food and to target non-profit-making organizations of social utility for charitable purposes in favor of deprived persons, for free distribution of food or free meals, in line with the ratio of Law 155/2003 ("Good Samaritan law).
- It should be noted that surpluses **from unused or manipulated foodstuffs** can be recovered and are therefore perfectly fit for consumption, provided that they are perfectly preserved during the period / time between the time of their withdrawal from the terminal canteen and the time of consumption.

Recovery of food surpluses – Obstacles and overcoming

- Activation of a complex process from the phase of detection of advanced meals in the school canteens to the moment of the final consumption: Building a functional network with the involved subjects (Catering companies, Municipality, Scholastic Institutions, Charitable Bodies);
- Keeping the fresh-hot dish bond: Locating a destination canteen near the school canteen where the food surpluses are occurred;
- Assuming objective or indirect liability: Signing a formal release by the final consumer



THE "SNACK" CONTRACT

Il "Contratto della merenda"

Lunedì	Martedì	Mercoledì	Giovedì	Venerdì	Sabato
Pane scuola	Frutta casa	Yogurt scuola	Frutta casa	Pane scuola	Frutta casa
					

- **A Project for Primary Schools in Udine**

The Project for the "Snack Contract", involving the Municipality of Udine, the city's educational institutions, the Company for Health Services and the University of Udine has as its objective the support of parents in educating their children in a healthy diet.

- The intervention was chosen on a "bridge" time between home and school as the snack, to induce small but significant and, if possible, permanent changes in eating habits of children in some primary schools in Udine.
- It was encouraged the consumption of traditional and simple foods (bread, fruit and yogurt) and tried to reduce that of sweetened beverages and processed and hypercaloric food.
- The "Contract" provides for the free offer to all classes of a snack of **yogurt and bread** for 3 days per week; the commitment on the part of parents is to ensure that children in the remaining days lead to school, as a snack, **fruit (and / or vegetables)**.

EXAMPLE OF MENU – KINDERGARTENS



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SNACK	Fresh fruit	Yogurt	Special bread	Fresh fruit	Fresh fruit
LUNCH 1° WEEK	Vegetable appetizer Single dish based on red meat Cake	Vegetable appetizer First dish dry Eggs Fresh fruit	Vegetable appetizer First dish dry White meat Fresh fruit	First dish liquid with legumes First dish dry Mixed cheeses Seasonal vegetables	Vegetable appetizer First dish dry Fish
SNACK	Fresh fruit	Cereal cakes	Fresh fruit	Fresh fruit	Yogurt
LUNCH 2° WEEK	Vegetable appetizer First dish dry Eggs	First dish liquid White meat Potatoes Fresh fruit	Vegetable appetizer First dish dry with legumes Mixed cheeses	Vegetable appetizer First dish dry Fish	Vegetable appetizer Single dish based on red meat Fresh fruit
SNACK	Fresh fruit	Special bread	Fresh fruit	Fresh fruit	Yogurt
LUNCH 3° WEEK	Vegetable appetizer First dish dry with legumes Cold cuts	Vegetable appetizer Single dish based on cheese Fresh fruit	Vegetable appetizer First dish dry Fish	First dish liquid White meat Potatoes	Vegetable appetizer First dish dry Eggs Fresh fruit
SNACK	Fresh fruit	Fresh fruit	Fresh fruit	"Special" bread	Yogurt
LUNCH 4° WEEK	Vegetable appetizer First dish dry Cheese	Vegetable appetizer Single dish based on red fish Cake	First dish liquid White meat Seasonal vegetables	Vegetable appetizer First dish dry Eggs Fresh fruit	Vegetable appetizer Single dish based on white meat Fresh fruit