



Easy Steps To Organic Certification

The updated manual for canteens, restaurants
and foodservice operators

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Preface

The brochure you have before you is a translation of the current German guide in its third and revised edition, for the inspection and certification of foodservice operators. It includes applications in the education (kindergartens, schools, universities), business (catering, business) and care sectors (hospitals, clinics, homes) as well as in restaurants, hotels and any other context where food is eaten 'out of home'.

The guide was originally developed within the Research and Development Project 030E016, which was realised within the Federal Organic Farming Scheme (see <http://orgprints.org/8352>). It was therewith initiated and supported by the Federal Ministry of Food, Agriculture and Consumer Protection (BMELV).

The first edition of the German brochure was published in 2003, after the responsible state authorities for organic farming in Germany had decided that foodservice establishments also have to undergo a control procedure in accordance with Regulation (EEC) No. 2092/91, if they use organic ingredients and advertise their utilisation.

Since then the legislation on the production, preparation and labelling of organic products has been revised at European level. The Regulation (EC) No. 834/2007 and its implementing rules are legally binding since 1st January 2009. At the federal level in Germany, the Organic Farming Act has been adapted to the new rules of the EU on Organic Farming and also

entered into force in its amended form on 1st January 2009. This amended law contains regulations for out-of-home operations.

Many of our colleagues in neighbouring European countries and from further afield have expressed repeated interest in the German approach to certification of foodservice operations and the solutions developed within the project which were successfully brought to market. We would like to share our experiences with you and offer this translation of our updated manual for you to read at your leisure.

In the current German brochure 'Mit einfachen Schritten zur Bio-Zertifizierung. Der neue Leitfaden für Gemeinschaftsverpflegung und Gastronomie' (2011) we included an appendix with

- an excerpt from the Organic Farming Act pertaining to the regulations for out-of-home operations
- a selection of (German) websites offering information on organic agriculture
- a list of all registered control bodies in the federal states of the Federal Republic of Germany according to Article 27 of the Regulation (EC) No. 834/2007 and in compliance with requirements of EN 45011

for easy reference of the foodservice operators. These supplements are not included in this translation.

1 Introduction to the organic out-of-home market in Germany

The demand for organic products has evolved in Germany from a trend to a normality. Double-digit growth rates in the last four years have led to about 5 % of all merchandised products in Germany originating from organic farming. More and more establishments from the out-of-home (foodservice) sector are purchasing organic products and promoting their use.

A survey of all organic certification bodies accredited in Germany by the specialist consultancy *a'verdis* at the beginning of 2010 shows that more than 1.000 companies in the foodservice arena with all in all more than 1.850 kitchens have organic certification. It includes establishments like staff canteens, clinics and homes, youth hostels, student unions, school caterers, hotels and restaurants as well as companies from the field of systemised foodservice and restaurant chains.

Organic products are used in varying frequency and extent. The exchange of single ingredients (e.g. potatoes), the inclusion of certain organic meal components, the offer of complete organic dishes and finally the exclusive use of organically produced food are all possible.

Almost every larger and modern establishment with staff canteens and the majority of student unions meanwhile purchases organic products and offers its guests preferably organic meals and organic components.



Fig. 1: Organic food served in a canteen

Furthermore, clinics and similar institutions as well as schools and day-care centres cumulatively implement, despite the often austere budget, at least a part of the products used in organic quality. More and more catering companies, especially those which focus on provisions in schools, develop own organic concepts, because otherwise they would not have a chance in the case of tenders.



Fig. 2: Organic meal production in a hospital

In the field of hotel and restaurant business, especially establishments from the high end as well as traditional and country establishments offer organic meals on the menu, predominantly with local products.



Fig. 3 Bio-Bufferet in a Berlin hotel

Even in the greatest growth segment, namely branded and systemised foodservice, more and more organic meals are offered.



Fig. 4: Organic coffee shop

2 Background

2.1 Background on organic farming

Organic farming is a special agricultural system in which the central idea is a nutrient cycle with a minimum of losses. It is a sustainable way to use the soil, plants and livestock to produce organic food. Organic foods are produced by moderate and sustainable methods with regards to ground, plants and animals. Organic farmers are not allowed to apply genetically modified seeds or feed, nor synthetic fertilisers and pesticides. There are also production rules governing the processing of

organic food which forbid the use of flavour enhancers like glutamate as well as artificial colours and flavours.

2.2 Legal background

2.2.1 EU Legislation on Organic Farming

For several decades farming associations have existed in Germany and other countries and these have drafted guidelines for the production of organic food. In the early 1990s basic rules for the production, processing and import of organic goods became law in the Council Regulation (EEC) No. 2092/91 on Organic Farming, which is consistently applied throughout the EU. For reasons of legal clarity, the EU commission decided to amend the old organic regulation of the EU so that it has been substantially modified, supplemented and revised.

Since 1st January 2009 the new EU Legislation on Organic Farming, namely the Regulation (EC) No. 834/2007 and its implementing rules in Regulation (EC) No. 889/2008, as well as Regulation (EC) No. 1235/2008, have come into effect. Moreover, Regulation (EC) No. 710/2009 for organic fish and seafood production became effective in July 2010, as an amendment to the implementation rules (EC Regulation No. 889/2008).

In Germany all of the above-mentioned EU legislation pertaining to organic food and farming is summarily named "EU Regulations on Organic Farming". On the homepage of the Federal Ministry of Food, Agriculture and Consumer Protection (<http://www.bmelv.de>, (German) category: agriculture & rural areas, sub-category: organic farming), every relevant regulation can be found,

including a consolidated version of the EU legislation on organic farming.

Many contents from the former organic regulation still exist and also take effect in future. New aspects include rules for aquaculture and seaweed, yeast and yeast products and also domestic animal feed. Starting from 01.07.2010, the now standardised rules on organic aquaculture have taken effect throughout the EU.

Several aspects of the new EU legislation is more detailed and precise, for example the criteria for the approval of input materials in agriculture and processing. The modified labelling rules are especially noteworthy. Organic labelling for single organic ingredients in mixed products is now possible. This implies that every ingredient has to be listed in an ingredient list and that the percentage rate of organic ingredients is mentioned. A further modification compared to the former EU Regulation on Organic Farming is that mass catering has been exempted from the scope of this regulation. However, the member states of the EU are allowed to enact national rules for its inclusion. A series of member states have exercised this option, including Germany. The control obligation for commercially run establishments in the foodservice sector is now included in the German Organic Farming Act (see below).

2.2.2 Organic Farming Act

In April 2003 the Organic Farming Act (*Act about the execution of EU legal instruments concerning organic farming* [German: ÖLG]) came into force in Germany. In its amended form, effective of 1st January 2009, it now contains regulations for establishments

of the out-of-home sector. This means that out-of-home operators in Germany are subject to control rules and labelling rules according to the EU Regulations on Organic Farming, if they offer organic products commercially.

2.2.3 Organic Food Labelling Act

The so-called Organic Food Labelling Act (*Act relating to the introduction and application of a label for goods produced in organic farming* [German: ÖkoKennzG]) has defined legal rules in Germany for a standardized label for products of organic farming. The law has been adapted to the EU Regulations on Organic Farming and an amended version also came into effect on 1st January 2009.



Fig. 5: The German organic trade mark "Bio-Siegel"

2.2.4 Organic Food Labelling Regulation

The German Organic Food Labelling Regulation (*Regulation concerning design and application of an organic label* [German: ÖkoKennzV]) added details regarding design and application of the organic label and impositions of sanctions to the Organic Food Labelling Act. Therefore a standardized labelling of goods is possible and a complex

award procedure is no longer necessary. The national regulation also deals with the advertising of the organic logo as well as with the registration of logo users at the organic logo information centre in the Federal Agency for Agriculture and Food [German: BLE]. An application form for the usage of the organic logo can be found on the information website: www.bio-siegel.de. The organic logo can also be used by foodservice establishments in order to label meals, components or whole menus. The compulsory registration makes it possible to control the application of the organic logo, which is protected as a legal trade mark.

Over and above this, there is now a compulsory EU-organic-logo. After finishing the public tendering and selection process by the EU-commission, the new emblem has to be used, starting from 1st July 2010, for pre-packaged goods throughout the EU. This naturally applies to packaged goods sold in the out-of-home sector too.



Fig. 6: The EU-organic logo

2.3 Inspection and supervision

In Germany there are currently 21 state-authorized organic control bodies. They are private service providers which are therefore in competition with

one other. They are largely active on a nationwide scale and conduct organic certification according to the EU Regulation on Organic Farming. Most control bodies are a member of the Conference of Organic Control Bodies (KdK).

The Federal Agency for Agriculture and Food (BLE) is responsible for the registration of any inspection body. After registration the organic control body receives a code number [in Germany: DE-Öko-000]. Control bodies normally have a head office in one federal state as well as staff that work in other federal states.



Fig. 7: Control body code number on a box of organic sugar sticks

Organic control bodies are officially supervised by appointed government agencies in their respective federal state. The control bodies inform the responsible agency about all inspected and certified organic operations as well as violations.

2.4 Rules in other countries of the European Union

Organic cuisine, whether in institutional catering, in restaurants or in hotels, is also on the rise in other countries of the European Union as well as in Norway and Switzerland. The discussion if and how hotels, restaurants and catering need to be included in the control

procedures thus becomes evermore relevant.

Until now there are national regulations in Germany, Austria and Norway. In Austria, standardised regulations for establishments of the out-of-home sector came into effect on 1st July 2009. Denmark has come up with a novel approach, using three categories of organic use (gold, silver and bronze).

Currently the development of national regulations is an issue in Italy, Luxemburg and France. In some other countries of the EU (e.g. England, the Netherlands, Belgium) as well as in Switzerland there are no national regulations yet, but foodservice operations can become certified by private certifying organisations (e.g. BioSuisse in Switzerland). The requirements regarding labelling and control are comparable with the legal standards in Germany.

3 Reasons to seek inspection and certification

Terms such as 'organic' [German: 'bio' or 'öko'] are protected. Consumers must have full confidence that these terms are being used according to law. In other words: what is labelled organic, must be organic. In this context three points are especially important:

■ Consumer protection

Many (good) reasons exist why organic products are more expensive than conventional ones. The fact remains: they are almost always more expensive. But at the same time goods that were produced organically become

more popular with consumers. As a reaction to increasing demands more products are launched that superficially appear to be produced in an organic way.



Fig. 8: An imported organic product

Without an effective monitoring system consumers cannot be completely sure that what they buy is truly organic. Inspections in the field of foodservice are, as a rule, carried out unannounced. In this way it can be guaranteed that the requirements of the EU legislation is always observed and consumers are protected.

■ Fair competition

Selling a product as organic that wasn't produced according to the EU legislation not only deceives the consumer. The trade sector also suffers severely as competition between producers or suppliers of products becomes unfair.



Fig. 9: Organic fare at a Frankfurter fair

Securing fair competition between suppliers is another reason for inspections.

■ **Transparency**

More transparency in all parts of the production and processing of food products is being demanded everywhere. The organic farming sector answers these demands consequently and therefore gives a clear profile and a high standard of consumer confidence to its market. Appropriate inspections protect this confidence.



Fig. 10: Organic lemons with food traceability information

4. Organic certification of operations in the out-of-home sector

4.1 Implementation of inspections

Basically all commercially run establishments in the out-of-home sector in Germany that put organic products in circulation and label them as such, have to participate in the organic control system according to the Organic Farming Act subject to the EU Regulations on Organic Farming. With respect to the certification obligation

neither the extent nor the frequency of organic application is important. It doesn't play a role if a business offers and claims single ingredients, single components or complete dishes in organic quality nor if the organic share of the overall food sales amounts to 5%, 25% or 75%. Even an Organic Week must be registered with a control body. A simplified procedure has been developed for this purpose (see the examples at the end of the brochure).

4.2 Organic cuisine without certification obligation

There is no certification obligation for the purchase of trading goods that are not processed further, for facilities that are non-commercial, for when the organic cuisine products are not labelled as such and if no purchase decision is possible.

If an operator, e.g. in a company's kiosk, sells certified organic goods that have not been in any way further processed or altered, such as organic beverages in bottles or organic chocolate bars, then it is clear: no organic control of the operator is necessary for the sole secondary purchase and trade of organically certified goods.



Fig. 11: Organic food for sale in a kiosk

Day-care centres and schools in which a choice of meals is freshly prepared on-site, are characterized as “non-commercially run establishments” and are accordingly not subject to the certification obligation. Moreover, the children do not make a purchase decision, the choice of meals is given. In contrast, caterers which cater commercially for day-care centres and schools using organic food, must take part in the control procedure.



Fig. 12: Kindergarten meal

Companies that use organic products but do not advertise the usage in any way, need not take part in the control procedure. Organic certification is necessary if the company communicates the organic purchase or the usage of organic products at the point of service, on the menu, on a board in the dining-hall, on its homepage or in any other way.



Fig. 13: Notice board in a canteen

4.3 Steps to organic certification for out-of-home operators

4.3.1 Making a decision in favour of organic products

First of all, the basic principle for launching a certification procedure is, of course, the decision to include organic products and communicate this to its guests.

4.3.2 Deciding on an organic concept

After the basic decision for including and advertising organic products, it is time to decide to what extent organic products shall be offered (e.g. one organic menu, organic dishes or meal components or the exchange of individual ingredients). The concept largely determines the extent and requirements of an organic inspection.

4.3.3 Selection of a control body

As with other services it is a good idea to ask for up to three written offers from different control bodies. This makes a comparison of the different services possible and gives an indication on how the different organic control bodies work.

Organic inspection and certification has a lot to do with trust. It's probably the start of a long relationship with the control body that might last several years. Therefore it is important that the control body makes all relevant information known from the start and answers all upcoming questions willingly. It is also positive if the control body already has experience with the inspection of companies in the foodservice sector.

Selection of a control body should not be solely based on inspection costs. A badly-adapted and time-consuming realisation of the EU Regulations on Organic Farming can cause high consequential costs for the internal quality control in a business. An inspection agreement is then drawn up and entered into with the selected control body.

4.3.4 Preparation for the first inspection

Before the first inspection a description of the production unit must be prepared for the control body. The following records are usually required:

- Site plan of the business with description of those facilities that are used for storage, preparation and delivery of food. A rough draft on which relevant facilities are clearly marked is normally sufficient.
- An organigram or a list of all responsible staff members and their respective function and responsibilities (in larger businesses e.g. purchase manager, kitchen manager).
- A list of all locations with addresses and contact persons for businesses with several locations.
- The currently valid organic certificates of all organic suppliers.
- Samples of promotion material or means of communication with which the organic application is being claimed (e.g. menu, flyer, website addresses).



Fig. 14: Information displays outside the dining area

4.4 Organic cuisine and organic labelling

A business or company decides about the nature and extent of its organic application. But there is an important rule regarding an organic claim: its accuracy must be verifiable. Therefore it is clear why the claim of a business 'We mostly use organically produced ingredients' is not possible. Normally three variants for the application and advertising of organic products result from the connection of daily kitchen work, challenges of purchasing and organic inspections. The revised EU regulation allows a fourth possibility.

4.4.1 Organic Dish (synonym: organic meal)

The organic dish is a prepared dish. Examples for organic dishes are 'Organic lasagne', 'Organic Pizza Margherita', 'Organic Carrot Soup', 'Organic Chocolate Pudding', 'Organic Goulash'. An organic menu is a menu, which consists of at least three organic courses, namely an organic starter, an organic main dish and an organic dessert.



Fig. 15: Black board listing organic dishes

A complete meal will be labelled as absolutely organic if generally 100% of all ingredients are produced organically. Ingredients that are produced by conventional farming methods are exceptions and only allowed up to 5 % weight component if they are listed in Regulation (EC) No. 889/2008, appendix IX. These listed ingredients can demonstrably neither be produced organically in the EU nor be imported into the EU.



Fig. 16: Organic special of the day

A look at the list, which is regularly updated, makes it clear that the listed ingredients (e.g. gooseberries, watercress) do not play a big (quantitative) role in normal kitchen recipes and meals. More than one kitchen has misinterpreted this rule and wrongly assumed that the remaining 5% can derive from conventional farming without any further limitations.

The advantage of an organic dish variation is that guests can easily decide for or against food on an organic basis. The records of sold amounts of food are easily collected with the right merchandise management or cash system and therefore simplify efforts of the control body considerably as well as accordingly reducing the inspection costs. The challenges of an organic dish variation lie in the supply of all individual ingredients and the exclusion of confusion in storage and preparation, if these ingredients are purchased in organic as well as in conventional quality. In order to avoid confusion, more and more kitchens use specific basic products like spices, potatoes and oils exclusively in organic quality.

4.4.2 Separately prepared organic components of a composed dish (synonyms: organic dish component, organic component)

A component can be characterised as that part of a dish that is separately prepared from other parts (components) of the same dish, that is separable and that can be distinguished from the point of view of a consumer (point of view of a guest).



Fig. 17: Two organic components in the upper right hand corner

Typical components are, for example, central components like meat and fish or traditional side dishes like potatoes and rice.

All agriculturally produced ingredients in a specific component that is labelled 'organic' must normally originate to 100% from organic farming. This includes the parsley on baked potatoes or the butter on noodles.

The advantage of the organic component variation is that the kitchen has more flexibility in its menu design, there are also advantages in procurement and possibly in storage. This variation is especially popular and sensible in businesses with a free-flow canteen setting.

4.4.3 Offering an “ingredient of one type” or an “agricultural raw material” of organic quality (synonym: organic ingredients)

Many operators in institutional catering as well as many restaurant operators make the decision to purchase specific products (agricultural raw materials or ingredients of one type) only of organic quality and to advertise this accordingly. In these cases individual ingredients (e.g. only the boiled potatoes) or complete product groups (e.g. all noodles) can be completely replaced.

The terms “ingredient of one type” or “agricultural raw material” are not usually used in foodservice. These terms aim to describe, taking aspects of control into account, a precisely definable ingredient or category of ingredients in a clear, truthful and verifiable way for the consumer or rather the guest. Such organic

ingredients can, for example, be organic breakfast eggs. But this does not mean, of course, that even the applied egg products in the mayonnaise that was also bought, must be from organic production.



Fig. 18: Explanation of specific ingredients above menu items

Examples for the advertising of ingredients of one type include the following:

- “We use organic pepper exclusively.”
- “Our leaf salads are exclusively in organic quality.”
- “Our breakfast eggs are always sourced from organic farming.”

Also, the term “agricultural raw material”, used in the Organic Farming Act, is not usually used in foodservice. It describes raw agricultural products that are usually not mentioned as a separate ingredient in a recipe. In so doing, the law provides the possibility to use a category of products as a shorter term, rather than listing several ingredients, e.g. the term “vegetables” instead of listing “carrots, cucumber, tomatoes”

Examples for the advertising of organic agricultural raw materials include the following:

- “We use vegetables and salads in organic quality exclusively.”
- “We use organic milk exclusively.”
- “Our beef is always sourced from organic farming.”

The advantage of the complete replacement of ingredients or agricultural raw materials lies in the supply and storage. There is no danger of confusion with conventional products as one or more ingredients are solely purchased in organic quality and it is easier to control the flow of goods. As there is only one quality level a greater volume is also bought - which is good for the price and good for the organic supplier who has a stronger and more reliable demand situation. As a consequence the whole organic market gets stronger and all operators profit.

4.4.4 Advertising of individual organic ingredients in a meal, which is otherwise conventional

The revised EU legislation on organic farming now also allows the foodservice professional to label an individual organic ingredient directly at a meal or at a component of the meal. For example, the organic potatoes in the potato soup, which apart from that exclusively includes conventional products. However, two requirements for this form of labelling must be fulfilled. Firstly, the ingredient which is labelled as organic must be purchased exclusively in organic quality (full replacement of this ingredient throughout the entire operation). Secondly, the whole meal or component of a meal has to fulfil the requirements of the relevant annexes of

the EU legislation on Organic Farming. This means that only the additives permitted according to the legislation are applied to the dish. It follows that for example no flavour enhancer (e.g. glutamate in the soup) and no artificial sweetener (e.g. saccharin in the dessert) can be used in such a dish.

4.5 Storage, processing and service

It is essential that co-mingling of organic and conventional products is avoided in the storage, in processing and at the service point. All employees who work with the products must make sure that no confusion occurs. This applies for the storage rooms (dry, frozen, cold) as well as for the kitchen production areas too. Separation can be achieved through clear labelling of a shelf or shelf area in the storage room. It is also possible to use different colours and ‘organic’ labels for stackable bins, bulk containers or others in the storage room.



Fig. 19: Organic ingredients in storage

4.6 Supply chain and flow of goods

The examination of incoming goods is a good professional practice in mass catering and foodservice. The use of organic products adds a few minor requirements: the supplier needs a

valid certificate from an organic control body. The supplier also has to indicate clearly all organic products on the delivery note and on the invoice. The delivered goods must also be clearly labelled with the name and address of the supplier, the product name with organic indication (e.g. 'organic lemons') and with the code of the control body which is responsible for the supplier. The inspected and signed delivery order is then filed e.g. in a separate organic folder. Delivery notes are checked during inspections.

The routine inspection of incoming goods makes the arrival of goods transparent and allows an inspection of all incoming organic products. Any recipes in a foodservice business are also used to inspect the use of organic ingredients. Verifiable records of ingredients and sold food should therefore be collected. Some operators use electronic inventory control systems from which the required data can be obtained. Other operators can use respective records from their cash system. Of course there are operators without any of these systems. Depending on the nature of organic application and with the assistance of control bodies solutions can be found.



Fig. 20: Incoming goods being checked

4.7 Inspection visit on site

No matter if a farmer, feed or food producer: everybody that produces or processes organic goods is subject to inspections - at least once a year. Extent and content of inspections are specified by the EU Regulations on Organic Farming. During the first inspection, i.e. after conclusion of an agreement, the business description is completed and an inspection by an employee of the control body is carried out. Follow-up inspections in foodservice operations usually take place unannounced. The following crucial points are especially paid attention to:

- Topicality of the description of the production unit: are all original data still valid?
- Certification of raw materials and inspection of incoming goods: are all organic products labelled correctly on the notes of delivery?
- Separation in storage and processing: are organic products stored apart from conventional products, e.g. on separate shelf areas?
- Labelling and flow of goods: is the organic range labelled correctly, i.e. are goods truly organic that are labelled organic?
- Flow of goods: Does the sales volume match the purchased amount?

After the inspection an inspection protocol is drawn up and signed by the inspector and the responsible person from the company. The control body writes an inspection report, if necessary with references and instructions, and

sends it to the company. After successful completion of the control procedure the operator receives an organic certificate that can be communicated to the guests and clients.



Fig. 21: Inspection of business records

Up to several hundred branches or outlets are part of operators of hotel chains or catering companies. Normally the head office of these companies makes the decision if and how organic products are integrated and communicated. Purchasing in these companies is sometimes managed by the head office as well. Depending on the corporate structure and legal form not every single branch must be visited for an inspection and certification procedure. If all locations belong to one corporate body then inspections will be carried out in the head office and randomly in single branches.



Fig. 22: The inspector presents the organic certificate

4.8 Costs for inspection and certification

The costs for single canteen kitchens and restaurants amount to - depending on their size, corporate structure and the nature of the organic application - between 250,- Euro and 800,- Euro for the inspection including organic certification. The certificate is valid for one year. The inspected operator must pay for the inspection. Costs mostly depend on time and effort. Both are a bit higher for the first inspection as business data and an operator description must be drawn up and registered.

5 Examples

The following examples show in how many different ways organic products can be purchased, included in the cuisine and labelled. The selection describes actual German operations, but uses fresh names.

5.1 Restaurant Sector

Profile

Country guest house 'Golden Porkbelly', a family-run business in the 15th generation

Typical restaurant with 50 seats, also caters for weddings, birthday parties, etc.

Mostly local specialities are offered

Organic range and organic labelling

The organic range is presented on a special menu

All ingredients of the described organic dishes and organic food components

(including freshwater fish and shrimps) are organically produced

Some ingredients like potatoes and spices are always purchased in organic quality but they are not claimed specifically

Organic suppliers: organic farmer with processing facilities and a natural foods wholesaler

Preparation for the initial inspection

Training course and consultation offered by a specialised consultancy company

Separate storage areas, folder for delivery orders from organic suppliers, establishment of the cash system for planned organic dishes, a special organic menu

Requesting valid organic certificates from the organic suppliers and controlling the delivery notes for correct organic labelling

Inspection and certification

The inspections are carried out at least once a year and are unannounced



Fig. 23: Organic menu with local specialities in a restaurant

5.2 Hotel Sector

Profile

'The Lederhosen Inn' belongs to a national hotel chain

It sells around 150 meals per day in its restaurant

Purchase is not managed by the head office but locally instead

Organic range and organic labelling

Three organic dishes on an extra menu (meat, fish and vegetarian)

The three dishes are made 100% of organic ingredients

The organic range is advertised actively: labelling with the German organic logo on the menu, organic information posters inside the hotel lifts

Preparation for the initial inspection

A first consultation with the local organic advisor, a specialised consultant

Selection of one control body out of three obtained offers from different organic certification bodies

Training course for the responsible kitchen and service staff in-house

Accomplishment of necessary measures (e.g. inspection of incoming goods, separate storage areas and records) by integration into the in-house quality management system

Pragmatic realisation, for example by storage of organic raw materials in separate yellow containers

Inspection and certification

Inspections are carried out at least once a year and are unannounced

If the organic range is expanded in between inspections the control body will be informed in writing in advance



Fig. 24: Hotel breakfast buffet with organic produce

5.3 Event Catering, here: a cultural event lasting several weeks

Profile

The event company 'The Art of Enjoying Beer' organises a certain big cultural event twice a year

The participating 40-50 restaurant establishments serve about 20.000 meals per day

The food on offer can be as diverse as roasted almonds, Turkish doner kebab and Asian wok dishes, etc.

All participating restaurant operators sign a contract in which they declare to purchase certain products in organic quality only

Most food is purchased from local natural food wholesalers

Organic range and organic labelling

For example beef, pork and lamb as well as local fresh fruits and vegetables are only available in organic quality

The use of organically produced food is not advertised in general as in earlier

years but labelled as single organic meal components (e.g. wok vegetables, baked potato)

Preparation for the initial inspection

The event organizer prepares some formalities, such as the inspection agreement and business description, to reduce costs and effort for single operators

With the help of a specialist organic advisor the event manager has adapted the existing culinary concept to the requirements stated in the EU Regulation on Organic Farming

Afterwards a joint training course for the operators was held in which, amongst others, the new concept and the inspection procedure were presented

The labelling of the organic offer is standardized

Inspection and certification

The first inspection is carried out shortly before the beginning of each event

During the event, random inspections are carried out

Correct labelling of incoming goods, separate storage and records of all sold food are especially important



Fig. 25: Week-long folk festival with organic food

5.4 Event Catering, here: an organic day

Profile

One day of organic activities and offers in the 'Black Forest University Clinic'

Around 1.000 meals daily

Typically whole food, light whole food, different dietary meals

The organic products are purchased from a nearby wholesaler specialized in natural foods

Organic range and organic labelling

Advertising organic ingredients: e.g. organic table potatoes

Preparation for the initial inspection

Clarification of the requirements for a correct realisation by an advisor

Replacing conventional with organic potatoes

Inspection and certification

Registration with a control body and submitting the records, drawing up the organic certification

Random inspections at the restaurant operators over the period of the event



Fig. 26: One-day folk festival with organic food

5.5 Business Restaurant

Profile

The in-house employee restaurant of the 'Knut Merchandising Bank'

Around 2.000 meals daily

Different starters, main components, side dishes and desserts are offered in a free-flow-system; large salad bar, different beverage offers and a separate cafeteria

The organic products are purchased from an organic butcher and an organic wholesaler specialised in canteen service

Organic range and organic labelling

Boiled potatoes, fried potatoes and wedges exclusively in organic quality

Different organic side dish components and complete organic meals

The side dish components and organic meals are labelled with the German organic logo

Preparation for the initial inspection

The selected organic inspection body first clarified the requirements for a correct realisation in a meeting

Afterwards the food and beverage manager included some process instructions concerning incoming goods, storage, processing and labelling in the existing quality management manual

As complete organic meals were being labelled, it became necessary to purchase ingredients like herbs and spices for these meals in organic quality

Inspection and certification

Some minor improvements e.g. a clearer labelling of the organic storage area after the control body checked the realisation in an initial inspection

Inspections are carried out at least once a year and are unannounced



Fig. 27: Serving a meal in a business canteen

5.6 Hospital

Profile

Public hospital 'St. Brezel'

About 700-800 lunch meals daily

Whole food, light whole food, different dietary meals and additionally one special meal produced entirely with organic ingredients

The organic products are purchased from local organic wholesalers and farmers

Organic range and organic labelling

More than 70 % of the food used is produced organically

Only meals and components produced completely with organic ingredients are labelled organic

Food that contains organic and conventional ingredients is not labelled specifically

Preparation for the initial inspection

In a briefing the requirements of the EU Regulation on Organic Farming concerning inspection of incoming goods, separation during storage and preparation times, correct labelling and records were explained to the kitchen manager

Modification of the general claim into the organic labelling of pure organic dishes

Establishment of separate storage areas for organic products, labelling with the organic logo

Creation of an extra folder for notes of delivery of organic products

Inspection and certification

Inspections are carried out at least once a year and are unannounced



Fig. 28: Allocating portions to hospital meals

5.7 Campus Restaurant

Profile

The student union 'DaDaDaAha' with four different locations (each location comprises a canteen and a cafeteria)

A total of around 5.000 lunches daily

Different main dishes, soups, side dishes and desserts are offered in a

free-flow-system; each having a large salad bar

Offering organically produced food is part of the union's philosophy and is carried jointly by the management, the head of kitchen and the purchasing manager

Suppliers are local organic farmers as well as organic producers and organic retailers

Organic range and organic labelling

The student union's organic concept is to purchase single raw ingredients (e.g. eggs, fruits, vegetables, dairy products) depending on the season and on local supply completely in organic quality but not to offer complete organic dishes

The organic ingredients add up to about 20% overall and can be found in all menu lines

Next to the food service area a notice board informs about the organic application and lists all those products that are purchased solely in organic quality

Preparation for the initial inspection

Selection of one control body after the comparison of written offers from three different organic control bodies

Realisation of the basic organisational conditions of the EU-Regulations on Organic Farming (e.g. collection of notes of delivery, separation in storage and production, correct labelling)

Improvement of the inspection of incoming goods as not all delivered vegetable and salad crates were labelled properly

Training course for employees and definition of a centralised standard for

an accurate advertising in all four locations

Inspection and certification

After the initial inspection the company had to exchange the general labelling of organic products for specific labelling in the menus

Inspections take place at least once a year and are unannounced

Spot tests of all four locations, because the purchase is managed centrally and all locations implement the same organic concept



Fig. 29: Chef of a student canteen serving organic food

5.8 Restaurant Chain

Profile

Department store 'Alpensong' with bistros in 70 locations throughout Germany. These are not independent companies but only branches

A total of around 15.000 meals daily

The food range is standardised for all locations

The food is centrally produced

Delivered cooled to the different locations every day where it is regenerated and served

Organic range and organic labelling

Every day two organic meals, organic juices and organic milk

The organic meals are labelled with the organic logo

Preparation for the initial inspection

Employees underwent training

General measures for realisation of the EU Regulations on Organic Farming were undertaken

No special measures are necessary thanks to the central purchase management and the existing quality management system

Inspection and certification

The store is spot-checked at least once a year, unannounced

Preparation for the initial inspection

The head office developed an organic business concept together with the kitchen and company managers of those locations with an organic offer

The concept was integrated into the business' existing quality management system and includes measures for organic purchase, incoming goods, separation in storage and production, employees' training and labelling of the organic range

On-site training of kitchen and service employees in the respective locations

Inspection and certification

Inspections are carried out at least once a year and are unannounced

5.9 Catering company

Profile

Catering company 'Sauerkraut Mania'

More than 100 business restaurants and hospitals all over Germany

Purchasing and suppliers are managed centrally (local organic farmers, processors or retailers)

Daily on-site orders are placed by the individual businesses

Organic range and organic labelling

Organic products are used only in some locations

Range and labelling of organic components and in part full replacement of agricultural raw materials

Easy Steps To Organic Certification

The updated manual for canteens, restaurants and foodservice operators

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