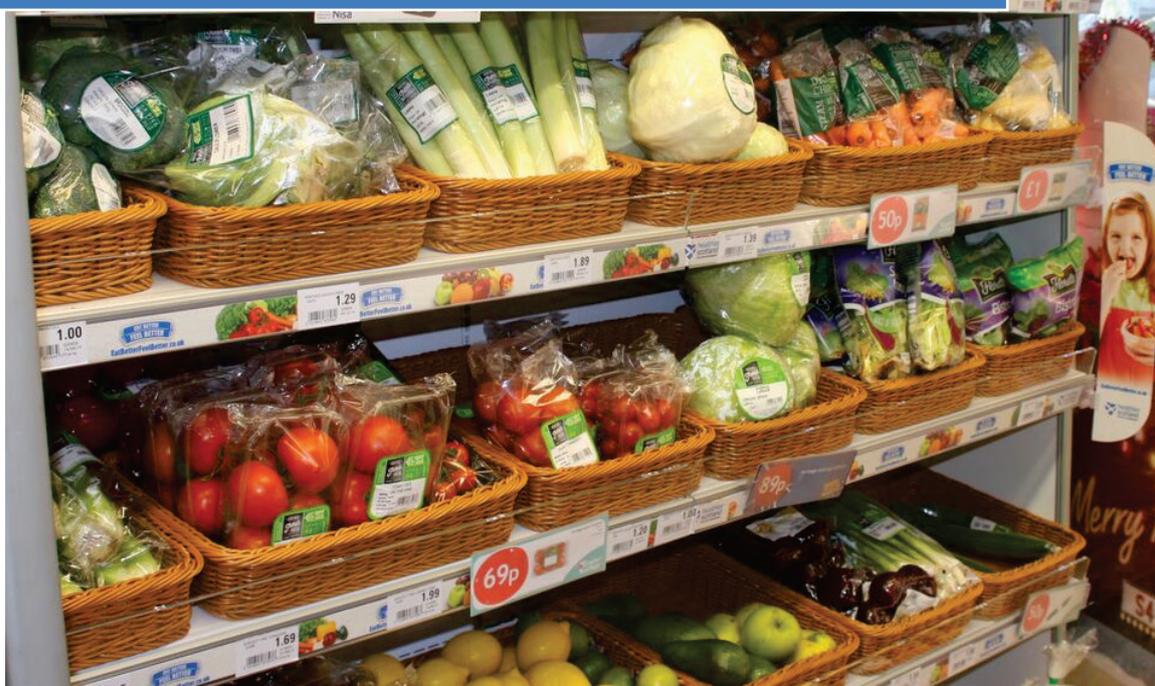


# Criteria for the Healthcare Retail Standard



## Introduction

1. This document sets out criteria for the Healthcare Retail Standard (HRS).
2. Chief Executive Letter (CEL) 01 (2012) sets out the vision under the health promoting health service that “*every healthcare contact is a health improvement opportunity*”. On food and health, boards were required to:

*“develop a consistent approach to healthy eating for all food service providers across the NHS. Caterers will be required to follow Healthyliving Award (HLA) criteria at the point of contract (re)negotiation and retailers will be required to join the Scottish Grocers Federation (SGF) Healthyliving Programme (HLP) and meet their Gold Standard criteria at the point of contract (re)negotiation.”*

3. The criteria set in this document form the HRS that retailers now need to follow as outlined in Section E of the Chief Medical Officer letter (2015) 19 of 9 October 2015<sup>1</sup>. Timescales for compliance are detailed in that document. Practical guidance on how retailers can meet the criteria in this document will be produced by the Scottish Grocers Federation (SGF) Healthy Living Programme.
4. This document has been developed with the kind assistance of NHS Health Scotland, NHS National Services Scotland, Food Standards Scotland and the Scottish Grocers Federation with images courtesy of the Royal Voluntary Service and SGF Healthy Living Programme.

## Scope

5. The criteria in this document apply to all **retail** outlets (including trolley services) as defined in the box below in healthcare buildings in Scotland, whether the outlet or hospital is run by the voluntary, private or public sector. It does not apply to catering outlets although mixed outlets with a significant retail element will be expected to attain the HRS as well as the Healthyliving Award (see boxed text overleaf).

6. The HRS applies only to those retail outlets within healthcare buildings. Retailers interested in joining the Healthy Living Programme for shops outside healthcare buildings should view <http://www.scottishshop.org.uk/sgfhlp> for more information.



7. For this paper a ‘healthcare building’ is any facility where medical care or healthcare administration is provided under the auspices of NHS Scotland.
8. The HRS does not apply to any **vending** operation. Vending operations should follow criteria laid down under the [Healthyliving Award plus](#).

<sup>1</sup> [http://www.knowledge.scot.nhs.uk/media/10265332/cmo%20letter%202015\\_18.pdf](http://www.knowledge.scot.nhs.uk/media/10265332/cmo%20letter%202015_18.pdf)

9. The criteria contained in this paper serve as a minimum requirement. Boards are free to apply stricter criteria in line with local policies if they wish.

### **Key Principles for the HRS**

10. The criteria for the HRS is therefore underpinned by the following key principles:

- a. consistency with the Health Promoting Health Service vision;
- b. comparability of approach to healthy eating alongside the HLA plus
- c. Supportive of the [Scottish Dietary Goals](#);
- d. Consistency with all of the commitments in and ethos of [Supporting Healthy Choices](#); and
- e. Equally commercially and practically viable for all retailers.

This paper refers to catering, retail and mixed outlets and trolley services. In this paper their meaning is as follows:

**Catering** outlets are those where most food is prepared before it is served to the customer either to be consumed on-site or taken away. An example would be a tea bar, restaurant or vending operation. Catering outlets in healthcare buildings or operating within healthcare grounds should comply with the **healthyliving award** (HLA) plus.

**Retail** outlets are those where food is not prepared on-site, rather it is ready for immediate purchase. Examples include a convenience store, newsagent, mobile or pop-up store or trolley service. Retail outlets in healthcare buildings or operating within healthcare grounds should comply with the **SGF Healthcare Retail Standard** (HRS).

**Mixed** outlets offer a combination of catering and retail provision. Mixed outlets in healthcare buildings should comply with both the **SGF Healthcare Retail Standard** (HRS) and the **healthyliving award** (HLA) plus. For these outlets, two assessments will be undertaken, one for HRS and one for HLA.

## SGF Healthcare Retail Standard Criteria

11. The HRS differs from the regular SGF Healthy Living Programme in that it consists of specific criteria:

- **Provision Criteria** – to ensure that any retail outlet in a healthcare building provides a range of food items that are not high in fat, salt and sugar. The general principle is that **50% of food items** (and **70% of drinks**) must meet the **Provision Criteria** shown at Annex A.
- **Promotions Criteria for Individual Products** - for individual food items/products that the Scottish population should be eating more of (e.g. fruit and vegetables) and should be promoted. Of the items that meet the above Provision Criteria, only those that meet the Promotion Criteria at Annex A may be promoted. This includes special deals (e.g. price or quantity discounts) and prominent in-store placement (e.g. at the till). **Promotion Criteria** are shown at Annex A. Please refer to the Scottish Grocer’s Federation (SGF) Healthy Living Programme’s Practical Guide for Retailers for different types of promotions.
- **Promotions Criteria for Meal Deals** - All meal deals must contain only options in accordance with the Promotion Criteria in Annex A. Meal deals should follow the following guiding principles:
  - Meals should be based around starchy carbohydrates such as bread, potatoes, rice and pasta;
  - Meals should contain a portion of fruit and/or vegetables; and
  - Items included should not be high in fats, salt or sugars.

12. It should be noted that the criteria do not apply to non-food items. In addition, the criteria allow retailers some scope to stock items that do not meet any criteria, as illustrated in the example diagram below:

At least 50% of food for retail must <b>meet the Provision Criteria</b> (some of this will also meet the Promotion Criteria and may be promoted).	No more than 50% of food for retail <b>can fail to meet the Provision Criteria</b> (none of this food may be promoted).	Non-food items
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## Implementation and Monitoring

13. The HRS will be implemented in line with timescales set out in the 2015/16 NHS Chief Executive Letter on the Health Promoting Health Service as follows:

- **NHS Boards** will be expected to meet targets for all **in-house** retail outlets;
- **Voluntary sector** organisations will be asked by NHS National Services Scotland to meet targets for all voluntary sector-run retail outlets. Such outlets should be supported locally by NHS Boards to achieve the HRS; and
- NHS Boards will be required to have the HRS entrenched as a requirement in any contract they negotiate with any **private sector** retail outlet.

14. The HRS will have in place a monitoring scheme run by the SGF Healthy Living Programme to ensure that outlets who have the HRS continue to meet the scheme's criteria. Such quality assurance visits will be held at least once every two years.

## Glossary

SKU - A Stock Keeping Unit is a distinct and unique type of product kept in stock for sale, in this case, in a retail environment. Each different variety of a product would have a separate SKU as would different sizes and pack configurations (e.g. 6 pack) of the same product.



## PROVISION AND PROMOTION CRITERIA VEGETABLES AND FRUIT

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Fresh vegetables	Any	All plain varieties, including ready prepared
Canned vegetables	Any	Only vegetables with no added salt or sugar
Fresh fruit	Any	All plain varieties, including ready prepared
Canned fruit	Any	Only fruit with no added sugar or syrup
Frozen fruit and vegetables	Any	Only fruit and vegetables without added salt or sugar
Beans and pulses	Refer to Annex B- Nutrition Criteria	All plain varieties, including dried and frozen and canned without added salt or sugar
Canned beans and pulses in sauce, including baked beans in tomato sauce	Refer to Annex B- Nutrition Criteria	Only varieties that meet the following criteria: <ul style="list-style-type: none"> <li>• No more than 5g sugar per 100g,</li> <li>• No more than 0.56g salt or 225mg sodium per 100g.</li> </ul>
Pickled and preserved fruit and vegetables (e.g. olives)	Refer to Annex B- Nutrition Criteria	No promotion

## FOODS RICH IN STARCHY CARBOHYDRATES AND FIBRE

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Potatoes	Any	All plain fresh varieties (including sweet potatoes and yams), and canned potatoes with no added salt.
Oven chips and other potato products	Refer to Annex B- Nutrition Criteria	Only chilled and frozen chips and potato products that meet the following criteria: <ul style="list-style-type: none"> <li>• No more than 5% total fat, and require no addition of fat in preparation</li> <li>• No more than 0.69g salt or 275mg sodium per 100g</li> <li>• Excludes crisps and snacks</li> </ul>
Grains including rice, cous cous, bulgar wheat, polenta and quinoa	Refer to Annex B- Nutrition Criteria	All plain varieties of grains. Excludes products with added ingredients.
Pasta and noodles	Refer to Annex B- Nutrition Criteria	All plain varieties of pasta and noodles. Excludes products with added ingredients.

## FISH

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Fresh and frozen oil rich fish	Refer to Annex B- Nutrition Criteria	All plain oil rich fish including salmon, mackerel, sardines, tuna. Excludes smoked products and products with additions such as sauces, batters or crumbs.
Canned oil rich fish	Refer to Annex B- Nutrition Criteria	All varieties that meet the following criteria: <ul style="list-style-type: none"> <li>• No more than 1.5g salt or 600mg sodium per 100g (maximum)</li> <li>• Excludes canned tuna because the essential fatty acids are largely removed in the canning process</li> </ul>
Fresh and frozen white fish	Refer to Annex B- Nutrition Criteria	All plain white fish. Excludes smoked products and products with additions such as sauces, batters or crumbs.

## MEAT AND OTHER NON-DAIRY PROTEIN SOURCES

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Fresh, frozen and prepared lean white meat	Refer to Annex B- Nutrition Criteria	All plain products without added salt, sugar and fat. Excludes products with additions such as sauces, batters or crumbs.
Fresh and frozen lean red meat	Products with no added ingredients and those that have not been processed	No promotion
Fresh, frozen and prepared vegetarian meat substitutes	Refer to Annex B- Nutrition Criteria	All plain products without added salt, sugar and fat. Excludes products with additions such as sauces, batters or crumbs.
Processed meat and ready to eat meat snacks (e.g. ham, reformed meats, pork pies and scotch eggs)	Refer to Annex B- Nutrition Criteria	No promotion

## CHEESE

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Cheese and cheese products (e.g. soft cheese, processed cheese products)	All varieties that meet the following: <ul style="list-style-type: none"> <li>• 27g or less of fat per 100g</li> </ul>	No promotion
Alternative to dairy products (e.g. soya alternative to cheese)	All varieties that meet the following: <ul style="list-style-type: none"> <li>• 27g or less of fat per 100g</li> </ul>	No promotion

## DESSERTS

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Plain unsweetened (i.e. with no added sugar) yoghurt	All plain yoghurt containing no more than 3g per 100g fat.	All plain yoghurt containing no more than 3g per 100g fat.
Sweetened and flavoured yoghurt	Must contain 3g or less of fat per 100g and 16g or less of sugar per 100g. For portions more than 100g they must contain 18.8g or less of sugar.	Only products containing no more than 3g per 100g fat and 10g per 100g sugars.
All other desserts (e.g. mousse, sundaes, jellies, rice pudding products, frozen yoghurt)	Refer to Annex B- Nutrition Criteria	No promotion

## SOFT DRINKS, FLAVOURED WATER, FRUIT JUICE & FLAVOURED MILK

ITEM	CRITERIA	
	PROVISION <i>(70% of all drinks for retail must meet these criteria)</i>	PROMOTION
Fruit juice	For drinks 70% must be sugar free (0.5g /100ml or less); up to 30% can contain sugar by number of SKUs. If fruit juice is provided it must be part of the 30% provision.  Milkshakes with no added sugar (check ingredients list) are part of the 70%.	No promotion
Carbonated or still flavoured drinks (e.g. cola, lemonade, etc.)		No promotion
Cold flavoured milk drinks (e.g. milk shakes)		No promotion
Sugar free drinks	For drinks at least 70% must be sugar free (0.5g or less of sugar per 100ml) by number of SKUs.	Only sugar free drinks containing 0.5g or less of sugar per 100ml.  Excludes drinks containing more than 150mg caffeine per litre, where manufacturers are required to declare "High Caffeine Content" on the packaging, in accordance with food labelling regulations <sup>2</sup>

<sup>2</sup><http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02011R1169-20131206&rid=2>

## SOFT DRINKS, FLAVOURED WATER, FRUIT JUICE & FLAVOURED MILK (Continued)

ITEM	CRITERIA	
	PROVISION <i>(70% of all drinks for retail must meet these criteria)</i>	PROMOTION
Milk and milk alternatives (e.g. soya, almond, coconut)	Only plain skimmed, 1% and semi skimmed milk	Only plain skimmed, 1% and semi skimmed milk
Water	Plain or flavoured (still and sparkling) sugar free waters containing 0.5g or less of sugar per 100g/ml.	Plain or flavoured (still and sparkling) sugar free waters containing 0.5g or less of sugar per 100g/ml.
Tea and coffee - Ready to drink (e.g. includes chilled tea and coffee)	Any as long as one of the following is available skimmed, 1% and semi skimmed milk and excludes those with added sugar or sugary syrup, cream or cream substitutes.	No promotion

## COMPOSITE PRODUCTS

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Pasta sauces	Refer to Annex B- Nutrition Criteria	Only tomato or vegetable based sauces containing no more than 0.93g salt or 370mg sodium per 100g.
Ready meals and takeaway dishes	Refer to Annex B- Nutrition Criteria	Refer to Annex B- Nutrition Criteria
Soup	Refer to Annex B- Nutrition Criteria	Vegetable and / or pulse (e.g. lentil) based soups that contain no more than 0.63g salt or 250mg sodium per 100g as consumed (i.e. not as dried). Excludes creamed soups.
Prepared salad dishes with a carbohydrate base e.g. potatoes, pasta, rice or couscous	Refer to Annex B- Nutrition Criteria	Refer to Annex B- Nutrition Criteria
Hummus and other dips	Refer to Annex B- Nutrition Criteria	No promotion

## COMPOSITE PRODUCTS (Continued)

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Sandwiches, wraps, filled rolls baguettes	Refer to Annex B- Nutrition Criteria	Only products that meet the following criteria: <ul style="list-style-type: none"> <li>contains salad/vegetables,</li> <li>no more than 400 kcals per serving/ pack,</li> <li>no more than 1.8g salt or 720mg of sodium per portion.</li> </ul>
Bread	Refer to Annex B- Nutrition Criteria	All plain bread and rolls containing no more than 1.13g salt or 450mg sodium per 100g. Excludes bread and rolls with additional ingredients such as olives, cheese and sundried tomatoes.  Wholemeal bread should always be included in any bread promotion.
Other baked goods including pastries, cakes, tarts, tray bakes, pies, doughnuts and scones	Refer to Annex B- Nutrition Criteria	No promotion
Composite savoury snacks (e.g. packs containing crackers, cheese and ham)	Refer to Annex B- Nutrition Criteria	No promotion

## COMPOSITE PRODUCTS (Continued)

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Rolled oats, oatmeal and barley	Refer to Annex B- Nutrition Criteria	All plain varieties Excludes products with added ingredients
Breakfast cereals (includes porridge pots)	Products must contain: <ul style="list-style-type: none"> <li>• 22.5g or less of sugar per 100g,</li> <li>• 1.5g or less of salt per 100g, and</li> <li>• more than 5g of fibre per 100g.</li> </ul>	Products must contain: <ul style="list-style-type: none"> <li>• no more than 10g sugar/100g,</li> <li>• no more than 1g salt or 400mg sodium per 100g (max).</li> </ul>

## SNACKS

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Sweet and savoury snacks (includes crisps, cereal bars, rice cakes, nuts, breadsticks and popcorn)	Refer to Annex B- Nutrition Criteria and in addition all sweet and savoury products intended for single serves should be no more than 38g pack.	No promotion
Confectionery and ice cream products	Refer to Annex B- Nutrition Criteria	No promotion (excludes sugar-free chewing gum only).
Biscuits (includes crackers, oatcakes)	Refer to Annex B- Nutrition Criteria	No promotion
Plain dried fruit and plain dried fruit with veg products	Any (but portion size should be limited to 35g and excludes those with any added ingredients).	Only as part of a Meal Deal (but portion size should be limited to 35g and excludes those with any added ingredients).
Dried fruit products with added ingredients (e.g. yoghurt coated raisins, products with added fruit juice or nuts)	Refer to Annex B- Nutrition Criteria. Portion size limited to 35g	No promotion

## OTHER GROCERIES

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Packaged tea bags, coffee, sugar, hot chocolate powder, honey, jam, mayonnaise, mustard etc.	Refer to Annex B- Nutrition Criteria	No promotion
Fresh eggs	Refer to Annex B- Nutrition Criteria	No promotion
Cream/cream fraiche/sour cream	Refer to Annex B- Nutrition Criteria	No promotion

**NUTRITION CRITERIA****FOOD PRODUCTS LESS THAN 100 GRAMS**

<b>NUTRIENT</b>	<b>MUST CONTAIN LESS THAN</b>
Fat	17.5g grams per 100g
Saturated Fat	5 grams per 100g
Sugar	22.5 grams per 100g
Salt	1.5 grams per 100g
Sodium	0.6 grams per 100g

**FOOD PRODUCTS WHERE THE INTENDED/STATED PORTION IS OVER 100 GRAMS**

<b>NUTRIENT</b>	<b>EACH PORTION MUST CONTAIN LESS THAN</b>
Fat	21 grams per portion
Saturated Fat	6 grams per portion
Sugar	27 grams per portion
Salt	1.8 grams per portion
Sodium	0.72 grams per portion



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