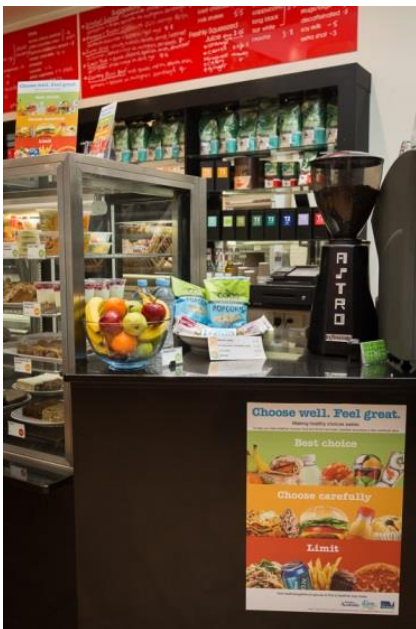


Working with retailers to make healthy changes can be simple and can have a real impact on the foods and drinks they offer.



Working with retail outlets to make healthy changes to the foods and drinks they offer doesn't need to be difficult. Use the information below to help you work with retailers that provide meals, snacks and drinks for staff and visitors in your organisation.

Learn about the retail outlet

Many types of retail outlets provide meals, snacks and drinks for an organisation, so the first thing you need to do is think about the type of outlet you will be working with, for example:

- canteens
- kiosks
- cafes
- cafeterias
- food trucks
- coffee shops or coffee carts

Some retail outlets stock mostly packaged products (e.g. kiosk) and some make most of their foods and drinks on-site (e.g. café). Having a good understanding of the type of outlet you are working with, and the way the outlet operates, will help you work with the outlet to make healthy changes.

Understanding contracts with retailers

If your organisation holds a contract with a retail outlet you will need to understand the conditions of the contract and work together with the retailer to make any healthy changes needed. You will need to find out:

- who manages the outlet
- the terms of the contract
- whether the contract includes requirements for providing healthy foods and drinks
- when the contract expires

Having this information will help you negotiate with the retailer and will help you work out whether you can switch to a new retail provider if needed.

Working with on-site retail outlets

If you have a contract with an on-site retail outlet, you can include a service agreement in the contract which states that the outlet needs to meet the Healthy Choices guidelines. This will help make sure your efforts in providing healthier choices are sustainable and embedded across your organisation.



This is easily achieved if your current contract can be changed or is about to be renewed, or if you are getting a new retail provider.

If you have a contract with an outlet that cannot be changed and is not up for renewal, you should encourage the outlet to make healthy changes before the contract expires.

If you are working with an on-site retail outlet, but there is no formal contract in place, this is an excellent opportunity to sign a new contract which includes requirements for providing healthy foods and drinks.

If your organisation is putting out a tender for a new outlet, make sure that requirements for providing healthy foods and drinks are included in the tender specifications.



Working with off-site retail outlets

Even if a retail outlet is located off-site (i.e. outside your organisation), and there is no formal contract in place, you can still encourage the outlet to implement the Healthy Choices guidelines. You can:

- discuss the benefits of providing healthy foods and drinks – for the outlet and for customers
- present case studies of other businesses who have successfully made healthy changes
- survey staff and visitors about healthy foods and drinks they would like to purchase from the outlet
- encourage staff and visitors to ask for healthier options from the outlet.

Healthy food and drink ideas for retail outlets

Retail outlets looking for healthy meal, snack and drink ideas can be referred to:

- the *Food outlets and caterers* section of the Healthy Eating Advisory Service website www.heas.health.vic.gov.au
- *Healthy choices: food and drink classification guide*¹
- Buyers' guides

¹ *Healthy choices: food and drink classification guide*, Department of Health and Human Services, 2014, www2.health.vic.gov.au/public-health/preventive-health/nutrition/healthy-choices-for-retail-outlets-vending-machines-catering.

To receive this document in an accessible format phone 1300 22 52 88 or email heas@nutritionaustralia.org

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