

The Heartbeat Award Scheme

The Heartbeat Award is a nationally recognised award given to caterers who demonstrate a commitment to customer care through the provision of a healthier environment and healthier food choices.

All types of catering establishments are eligible for the award, including workplace canteens and take-away outlets.

To qualify for the award, a business must:

1. Meet good hygiene standards, with at least half the staff trained to a level equivalent to the Chartered Institute of Environmental Health Foundation Certificate in Food Hygiene.
2. Provide non-smoking areas. For institutional settings such as schools, and workplace canteens, 100% of the seating should be non-smoking. For commercial settings, at least 50% must be non-smoking.
3. Provide healthier food choices for customers by, for example, offering lower fat alternatives, reducing the amount of fat in cooking, and different breads for sandwiches. These healthier choices will be assessed taking into account the nature of the business, resources and clientele.

