

Improving the sustainability of healthcare vending machines

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Who are we?

The European Vending & Coffee Service Association (EVA) is a not-for-profit organisation established in 1994, that represents the interests of the European coffee service and vending industry vis-à-vis the European Institutions and other relevant authorities or bodies.



Lobbying



*Industry
Information &
Standards*



*Market
analysis*



*Events &
Networking*

What does the industry look like?

4,1 million

machines

64% Hot drinks
15% Cold drinks
21% Glass front

80% at workplace



295 million
consumers/week



10,000

operators

€16,4 Billion

turnover

85,000 People employed

What is a vending machine?



Hot Beverage Vending Machines

Free Standing



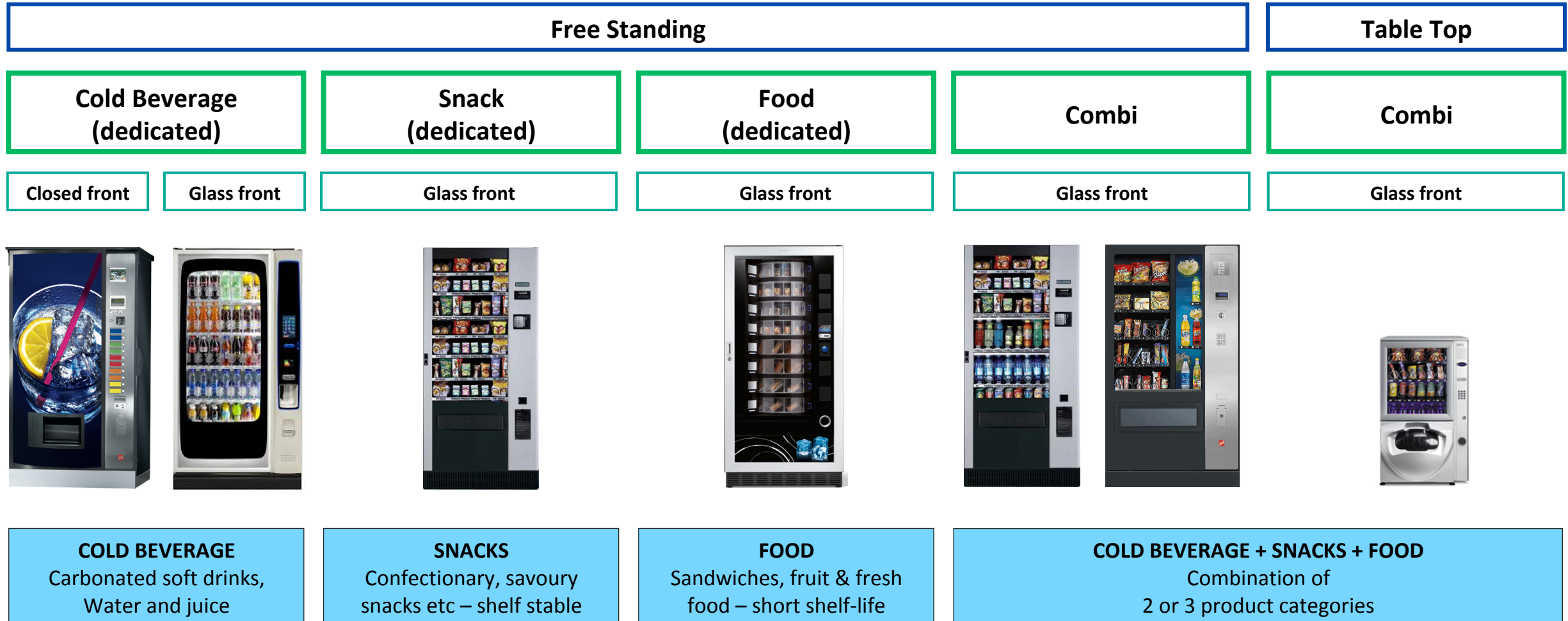
HOT BEVERAGES
Coffee, tea, chocolate and soup

Table Top



HOT BEVERAGES
Coffee, tea, chocolate and soup

What is a vending machine?



What products are sold?

- 79% of products dispensed are hot drinks i.e. mostly coffee
- Most sold item in refrigerated machines is water



- Popular lines sold in best locations

Vending in healthcare facilities

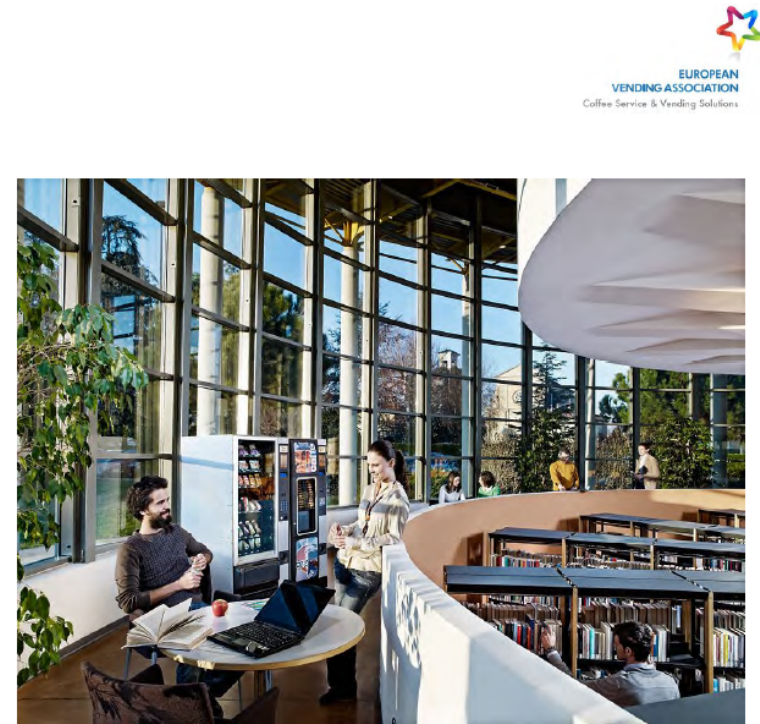
- Healthcare facilities are included in 'public vending' which makes up 20% of the industry
- Healthcare facilities therefore make up at most only 5% of our total business

Benefits & Business need

- Often only place open in hospitals (after the canteen closes). 24/7 opening
- Source of food and hydration for staff & visitors (and patients).
- Hygienic (machines regularly cleaned & refilled)

Legislation & guidelines

- Published EVA report in 2017 outlining legislation & guidance on healthier vending
- Report covers various locations so not just healthcare i.e. also schools
- Interesting healthcare examples & best practices outlined
- Updated in 2019, awaiting review/verification by national health reps before publication.



EUROPEAN INITIATIVES TO ENCOURAGE A WIDER CHOICE OF PRODUCTS IN VENDING MACHINES

A summary of legislation, requirements & guidance in the European Union Member States promoting 'healthier vending', & highlighting of best practices for vending machine operators.

Examples

- Portugal introduced a law (7516-A/2016) regulating what specifically can be sold in vending machines in the national health system – forbids cakes, sandwiches w mayo/ketchup, sweets etc etc.
- Water must be included in the machines.
- Maximum sugar level in coffee machines is limited to 5g.

	A	B	B	C	C	C	D	E	F	F	G	G	H	I	I	L	L	L	M	N	P	P	R	S	S	S	S	U	
	U	E	U	R	Y	Z	E	S	I	R	E	E	U	R	T	A	I	L	A	E	O	O	R	O	L	L	P	A	K
	S	L	L	O	P	E	N	T	N	A	R	R	N	E	A	T	T	X	L	D	L	R	M	K	O	A	E	K	
Vending machines banned		S									S								S						S				
Machines permitted but product restrictions or guidance apply		S	S										S	H					S			H			H			S	
Guidance or recommendations on products (impacts but not vending machine specific)	S						S		W						S	S	S		S	H	S	S		S	S		S	S	
No restrictions/ No information				X	X		X		X		X	X						X											

Applies in schools (S), health service (H), workplace (W)

Examples

- ‘Healthy vending policy’ of Health Service Executive (HSE) in Ireland, allocates products as either ‘better Choice’ and ‘other choice’

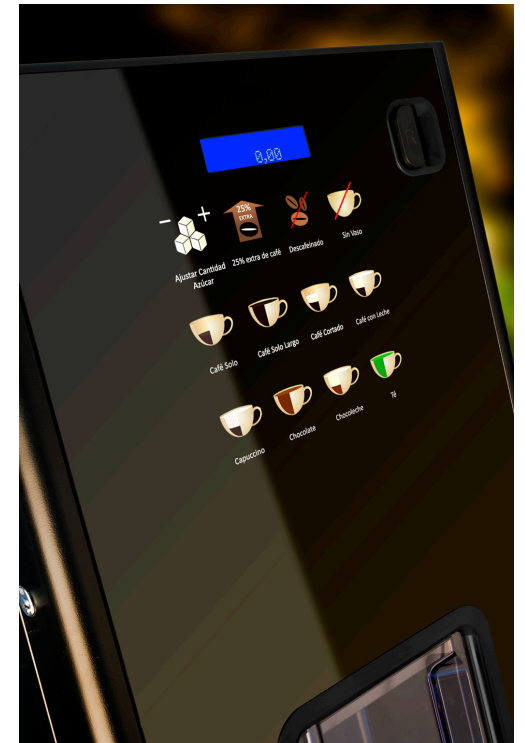
	Better Choice Item	Other Choice Item
Energy	≥ 150 kcals per packet	≥ 250 kcals per packet
Total Fat	≥ 20g/100g	Not restricted
Saturated Fat	≥ 5g/100g	Not restricted
Sugar	≥ 15g/100g	Not restricted
Salt/Sodium	≥ 1.5g/0.6g/100g	Not restricted

- Current ratio for products is 60/40 but can be revised upwards by management e.g. 100% ‘Better Choice’ items could be made in paediatric hospitals.
- Signage on machines to encourage better choice items are purchased + calorie info. Better choice to have prime locations in machines.
- Policy determined by health professionals along with operators

Recent EVA initiatives



- Founding member of the EU platform for diet, physical activity and health, to encourage healthier vending.
- Agreed with machine manufacturers in 2018 that hot drinks machines/coffee, will be configured in the factories with zero sugar level as default.
- Before, manufacturers set up their hot drinks with most favoured taste, which may have involved some sugar
- Operators can still change this sugar level, but 'unexpected' sugar intake is much lowered





Also working with and supporting national vending associations for local initiatives:

- French Vending Association promote the 'Feelgood Label' which can be placed on machines that contain a range of 4 food types.
- UK UK Vending Association asked the British Association of Dieticians (BDA) to publish a report on healthier vending – disseminated the findings to members.

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Context

- The company/hospital has the ultimate decision which products are placed inside machines.
- A refrigerated vending machine is essentially a small shop - operator can adapt the product offering to comply with e.g. 2019 EU Green public procurement
- However, **important principle** – vending machines should not be treated any differently to other providers e.g. the canteen
- We can't support a ban on vending machines, where other providers supplying the same products are not impacted.

Challenges to product choice

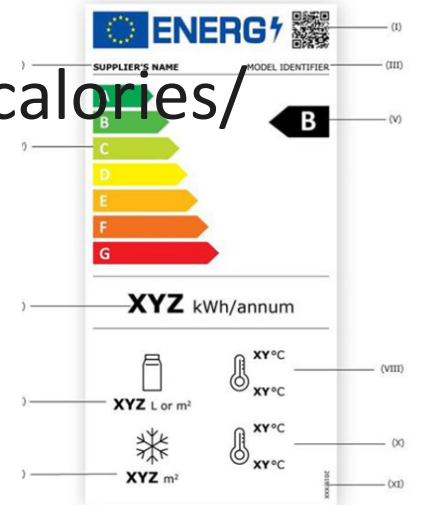
- Some technical limitations to what products can be placed in machines e.g. mostly spiral machines – some products can't 'fall'
- Also perishable products like fruit not always appropriate or possible.
- Frequency of visits/filling which is determined by footfall. Lower footfall = less frequent operator visit.
- Vending consumers want to see familiar products.

Other challenges

- Negative perceptions/stereotypes – ‘all vending machines are unhealthy’
- But sometimes this perception also feeds into continuation of certain products in machines – people sometimes can expect to get a chocolate bar at a machine.
- Reaching operators – difficult as an association (& national associations) to reach even a significant number of operators – difficult for industry wide pledges.

More sustainable vending

- Energy consumption changes – energy saving devices already implemented in machines since years. Big reduction in machine consumption over 10 years.
- Ecodesign, Energy labelling & EU GPP will continue improvement.
- **Note:** best performing VM expected to be Energy Class D or E at start.
- Large touchscreens now give nutritional information on products ahead of purchase. Limited as to location use (e.g. vandalism)
- Companies have developed apps with similar functionalities, so calories/nutritional info available ahead of purchase.
- Some companies now specialise in ‘healthier vending’



More sustainable vending

- EU Single Use Plastics Directive requires significant reduction of plastic/paper cups.
- Hot drinks machines can allow a consumer to choose to use their own cup – depends on location - more appropriate for staff than visitors
- In closed environment like a hospital, collection is made easier as people tend not to take their used cup ‘off-site’
- E.g. bins for cups could be specified beside machine as part of contract.



Thank you!

Questions?