We are very excited to introduce the nudge Health and Lifestyle Program. Spotless has a long and successful history in leading, not following and the Nudge program supports our company value of putting people first. We’ve designed the program for clients who want more than just a food partner.

This is an initiative to help improve the overall wellbeing of our valued clients and their organisations.

What is nudge?

We know people need to make their own choices when it comes to health and wellbeing.

But we also know life is busy. So our program does the legwork for you, making better choices as easy as possible. It’s not a diet or a fad, or a set of rules.

It’s about making it easier for our clients and customers to nudge towards healthier choices.

So how does it work?

• Our nutrition criteria and guidelines have been developed with Nutrition Australia and the Heart Foundation New Zealand, so clients and customers know our Nudge menu items have the integrity they can count on.

• An architecture strategy for food service flow, designed to nudge you towards healthier choices.

• Informative packaging, signage and interactive materials to help educate and engage in dining areas and in the field.

• Maintaining high standards of quality, flavour and presentation of healthier food keeps clients and customers engaged.

• And because food is just the beginning, a full suite of additional physical and emotional wellbeing seminars, programs and initiatives can be tailored to the needs of your organisation.

• A culture of constant audit, review and evolution is always in play to keep our program fresh and at the cutting edge.

Together we will design the best wellbeing program to your specific needs and work towards common goals of improved productivity, reduced sick leave and overall employee satisfaction.

We hope you enjoy reading more about the program and we invite you to contact us with any feedback or questions.

Regards,

Dana Neilsen
Chief Executive Officer, Spotless
nudging towards healthier choices

food is just the beginning of overall wellbeing

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nudge commitments

The Nudge health and lifestyle program has made the commitment to;

**Provide high quality, on-trend, nutritious food service options that meet independent and best practice nutrition criteria.**

**Design creative recipe development, menus, architecture of food service flow and other systems to actively nudge each target audience to make healthier choices, the easier choice.**

**Partner with our clients to complement and integrate Nudge with their existing health and wellbeing initiatives.**

**Provide in-depth and continual training on the program and inspire all of Spotless’ employees to be champions for healthy eating and wellbeing encompassing our corporate culture.**

**Actively promote core nutrition principles and conduct expert health education in regular, ongoing activities within the eating environment and beyond.**

**Conduct regular audits and evaluation tracking including menu reviews by Accredited Practising Dietitians, to ensure program compliance and ongoing refinements and quality improvement.**

nudge nutrition and health expertise

Spotless has collaborated with Nutrition Australia to develop the Nudge Nutrition Guidelines that underpin the selection and signposting of healthier meals and food service items.

As Australia’s peak community nutrition education body, Nutrition Australia provides evidenced based nutrition information to encourage all Australians to achieve optimal health through nutrition.

The Nudge Nutrition Guidelines were developed exclusively for Spotless by Nutrition Australia Victorian Division to complement existing Government guidelines and reflect the best practice scientific principles on healthy eating.

We were very excited to work with Spotless on this project. We applaud Spotless’ commitment to promoting healthy eating and providing tasty and nutritious foods for their clients, customers and staff.

Lucinda Hancock
CEO, Nutrition Australia Vic Division

The Heart Foundation is excited about supporting Spotless and their ‘nudge’ programme. We have a long history of working with catering companies in New Zealand, and it is great to be a part of Spotless’s Journey to encourage healthier food choices.

Dave Monro
Food and Nutrition Manager, Heart Foundation
nudge foundation

In addition to the Nudge Nutrition Guidelines there are a number of foundation elements that underpin the program.

nudge menu standards
Our chefs prepare and tenderly create menus specific to each meal occasion to the needs of the target audience.

nudge standards drive menu development and review procedures to establish a minimum number of nudge items to make up each menu period and specific product recommendations.

Our nudge standards provide guidance on portion control, plating, food service flow, signage and architecture to nudge clients to healthier choices.

Group Food Development in conjunction with Spotless’ national chef’s forum group regularly review and audit menu standards for continual refinement and improvement.

nudge recipe database
The Spotless’ proprietary menu management system, hosts the nudge recipe database. All recipes will be analysed against the nudge Nutrition Guidelines developed by Nutrition Australia and the Heart Foundation New Zealand.
the nudge cycle of success

1. Our chef brigade and Group Food Development team design menus to Nudge criteria.

2. Menus are submitted and hosted on “Nudge Navigator”, our intranet, for approval by the Group Food Development team. In consultation menus are reviewed and refined.

3. Nudge tools are used at site level to accurately record compliance to the approved menu and Nudge criteria and standards, along with customer satisfaction.

4. Independent menu reviews and audits are performed by Group Food Development along with Accredited Practising Dietitians to continuously improve and upgrade.

5. Ongoing chef forums, professional development and training equips staff with fresh ideas and nutrition solutions each new menu cycle.

6. Client feedback both formal and informal is valued and a continuous part of the cycle of success.

healthy eating doesn’t mean compromising flavour
Every day we prepare delicious and nutritious food for over 100,000 students in primary, secondary and tertiary facilities across Australia. Today we all recognise that the quality of a student’s diet can directly impact the body and brain.

watch them thrive!
The right fuel and timing can influence energy levels, mood and the ability to learn, which in turn can help promote emotional wellbeing and personal satisfaction. The aspects of brain function that can be influenced by nutrition include information processing, language and perception, memory recall and retention.

“Today we all recognise that the quality of a student’s diet can directly impact the body and brain.”

In the Education sector the nudge program builds on the foundation platform and also delivers health and nutrition themed promotions, incentives and challenges in dining halls and canteens. We deliver face-to-face motivational, educational seminars throughout the year by guest experts or Accredited Practising Dietitians in Australia and New Zealand. For example specific expertise around fuelling junior athletes and sports people.

Mining personnel have been identified as being at higher risk of social isolation, mental health issues and chronic illness.

The nature of ‘in and out’ to remote resource sites for work can be stressful and disruptive. It can be isolating and difficult to form good diet and lifestyle habits. Our team at nudge understand the role they need to play in helping to make healthier choices accessible and easy for these workers.

We also understand that educational programs, seminars, tips and tricks to help stay both physically and mentally well is absolutely critical to individual success.

“Our team at nudge understand the role they need to play in helping to make healthier choices accessible and easy for these workers”

Physical exercise, stretching and keeping the body in good condition is particularly critical for staff at these sites. Nudge runs and manages gym facilities and training programs, as required.

As part of nudge, Spotless has a preferred partnership program with a range of leading service providers including expert health care professionals, that can deliver tailored and innovative interventions that integrate with nudge.
Every day we prepare delicious and nutritious food for thousands of people in workplaces across Australia.

“A healthy workforce increases productivity and overall job satisfaction whilst simultaneously reducing lost time frequency rates and general absences.”

We understand the vital importance of providing healthier food service options as well as partnering with our clients to promote healthy lifestyles for employees.

A healthy workforce increases productivity and overall job satisfaction whilst simultaneously reducing lost time frequency rates and general absences.

The nudge program will provide health and nutrition themed promotions and challenges, and if required run gyms and recreational facilities.

We will create opportunities to work with our nutrition team, and integrate nudge with existing Occupational Health and Safety programs, training and compliance.

It is important that we consider the differing health profiles and needs of the Aboriginal, Torres Strait Islander and Maori and Tagata Pasifika at all of our sites.

For example, the incidence of diabetes is disproportionately high in these particular communities. Around 8.6% of Aboriginal and 7% of Torres Straight Islander people and 10% of Tagata Pasifika and 5.6% of Maori are reported as having either type 1 or type 2 diabetes.

“At Spotless Group, we are determined to increase our employees’ cultural awareness together with the engagement and participation of the enormous diversity of cultures within our business.

Our commitment to foster an inclusive environment incorporating different cultures, heritages, communities and people, closely aligns with our Spotless values.
In the context of our programs and our clients' needs, to be comfortable refers to minimised injury and the ability for team members to have ongoing and prosperous careers without health concerns holding them back.

To be healthy, both physically and mentally, exercise is a critical part. This is something nudge program can really focus on, particularly through gym management, training programs and other enhanced program choices.

To be happy refers to the minimising of stress, making team members feel safe, valued and rewarded, and offering referral services to deal with specific mental health issues.

A number of nudge extension programs can be designed for clients specifically to address all of these very specific areas. (see pages 20-21)
We know how busy life can be. We want to make healthier choices as easy as possible and maybe even a little bit fun! If we can turn making healthier choices into a game of challenging yourself and others, it just might become habit forming.

So we’ve partnered up with behavioural change gamifiers, HealthChase, to design a Nudge game Web App.

The games are designed to give you motivation to make those choices you probably already know you should, to feel and perform at your best.

**so what’s involved?**

The games include nutrition, activity and other lifestyle choices. The Player may get points for choosing a healthier food choice, moving more, stretching, breathing exercises… whatever the particular game design is. The Player then gets to make choices that work for them.

Games can be tailored to a particular health goal such as improved concentration for kids or energy levels for adults, or to a time of year such as winter, or a particularly busy time to keep everyone feeling fit and healthy.

The games do more than promote healthier lifestyle choices though, the team structure promotes engagement and team work.

Players support each other, track scores and watch their team go on the live scoreboard. They can motivate, support and strategise using the on-line Team Chats and Game Banter or use the Photoboard to capture great Game moments, fun and success.

Whole game data is captured to measure engagement and wellbeing behaviours that link directly to individual and business health and productivity.

**Ask us about the right game for your organisation.**
enhanced program choices

The Nudge team acknowledges that wellbeing is a great deal more than just food choices. To truly help inspire a change in the communities we work with, we have designed a full suite of extension programs, partnering with various experts. And, because we know no two clients’ businesses are the same, this program is highly customisable and adaptable to the client’s needs.

your enhanced program choices

**Keynote presentations**
Sporting, celebrity and expert keynote presentations delivered on site to multiple shifts or work areas.

**Masterclasses**
Competitions, classes, guest chefs: interactive, educational and engaging food oriented classes encouraging full participation from staff.

**Keynote speakers and seminars**
Nutritionists: Tailored seminars to the needs of the client, whether that be focusing in on particular dietary concerns such as obesity, diabetes, fatigue prevention and various other subjects.

Trainers: We will understand the fundamentals for everyday people in maintaining a good diet and a exercise plan.

**On-site wellbeing, health and injury prevention consulting**
Physiotherapists, psychologists, fatigue prevention specialists and injury prevention specialists all available to work on-site as required.

**Telephone health coaching**
Over the phone health coaching service. Health coaching specialists include nutritionists and exercise psychologists.

**Job specific exercise routines**
Task or job specific daily injury prevention routines designed for staff. Demonstrated and performed both onsite and online.

**Injury prevention management models**
Annual injury prevention plans provided with onsite consultancy. Models aimed at reducing risk of injury and lowering costs associated with workplace muscular strain and sprains.

**Online health portal and content**
Company-wide online health portal with scalable health content specific to industry or sector.

Manual handling training and biomechanical assessments
Task/job specific manual handling training. Training may include biomechanical analysis using Kinovea and Vi-Safe technology (dorsaVi)

12 week challenges
Company specific wellbeing, health and injury prevention challenges to tie in with company values and site themes.

**Health risk assessments**
Basic blood assessment, weight, waist circumference and access to online health portal for participants to obtain their own lifestyle score.

**Gym facility management**
Gym and exercise facility management. Management systems and exercise programs garnered aimed at improving the user experience of all onsite gym facilities.

**Move eat and breathe program**
12-24 week health and wellbeing program. Partners include Smiling Mind, One Giant Mind and Food Matters. This program is aimed at reducing mental distress and improve wellbeing in the workforce.

**Corporate nutrition mini assessments**
Accredited Practising Dietitians conduct 1:1 sessions in your office or location providing staff with motivation towards behaviour change and clear referral options for further action steps.

**Whip program wellbeing, health and injury prevention program**
6-12 month well-being, health and injury prevention program. Partners include dorsa-Vi, Food Matters and Sisu Wellness. This program targets reducing strain and sprain injury rates through an holistic, long-term wellness message.

**Injury support programs**
For employees suffering serious injuries, a support program is designed to aid the injured person both physically, logistically (transport etc.) and mentally through their treatment and recovery program.
the nudge lifecycle

The greatest barrier to successful health and wellbeing is losing focus or momentum in the longer term.

We need to be mindful of exactly this when it comes to the program itself. At nudge, we don’t believe in launching and leaving our programs.

We believe in a constant feedback cycle of review, maintenance and evolution.

Just as our client’s organisational health and wellbeing needs change, the program must change with it.

Like your own constant personal improvement, the Nudge Program is always evolving and improving.

nudging our relationship

As a large diverse company, Spotless today, some 70 years on remains committed to the family values that we have lived by since day one. These values include honesty, respect and loyalty. People come first for us. No matter where we meet them and no matter what their role, we treat them the way we like to be treated. That’s the Spotless way.

With the experience of our people, we can offer businesses increased efficiency through our extended support services. These services include: catering, maintenance, security, laundry and linen, waste management, environmental services and cleaning.

No matter what the job, no matter where we are working, Spotless people take the attitude that if a job is worth doing, it is worth doing well. We look forward to talking to you more about our latest innovation, Nudge Health & Lifestyle by Spotless, and how it can integrate with and benefit your business.

Key contact:
If you have any questions, inquiries or seek support around nudge, please contact the Group Food Development department who will assist you with your inquiry.

nudge.support@spotless.com.au

program launch

REVIEW AND ADJUST
30 DAY REVIEW
90 DAY REVIEW
21 MONTH AUDIT
12 MONTH AUDIT

why not take the stairs instead of the lift!
nudge towards healthier choices

nudge.