canteen®
REFRESHMENT SERVICES

A Canteen Refreshment Services Proposal

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ALWAYS FRESH, ALWAYS ON

About Canteen

Canteen's Mission and Core Values

Canteen Refreshment Services: A Division of Canteen

Always Fresh, Always On

Canteen is leading the way in providing fresh, new ways to serve our clients and customers.

Canteen's Mission

Our mission is to be recognized as the most client- and customer-focused company in the world.

Canteen's Core Values

Since its inception in 1929, Canteen has carved an impressive path as the leader among vending machine suppliers. This legacy of success is built on Canteen's foundation of six core values:

- **Service:** We are dedicated to providing an unmatched level of service to all our clients and customers.
- **Innovation:** We tirelessly seek new ideas, fresh solutions and cutting-edge advancements for our field.
- **Leadership:** We continually strive to uphold our position as a responsible front-runner in a dynamic industry.
- **Quality:** We promise to provide only the highest-quality products and to partner with reputable organizations.
- **Wellness:** We are committed to upholding standards of wellness in our workplace and yours.
- **People:** We pledge to contribute to a better world for the people within Canteen, for the people we serve and for people everywhere.

Together, these values highlight our commitment to a standard of excellence within the vending industry – a standard we have upheld for more than 80 years. Through an innovative approach to serving customers by supplying the highest-quality products available, Canteen continues to prove itself as a leader among vending companies.

We provide the vending industry with leadership, innovation and world-class service to continue moving forward and staying "Always Fresh, Always On."

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A Member of Compass Group North America

Canteen is a member of Compass Group North America, the leading foodservice and support services company with $12.8 billion in revenues in 2013. With more than 500,000 associates worldwide, parent company Compass Group PLC has set the very highest standards for quality and service.

Vending/Refreshment Services/Micromarkets

- Canteen
- Best Vendors
- Canteen Refreshment Services
- Avenue C

Business and Industry

- Bon Appétit
- Eurest
- FLIK International
- Restaurant Associates

Education

- Bon Appétit
- Chartwells
- Flik Independent School Dining
- SSC Service Solutions
- Lackmann Culinary Services

Hotels and Conference Centers

- Flik Hotels & Conference Centers

Healthcare and Senior Living

- Morrison
- TouchPoint Support Services
- Crothall-Morrison
- Crothall

Cultural and Specialty Dining

- Bon Appétit
- Levy Restaurants
- Restaurant Associates
- Wolfgang Puck Catering
- Sports & Entertainment
- Levy Restaurants

Strategic Partnerships

- Thompson Hospitality

To learn more about Compass Group, please visit our website:
www.compass-usa.com
Compass Group North America
2400 Yorkmont Road
Charlotte, NC 28217
704-328-4000

Canteen Refreshment Services

At Canteen Refreshment Services, we know that providing coffee, water and other break room services can make a big difference in your workplace. Customized refreshment solutions can keep your employees energized and motivated, and ultimately help your company improve productivity.

We offer the high-quality products, phenomenal service and attention to detail that make your employees feel valued – with office coffee and beverage services more closely resembling those of a coffee shop than an office break room.

Canteen Refreshment Services include:

- Office coffee and tea
- Water services
- Break room amenities
- Cleaning and office supplies

It is said that people are a product of their environment, and we think the same applies to employees and their work environment. Why waste any more time with an uninspired office break room? Let us help you explore our coffee and beverage service options today!

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Sustainability and Certifications

Canteen Refreshment Services is committed to Balance, the Compass Group initiative emphasizing moderation and encouraging healthier lifestyle choices. Balance links elements of wellness, sustainability and humanity, supporting lifestyles and behaviors that can be maintained for the long term. Balance offers healthier choices, promotes active living and delivers information and decision essentials that enable customers to make knowledgeable choices.

We also offer our clients coffee products that promote humane and sustainable business practices within our industry through a wide variety of socially and ecologically certified coffees.

Some of the certifications include:

- **Bird Friendly:** This certification from the Smithsonian Migratory Bird Center encourages the production of shade-grown coffee and the conservation of migratory birds.
- **Fair Trade:** This labor certification guarantees farmers a minimum price for their products and links farmers directly with importers, creating long-term sustainability.
- **Organic:** Coffee sold as certified organic is produced under the standards developed by the United States Department of Agriculture's (USDA) National Organic Program.
- **Rainforest Alliance:** This non-governmental agency works to conserve biodiversity and ensure sustainable livelihoods by transforming land use and business practices.

Coffee and Tea

Endless Flavor & Variety

Like your coffee bold? Well, Canteen Refreshment Services is taking office coffee service in bold new directions. Whether you need top-quality coffee service for your employees in a corporate office environment, or a diversified selection of coffee and refreshment service options for your customers, Canteen Refreshment Services has you covered.

We've searched the world for the coffee your employees and guests love and now offer a menu with a dynamic list of nationally recognized coffee brands, as well as our own premium line of full-flavor blends. Quality service and products mean you can provide your employees, guests and customers with a coffeehouse experience that's sure to make a difference throughout the day.

Canteen Refreshment Services can bring the gourmet coffeehouse experience into your workplace and refresh and inspire your employees, clients and customers with a customized menu of coffee and tea options. We provide nationally recognized brands, as well as local favorites. All of the delicious flavors you crave are delivered with the convenience you expect.

Here is a sampling of our great selection of top-quality coffee and tea brands:

Highland Estates

The Canteen Refreshment Services Private Label

Highland Estates private label coffee is selected from the finest arabica coffee beans in the world's top-growing regions. Expertly blended and roasted under meticulous brand standards, Highland Estates receives the care, expertise and attention to detail that delivers the celebrated aroma, full-bodied flavor and smooth finish of a premium coffee.

Water Services

EcoStream Water Services

One of the most basic components of a healthy diet is also one of the simplest: water. It's estimated that water makes up approximately two-thirds of the human body and that we should drink anywhere from six to eight glasses a day.

Canteen Refreshment Services can provide pure, convenient sources of water right in your break room. Our equipment is available in a variety of filtration configurations including microfiltration and reverse osmosis with optional ultraviolet (UV) in-tank disinfection.

Our EcoStream water services include:

- Point-of-use water purification systems
- Reverse osmosis water systems
- Water filtration service
- Water Block

Our EcoStream water services allow you to treat your employees and guests to great-tasting water at a fraction of the cost of water jugs. Start making better-tasting coffee and tea today!

ecostream

EcoStream Water Filtration

Canteen Refreshment Services is your partner in implementing workplace programs that are earth, body and community friendly. In support of that partnership, Canteen Refreshment Services is excited to bring your employees EcoStream, the only fully-certified water filtration system that is environmentally friendly, safe and delicious.

EcoStream water filtration technology meets the highest standards of water quality and purification, using microfiltration and reverse osmosis with optional ultraviolet (UV) in-tank disinfection. Water filtration reduces chlorine, chemicals, lead, sediment and cysts, while our UV disinfectant keeps your water tank free of bacteria. Our water filtration systems connect to your existing plumbing and are available as countertop units or standing water coolers.

Features:

- LED Filter Monitor ensures that your water is always as pure as possible. No risk of forgetting to change the filter.
- In-tank UV Sanitization ensures the safest, cleanest water possible.
- Built-in leak detection ensures that your facility stays safe. No worries about leaking.
- Energy Star and TUV certified
- No more bottles! Did you know that it takes three times the amount of water to produce the bottle as it does to fill it? With EcoStream, you eliminate the bottles! No more storing those bulky cases or having to recycle all that plastic.
- Employee Safety
  - Filter Monitoring System
  - In-tank UV
  - Antimicrobial coating

EcoStream Water Block

Helping to Ensure Against Leaks

Every installation of our water filtration service includes the EcoStream Water Block. This overflow safety device controls the maximum consumption of water. This extra layer of protection is just one more way Canteen Refreshment Services keeps the safety and well-being of our clients and customers top of mind.

The Water Block keeps the consumption of water between 1.3 and 13.2 gallons (4.9 and 49.97 L) by measuring the gallons of water that have passed through it and stopping the flow if this quantity exceeds the set value. Water Block maintains this safety condition until a user intervenes. If the water volume does not exceed the set value, the Water Block mechanically and automatically resets the measured volume and is ready to restart a new measurement cycle.

Features and Benefits:

- Overflow safety device controls the maximum consumption of water between 1.3 and 13.2 gallons (4.9 and 49.97 L).
- Device measures the number of gallons of water that have passed through it. If this quantity exceeds the set value, the EcoStream Water Block stops the flow and maintains this safety condition until user intervenes.
- If the water volume does not exceed the set value, the EcoStream Water Block mechanically and automatically resets the measured volume and is ready to restart a new measurement cycle.
- No external energy source required – water simply flows through the device.
- Resistant to chlorine and chloramines damage.

Technology & Equipment

Canteen Refreshment Services' office coffee equipment is top of the line, and our extensive selection of brewers ensures that you'll find the perfect fit for your break room or business. Browse our premium single-cup and low-profile pot brewers to find the ideal office coffee equipment for your employees and guests.

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Online Ordering

Canteen Refreshment Services knows the importance of convenience. That's why we offer our clients the convenience of being able to place your orders 24 hours a day. Our online ordering tool makes ordering a breeze.

There are many reasons to try online ordering:

- Access to Great Products: Online ordering provides easy access to all of the great products available from CRS – products you may not have known we offered.
- Boosts Efficiency: Online ordering decreases the amount of time it takes to place your order.
- Increased Satisfaction: You can order when it's convenient for you – 24 hours a day, 365 days a year. You can also verify your order.

Enjoy the same great service but enjoy the convenience of online ordering.

EXCEPTIONAL
OFFICE PERFORMANCE

As our business is totally focused on the needs of the office, we have designed the FLAVIA CREATION®/MD 400 specifically for large offices and collaborative areas:

- Directly contributes to increased office interactions, higher levels of engagement and satisfaction, and improved productivity and morale*
- Sleek and compact design to fit your large office or collaborative workspace
- Brews a full range of single-serve drinks including coffee shop specialties to satisfy everyone's needs
- Brews directly from pack to cup, eliminating taste contamination from one drink to the next
- When used unplumbed, the large tank capacity allows 12 drinks to be brewed before refilling

FLAVIA®/MD BREWS BETTER

Our innovative single-serve brewing process:

STEP 1 — **SOURCE:** We start with the highest quality ingredients – freshly roasted and ground coffee, real-leaf and herbal teas and premium hot chocolate.

STEP 2 — **SEAL:** We pack our carefully sourced ingredients into the unique FLAVIA Freshpack locking in their freshness and flavor.

STEP 3 — **SERVE:** We specially design the Freshpack to work with the FLAVIA brewer. Together they create an optimal brewing cycle within every pack. Every drink is brewed directly from pack to cup with no taste contamination, so your tea will never taste like the coffee that was made before it and vice versa.

* Mars Drinks partnered with McKinsey & Company to execute a landmark study focusing on a select group of businesses in North America that were asked to introduce FLAVIA to their employees, and study the changes that the FLAVIA beverage system had on their workplaces.

New From Keurig ~ The B3000
Our Most Advanced Brewing System for Large Offices

Packed With Impressive Large Office Features

New Integrated Accessory Design

Next Generation Modular Construction and Diagnostics for Easy Serviceability

Specifications:

W x D x H	12" x 18" x 17 3/8"
Weight	35 lbs (empty)
Water Supply	Direct Line Plumbed
UL	cULus Commercial

To Order Call 1-888-CUP-BREW (287-2739)

KEURIG
Premium Coffee Systems
www.keurig.com
KEURIG, INCORPORATED

Fit Your Office Coffee Needs with SmartWAVE™

The BUNN SmartWAVE low profile airpot brewer fits under a standard cabinet, making it an excellent choice for your office coffee setting.

Turbulence is an important element in brewing perfect coffee. To enhance this, SmartWAVE technology was developed to provide uniformity of extraction and more contact between water and coffee. The result – a great cup of coffee.

The adjustable legs and slide out tray make it possible to brew into 1.9 liter thermal carafes as well as a variety of lever-action and push-button airpots.

WAVE15-APS **WAVE15-S-APS Silver Series**

ZENIUS

The only machine you need is one that suits your business needs

- Water tank capacity (gallons) : .61
- Energy efficient : the auto power off allows a 0 energy consumption when the machine is not being used
- Easy capsule insertion and coffee preparation (Ristretto / Espresso / Lungo / Hot water)
- High pressure pump (16-19 bar pressure)
- Power rating (in watts) : 1560-1860
- Dimensions (W x D x H)(in) : 7.5 x 12.3 x 15.7
- Weight (lbs) : 15

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NESPRESSO®

Exceptional Grands Crus, whatever your tastes…

To satisfy all tastes, *Nespresso* has a range of eight coffee varieties that guarantee perfect coffee, each and every time.

Ristretto

Ristretto Origin India

Intense & spicy

Ristretto Origin India is the marriage of the finest Arabicas with a hint of Robusta from southern India. It is a full-bodied coffee, which has a powerful character and notes of spices. It is the first Grand Cru in the professional range to be sourced from a single country of origin.

Ristretto

Full-bodied & persistent

Pure and dark roasted South and Central American Arabicas make Ristretto a coffee with a dense body and distinct cocoa notes.

Espresso

Espresso Forte

Round & balanced

Made exclusively from South and Central American Arabicas, the complex aroma of this intensely roasted espresso is a balance of strong roasted and fruity notes.

Espresso Leggero

Light & refreshing

A delicious blend of South American Arabica and Robusta, Espresso Leggero adds smooth cocoa and cereal notes to a well-balanced body.

Lungo

Lungo Forte

Elegant & roasted

A complex blend of South and Central American Arabicas, Lungo Forte holds intense roasted notes with a subtle hint of fruit. Lungo Forte is sourced 100% from the *Nespresso* AAA Sustainable Quality™ Program, a farmer-support initiative co-managed with the Rainforest Alliance. Visit www.nespresso.com/aaa-program.

Lungo Leggero

Flowery & refreshing

A delicate blend of lightly roasted East African and South and Central American Arabicas. Lungo Leggero is an aromatic coffee with mild notes of jasmine.

Decaffeinato

Espresso Decaffeinato

Dense & powerful

Dark roasted South American Arabicas with a touch of Robusta bring out the subtle cocoa and roasted cereal notes of this full-bodied decaffeinated espresso.

Lungo Decaffeinato

Velvety & aromatic

A blend of naturally decaffeinated South American Arabicas and Robusta, this coffee reveals flavors of red fruit balanced with sweet cereal notes.

Tasting Suggestions

Half-filled Espresso Cup (0.85 oz / 25 ml)	Espresso Cup (1.35 oz / 40 ml)	Lungo Cup (3.75 oz / 110 ml)	Milk Recipe

NESPRESSO®

Delivering Business Excellence

Canteen Refreshment Services strives to provide the highest level of service for all our customers and consumers. We believe in nothing less than delivering 100 percent satisfaction. More than just traditional office coffee services, we offer customized and comprehensive solutions for our clients.

At the core, we care about our people, our customers, and our ability to innovate to create a quality product.

We are dedicated to providing an unmatched level of service to all our clients and customers. Canteen Refreshment Services achieves superior customer satisfaction by "doing the right things right" for you. The most important factor in our continued success is direct customer input.

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Client Business Review

Service: It's one of Canteen's Core Values

We are a company dedicated to providing an unmatched level of service to all our clients and customers.

One way of providing this service is our Client Business Review. The Client Business Review is a periodic meeting between local Canteen management and our client contact based on your timing preference.

Your local Canteen Refreshment Services manager will visit with you to review the performance of our vending services and introduce you to any new programs or services that may add value to your vending program. Through these meetings, we will gain understanding of any new needs or expectations and begin working to meet them.

Our goal is to maintain a strong working relationship with each client through communication, feedback and dedicated effort.

Our People

Canteen Core Value: People

We pledge to contribute to a better world for the people within Canteen, for the people we serve, and for people everywhere.

The people behind Canteen Refreshment Services are as exceptional as the products and service we provide. In fact, we say it's our people and our commitment to service that truly set us apart from other vending companies. With pride and integrity, we work as a team to make an impact on our customers, on our clients and on each other.

We offer our associates opportunities to advance both their own personal development and that of our organization – providing support, encouragement and rewards every step of the way. Our mentorship and leadership development programs help prepare our talented employees to take on greater responsibilities and achieve new levels of personal and career satisfaction.

Canteen is a member of Compass Group North America, the national leader in foodservice management and support services. Compass Group received a 2012 Best Employers for Healthy Lifestyles award from the National Business Group on Health for its commitment to providing a healthy work environment and for encouraging its employees to live healthy lifestyles. In 2012, *Food Management* ranked Compass No. 1 on its Top 50 Management Companies list.

We believe this dedication to the well-being of our associates is reflected in their dedication to providing you excellent service.

Product Monitoring & Recall Response

As a member of Compass Group, Canteen Refreshment Services has a large Quality Assurance (QA) team of food safety professionals that monitors quality and safety practices in Compass-owned foodservice operations and Compass Group's preferred suppliers.

Thanks to our diligent monitoring of the supply chain, we're proud to say that our supplier performance standards are among the highest in the industry. While this definitely lessens the incidence of recalls, it does not eliminate them.

The Compass Group QA team closely monitors USDA, FDA and other product safety-related websites daily for product recalls and withdrawals. The QA team also works closely with our manufacturing and distribution partners to ensure prompt notification of recalls and withdrawals.

In all cases, reaction by our QA managers and the appropriate Foodbuy category manager is immediate and precise.

The steps we follow include:

1. The QA team works closely with the Foodbuy distribution team to ascertain the likelihood that a product is in use at any Compass Group accounts.
2. If there is the slightest possibility that the product is used by Compass Group operations, a "Red Alert" is crafted by the Foodbuy Special Situations Team, which includes representatives from QA, Compass Group's legal department, Foodbuy procurement, Foodbuy distribution and Foodbuy Communications department. This team evaluates the impact and identifies replacement products, if needed.
3. Foodbuy then issues the "Red Alert" to all sector communications teams, which are responsible for distributing it to all operators. "Red Alerts" instruct field management as to necessary actions, including details and attachments related to:
    - Supplier and product
    - Severity of product recall/withdrawal (Class I, II or III)
    - Health threat
    - Description of product defect
    - Code dates involved
    - Lot codes involved
    - Pack sizes involved
    - Scope of distribution (geography), when deemed appropriate to share
    - Market (retail, foodservice, etc.)
    - Disposition of product (return, discard, etc.)

Financial Partnership

Canteen Refreshment Services is the recognized leader in high-quality vended products. With over 80 refreshment services locations in the United States, we have continuously developed people and programs to ensure that our services are the most customer-focused refreshment services in the world.

Our customized financial plan for your location is described on the following page.

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Item Description	Price
Equpement	Minimum Monthly Billing
Offices of 1 -24 employees Keurig B-150	$167.00
Offices of 1 -24 employees Flavia C-150	$167.00
Offices of 1 -24 Traditional Drip Bunn Smartwave	$100.00
Offices of 25-49 employees Keurig B-200	$477.00
Offices of 25-49 employees Flavia C-200	$477.00
Offices of 25 -49 Traditional Drip Bunn Smartwave	$250.00
Offices of 50+ employees Keurig B-3000	$650.00
Offices of 50+ employees Flavia C-400	$650.00
Offices of 50+ Traditional Drip Bunn Smartwave	$300.00
Coffee Single Cup	
Keurig K-cups 96 count	$52.00
Flavia (Alterra) 100 count	$50.00
Coffee Roast and Ground (traditional drip)	
Green Mountain Breakfast 2.2 oz 50 count	$72.04
Green Mountain Breakfast Decaf 2.2 oz 50 count	$72.04
Paper Goods	
Stirrers Plastic 5" 1000ct Box	$1.99
10 oz cups 1000 count	$59.99
10 oz. cup lids 1000 ct	$26.99
Medium weight 9 inch plate 1200 count	$34.99
Medium weight knives 1000 count	$12.99
Medium weight forks 1000 count	$12.99
medium weight spoons 1000 count	$12.99
Paper Towel Roll	$1.49
Cream and Sugar	
International Delight 1/2 & 1/2 384 count case	$21.99
Coffee-Mate Cream Original 11oz Can	$1.99
Splenda 2000 count case	$49.99
Equal 2000 count	$42.99
Sweet n low 2000 count	$29.99
Sugar Packets 2000 count	$14.21
Sugar Canister 20oz Can	$1.99
Tea and Cocoa	
Lipton Tea Bages 100 count (regular)	$4.99
Lipton Tea Bags Decaf 72 count	$5.99
Bigelow Earl Greay Tea 28ct Box	$3.99
Bigelow Green Tea 28ct Box	$3.99
Bigelow Lemon Lift Tea 28ct Box	$3.99
Bigelow Mint Medly Tea 28ct Box	$3.99
Bigelow Orange & Spice Tea 28ct Box	$3.99
Bigelow Raspberry Royal Tea 28ct Box	$3.99
Bigelow Sweet Dreams Tea 28ct Box	$3.99
Swiss Miss Hot Cocoa 50 count	$8.99
Swiss Miss Hot Cocoa No Sugar 24 count	$5.99
Cleaning Supplies	
Joy Dish Soap 38oz Bottle	$6.26
Water Coolers	
Water Cooler - Countertop	$8.50/weekly
Water Cooler - Floor Standing	$8.50/weekly

PEOPLE

SERVICE

QUALITY

INNOVATION

WELLNESS

LEADERSHIP

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