



**SOUTH AFRICAN AIRWAYS**

A STAR ALLIANCE MEMBER ™

**Supply of coffee and tea for onboard service.**

## 1. Scope – All Items

This specification covers coffee and tea requirements for inflight.

## 2. Introduction

Some of the world's most distinctive coffees and teas are grown in Africa.

These often remarkable coffees are characterized by a variety of striking floral and fruit notes, from the almost perfume-like floral and citrus character of Ethiopia wet-processed coffees through the intensely acidic and berry-toned Kenyas to the soft and fruity Zambias.

South African Airways goal is to promote the consumption of quality coffees produced in Africa, linking very closely to our brand mantra of **“Taking Africa to the World and bringing the World to Africa”**.

SAA strives to make a sustainable difference in the lives of African coffee producers by sourcing quality coffee and tea from the continent.

### Characteristics of excellent Coffee

**1 - Beans:** source and roast. A roaster must decide how to choose the beans to roast, and how to obtain them. Roasters that build direct relationships with farms that are aiming to produce a high quality product (generally called "specialty coffee") tend to also be the ones with the most care and knowledge of coffee and the coffee industry, and thus they tend to be the best roasters.

**2 - Freshness.** Coffee should be consumed within two weeks of the day it is roasted, in most cases. So buying from good local roasters, buying a little (e.g. 1 kg), and buying it often is very important. Even more important - it should be ground immediately before use. Grinding should be the last step prior to combining the ground coffee with water. Coffee contains many volatile compounds which distribute flavour into brewing coffee, and one of the more important is CO<sub>2</sub> (carbon dioxide). Roasted coffee loses much of its CO<sub>2</sub> within the first two weeks post-roast, and once it is ground, it loses the vast majority of whatever CO<sub>2</sub> it had within 60 seconds.

**3 - Grind.** Coffee (the drink) is not made from whole beans; it's made with ground coffee. Coffee beans must be ground to the appropriate fineness for the type of brewing.

**4- Not bitter:** bitterness often results from over-roasting and burning the beans. This is often done in mass produced coffee to hide sub-par quality.

**5- The right amount of flavour extraction:** inconsistently ground beans (often the result of using a blade grinder instead of a burr grinder) result in weirdly extracted coffee; the same goes for inconsistent temperature and timing. When you have an inconsistent grind with half grit and half bean chunks, the grit either extracts too fast (resulting in gross over brewed coffee) or the chunks extract too slowly (weak coffee).

**6- Complex:** freshness is important; stale beans lose a lot of flavor and sometimes have a spoiled taste. In addition, **blends made from many different lots thrown together will sort of average out in flavour, while well-picked single origin lots get to show off the unique flavors they were bred for.**

## 3. Items Included in Scope

- Freeze dry coffee
- Tea for on-board use including speciality teas

**4. Food safety**

All coffee must be labelled in accordance with the requirements of the regulations governing the labelling and advertising of foodstuffs (GN. No. R2034, as amended), promulgated under the Foodstuffs, Cosmetics and Disinfectants Act 1972 (Act No. 54 of 1972), and shall in addition comply with all the requirements. Vendors/producers have to demonstrate compliance with HACCP regulations throughout the chain of the production of coffee and delivery thereof to SAA.

**5. Equipment used on-board SAA aircraft**

SAA operates narrow body aircraft: A320s

SAA operates wide body aircraft: A333-300/200s; A340s

Coffee making equipment:

|                                    |  |   |   |
|------------------------------------|--|---|---|
| <p>A330-200,<br/>A320 and A319</p> | <p>Endura coffee machine:</p>  | <p>Flask used is ABKO flask:</p>  <p>Drawer in which the coffee pillow is placed.</p>  | <p>Ground coffee pillow pack is placed in the drawer, coffee machine is locked by pushing the lever down, machine is switched and coffee brews.</p> |
|------------------------------------|--|---|---|

## **Coffee and tea specifications ONBOARD SAA FLIGHTS**

**1. High quality freeze dry coffee**, packed in foil sachets to ensure freshness. Product date and Best Before date to be printed on each sachet. Please recommend grammage of sachet to allow the brewing of 1 L of coffee. Must be a well-known brand in the south African market.

**2. Single portion coffee solution:**

One portion sachets for instant coffee and decaffeinated instant coffee. Must be a recognized brand. Marking on the packaging of the sachets needs to include: ingredients, best before dates, storage conditions.

**3. -White sugar sachets**

- Brown Sugar Sachets
- Sweetener Tubes

**4. Specialty coffee to be served in single portion for Business Class service:**

- Cappuccino
- Hot Chocolate
- Marking on the packaging of the sachets needs to include: ingredients, best before dates, storage conditions.

**5. Tea specifications**

**Economy and Business Class**

- Must be a recognised brand, to be demonstrated by facts and figures
- High quality tea
- Approximately 2gr of tea leaves per tea bag.
- Tea bags MUST BE TAGGED TEABAGS
- Packaging 25 tagged tea bags in a foil for freshness

| <b>Proposed specialised tea Selection,<br/><u>individually wrapped tagged envelopes</u></b> | <b>Estimated Quantities<br/>in EACH for Business<br/>Class passengers<br/>Onboard</b> |
|---|---|
| <b>Normal tea</b>   |   |
| <b>Earl Grey Tea</b>  |   |
| <b>English Breakfast</b>  |   |
| <b>Rooibos Tea</b>  |   |
| <b>Camomile Tea</b>   |   |
| <b>Green Tea with Mint</b>  |   |

### **General**

#### **Delivery & Price**

- The price per item must be DAP Johannesburg SAA Warehouse
- The supplier must provide the FDA number
- Supplier to indicate the full shelf life of each item
- Stock must be delivered on treated 4 way entry pallets dimensions 1.2m x 1.0m (As per the Government Gazette 5 March 2004 notice 319 of 2004 as amended...)
- Products need to be packed properly so as to reach SAA warehouse in a condition that is free from defects and allows for storage in SAA stores. .
- Each pallet shall be strengthened on all four corners to ensure safe transportation of products
- Products Case Packing details(label on top and side of the case) with below info:  
SAA Code (**consist of SA & 4 digit to be advise on award**)  
Description of the content  
Manufacturing & Expiry date  
Case qty  
PO number

#### **Ordering of Stock**

- The ordering of the annual estimated quantities indicated above is driven by the usage rate. A rolling schedule based on usage rate is therefore used for the ordering of stock, which may vary from month to month with the scale of operations.
- The supplier is required to keep minimum buffer stock of the lesser of 15% or 4wks of the annual forecasted qty.