



EAT

LEARN

LIVE



LET'S BRING IT TO LIFE

ISSUE 2 AUTUMN 2008



Robin Mills
Human Resources Director,
Compass Group UK & Ireland

Great people at Compass

We know that one of the most important things that makes our company great is our people, and every year we have literally thousands of new recruits. For every person that joins our team, we strongly believe that it's important that they understand the wider business in order to be proud to be part of it.

I joined the company myself not long ago and understand what a confusing company it can be for someone new. With so many business areas, operating teams and specialists areas, it is a challenge in the first few weeks to understand how each part fits together successfully in order to make it the UK's largest contract caterer. We've introduced the 'The One Compass Welcome' to ensure all our new employee find this entire learning process easier.

So where did all this start? The concept behind the One Compass Welcome came about through the results of an internal cross-company employee survey. From this, a key area of feedback was the need for a common approach to how our new starters are introduced to the company. With health and safety being our number one priority, it was also essential that each of our great new people received the right level of training to safely and competently undertake their duties.

Hence the introduction of the One Compass Welcome! Introduced in March 2008, it is giving all new starters a straight-talking, online introduction to Compass.

In one hour, the Welcome provides new starters with an outline of our values and goals, along with an overview of our different sectors and support functions. It includes an introduction from Ian El Mokadem, our group managing director, and real Compass employees from across the business who each welcome new starters, explain their roles and describe their experiences of working for the UK's leading foodservice company.

Possibly the most important part of the Welcome is that it also covers the basic training we have committed to give every employee on health and safety, food safety and customer service. This ensures that every one of our team enters a safe workplace from the very start of their time with the company.

As I mentioned earlier, I started with Compass in March 2008. I was therefore one of the first to go through the One Compass Welcome and found it to be a fantastic resource that was not just useful, but was relevant to every new person, regardless of which part of the business they had joined. It was easy to use and gave me a fantastic insight into the world of Compass by setting the scene of the bigger Compass picture.

The One Compass Welcome quickly sets new starters on the path to becoming one of our team, and brings them into the fold of our Compass goals; Great People, Great Service, Great Results! Following on from this very first introduction there are numerous training and development opportunities that the business can offer to develop skills, widen experience and allow each person to grow with the team. It reinforces our belief that at Compass, what makes our company great is without a doubt, our people.



WELCOME



Tony Byrne
Business Director, Education &
Government Services

In the last edition we introduced you to our new set of business commitments, Eat, Learn, Live.

This time we're proud to share with you even more news on the benefits that these commitments will deliver to you, your school, your students, their families and your local community.

For those of you who missed our spring edition, Eat, Learn, Live is our overall commitment to nurturing a happy, safe and healthy lifestyle, which contributes to a sustainable world. Individually those pledges are to:

EAT: Our commitment to delight our customers with great tasting food that contributes to their own well-being.

LEARN: Our commitment to enhancing the understanding, fun and experience of our customers and teams; creating the knowledge they need to lead a healthy life.

LIVE: Our commitment to a safe and sustainable environment that supports the health and well-being of our customers, clients and the wider community.

In this edition we speak to Robin Mills, Compass' human resources director, about how we support our teams from day one with the right training, ensuring they deliver the best results to our customers and clients.

The main focus for this edition is our learn commitment, where we share with you how we deliver our commitment to enhance the understanding, fun and experience of our teams and customers.

We also take you through some of the new Putting the Fun Back into Food events we can run at schools, including a new session called 'the Food Survival Guide', a cookery lesson I'm sure we'd all benefit from.

We speak to one of our rising stars, executive chef Ben Sulston, who has recently had an exceptional learning experience, spending his summer working at the three star Michelin star restaurant The Fat Duck – training doesn't get better than that.

Ben will be sharing his deepened knowledge and skills with his Chartwells colleagues, and of course the pupils he serves each day, ensuring everyone benefits from this wonderful experience.

Lastly we are proud to announce our Chartwells team at Sevenoaks School in Kent has been selected as a Compass Group ISO Centre of Excellence. This means they are delivering their services in line with ISO requirements for overall service, environmental and health and safety management so well, they have been selected as a model of excellence for other Compass and Chartwells contracts to follow.

Have a great term and as always we want to hear your feedback. If you'd like to know more information about any of our stories or services please contact your Chartwells operational performance manager; or email us at eatlearnlive@chartwells.co.uk.

INSIDE THIS ISSUE:

NUTRITION UNDER THE SPOTLIGHT

We share with you the nutritional analysis that's carried out on our fantastic Chartwells' menus, ensuring not only are they tasty and exciting, but good for growing minds and bodies as well!

DEVELOPING CHEF EXPERTISE

Executive chef Ben Sulston share's with us his amazing experience working at a three star Michelin restaurant over the summer break.

CHARTWELLS RECOGNISED FOR ISO EXCELLENCE

The team from Sevenoaks shine once again, as they are selected to be a Compass ISO centre of excellence, sharing their world-class skills with other units throughout the country.

MEET OUR MEAT SUPPLIERS!

This edition we introduce you to another of our UK based suppliers.



A NUTRITIONAL BALANCE

While independent schools are not held to the same government school food standards state schools are, at Chartwells we still recognise how important good nutrition is to you and your pupils.

We all know a healthy diet, full of top quality and locally sourced fresh fruit and vegetables, meat and poultry, balanced with the individual requirements of your school and its pupils, helps to grow young bodies and minds.

This is why Chartwells has a team of nutritionists on board to help our catering and on-site management teams make sure our meals are not only delicious and enticing, but full of good health as well.

Our nutritionists have developed a breakfast lunch and supper healthy meal matrix of recommendations to guide our teams when developing your menus, created especially for your schools individual desires and requirements.

For example, our nutritionists recommend serving chocolate and sugar coated cereal only three times a week, including fresh and nutritious fruit juices daily and ensuring oily fish, full of nutrients and vitamins, is on the menu at least once every three weeks.

The nutrition team are currently working on a project to take their healthy meal matrix one step further, by analysing the nutrient levels of a seven day menu rotation at selected Chartwells boarding schools against Department of Health recommended Dietary Reference Values for the United Kingdom.

This will provide us with a benchmark for providing the correct level of nutrients in the boarding school environment, which we can deliver to schools in all of our Chartwells contracts.

We have already carried out analysis at one boarding school and are set to begin analysis at several more before rolling out the recommended benchmarks to our teams for implementation in their menus early next year.

MEETING THE GROWERS

We know that by carefully reviewing the origin and provenance of our food, we're supporting the health and well-being of our customers, clients and the wider community.

Bringing that message to life is a top priority for Chartwells, which is why we have developed the 'Meet the Grower' programme.

The inaugural event was held recently at a school in the south east of England, where we gave over 200 school pupils the opportunity to meet the UK growers behind the lettuces, potatoes and milk they enjoy in their school lunches every day.

During the "Meet the Grower" day the children, aged between seven and 10 years old, also met a farmer from Dairy Farmers of Britain, who explained how milk is produced and helped the children to milk a "cow".

They also met growers from our produce suppliers PDM and MBMG, who got the children to touch and feel potatoes and lettuces, while teaching them about the seasonality of vegetables, how their produce grows, and how it is harvested.

The Compass sustainable purchasing team were on hand with the help of recycling specialists Biffa, to demonstrate what is involved in the recycling process and why it's important for the environment.

Fiona Lynch, operations manager said: "Meet the Grower day gave the school children a real understanding of where their food comes from, in a tactile and interactive way.

"For us, it was all about teaching the children that everything we do – including eating school meals – affects the environment and communities in which we live."

SPREADING THE HEALTHY EATING MESSAGE, THE FUN WAY!

Providing pupils with the most nutritionally sound food is of paramount importance to all of us here at Chartwells; but getting our discerning young customers to want to eat healthy food – which can sometimes seem boring – can be quite a challenge.

That's why we want healthy eating to be a fun and enjoyable experience and it's why we have established an education programme full of interactive events which entice pupils to enjoy nutritious food.

The taste adventure starts with our Putting Fun Back into Food programme which does just what it says on the tin!

This year we've revamped the programme, introducing some new and exciting events to complement some of the tried and tested favourites.

Here's a look at some of the new events we can run at your school:

FUNKY FOOD DAYS

Students get a hands-on chance to experience new and different tastes from the UK and around the world, through our Funky Food workshops.

A taste-testing session is led by one of our executive chefs, encouraging students to try something new and exciting.

Taste delights such as lemongrass ice cream, carrot sorbet and stir-fried Chinese snake beans show students great food doesn't have to be boring!

FOOD SURVIVAL GUIDE

Perfect for students who are about to move out of home or head to university, the Food Survival Guide is a cooking course, led by a Chartwells executive chef, that teaches students how to cook easily, healthily and within a budget.

JUNIOR CHEF SUPERSTAR

Students compete to win the title of their school's "Junior Chef Superstar". Over a series of weeks students compete in heats to find two contenders ready to fight it out for the title of Junior Chef Superstar.

A grand final, involving pupils as the audience and a 90 minute cook-off, is judged by a top Chartwells chef, who crowns the school's Junior Chef Superstar!

HEALTHY EATING ASSEMBLIES

Supported by healthy tasting tables, a Chartwells nutritionist and executive chef lead a 15 minute session for the whole school on why good nutrition is important and how pupils can incorporate healthy eating into their daily life.

For a full list of the Putting Fun Back into Food events we can run and to find out how we can run an event at your school, contact your Chartwells OPM, or email eatlearnlive@chartwells.co.uk.



CHEF SKILLS SHARPEN UP

Developing our catering teams already fantastic craft skills is a top priority at Chartwells. An important part of our eat, learn, live commitment is enhancing not only the understanding, fun and experience of our customers, but also of our teams; creating the knowledge they need to lead a healthy life – and encouraging them to share that knowledge and experience with our customers!

ONE CHEF'S DEVELOPMENT

Another perfect example of our team's opportunities to develop skills is the experience executive chef Ben Sulston has gained after spending his summer break working for the exclusive three Michelin star restaurant, the Fat Duck.

Ben spent his summer learning new techniques, trying out different flavour combinations and deepening his knowledge of produce and ingredients, under the watchful eye of some of the world's best culinary talents.



The aim was for Ben to share those experiences and deepened knowledge with his fellow Chartwells chefs and of course to further improve the already fantastic dishes he prepares each day!

Ben said: "The first word that comes to mind when I think of my experience at the Fat Duck is inspirational!"

"I learnt so much in terms of craft development, but most of all reinvigorated my passion in the kitchen."

Ben is already one of our star chefs, having won gold medals for his culinary skills at this year's Hotelympia competition.

Mick Hickman, head of craft development for Chartwells, said: "It's fantastic that Ben was given the opportunity to further develop his already award winning culinary skills at the Fat Duck this summer."

"At Chartwells we encourage and support our chefs and catering teams to continue their professional development through training and regular craft development workshops, but to have an experience such as Ben's at the Fat Duck is a new level; one that is sure to benefit Scolarest, Ben, the school and of course the pupils he serves each day!"

Ben will be working with the craft development team to share his knowledge and experience with other Chartwells teams through our programme of development and mentoring workshops.

REGIONAL SOURCING
AT THE FORE

Meet our Meat Suppliers

At Compass, we're committed to supporting British farmers, and are proud to say we buy 85% of our beef and 50% of our lamb from the UK. Gareth Jordan, our UK meat buyer, explains why it's so vital that we buy from the UK:

"I've been working in the meat industry for over 30 years, starting as a butcher. In my opinion British beef and lamb is the best in the world. Our incredibly skilled farmers rear classic breeds on feed that is grown in a perfect climate for grass and grain. This leads to a flavour and succulence that is second to none."

"In addition we have world leading animal welfare requirements that ensure animals are always treated well. The health and safety standards in place mean we have full traceability and can follow what happened to an animal throughout its life, from the feed to the slaughterhouse."

"But the industry is in trouble. Breeding stock is falling and farmers are pulling out as profits drop. It is crucial we buy British meat wherever possible."

"Compass is proud to be a member of the English Beef and Lamb Executive (EBLEX). EBLEX promote the use of English and British beef and lamb to ensure the survival of the British meat industry."

Gareth Jordan
UK Meat Buyer

ENSORS – OUR MEAT SUPPLIERS

Ensors are our supplier of beef and lamb, which is then delivered by Brakes. They are a family business with over 70 years' experience, Gloucestershire based and led by Robert Ensor, who is himself a farmer. They are committed to supporting the long term future of British farming and ensuring it remains sustainable. Their traditional approach allows them to strengthen links with farmers and re-invest in the industry.

They take pride in sourcing livestock which is reared to the highest quality and animal welfare standards. The company sources the majority of its livestock from the county of Gloucestershire and the bordering counties. All meat is fully traceable throughout Ensors' production systems, all carcasses are traceable to their farm source via the MLC Independent Carcase Grading and Authentication System implemented within the abattoir.

Ensors rear rare breeds and specialist products, including Long Horn Cattle, organic meat and dry aged beef. They have received accreditations from EBLEX, the Soil Association and Red Tractor and are a member of the Rare Breeds Survival Trust. They also meet the Quality Standard Mark for beef and lamb, which means their beef and lamb is produced to higher standards than required by law.





WORLD CLASS BUSINESS PRACTICES

The Chartwells team at Sevenoaks School in Kent has recently been named by Compass Group as an ISO 'Centre of Excellence', an accolade recognising their world class business and management skills.

As a Compass ISO Centre of Excellence, the Chartwells Sevenoaks team will be used by other Compass Group and Chartwells contracts as a model of how to best deliver their services in accordance with ISO 9001-2000, ISO 14001-2004 and OHSAS 18001 requirements.

ISO 9001-2000 is awarded to companies for the overall delivery of their services, ISO 14001-2004 for environmental management practices and OHSAS 18001 for best practice health and safety management practices.

By achieving ISO standards, we are ensuring we are working in line with world-class business practices and sustaining long-term business success for our clients.

The Chartwells Sevenoaks team attained these ISO standards in late 2007 and were recently re-audited to see if they met the even higher requirements of being a Compass Centre of Excellence.

Compass Group ISO compliance manager Alan North said: "The level of business practice being delivered on a daily basis at Sevenoaks by the Chartwells team is to the highest of standards.

"After auditing the team over a 12 hour period, I found them to be well trained, motivated, and proud of the quality of

standards they have achieved, and look forward to seeing other Chartwells contracts following in their footsteps."

Mr Andrew Burton, Sevenoaks Bursar said: "I am delighted, but not surprised, that the Chartwells team have received such an outstanding report.

"The high standards are indicative of the enthusiasm and professionalism displayed by the whole team in delivering high quality catering services to Sevenoaks School!"

An example of just why the team have received this Centre of Excellence award was on display at the recent "environmentally friendly" prize-giving lunch the team prepared for 1400 parents and pupils.

To ensure they were in keeping with their status as environmental management champions, the entire lunch was provided in as sustainable a manner as possible.

The picnic lunch was served in Hessian bags, the main meal of pan-roasted chicken was served in corn-starch pots, and the strawberries for dessert were sourced locally in the Kent area!

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