



FRESH BITES



Nelson's pick of the bunch

Highlighting some of the fantastic work that goes on in our business and bringing out the best in our Values...



Damian Strickland

During all the snow we had at the end of February and beginning of March, Damian Strickland assisted the opening of Chase High School by driving a tractor and clearing the snow, making it safe for all the children, staff and parents. What a great example of someone going over and above the call of duty.

Congratulations!

Tumsila Idrak our Unit Manager at James Elliman Academy on passing her Advanced Level Apprenticeship in Hospitality Supervision and Leadership.

A special something will be making its way to you in the post!

WELCOME TO THE SPRING EDITION OF OUR NEWSLETTER

BY NELSON WILLIAMS
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Welcome to Fresh Bites!

I am delighted to speak to you all again through the reintroduction of our newsletter Fresh Bites.

This is our quarterly newsletter which reaches out to all our staff, clients, consultants and suppliers. It will be published at Easter, in July prior to the summer holidays, during October half term and January.

The reintroduction of our newsletter coincides with the recent Management Buy Out (MBO), the launch of our new website, the recent changes we have made to our Leadership Team and the move to our new offices in Fleet. Fresh Bites will keep you informed as we progress forward once again at Pabulum.

We recently completed an MBO of The Quarr Group. Brian Warren, MD

of Nviro our cleaning company, and Simon Ingram, MD of Mountjoy our building and maintenance company and I, along with our Executive Teams have set up a new company called The Quarr Group Holdings. It's very much business as usual with the aspiration to build on the core values we have already established in our businesses, ensuring we continue to deliver excellent value to all our stakeholders and being recognised as an innovative group of companies.

It is also very important to us that we continue to look after our people. They have played a huge part in our success to date and we are very mindful that all our staff feel happy and fulfilled whilst working with Pabulum.

I hope all our staff, like me, feel very privileged to be working in this industry as we play a huge part in shaping our children's/students' lives by delivering wonderful fresh food that encompasses a truly memorable

dining experience. Our new website reflects exactly the company we are today, it captures our Vision and Values more acutely, as does the tone of voice.

We have made a couple of changes to our Leadership Team, Lynne Cummins has come onboard as Head of People and Sue Frayn has joined us as Business Director. We are always looking to continue to invest in our people and infrastructure to ensure we consistently deliver the very best for all our children, students and clients whom we are very proud to serve.

I sincerely hope you enjoy reading Fresh Bites as much as we have enjoyed writing it.

As always, we stand tall and we stand proud.

Nelson

Our Values



SPRING
EDITION

Food Update

BY JACK JEPSON-SYKES
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We have been busy preparing our new and exciting menus for the summer term, which started on Monday 16th April. Having received feedback from so many different places; our children and students in both dining halls, our very interactive focus groups, our teams in our kitchens and senior staff from our schools.

The Training & Development Chefs have tried and tested all of these ideas to help create our amazing new dishes focusing on flavour, logistics and consistency as well as the overwhelming need to satisfy all of our customers.



In these new menus we look forward

to focusing on some key dishes in which we will highlight plant-based dining. These include dishes such as our new BBQ pulled carrot in a bun, which has natural sweetness and depth of flavour from the caramelised red onions and carrots; the protein goodness comes from the borlotti beans with that summer seasoning of BBQ flavour coming through. A great plant-based alternative to pulled chicken or pork.

We are also working on incorporating superfoods as key ingredients in many of our dishes, using more lentils, beetroot, kale, wholemeal flour, sweet potato and oats than ever before in both our main course and sweet choices as well as our daily salad bar choices.

We continue to develop our food offer all year round and are now planning the next menu cycle. We are very keen to hear from you about your favourite dishes, food ideas and great food stories. Personally, I'm looking forward to my first new season strawberry this year, which could be a little later than normal.



Purchasing Update

BY NICOLA FREEMAN
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New Beechdean Ice Cream

Now we are in the summer term and hoping for some sunny warm weather. Following our primary school focus groups, where many children asked for more cold desserts, we have launched our summer menu featuring our new delicious raspberry ripple ice cream as a dessert option.

We have teamed up with Beechdean, originally a dairy farm owned by Andrew and Susie Howard. The farm is right in the centre of our business in High Wycombe in the Buckinghamshire countryside.

The farm still produces the milk used to make the ice cream and they hold a BRC accreditation for quality. Now in their 25th year, they are the 3rd largest ice cream producer in the UK. Their cows known as 'The Girls' are pedigree Jersey Cows, who are born and raised on the farm. They have 220 'Girls' and 170 of them are milked each day. The routine starts at 5.30am with first milking and then again at 3pm. The rest of the day is spent grazing the fresh Chiltern grass during the summer months. In the winter 'the Girls' are moved indoors and each one has their own cubicle and mattress. 'The Girls' get a six week holiday each year too!

Finance & IT Update

BY IAIN WEATHERLEY
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Welcome back to the new term. We are in our final month of the current financial year and along with our Operations team members, we are busy finalising the budgets for the new financial year starting 1st May 2018.

Stefan Saunders, IT Manager, continues to roll out the Pabulum IT systems to all of our schools. Each school has access to Pabunet, which allows accurate report stock management, weekly flash and provides access to recipe/allergen information. The next stage in our IT systems development programme is to introduce Electronic Data Interchange (EDI). EDI will allow Unit Managers to move from a paper-based exchange of business document to one that is electronic. This will be used for our business relationship with Bidfood. Major benefits such as increased processing speed, reduced errors and accurate stock management are the main objectives.

We intend to roll this out to all units by the end of May 2018.

The Finance Team has quite a few new faces, but we also have a leaver – Helen Hewstone. Helen has been our Payroll Manager for 19 years and she has decided to move onto pastures new – we wish her every success and thank her for her loyal and dedicated service. We have already commenced recruitment of a permanent replacement and have interim arrangements in place to manage pay when Helen departs.

Finally, I am pleased to report that everyone in the office now has a direct dial telephone number. There is no requirement for you to use the main office number – you should be using the direct dial numbers which have been provided by the Marketing Department.

Pabulum Meet 2018

“Building on Success”



Steph Jackson Fantastic Support (Finance Assistant), **Andrei Ando** Fantastic Support (Senior Support Chef Manager), **Terry Emerton** Best Innovation (Head of Operational Standards), **Jenni McWilliam** Chairman's Award (Finance Manager), **Jon Cole** Chef of the Year – Secondary/FE/B&I (Grey Court School), **Tony Wicking** on behalf of **Daniel Greig** Chef of the Year – Primary (Downsview Primary School), **David Counihan** Catering Team of the Year – Secondary/FE/B&I (Vardean College), **Donna Fleming** Catering Team of the Year – Primary (Howard Primary School).

Each year we hold our annual staff conference known as Meet, this year it will be held on Friday 22nd June 2018 at Brooklands Hotel, Weybridge. It is a day of celebration whereby we recognise outstanding achievement in the past year by our staff and this is symbolised by our awards. We also set out our aspirations for the forthcoming year, with everyone knowing how they can contribute to the continued success of Pabulum, giving them the confidence to be able to add value and influence the way we move forward as a company.

We reach out to all our stakeholders to participate in the awards, and last year we were overwhelmed with not just the number of nominations but indeed how many of our clients got involved. It's totally unique and works incredibly well, with so many people getting involved.

The day also celebrates the wonderful partnerships that we share with our suppliers and gives all of our staff an opportunity to meet the main suppliers and discuss with them their own ideas on food and menu development.

For us it's an occasion that represents everything that Pabulum stands for, integrity, openness, transparency, great relationships, a sense of fun, celebration and most of all the absolute passion we all share to do the very best for our customers.



Food, Health & Safety Update

BY JASON HEDGE

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A huge thank you to all, for the hard work that has been undertaken during the last year to maintain and improve our safety performance. There is no question in my mind that as a Company we continue to drive a pro-active approach to safety. Along with improving scores in our own safety audits it is very encouraging to see this reflected in our Food Hygiene Ratings, with over 94% of our units currently achieving a 5 rating.

There is work ahead and this is matched with an absolute commitment to build on what has been achieved to date.

The department has been working in close partnership with our Head of People, Lynne Cummins and we will soon be announcing changes

in how we will provide future safety training, in a more efficient, user friendly and manageable way.

Over the last few months, I have been taking the opportunity to speak with Unit Managers at the end of an audit, to seek their opinion on how they feel the Department is performing and inviting views on what is working well and what requires improvement. I will continue with this project for several more months and I can offer my personal assurances that your comments are valued and will be considered when determining future safety improvements.

Finally, I would like to commend Jo Watkins, Safety Advisor, who many of you will have met over the last year, for her vast contribution to the department to date. Jo is a fantastic example of

how Pabulum develops its staff. After working for many years managing the restaurant at Watford Grammar School for Boys, Jo is using her skills and experience to help improve safety throughout the business and is now in her third year as our Safety Advisor.

127 of our 135
schools have a 5
Food Hygiene Rating



Operations Update



BY SUE FRAYN

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In February this year I was delighted to join Pabulum as Business Director. In my first six weeks I have undertaken a very encouraging journey. I have visited our schools where I have seen wonderful fresh food, produced and served by genuine and passionate people. I have heard great stories about our people who go 'above and beyond', particularly during the recent snow; be sure to read about Damian in Nelson's pick of the bunch. I have also attended warm meetings with clients who speak positively about their partnership with Pabulum. Is there more work to be done? Yes there is but I couldn't have wished for a better platform from which to take this business forward.

I am excited to bring my wealth of school catering experience to Pabulum. During my career I have been responsible for managing the catering service across groups of local authority schools, single site primary, secondary schools and academies, universities, colleges and independent schools. I have been fortunate enough to visit schools in America to learn and share best practice. We explored areas such as the importance of children having breakfast, increasing the uptake of paid and free school meals, good nutrition and the issue of child holiday hunger.

I look forward to meeting all of you during my visits to each and every school.

Sales & Marketing Update



BY MIKE RICHARDSON

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At the time of writing, we have a total of 135 schools providing a dining experience to over 86,396 children and 9,161 staff every day. There are nine Multi-Academy Trusts (MATs for short) within the business and aside from three very important Business and Industry contracts, we focus entirely on the Education sector. As the Education Caterer of the Year 2016/2017 we have every reason to shout from the rooftops and be proud.

The Sales team has recently been enhanced with Tammi Townley joining as a second Bid Co-ordinator and presently we are in the market looking to recruit a third Business Development Manager. As we come to the end of our financial year, we have won 24 new schools (including three MATs) worth over £21m – the largest number of new business wins in recent history.

The Marketing team is busy with a string of new projects that include the new website (www.pabulum-catering.co.uk), re-launching our social media via Facebook, providing What Good Looks Like marketing collateral for primary and secondary schools, production and distribution of the new menus, mobilising two new contracts this Easter, dealing with an average of sixty new marketing requests each month, updating our i love coffee brand and developing the digital customer journey in secondary schools.

With the new website and re launch of our social media if you have any good news stories and pictures to put on the website, then please send them to Lorraine (lorrainepickett@pabulum-catering.co.uk) so we can all celebrate.

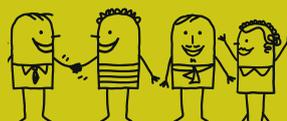
Did you know that if you have a sales lead opportunity and we win the business, you could win £325 as a thank you! Just fill in a Sales Lead Form.

HR Update

BY LYNNE CUMMINS

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I joined Pabulum in October last year and have absolutely loved every minute. Being new to the catering industry I initially undertook a six week induction which included working in both a primary and secondary school. I've now been at Pabulum for six months, during which time I've met and spoken to many of you which I have really enjoyed – it is great to see so many people who are so passionate about what they do. What can I say about the food? It is definitely not the school dinners I remember – so delicious, fresh and nutritional.



In previous roles, I've worked in a number of industries including Fresh Produce, Engineering and more recently Car Rental. One thing every company has in common is people and it is great to work for a company that really cares and inspires people to be the best they can. This is certainly the case at Pabulum.

I also work with a great HR Team and many of you will have met, or spoken to my colleagues Claire Jobson, Associate HR Advisor and Lisa Moyles, HR Assistant.

Currently we're working on a number of initiatives in the HR department and in the next few months we hope to strengthen the team with additional resource to support this. Areas to look out for are the launch of an E-learning platform as well as changes in the way we recruit.

I'm looking forward to working with you all and would really encourage you to contact us if you have any ideas which can help make a great place to work even better.



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