



FRESH BITES



WELCOME TO THE SUMMER EDITION OF OUR NEWSLETTER

Happy Holidays

I would like to extend my own personal thanks to all our Pabulum staff for a wonderful year and wish them, their families and friends a wonderful summer holiday.

Happy holidays everyone, and see you all in the autumn.



BY NELSON WILLIAMS
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Welcome to Fresh Bites!

On Friday 22nd June at the Brooklands Hotel in Weybridge, we held our annual conference, Meet 2018. Each year we have a theme that encompasses the day, this year it was "Building on Success".

The day starts with me presenting the underlying message around the theme, which was that our future is very much secured since the MBO, and as it is the existing Management Team it means all the good work that went on before the MBO, can continue in the same vein, as we keep our vision, values and the ethos of Pabulum.

We have very solid foundations on which we can look to build for the future. Everyone can influence and have a say in our journey, and if we work hard as a team and maintain the

respect we have for each other we will protect the integrity of the company.

Our long-term strategy is to continue what we are already doing, only looking for sustainable growth, putting a greater emphasis on working and growing with our existing clients and building these into longer term partnerships.

We must not forget we are a food company, and we will again be looking to lead the way in food innovation that reflects a positive society as we look to protect our values, by providing a truly memorable dining experience with fantastic, fresh, seasonal produce with huge focus on British ingredients.

Fundamentally, "Building on Success" will always be about our people. We work in the hospitality business and we take our roles very seriously, but we also place great importance on

creating a very happy, fulfilled and successful team, without this we have no platform for the future. Our people are our future.

As always, we stand tall and we stand proud.

Nelson



Our Values



SUMMER
EDITION



Sales & Marketing Update

BY MIKE RICHARDSON

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Last year (2017/18) we opened ten new contracts and retained four contracts at tender – a great result. We expect to open eleven schools this September, which are mainly in the London and Cambridgeshire areas.

Our focus for new business is to keep with the model of schools within a 125-mile radius of Fleet, with Good or Outstanding OFSTED, profitable contracts and to invest wisely with a decent return on the investment. In my last Fresh Bites article, I mentioned that we operate, amongst other school contracts, nine Multi-Academy Trust (MAT) contracts. These are great opportunities to increase the number of units as the MAT adds more schools to their Trust; this is happening with increased regularity.

The Marketing Team will soon commence a market test of our secondary branding. We know it works, but we should always make sure that it remains relevant and that our customers (i.e. students) recognise it as an offer in their school. Our LinkedIn and Facebook pages will be updated by October 2018, whilst the format of our Primary menus will be amended with a new look.

I would like to extend a warm welcome to all our new sites, we are delighted that you are joining the Pabulum family.

- Churchfields Primary School
- Cranmere Primary School
- Herington House School
- Lantern Community School
- Pinner Wood School
- Sandgate Primary School
- St Bede's Inter Church School
- The Beaulieu Park School



Operations Update

BY SUE FRAYN

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How would I describe my first Pabulum Meet? The answer - fabulous! It was so great to meet everyone, to be able to share our stories with you about "Building on Success" and our plans for the future. This success is down to each and every one of our team who are proud to work for Pabulum – thank you.

The Business Overview presentation focused on my observations since joining Pabulum, our new Operations Structure, Food Trends and Innovation, Food, Health & Safety, What Good Looks Like and Contract Retention. Jack Jepson-Sykes and Jason Hedge have captured their thoughts and stories with you on page 4, please do take a moment to read their news too.

When I first joined Pabulum, one of my priorities was to review our Operations Structure. Working closely with Tony Wicking and Colin Cane, (Head of Operations), we have created a structure that provides additional support for our on-site teams, protects our long-standing client relationships and offers fantastic development opportunities for all. Speaking about opportunities,

do you know that we have over forty Pabulum people who signed up for our apprenticeship programme this year? Fifteen have already successfully graduated – congratulations to them all on gaining their new qualifications!

Terry Emerton launched What Good Looks Like (WGLL), our Pabulum quality assurance programme, in November 2016. Terry shared with us that engagement over the last eighteen months has been excellent, with our sites gaining good scores in their initial audits. Our goal for the next academic year for each of our schools is to reach at least 80% compliance. We have every confidence that our fabulous people will achieve this.

In his presentation, Jason Bendell reminded us that in Pabulum our aim is to build lasting relationships with our clients based on honesty, trust and mutual respect. We continually strive to live by these values, our achievements proven last year when we successfully retained or extended 92% of our business – an amazing result. Our goal for next year? To extend our partnerships with at least 95% of our fantastic Pabulum clients.



Tony Wicking
Head of Operations



Colin Cane
Head of Operations



Terry Emerton
Head of
Operational Standards



Jason Bendell
Head of
Client Relationships



Janice Howells
Senior
Operations Manager



Paul Frayn
Interim
Operations Manager



Peter O'Connor
Operations Manager



Andrea Gallagher
Operations Manager



Damian Strickland
Operations Manager



Chris Lawrence
Operations Manager



Peter Smith
Operations Manager

Pabulum Meet 2018 Winners!



Hussein Nawol Chef of the Year - Primary (Rockmount Primary School), **Sharon Martin** Fantastic Support (Finance Assistant), **Steve Prescott** People's Award (Nene Park Academy), **Peter Bailey** Catering Team of the Year – Primary (Monega Primary School), **Nelson Williams, Anne-Marie Hutchings** Fantastic Support (Purchasing Assistant), **Daniel Howard** Catering Team of the Year – Secondary/FE/B&I (Calthorpe Park School), **Chris Roberts** Chef of the Year - Secondary (St Saviour's & St Olave's School).

We would like to extend huge congratulations to all of this year's winners and finalists.
The finalists were:

Chef of the Year Primary:

Keith Prince - Hamstel Infant & Junior School
Peter Bailey - Monega Primary School

Catering Team of the Year Primary:

Cranford Park Academy
Holy Rood Catholic Primary School

Chef of the Year Secondary:

Phil Devonshire - Winterbourne Academy
Steve Harmsworth - Homewood School & Sixth Form Centre

Catering Team of the Year Secondary:

St Saviour's & St Olave's School
Winterbourne Academy



HR Update

BY LYNNE CUMMINS

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Lisa Reffold - Recruitment & Training Advisor

Lisa is currently focusing on recruitment, looking at where we recruit and how we recruit. Lisa acts as our in house 'recruitment agency'. In the future she will assist with the development of training, initially our apprenticeship programme and induction.

Over the past few months we have been building the HR People Plan to support the business going forward, with a particular focus on Recruitment, Training, Streamlining Processes and Communications. We've also been building an HR Team to support our People Plan and we'd like to introduce you to the new team and their roles:

**Claire Jobson and Melissa Brown
Regional Business Managers for SW & NE**

Claire and Melissa will be coaching and assisting managers in all aspects of people management. They are the HR contact for all and any issues in the area they support

**Kate Parsons and Lisa Moyles
Interim HR Assistant and HR Assistant**

Kate is currently focussing on a number of areas, including the introduction of an e-Learning platform and an employee portal. Lisa is responsible for all essential, behind the scenes admin processes, including producing offers of employment and processing of DBS. Both Kate and Lisa are also

focussing on streamlining a number of internal processes.

So lots of exciting things happening, with a new team to support you going forward. Should you wish to discuss any of our new initiatives, or have any suggestions about them, we would welcome the opportunity of discussing them with you.



Lisa Moyles, Lisa Reffold, Kate Parsons, Lynne Cummins, Claire Jobson & Melissa Brown

Purchasing Update



BY NICOLA FREEMAN
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On the 22nd June we met for our annual conference, Meet 2018. Many of you attended and once again our suppliers were bowled over with how many of you visited their stands. The atmosphere in the exhibition rooms was great.

Meet 2018 has once again given us a fantastic opportunity to meet with our suppliers and see and taste new exciting products. The exhibition emphasises Pabulum's commitment to working with a wide range of British suppliers, many of these suppliers are based in our geographical areas.

A great example is British Premium Meats (BPM), who we have worked with for just under 10 years. Lee Hutchinson attended our conference, his father was one of four brothers who founded BPM in 1986 and were originally known as 'Hutchinson Bro's'. The company started out as an independent butchers shop in Kenton, North London and through consistent growth has now relocated to Welwyn Garden City with distribution based in Wembley. BPM supply us with a range of fresh British farm assured meats that appear on our daily menus.

Foodari is another example of a family run business, founded by Jonathon Parker, his father and brother. We have worked with Foodari for 4 years. Foodari supply us with fresh fruit and vegetables. Jonathan strives to ensure that wherever possible he is sourcing our products from Kent, Sussex and Essex. Foodari's stand always looks stunning with a wide range of delicious products, did you taste those strawberries?



Food, Health & Safety Update

BY JASON HEDGE
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It was fantastic not only to attend, but also to present at Meet 2018, to discuss our safety performance and how we intend to drive further improvement over the coming year. I firmly believe this underlines Pabulum's commitment to both food safety and health and safety.

During my presentation it was very pleasing to announce our continued improvement in our food hygiene ratings, across the business. I thanked the teams for all their hard work in achieving their current scores and know all will remain vigilant to ensure these are maintained. As always we recognised that safety is not just about an audit, but ensuring that we maintain our standards and remain vigilant each and every day.

We know how hard you work and recognise the importance of making your job easier. I am confident that our new e-Learning system, that is to be introduced in the near future, will help in this regard with the management of statutory training, induction and refresher training.

With 135 sites, we also discussed how critical each and every Unit Manager and team is at shaping the safety culture at their individual site, through strong safety leadership, leading by example, maintaining Pabulum's proactive approach to safety and working in a constructive and professional manner with our Clients, which is so essential in shared premises. It is my opinion, that this is key at helping us drive continued improvement in our safety performance.

Finally, I emphasised our commitment as a Company to data protection and the new GDPR regulations and discussed how we will be changing some of our systems to improve data security. I look forward to seeing you all at your regional meetings to discuss this subject in greater depth.

Thank you all and please continue your hard work.

Food Update

BY JACK JEPSON-SYKES
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Meet 2018, one of my favourite days of the year, when our chefs, suppliers and staff get together and look at the year ahead, as well as celebrating our achievements.

This year, in keeping with our fresh food values, we will be introducing our exciting new plant based food concept, specifically designed to promote the health and well-being of our customers. Our aim is to create a new range of dishes which:

- Make your students and staff feel great about their food choices.
- Have a direct impact on learning, health and well-being.
- Support the environment.

In our primary schools, alongside our wonderful dining experience, we will be highlighting one vegetarian dish each week and be sharing the details of its benefits. We will be introducing three new breads, for example, "Cheesy Oat, Courgette & Thyme" - the Oats are a source of fibre, which is important for a healthy digestive system. We will also be introducing new composite salads, such as "Sweet Chilli Watermelon & Mint Salad" - Watermelon is full of water which is great for hydration. Along with the addition of new key exciting ingredients, we will be sharing more details and facts supporting all the hidden benefits of our great food.

In our secondary schools we continue to develop and innovate. Alongside the traditional main meal offer, we will be launching a new range of plant powered food choices. In October we will be introducing cold grab & go wraps such as "Pulled Sweet Chilli Jackfruit Bap with a Tomato & Coriander Salsa". In November we will launch an exciting range of internationally flavoured broths and noodle pots and January will see the introduction of our new super salads.

All these ideas have been developed by our Food Development Team, working with our kitchens, and listening to customer feedback.

Very soon we will be sharing our flexible approach to dining with our secondary schools and we will be re-launching our new I love coffee food and drink offer. We have been reviewing the offer to develop a truly "high street" coffee and dining experience.



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HONESTLY GOOD FOOD