



FRESH BITES



Nelson's pick of the bunch

I appreciate how hard everybody is working right now and I would like to register my own personal thanks to all of you.

Thank you to Rachael Hollyhead and the whole team at Priory Community School:

Abby Lange
Alex Davies
Andrea Moore
Angela Skudder
Dawn Rustling
Emma Bishop
Karen Williams
Kerry Garlick
Sarah Hallworth

We all recognise that refurbishments can go right to the wire!

The team worked above and beyond by coming in at short notice on Sunday 2nd September to ensure the fantastic new kitchen and dining room were fully operational for the next day.



A special something will be making its way to Rachael and her team.

WELCOME TO THE AUTUMN EDITION OF OUR NEWSLETTER

BY NELSON WILLIAMS
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Welcome to Fresh Bites!

We are now 10 months into the MBO (Management Buy Out) and it is fair to say Pabulum is in a period of consolidation and will remain so for the next 12 months. The principle reason for this is we have made considerable change to our Leadership, Operations and HR Teams, and we are about to do the same in Finance.

With regards to the Leadership Team, Louise Bell has joined us as Finance Director, Sue Frayn is now settling in as our Business Director and Lynne Cummins as Head of People, who has been with us for a year.

Under the stewardship of Louise Bell, Pabulum is about to embark on a large project on Business

Transformation. This will include considerable upgrade in our IT Infrastructure, to enable the business to grow with confidence and provide a greater level of management information.

Already under the leadership of Sue Frayn, Pabulum has made considerable change to the Operations Structure that has seen the introduction of Heads of Operations, Tony Wicking and Colin Cane, and an increase in the number and quality of Operation Managers, who are now supported by Group Contract Managers.

We have also created a new People Team (HR), with Lynne Cummins introducing HR Business Partners, Claire Jobson and Melissa Brown, to support the Operations Team, alongside the introduction of a Recruitment

and Training Advisor, Lisa Reffold, to strengthen the team in the office, underpinning staff retention, recruitment and promoting staff development within the business.

I appreciate Pabulum is making some significant changes, but our desire is to create a bright and successful future for both our people and the business.

As always, we stand tall and we stand proud.

Nelson



Our Values



AUTUMN EDITION



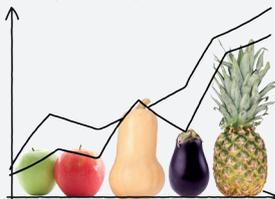
Finance & IT Update

BY LOUISE BELL
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I joined Pabulum in June this year as the interim Finance Director. It was great to meet so many of you at Meet 2018 – what a wonderful day, witnessing first hand our Vision and Values. I am pleased to have joined the Pabulum team on a permanent basis from September 2018 and look forward to meeting many more of you over the months ahead. I have been in contract catering for almost twenty years, most recently within the Education sector.

We have exciting and busy times ahead with some key business transformations already in the planning and execution stages. You will see in this edition of Fresh Bites that Nicola Freeman talks about Integrated Ordering the first step before EDI (Electronic Data Interchange) being introduced and how that affects you in our sites. Our back of house financial systems, including upgrading payroll, are due to be changed and these will start taking shape in late Spring 2019. My overall aim is to ensure we have financial systems and processes in place that are resilient, relevant, have capacity for growth and support you in the front line as well as the Finance team here in Fleet. Watch this space for future updates.

There are some other new faces in the Finance team; Nichola Davidson, our Payroll Manager joined us in June and brings a wealth of Payroll experience and knowledge. Lucy Newman our most recent addition joined us in September as a Finance Assistant. Thank you for making Nichola, Lucy and myself feel so welcome.



Operations Update



BY SUE FRAYN
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Embracing change and looking to the future.

Nelson has recently written about the positive changes we have made to our Operations Structure. This was also captured in the July edition of Fresh Bites. Why have we made these changes and what will the benefits be for our Pabulum teams and our clients?

For our team members:

- We have simplified reporting lines, giving everyone clear ownership and accountability for their business
- We have recognised our good performers and promoted people at all levels of our business
- We have created fantastic succession planning opportunities for all
- We have been able to attract new, talented people to join our Pabulum family

For our clients:

- We have regionalised our business to provide unrivalled levels of local support
- We have invested in two new Head of Operations roles to provide senior levels of strategic contract direction
- Our hand-picked operators are committed to making a positive difference in schools to the food choices and health and well-being of our young customers
- We have created an Operations structure that supports regional business growth
- We are now in a period where we are bedding in all these changes and we are thoroughly looking forward to the exciting journey ahead.

Food, Health & Safety Update



BY JASON HEDGE
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Underpinning our approach to food, health and safety is the continual need to improve our procedures. As the business evolves, we continue to look for meaningful ways to improve our safety performance. Along with changes in legislation such as GDPR, we place great emphasis on our safety measures including audit data, site visits and incident reporting. We use this information to prioritise our resources.

Together with the rest of the business we are upgrading our safety procedures. We have recently released upgraded procedures on pest control. The next safety initiative will be on special diets.

Special dietary requests can be complex, and we must ensure the safety of our customers at all times. Recent news articles on this subject bring this to the forefront of our minds. We acknowledge the hard work that is being completed at each and every site, thank you.



Food Update

BY JACK JEPSON-SYKES

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Pabulum's new primary school menus bring focus to the health and well-being of our children.

At the end of October 2018, we are introducing a new range of primary school menus that further strengthen our focus on promoting the health and well-being of children, with the introduction of plant-based ingredients such as grains, seeds and pulses.

These new menus have been shared with our schools by our Chef Development Team, specifically to the Senior Leadership Teams, the children and our own staff. This ensures that

everyone has the opportunity to review the menus, to ensure we maximise the uptake of Pabulum's school meals.

These new menus have been written in conjunction with Kate Taylor, whom we recently appointed as our new nutritionist. Kate is registered with the Association for Nutrition (AfN) and she has spent lots of time in the kitchen with our teams developing these new recipes.

The benefits of eating plant-based ingredients, which are often full of colour, can positively contribute to our fibre intake, helping us to feel full, as well as enhancing our gut bacteria and

sub-consciously keeping our brains focused on the task at hand. They ignite the enzymes in the gut which in turn release endorphins to the brain.

Our fundamental belief is we offer food that is made fresh every day by professional chefs, who offer a real choice, that ensures children will have a substantial meal, which is underpinned by our own unique Pabulum dining experience.

As always, our focus is to encourage as many children as possible to have a Pabulum school lunch.



BY MIKE RICHARDSON

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Sales & Marketing Update

The new business pipeline keeps converting and this October we will be opening a Multi-Academy Trust (MAT), Cambridge Primary Education Trust (CPET). We would like to extend a warm Pabulum welcome to our new schools :

- Hatton Park Primary School
- Histon and Impington Infant School
- Histon and Impington Junior School
- Somersham Primary School
- Trumpington Park Primary School

This particular Trust works collaboratively with our largest MAT called CMAT.

Looking forward to next year, we have a high number of Group/Trust opportunities, which is very exciting!

Jack talks about primary menus in his article above, but I thought I would give you a little insight on plans for secondary menus. Later this year we will trial a new i love coffee offer at Rickmansworth School and we are in the concept phase for a new secondary offer for 2019. I can't tell you anymore, but the Food Development and Marketing Team are not standing still.

We are currently reviewing our secondary school branding with regards to its look and feel. Through a series of focus groups, we will be engaging with our students to discuss the proposed concepts and working with them to incorporate some of their ideas.



STAND TALL AND STAND PROUD!

My daughter has just started in reception and despite being a very fussy eater she is loving her school meals! She particularly loves the roast chicken you do and has not stopped pestering me about having stuffing at home.

Cranmere Primary School

Your company has just started supplying my daughter's primary school with school dinners and she is already really enjoying them and eating things I can't get her to eat!

I just wondered if you share the recipes anywhere as I'd like to recreate the same ones at home (especially the gravy!).

Also, if you have any tips on how to get her to eat green vegetables I'd be very grateful!

Churchfields Primary School

Welcome back - it was lovely to see everyone today!

The new lunches were a huge success. One child commented: 'They were the best school dinner that they had ever had!' The fruit platters and salad bar went down a storm - it was hard to get children to leave!

Tweet from Pinner Wood Primary School

Just wanted to say how pleased I am with how lunch is going, the smells from the kitchen are making my diet very difficult!

Teacher at Sandgate Primary School

HR Update

BY LYNNE CUMMINS

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In the previous issue of Fresh Bites, we spoke about changes to the structure and people within the HR team. Our HR Business Partners, Claire Jobson and Melissa Brown are now spending a lot of time in the business. Their role is to work alongside Operations, providing guidance, clarity and training. Please say hello when you see them, they are particularly keen to hear how you feel about your employment and we always welcome suggestions on how we can make Pabulum an even greater place to work.

We are introducing a number of initiatives to help us recruit, with some of you even featuring in our advertisements. We advertise our vacancies via a number of recruitment platforms, including our website. We are increasingly recruiting via the Pabulum Facebook and LinkedIn pages.

We have a new 'Refer a Friend' incentive. If you recommend a candidate for a Chef Manager/ Executive Chef Manager position and they are successful, you will receive £100 Love to Shop vouchers and a further £100 of vouchers once the person has successfully completed their probationary period. For further details please contact Lisa Reffold.



As mentioned earlier, a number of our employees will be featuring in our recruitment advertisements, some of whom have developed their careers with Pabulum and some who are going through or have successfully completed one of our hospitality apprenticeship programmes.

We really want to support our people in their career development and in November will be launching a campaign to raise the awareness of the apprenticeship schemes we offer. If you are interested in growing your career in catering and would like to complete an apprenticeship, you don't have to wait until November, please speak to your line manager.



Purchasing Update

BY NICOLA FREEMAN

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Integrated Ordering

On 15th October we started the first phase of our e-procurement upgrade.

What exactly does that mean? Previously when you pressed send your order became an email and was sent to our service provider and then on to Bidfood. Our upgrade will mean that your order will electronically transfer to Bidfood and go straight into their system, this is called integration.

The Bidfood system will automatically email you to tell you if there are issues with your order. This means that as soon as you place your orders they are live on the system, and you will receive an email to tell you that everything is ok for tomorrow's order.

In the New Year we will start phase 2, where our invoices will come electronically from Bidfood.

Further information will be provided on your weekly conference calls.



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