

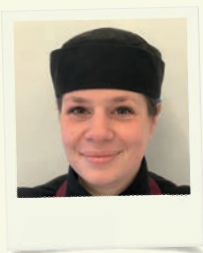


# FRESH BITES



## 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...



### Victoria Hoffmeister

A huge thank you to Victoria, one of our fantastic Catering Assistants at Elvetham Heath Primary School. Victoria transferred to the Pabulum team in January 2018 and her daily passion and enthusiasm for her role resulted in her joining our presentation team, where she has spoken to prospective clients about her experience of working for Pabulum whilst showcasing our Primary food offer.

### Thank you

A special thank you to the Secondary Executive Chefs who gave up their Sunday to come in and join the Development and Operations Teams to look at the exciting new Secondary concept which we are working on.



# WELCOME TO THE SPRING EDITION OF OUR NEWSLETTER

BY NELSON WILLIAMS  
nelsonwilliams@pabulum-catering.co.uk

Welcome to our Spring edition of Fresh Bites. I hope my message finds you well and in good spirits. As ever, I wish to thank you all for the excellent work you are doing for Pabulum, your respective school and of course, most importantly, our customers.

This edition is all about you, our wonderful people at Pabulum.

You will recall that I asked you to complete a survey at Christmas and I wish to thank you for taking part. We have been overwhelmed with the number of responses. This survey is hugely important to Pabulum as we wish to place a large part of our focus over the next 18 months on our people.

This edition is all about sharing with you the results of this survey.

At Meet 2019 we will be informing your respective managers, who in turn will share with you, what we will be doing based on what you have said.

Also in this edition we introduce you to our HR team, led by Lynne Cummins, our Head of People. Lynne is part of our Executive Board and Leadership Team and she will be driving through a strategic People Plan with my fellow Directors and under my leadership.

I hope you find Fresh Bites an enjoyable read, that it is informative, and as ever if you wish to get directly in touch with me, my email address is [nelsonwilliams@pabulum-catering.co.uk](mailto:nelsonwilliams@pabulum-catering.co.uk)

As always, we stand tall and we stand proud.

Nelson



## Our Values



SPRING  
EDITION

## Key Focus

The aim of the Pabulum People Survey was to gain an understanding of how our people feel working for Pabulum. The responses to the survey have enabled us to see where we are doing things well, areas that we need to improve on and also a chance for us to recognise what matters to our people.

We asked you questions about how you feel about Pabulum, how we manage the company, as well as training, communication, teamwork and rewards. This is part of our people first culture, where we treat people with respect and transparency.

We have now spent some time analysing the results to see what is important to you.

In 2019, our key focus will be:

- Learning & Development
- Benefits
- Teamwork

As part of our Business Transformation, we are also in the final stage of selecting a new Payroll and HR System, which will help make our communications and processes smoother and more efficient.



- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

# Pabulum People Survey

Would you recommend Pabulum as a good place to work?



Last year we relaunched our Refer a Friend scheme, whereby you will receive an award if you recommend someone to work at Pabulum.

We wanted to understand if you believe Pabulum is a good place to work and we are delighted that 83% of you would recommend Pabulum.

The benefits provided by Pabulum meet your expectations.



We wanted to understand what is important to you and what motivates you. Reward is not just monetary and an overwhelming number of you agree that Work/Life balance is important.

This is something Pabulum already offers with people working a variety of flexible (part-time, term-time and school friendly) hours.

But what else can we do for you? Your answers have inspired us, so watch this space...

Pabulum is effective in its communication.

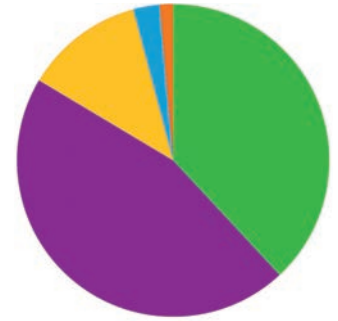


Over the past year there has been a large focus on communication across the business and 65.56% of you say it is good.

However, we recognise that there is more we can do. You will already have seen the re-launch of Fresh Bites and our new website.

Over the next 12 months, we will be taking this ever further, including investment in our IT infrastructure.

My Manager is available when I have questions or need help.



At Pabulum we embrace an open door culture and pride ourselves on being available to support our people.

The success of this is highlighted as a huge 84% of you agree that your manager is available when you need help.

Do you feel that Pabulum offers you the necessary training to do your job well?



62.5% of you agree that Pabulum offers you the necessary training to do your job well. Our focus for the past year has been on training, which was highlighted with the introduction of our E-Learning platform in January. We have found that you also would like more development - not just a job, but the chance to grow.

You will see a lot more of how we are going to progress this further over the next 12 months, with the first step being 81 of you signing up to an apprenticeship scheme.

There is a sense of teamwork and co-operation within Pabulum.



Our business comprises of small teams, but do you know who works in the school up the road?

The results of this question tell us that we need to put more focus on the wider Pabulum team.

# HR Update

## Lynne Cummins

HEAD OF PEOPLE  
lynnecummins@pabulum-catering.co.uk



The role of HR is to match resources to the needs of the business, both now and for the future.

In Pabulum, we truly believe our people are our most important asset. My role as Head of People, is to ensure that nothing we do is more important than recruiting, training and developing our people.

In the last year, we have put people at the heart of everything we do. We have introduced Regional HR Business Partners, streamlined the support processes, centralised recruitment and administration, in order to give you the support that you need.

The introduction of our E-Learning platform and Apprenticeship Scheme is really exciting and we cannot wait to show you our vision for the rest of 2019.

## Melissa Brown

REGIONAL HR BUSINESS PARTNER  
melissabrown@pabulum-catering.co.uk

Our commitment to **Education** means we are in a great position to be able to offer apprenticeships to our teams in our schools and following our 2018 Apprenticeship Campaign we have had many employees sign up to complete a Level 2 in Food Production and Cooking. The qualifications are delivered by HIT Training on site, so all the employee has to do is their job. What a great way to gain a qualification, and earn while you learn.



## Lisa Reffold

RECRUITMENT & TRAINING ADVISOR  
lisareffold@pabulum-catering.co.uk

Working in recruitment gives me the unique opportunity to represent Pabulum, as a brand ambassador.

Reinforcing our values and commitment to **Innovation** makes Pabulum a great place to work.

Recruitment requires patience. It used to be about finding the right person for the job. Now it's about finding the right person that will do their job, enjoy the job and want to stay and grow with the company



## Claire Jobson

REGIONAL HR BUSINESS PARTNER  
clairejobson@pabulum-catering.co.uk

My **Passion** lies in making Pabulum a place where employees want to stay not just visit!

Working with my team is great; we feed off each other's knowledge and experience - it's a great environment to be in.

Through promoting employee development via apprenticeship schemes, I want people to join Pabulum not just for a job, but for a career!



## Lisa Moyles

HR ASSISTANT  
lisamoyles@pabulum-catering.co.uk

As a member of a great team I know how important it is to have excellent people around you! Ultimately, my job is to make sure that other teams continue to have excellent people around them too.

The **Sensation** of making things complete is what drives me to keep working hard for the team.



# Apprenticeship Scheme

**Pabulum currently have 81 people training and studying for an apprenticeship, with Catering Assistants studying for their first qualification in Kitchen Services, to a Senior Manager studying for an MBA in Leadership.**

Pabulum offers everyone the opportunity to learn and develop their skills and career. As an apprenticeship is related to work-based learning, the majority of the learning is conducted in the workplace and the training provider will visit, work with and guide you. There is also a small element of home-based learning. However, we ensure that you are fully supported every step of the way.

Congratulations to the following:

- William Inkersole  
The City Academy, Hackney
- Jade Meakins  
West Town Primary Academy
- Sarah Dendy  
Rockmount Primary School

On completing Food Production and Cooking, Level 2.

- Claire Jobson  
Regional HR Business Partner

On passing her CIPD Level 5 (HR Qualification).

If you are interested in developing your skills by entering onto one of our apprenticeship programmes (or even if you just want to explore what opportunities could be open to you) please contact Melissa Brown or Claire Jobson, and they will be pleased to have a discussion with you.

# Farewell to Jack

BY NELSON WILLIAMS  
nelsonwilliams@pabulum-catering.co.uk

**It is with huge sadness that I advise you that Jack Jepson-Sykes, our Executive Development Chef, will be leaving Pabulum at the end of March.**

I have no doubt that in the last 7 years Jack and I have worked together in Pabulum he has contributed enormously to Pabulum's success. He has decided it is time to find a new challenge and I know it is with a heavy heart he has made this decision.

I hope you, like me, wish him well for the future, and that he, alongside his family, Sarah his wife, Baily, Florence and Leo, his children, continue to live life as a very happy and healthy family.

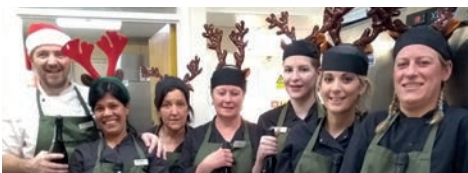




Cheers!

Here's to everyone  
at Pabulum.

Nelson





# Pabulum Meet 2019

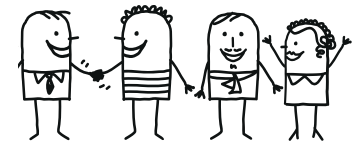


Each year we hold our annual staff conference known as Meet. This year it will be held on Friday 21<sup>st</sup> June 2019 at Brooklands Hotel, Weybridge. It is a day of celebration whereby we recognise outstanding achievements in the past year by our staff and this is symbolised by our awards. We also 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.

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.

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.



## A Warm Pabulum Welcome

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

### January 2019

- St John's & St Clement's C of E Primary School
- Prae Wood Primary School

### February 2019

- The Ferrers School (CMAT)

### April 2019

- Morley Memorial Primary School



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