

FRESH BITES

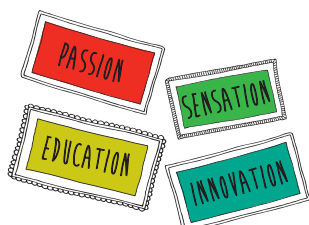
WELCOME TO THE SUMMER EDITION OF OUR NEWSLETTER

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 September.

Our Values



BY NELSON WILLIAMS
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Welcome to Fresh Bites!

On Friday 21st June at the Brooklands Hotel in Weybridge, we held our annual conference, Meet 2019. Each year we have a theme that encompasses the day, this year it was "Pabulum People".

We made a key decision once we completed the Management Buy Out to reach out to all our people and ask them how they are feeling about Pabulum and whether they consider us a good place to work. We were overwhelmed with the number of responses and how positive they were, but none the less there were some key areas that we needed to improve.

From the results of the survey we have created a People Plan that sets out some key objectives in terms of making those improvements and they are:

- Learning & Development – to encourage our staff to develop within Pabulum with robust training that underpins this

- Reward – it is not just about pay, but what other incentive/loyalty schemes can we provide that adds more benefit to working with Pabulum
- Teamwork – everyone has expressed a huge desire to be part of a great team and see the importance of teamwork and ask how we can promote and support this more than we already do

It is our intention to do the staff survey every Christmas so that we are able to continually assess how our people are feeling, and to keep everyone updated with the progress of the People Plan through our own internal communications and Fresh Bites.

Another important topic we discussed at Meet this year is the investment we are making in our IT infrastructure; we call it Business Transformation. With the support of our bank we are making a considerable investment in this important aspect of our business to enable us to improve our management information, both internally and for our clients. It will make our day to day jobs much easier and enjoyable with this upgrade.

With the appointment of our new Executive Head Chef, Chris Carroll, we will be placing a huge emphasis once again on our food which will include the launch of our new secondary school offer, Enjoy, an uplift to our sixth form offer, i love coffee, and some new thinking to our Primary Dining Experience.

It is with huge pride and excitement and meeting so many of our great people at our annual awards ceremony that I feel very privileged to be working for Pabulum and leading this great company.

Stand tall and stand proud.

Nelson



SUMMER
EDITION



Finance Update

BY LOUISE BELL

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Business Transformation

Business Transformation is a change management strategy which can be defined as any shift, realignment or fundamental change in business operations. The aim is to make changes to processes, people or systems (technology) to better align the company with its business strategy and vision.

Timeline – phased approach:

Q1 2019/20

Introduce new IT Business Partner and confirm IT solutions

Q3 2019/20

Finance Backoffice Go Live

Q4 2019/20

Comprehensive Training and Payroll / HR set up Parallel Run

Q1 2020/21

Payroll / HR Go Live and Further Training

Q2 2020/21

June / July / August 2020 – Training and Pabunet Upgrade

Where will IT be in 15 months?

Robust and joined up efficient system and processes:

- EPOS – direct import into Pabunet
- EDI in Pabunet
- Importing data into back office Finances
- Real time Management Information from Pabunet and Finance software
- HR and Payroll integrated solution
 - Integrated timesheets
 - Online payslips
 - Online holiday requests

By the end of 2020 – in the 21st century

Sales Update

BY MIKE RICHARDSON

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Sales Update

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

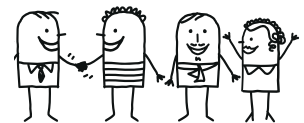
- Castilion Primary School
- Langney Primary Academy
- Parkland Infant School
- Parkland Junior School
- Shinewater Primary School
- Crawford Primary School
- Elm Wood Primary School
- Fenstanton Primary School
- Glenbrook Primary School
- Kingswood Primary School Lower
- Kingswood Primary School Upper
- Paxton Primary School
- Purfleet Primary Academy
- The Beaulieu Park School

In 2018/19 we opened one secondary school, fifteen primary schools and a Multi-Academy Trust. We were delighted to have retained or extended 90% of our business – an amazing result.



We made a considered decision to seek only a handful of excellent opportunities last year as we wanted to enable Sue and her Operations Team to focus on all the Schools we are very proud to be in partnership with, on delivering great service. This enabled us to grow the business organically and allow Louise, our new Finance Director, to settle in.

We have been placing great emphasis on developing future opportunities by meeting prospective clients and in every situation, we never create a new partnership with a School without the client seeing something of Pabulum first. Thank you to all of you that have supported us in securing this new business, we could not do it without you.



Operations Update

BY SUE FRAYN

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I am very proud of all the great people we employ in our kitchens and equally I am very proud of the Operations Team that play an important role in supporting our teams.

We have now completed the restructure of the Operations Team and I believe we have a very strong team set for the future. They have a very important role to play in supporting the People Plan and have been tasked with ensuring the three key aspects of the Plan are promoted and developed within their respective Schools.

In place now is a continuous audit trail of What Good Looks Like and Food, Health & Safety, that enables us to continually assess our performance through our own robust quality assurance programme. The results of these are shared monthly at our Executive Board & Leadership Team Meeting, as well as our own people and our clients.

Something that we have developed considerably over the last 18 months is our own internal communications. We keep all our people updated with key events happening in Pabulum, but also it is important to me for everyone to know they can all add value, and I am very proud to say, a lot of you do, thank you.



Pabulum Meet 2019 Award Winners!



Dennis Baillie Fantastic Support (Senior Support Chef), **Malcolm Potter** Chef of the Year – Secondary (Elthorne Park High School), **Lorraine Pickett** People's Award (Marketing Manager), **Dan Roche** Catering Team of the Year – Secondary (Burntwood School), **Emma Bryant** Chef of the Year – Primary (St Paulinus CE Primary School) **Natasha Tarrant** Fantastic Support (Client Account Manager)

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

The finalists were:

Chef of the Year Primary:

Ben Stephenson – Elvetham Heath Primary School
Karim Tadjia - South Borough Primary School

Catering Team of the Year Primary:

Holy Rood Catholic Primary School
Regis Manor Primary School

Chef of the Year Secondary:

Andy Davies - Worle Community School
Sanjay Sharma - City of London Academy
Shoreditch Park

Catering Team of the Year Secondary:

Homewood School & Sixth Form Centre
The City Academy, Hackney



Catering Team of the Year – Primary
(Elvetham Heath Primary School)

Unfortunately, Ben from Elvetham Heath Primary School was unable to attend Meet to accept the Catering Team of the Year award, as his wife had given birth to a baby daughter the previous day. Many congratulations to Ben and his family from all of us.



Catering Team of the Year – Secondary
(Burntwood School)



People's Award
Lorraine Pickett - Marketing Manager

HR Update

BY LYNNE CUMMINS

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The HR Team were delighted to launch at Christmas, for the first time, the Pabulum People Survey.

371 or 1/3 of Pabulum People completed our very first survey. The results were split into 4 distinct groups:

- Catering Employees
- Chef Managers
- Operations Managers / Training & Development Chefs
- Support Employees

The questions we asked related to: Overall Employee Engagement / Learning & Development / Reward / Communication / Teamwork and Management.

This year, as Nelson has already mentioned, based on the results of the survey the HR Team are going to concentrate on 3 key areas, Learning & Development, Reward and Teamwork.

During the course of the year we will be able to report on the progress we are making in all 3 areas and the benefit it will deliver to all our people. We plan to do the Pabulum People Survey every year, so we do become an employer of choice by listening carefully to what you have to say and understanding what is important to you.

Meet 2019



Andrei Ando
Group Executive Chef



Anne-marie Hutchings - Purchasing Asst.
Danny Abello - Corkers



Mike Richardson - Sales & Mktg. Director
Lynne Haste - Unit Manager



Jo Watkins
Safety Advisor



Annual game of Heads & Tails

Food, Health & Safety Update

BY JASON HEDGE

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At Meet this year I talked about 3 key investments the department is making to further improve our commitment to both food safety and health and safety over the coming year, and in essence, to make the support we give to you even better.

Primary Authority Partnership

Buckinghamshire and Surrey Trading Standards will become our Primary Authority Partner, which means all our policies and procedures regarding food health and safety will be placed under careful scrutiny from the local authority to give credence and credibility to everything we do around this very important aspect of our business.

Safety, Health & Well-Being (SHAW) Committee

We have decided to set up our own internal Safety, Health & Well-Being Committee, comprising members of staff across all areas of our business. This Committee will have the responsibility, under my Chair, to drive forward Safety with attention now given to staff welfare. To support the

strong governance of Pabulum it is the responsibility of the Committee to report monthly key activities and outcomes to both the Executive Board & Leadership Team and the Operations Team.

Nutritionist

Currently we engage with a Nutritionist Consultant to help us with menu planning and all the sensitivity around allergens and special diets. Because this has become such a strong feature of our business today we feel it is vitally important to have our own nutritionist working with myself and the Food Development Team to give all our teams immediate and qualified support.

Finally, I would like to say thank you to you all and please continue your hard work.



I Love Food & Marketing

BY THE I LOVE FOOD & MARKETING TEAM

The I Love Food & Marketing team were pleased to explain who they are and give an overview of the projects they have been working on.

The I Love Food & Marketing team consists of:

Lorraine Pickett - Marketing Manager
Nelson Williams - Managing Director
Nicola Freeman - Purchasing Manager
Richard Tiley - Senior Development Chef
Terry Emerton - Head Of Operational Standards

The team meet up every other week, both in Fleet, in and around the business, and at exhibitions.

Some of the projects we are covering are:

- Enjoy - The new secondary offer
- i love coffee roll out
- Launch a new primary marketing campaign
- Update What Good Looks Like
- Pabulum Plus, including a new Hospitality brochure

As a team we will be communicating back to all departments on progress on each project.



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