

TRUST US TO DELIVER MORE

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FRESH!

WELCOME TO FRESH! OUR EUREST SERVICES! NEWSLETTER

I am delighted to welcome you to this latest newsletter from Eurest Services. As some of you will know, I have recently joined the Eurest Services team so this is a great opportunity for me to introduce myself and share some of our plans for the year ahead.

I took over responsibility for Eurest Services, in addition to my role as managing director for our sister brand, Restaurant Associates, in October last year. The decision to bring both teams together under a common leadership reflects our belief that whilst the individual foodservice offers of the two brands may be different, our clients are increasingly looking for broader service offerings.

In bringing our teams together in this way, we hope to better leverage our offer to you by fully sharing the knowledge and experience that sits across our teams.

I am extremely proud of the Eurest Services team I am working with – they truly are great people who are focused on delivering great service and great results to our clients!

Inside you will read much more about our service and approach and see our commitment to our great people; ensuring they have the tools they need to deliver great service to you and provide the kind of great results that we both want for our businesses!

We also preview some of the new food concepts and promotions which your colleagues will be enjoying early this year. Each of the offers has been developed in response to detailed research which we undertake with our customers and clients on an ongoing basis.

One of the things our research and market analysis tells us is that you, like us, are concerned about where your food comes from. You not only want to know that it is safe, of a high quality and ethically sourced, but more and more people are telling us they

want to support UK farmers and the communities in which they live and work. We're extremely proud of our support for UK farmers and producers and inside you can find out more about our activities to further support the local economy and how we're raising the debate about what British and local sourcing does and should mean to us and our consumers.

I hope you like what you see and hear from me and your team in the coming months. I certainly look forward to meeting many more clients and teams in the months ahead and to hearing your views on our service.



Jason Leek
Managing Director
Eurest Services and
Restaurant Associates



WORKING SAFELY IS NO ACCIDENT

For us, there is nothing more important than knowing our teams, clients and customers are safe at the end of the day, thanks to our care and due diligence.

Health, safety and the environment is a thread which runs throughout our business, drawing together every aspect of how we work.

Team know-how

The focus starts with basic health & safety training as part of the 'One Compass Welcome' which all new employees undertake before they start with us. It continues through nationally recognised NVQ qualifications and regular refresher courses and with the regular briefings that happen week-in, week out.

During the last 12 months awareness raising campaigns have focused on topics such as burns and scalds, and slips, trips and falls – both obvious hazards in a business such as ours. These centrally co-ordinated campaigns run alongside many safety initiatives that occur within specific contracts or sites, which are often jointly designed by Compass and our clients and demonstrate a real joined-up approach to managing HSE improvements.

System updates

Elsewhere in this newsletter, you can find out more overall about the systems which have been, or are being, rolled out and which will help our managers to better manage their units and track activities.

One of the tools which is already making a big difference across Eurest Services is our online accident and incident reporting (AIR) system. Designed to allow us to collect, track and act upon data relating to any incidents, accidents and near misses that occur in our business, the AIR system allows us to monitor and share our HSE record with you. The system can be reviewed on a daily basis by managers and the central HSE team, allowing for effective escalation where necessary, off-site assistance and appropriate sharing of lessons learnt.

We are currently rolling out our online auditing tools, which will be available across the business by the middle of 2010. These tools allow us to track HSE activities through a series of weekly, monthly and six monthly checks on food safety, health & safety and environmental processes and procedures. They are designed to ensure we meet (and can report on) all relevant government and/or statutory regulations and can monitor how we are doing against client service level agreements.

External accreditation in 2010

We are continuing with our focus to set industry leading standards in HSE and make HSE a key reason why clients choose Compass in 2010. This year will see us focus on gaining Compass Group wide accreditation for the following standards:

- **ISO 9001-2000 which is awarded to companies for the overall delivery of their services**
- **ISO 14001-2004 for environmental management**
- **OHSAS 18001 for best practice H&S management practices**

A number of individual Compass and Eurest Services sites have already been certificated and at the end of the year, the certification will cover the entire Compass Group UK & Ireland business, giving our clients the assurance that our HSE policies not only meet the high standards set within our business but have also been recognised externally. Watch out for more on our work to achieve these standards in the coming months!

Giving our teams broadband and speedier access to new online systems through our Compass portal is a key business project this year.

GETTING ONLINE FOR SERVICE

We believe it is already transforming the way our teams operate and enabling them to spend more time front of house focusing on great customer service and developing our offer.

Tools such as online auditing and accident and incident reporting (see more on page 2) are already giving us better data about our performance and activities; whilst access to global best practice and procedures is enabling teams to share new ideas and ways of working.

E-learning modules focusing on health, safety and the environment are also available and are just the start of our

plans to use on-line learning with our teams. Providing quick, efficient and flexible ways to learn, these HSE programmes were developed with the Open University, giving colleagues recognised qualifications and the skills they need to keep clients and customers safe.

Online people management processes and electronic purchasing and invoicing systems will be available later in 2010 and will speed up additional back of house activities. And of course online systems also make for a greener way of working as we look to generate fewer paper reports!

Everyone across Compass Group is expected to be on-line by spring 2010. So if your manager hasn't made the transition to broadband and the great tools it provides, installation should be coming soon!

There's a real buzz of excitement amongst the team as managers complete their training and start to use the new portal and tools. Derrick Milnthorp, unit manager said, "What a great tool for all managers! Everything is at our finger tips. The Compass portal is just what we all need and should aid all managers in delivering an even greater service."

We certainly hope you'll support us in bringing the new technology to your contract and we're sure you will recognise the great opportunities the systems offer our teams. Where we don't have access to broadband, we'll be asking you for permission to bring broadband into the unit. We hope that, like us, you'll see the benefits that less time spent on administration; easier access to new technology and bespoke contract data will have for our team and your service.

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SHELL SUPPORT SERVICE AWARD EUROPEAN RECOGNITION FOR PARTNERSHIP APPROACH

A joint bid for a European FM award has paid off after our Shell global account team and clients worked together to scoop the board in the 'partners across borders' category.

The award recognises excellence in delivering facilities management to an organisation located in more than one European country. Judges, from Norway, Spain and the UK, took into consideration the strength of the partnership between Eurest Services and Shell and the joint commitment to achieving the client's goals of health and safety excellence; consistent service quality, and sustainable cost reduction.

Sjeng Verjans, senior contract manager, Shell, collected the award. He said: "For Shell, it was a new working method, since we never outsourced anything [previously]. This award is the absolute proof that this was the right choice."

Dave Hogland, our global account director for Shell, adds: "Our contract with Shell is significant due to the breadth of services, the number of sites in different countries and the varied nature of the locations. We are thrilled that our work together has been recognised on an international level. This award reflects the commitment and hard work of everyone in our team who works with Shell and the strength of the relationship we have built with them."

Did you know...

Eurest Services was recently accredited across the entire business with the Investors in People standard. This recognises our focus on supporting, managing and developing our people.



INVESTOR IN PEOPLE

Did you know that all of the fresh beef we buy is now sourced from Britain?

TRULY BRITISH

That's not an insignificant move as Compass Group purchases more than 2,000 tonnes of fresh beef every year.

Chris Ling, meat buyer, says: "The purchasing team is constantly looking for ways to improve the sustainability of the food we source and committing to British beef is just one step for us in improving our provenance. By working with our approved suppliers we can guarantee that all beef used across Compass Group UK will be from cattle born, reared and slaughtered in the UK."

And you will be seeing more examples of our approach thanks to a new Compass wide campaign, launched in the autumn, which aims to bring a clear definition around what British sourcing really means, under the banner 'Truly British'. This will give clients and customers the information they need to make informed choices.

Truly British status will be awarded to products that have guaranteed British provenance and can be fully traced back to the source.

Truly British

How our Truly British approach already lives in our business:

- serving 39,000,000 Lion Quality British Eggs a year, produced to the highest standards of food safety and animal welfare
- buying 20 million litres of milk a year; enough to fill eight Olympic swimming pools - and ensuring we support 82 British farms

- purchasing seasonal vegetables whenever we can. 95% of what we buy is direct from British growers
- managing over 230 artisan bakeries in partnership with our suppliers
- we sourced 100% English apples and pears during the peak of the season (October-November 2009)
- celebrating provenance through our 'Meet the Growers' menus.

In the last edition of 'Fresh' we introduced some of the growers and producers working with Eurest Services. Now, you have a further opportunity to enjoy their produce, thanks to a new menu concept which we have been trialling in contracts across England, Scotland and Wales.

MEET THE GROWERS

Called 'Meet the Growers', this new offer does just that; providing an opportunity to find out more about the provenance of the food used in our menus, whilst guaranteeing a high quality, premium offer that supports local farming communities and reduces food miles where possible.

'Meet the Growers' has already had some fantastic consumer feedback during our three month trial with recognition for our quality ingredients, knowledge of provenance, value for money, focus on reducing food miles and support for animal welfare as well as knowledge of local suppliers.

Each month our executive chef team will create a premium offer, consisting of just six meals, which use seasonal, produce with proven provenance and British meats as the key ingredients.

The menu will now be rolled out across the Eurest Services estate where consumers are looking for a premium offer and as other suitable suppliers are found.

Throughout January we will be promoting hearty winter meals with wholesome seasonal vegetables such as:

- Beetroot from Cattle Farm, Nottinghamshire
- Savoy & red cabbage from Albert Vinson Farms, Lincolnshire
- British Maris Piper potatoes
- Red and white onions from JS Highfields Farm, Nottinghamshire
- Carrot & parsnips from Poskitt Farms, Kellington, East Yorkshire
- Swede from M Dungait & Sons, Northumberland
- Leeks from Nightlayer Leek Company, Chatteris, Cambridgeshire

We have also gathered an impressive range of high quality meats which fit these warming, hearty recipes – each comes with guaranteed provenance including:

- Wiltshire cured British bacon
- English beef shin & chuck steak sourced from Reese Sedgebeers Farm in Gloucestershire
- Welsh beef shin & chuck steak sourced from J.C. Williams, New House Farm, Llansoy, Usk Gwent
- Scottish beef shin & chuck steak sourced locally and processed through Campbell Meats Ltd

We're sure it's an offer that will really 'grow' on you and your colleagues if you are looking for a premium dish, which also supports our farming communities!



PUTTING A SIZZLE IN OUR SERVICE!

FRESH THINKING > See our new website for all our latest news and services at www.eurestservices.co.uk!

Take a dash of input from our energy champions, add our focus on great concepts and customer insights; whilst throwing into the mix our Centres for Excellence and we'd like to think we have a real recipe for success and great consumer satisfaction! And with plenty of behind the scenes support for our teams, we can ensure we're really putting a sizzle into our service for 2010!

Centres for Excellence

Our Centres for Excellence continue to go from strength to strength with five established now across the UK (Bank of Ireland, Bristol and the Northern Ireland Assembly join Proctor & Gamble in Newcastle; Vodafone in Newbury; Simons Group in Lincoln).

These sites, which provide a range of services, have been audited to ensure they meet the highest possible standards in every area.

They will be the first to trial and benefit from new concepts and offers; in turn sharing best practice with other teams and ensuring innovation spreads across all of our client sites.

And in 2010 we'll be spreading the word as each Centre for Excellence links with up to four other sites in its area which will become 'showcase' sites – again with a view to providing the best of the best for clients and consumers to see and experience.

Energising our teams

Our sites are also supported by 'energy teams,' whose specialist knowledge can also bring that extra sizzle to the service we provide. Consisting of experienced marketers, chefs and operators, the energy teams bring a fresh perspective to existing front of house activities; supporting our on-site teams with great coaching tips and new ways of working.

Driving consumer satisfaction

Supplementing this activity further still are new marketing guides which are being briefed out by the energy champions. They are designed to ensure our teams drive marketing and promotional activities in the best way possible to meet the needs of their particular consumer groups.

We'll also continue to monitor our service with regular customer insight

surveys throughout the year – using our findings (from 90,000 plus customer interviews in 2009) to develop our offer in the months ahead.

Maintaining our focus

We know that maintaining and enhancing that extra 'sizzle' in our service takes real energy and commitment. And as our plans show, we're certainly not resting on our laurels as we head into 2010!



FOCUS ON ETHICAL TRADING



Ethical trading takes centre stage in the first quarter of 2010 as we celebrate amongst other things, Fairtrade Fortnight.

We'll be sharing much more about our activities and telling you about the market-leading work we're already undertaking on ethical trading to ensure we can all make a positive difference to the world in which we live and work.

This approach can be seen in every aspect of our sustainable sourcing strategy, with its focus on:

- having full traceability of our products and suppliers so that we know that sustainable, ethical and safety standards are built in
- supporting British sourcing
- reducing our impact on the environment and
- supporting Fairtrade farmers and their communities.

Our fully managed supply chain makes all of this possible and means we know what we buy; from where; what we pay and how we manage and work effectively with our suppliers.

Watch out for more information in the coming weeks...

Did you know...

- In 2009 we sold more than 61 million cups of Rainforest Alliance tea, thanks to our partnership with PG Tips
- We have sold more than 11.5 million bananas since becoming the first contract caterer to sell only Fairtrade bananas
- We do not buy any of the 69 fish currently on the Marine Conservation Society's 'Fish to Avoid' list.

LOVING THAT EXTRA VALUE!



Our customers continue to love our money saving, great tasting meals and retail offers that bring well-known names to your café and restaurant!



With Christmas and the new year taking a bite out of the cash in most people's pockets, we know that the focus on value and quality will be just as important for 2010! VAT may have gone back up in January but our retail special promotions and meal deals remain at the same price as we head into 2010.

We asked head of retail marketing, David Turner about the sorts of great offers customers can expect to see in our restaurants and cafes in the new year. He said: "Our customers expect value for money but they also want to see great brand names and trends from the high street and increasingly they want a healthy option and/or a treat to brighten up a dreary winter day!"

So while the price of our 'Why Pay More?' main meals will remain at just £2.50, we

guarantee to keep ringing the changes, with new dishes like Mushroom Wellington and Creamy Chicken & Peppers being added to the range for the new year." Value may be top of the list for these customers but they still want the choice, great quality and tasty, filling dishes that 'Why Pay More?' also provides!

David adds: "Our last Lucozade 2 for £1.50 promotion saw sales rise by 60%. It seems clear our consumers are loving the value we are bringing.

"Our retail promotions will also focus on great value and 'must have' brands.

"We're holding our £3 sandwich meal deal, which in January, for example, features a sandwich, Walkers baked crisps or either Tropicana or Buxton water to keep tempting the taste buds. Our wider promotions programme includes great deals on Go Ahead bars, Lucozade, fruit pots and breakfasts – all guaranteed to keep you healthy and happy at the start of the year!"

Did you know...

Compass Group sells more sandwiches in the UK than Pret a Manger?*

NEW YEAR, NEW LOOK FOR SANDWICH RANGE

We will also be introducing new fillings each month to ensure our consumers have the variety you'd expect from one of the UK's largest sandwich sellers. New flavours include: three bean tortilla wrap and pastrami & Swiss cheese bagel.

We also continue to develop our tasty 'TouJours' range of fresh baguettes made with delicious fillings to an authentic French recipe, which come with a three hour freshness guarantee!

The new year sees us introduce 'TouJour petit,' which is aimed at our female consumers who are looking for a product that loses none of the taste or freshness but is a lighter lunchtime eat.

For more information on any of these products, please speak to your on-site manager.

Sandwiches remain a popular choice for lunch on the go, with consumers continuing to demand variety (see meal deals above), healthy options, value for money and, of course, quality.

Our core sandwich range has had a refresh as we move solely to our 'Origin Foods' brand, with exclusive black packaging for our premium range and a new, natural kraft packaging for our core range. The packaging is 100% recyclable, even the 'window' on the pack is biodegradable.



* TNS FOOD TO GO (22nd March 2009)

RISING TO THE CHALLENGE FOR CANCER RESEARCH UK

We set a challenge across Compass Group to raise £250,000 for Cancer Research UK in 2009

... and we've done it with a first year total of £267,562!

Deciding which charity to choose for our Compass-wide partnership was a tough one but there were three key reasons why we chose Cancer Research UK:

- 1 in 3 people will develop cancer at some point in their lives
- Adopting a healthier lifestyle is thought to reduce the risk of cancer by 50%! As a foodservice company, this was a great opportunity to involve our culinary teams in promoting a healthy lifestyle and educate our teams
- Over 90% of the population lives within 30 miles of a charity funded project

Everyone has got involved across the business; starting with our executive directors who kicked off the year with their very own (highly competitive) challenge which raised over £78,000 in just one month! Since then, colleagues have raised funds in all manner of ways including quizzes, donating their time, cake-bakes and sporting events. Thanks to everyone who has supported our fundraising.

We have also launched a regular contribution scheme, 'Keep the Change.' By donating the odd pennies from individuals' net salaries every month, those enrolled in the scheme make a significant difference to the charity without ever giving more than 99p in a month.

Paul Farthing, director of high value relationships, Cancer Research UK, said: "We're absolutely delighted with the support we have had from Compass Group. It's testament to the passion and enthusiasm of everyone at Compass, who has truly embraced the work of Cancer Research UK and our vision to beat cancer."

With a second year of our partnership due to kick off in January 2010, the heat is certainly going to be on to match our efforts to date!

OUR PEOPLE SHINE THROUGH

We are sure you will want to join with us in congratulating all our winners! If you think one of our team deserves such extra special recognition, we would love to hear from you!

The first year of our new employee recognition programme, 'Be a Compass Star' has been a shining success for Eurest Services. Seven of our colleagues made it to the annual awards at the Michelin starred, Rhodes 24 Restaurant in London, which is run by our sister company, Restaurant Associates.

Excitement has been building throughout the year, as nominees were judged first within Eurest Services and then across the wider Compass Group. Nominations are linked to our company values of integrity, responsibility, teamwork, can-do and passion. A sixth category also recognises the importance of Health, Safety and the Environment in our business.

Chosen from an initial 2000 plus nominations, the seven Eurest Services winners were part of that final group of 24 people who enjoyed a weekend in London, shopping vouchers and the champagne reception and lunch at Rhodes 24.

Taking one of the seven top spots for 'passion' was Maxine Rawlins, unit manager at our Greencore contract in Kiveton. Maxine was originally nominated for leading a catering team that takes immense pride in their job; for delivering great customer and client satisfaction and going the

extra mile to provide a full service on a bank holiday when the factory was originally due to be closed.

Other quarterly winners recognised on the day included: Jonathan Bland, British Sugar, Bury St Edmunds (responsibility); Ursula Lewis, Compass Group, Birmingham, (passion); Jackie Sanderson, HMRC Staff College; Allan Hughes and Colin Eddolls, Qinetiq, Boscombe (HSE), David Biddlestone, M&S (Integrity) and Mari Wyn Hughes, Welsh National Assembly, Caernarfon (can do).



Our winners with Eurest Services MD, Jason Leek (far left) and Ian El-Mokadem, Compass Group UK and Ireland Group MR (far right)

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