



PERFORMANCE+

MEDIREST AT WORK

King's College Hospital mobilised in 21 days

STAR PERFORMERS

Medirest shines at the Compass Be a Star awards

TRULY BRITISH

Medirest 100% committed to British beef

MAKING MEALS FUN

Greenacre Garden in full bloom for kids and teens

I'm delighted to welcome you to the latest edition of our Medirest newsletter which is packed with the news from our team!

Early as it is in 2010, we are storming into the new year with some fantastic activity designed to add real value to your organisation!

In our last issue we reviewed our Compass wide corporate responsibility framework with its five pillars focusing on: people, environment, sustainability, community and wellness and nutrition. Here, we take a look at key activities under each of these headings.

You can join with us as we reflect on the first year of our 'Be a Compass Star' awards, and in particular celebrate as a Medirest colleague takes one of the six top annual awards! Our people were also a key focus in our recent mobilisation at King's College Hospital. You can find out more about our first days in the contract and how we have welcomed our new 800-strong team into the Medirest family.

With a fast-turnaround to implement this contract, we had to focus on also developing a strong partnership with our client team as soon as possible. That 'partnership approach' lies at the heart of the Medirest way of working.



You can also find out about some of the new tools and processes we are deploying across our business, which will help us manage and further refine health, safety and the environment practices in the workplace.

Our community focus looks at our fantastic efforts to support Cancer Research UK during 2009. My personal thanks goes to everyone who has supported our team's fundraising efforts in the last 12 months.

We also take a look at 'Truly British' food and celebrate our move to 100% British fresh beef. Supporting British sourcing and working with farmers and growers to use regional produce is a key part of our sustainability pillar. And finally we look at 'Greenacre Garden' as we focus on the nutrition of our younger patients in our NHS hospitals.

As ever we're keen to hear your views. If you'd like to know more about our CR framework or any of the topics here, then please contact your contract manager or email us at medirest.admin@compass-group.co.uk.

Steve Cenci, Business Director, Medirest

Great people
Great service
Great results

Star performance recognised!

The first year of our new employee recognition programme, 'Be a Compass Star' has been a shining success for Medirest with our very own Graham Hough, from Homerton University Hospital, taking one of the six top awards.

Back in November, Graham joined 24 other colleagues from across Compass Group at a special awards lunch to find out who would walk away with the overall annual prizes.

Chosen from an initial 2000 plus nominations, Graham and the other quarterly 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 Michelin starred Rhodes 24 Restaurant in London, which is run by our sister company, Restaurant Associates. Excitement had been building throughout the year, as nominees were judged first within their own sector 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.

Graham was recognised under the category of 'responsibility'. As the HR manager for Homerton University Hospital, he had taken on full responsibility for checking the Medirest team's right to work documentation as Compass implemented a company wide review of all employees' paperwork. As it was originally Graham's predecessor who had seen the majority of files, Graham took on the task of personally reviewing the documentation of each of the 275 Medirest employees on site.

At the same time, he was managing recruitment, CRB checks, induction, health & safety and on-the-job training for all new recruits. And, during this time, the Medirest team also received two awards from Job Centre Plus for 'best in partnership' and for their work with JCP on recruitment and retention.

"We are very proud of Graham's achievements," says business director, Steve Cenci, "it was fantastic to see him recognised in such a public way. We have many, many stars in our business who go the extra mile every day and over the course of the year we have had a great opportunity to recognise some of them on a wider stage!"

If you think one of our team deserves such extra special recognition, we would love to hear from you!

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 future plans and telling you about the wider, market-leading stance we have already developed 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 and local 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 adhere to the Marine Conservation Society's 'Fish to Avoid' list.

Truly British all the way for fresh beef!



Did you know that all of the fresh beef Compass Group now buys is sourced from Britain?

That's not an insignificant move as we purchase 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 by 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 last autumn, which aims to bring a clear definition around what British sourcing really means, under the banner 'Truly British' which 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.

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 we support 82 British farms
- Purchasing seasonal vegetables whenever we can, and 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)

Medirest have produced a range of posters to communicate our CR credentials, to find out more please speak to Adela on 01895 554 457.

With just 21 days to mobilise a new contract, it was all hands on deck after Medirest successfully secured a seven year, £135 million catering and support services contract with King's College Hospital NHS Foundation Trust in south London!

Medirest team rises to royal challenge!

After the euphoria of the win came the practicalities of mobilising patient, staff and visitor dining; cleaning; portering; retail outlets; a new, state-of-the-art help desk; waste management; window cleaning; pest control and linen services. Read on to find out how the Medirest team met this challenge...



Client: King's College Hospital

Their services: As one of the UK's largest and busiest teaching hospitals, they provide a full range of local hospital services for people in the London boroughs of Lambeth and Southwark as well as specialist services to patients from further afield.

Number of beds: 1200

Medirest employees on site: 800

Contract general manager, Phil Mitchell and mobilisation manager, Phil Cage, were key players in getting the Medirest team up and running; with Phil Mitchell in position the day after winning the contract. Phil Cage takes up the story:

"Mobilisations of this size will always be challenging; add the tight timescales and that's where a strong team, flexible approach and clear plan are crucial. The ability to draw on the wider Medirest and Compass network was key to our plan and we were assisted by a dedicated mobilisation team who specialise in supporting contracts in those critical first days. Our starting point was to assess pragmatically with our clients what had to be in place for day one and what could follow."

Building relationships and understanding with the existing on-site team was obviously core and equally as important as getting the right systems, finance and HR support in place. Keen to signal a difference to staff and visitors, the team also focused on simple ways to refresh some of the key retail areas – including re-painting and branding the restaurant and providing new seating for two of the coffee outlets. Since starting the contract, the team has shared further plans with customers, which depict how each of the five coffee shops will finally look, and totally revamped two of them within the first month!

Talking to the mobilisation team, it is clear that the secret to their success has been simply to stay true to the company's values of teamwork, responsibility, integrity, passion and can-do. Great teamwork in particular sits at the heart of this mobilisation. Phil Mitchell says:

"We worked well as a team; calling upon the expertise and resources of colleagues from other Medirest contracts, and indeed the wider Compass business, to help us work through the task. Everyone showed real passion, commitment and a 'can-do' approach to getting the job done on time! It was great to have so many extra people on site at such a critical time.

"In addition to our core operational team, we had onsite support from our marketing and retail colleagues to help us implement the best offers for the public facing retail outlets. We also drew on expertise from purchasing and IT to guarantee we had the right resources and systems in place for day one and brought in additional HR support to ensure new colleagues had a great start with us."





There is a well-established TUPE process to ensure new starters make a smooth transition to Medirest and – more importantly – recognition that change can be daunting. It is for this reason that the HR team, supported by other colleagues from across the business, met with each of the 800 plus individuals who were joining the team, prior to the start of the contract. Every person was seen in the 14 days leading up to the start date.

Amy Wild, HR manager for the contract, said: "We started by briefing the team to explain what would happen over the coming days: including the fact that there would be one-to-one interviews where we would explain in more detail about the change over process. It is important for us that people understand how and why we work the way we do. In return, we strive to give them ongoing opportunities to learn and develop and to recognise the positive impact they have on our service."

And that's just the start! Ensuring the new team understands what we call 'the Medirest way' will be an ongoing process of training and engagement with the entire team.

Eight weeks into the contract and day to day procedures are working well, yet the team still has much to do to add to the service they are already providing.



Work has already started to introduce Steamplicity patient dining from February. This flexible cooking system, which is based on steam pressure and a controlled steam release valve, guarantees high retention of nutritional content and excellent taste. And judging by the feedback from our tasting sessions, the concept will receive a real thumbs up from patients when it is introduced! The Steamplicity development team has also created a new range of Afro Caribbean meals to cater for the needs of the Hospital's patients.

Also to come, is our a+ cleaning system which uses the latest technology and industry-leading thinking to meet the exacting demands we place on ourselves to ensure facilities are spotless, to help fight infection and, at the same time, provide a cost effective solution.

The final word belongs with Medirest business director, Steve Cenci, who says: "This is just the start of the journey and I am incredibly proud of what we the team has achieved so far."

We'll be back in the next issue of 'Performance' to find out more about how the team is developing its service and to see how that 'Medirest way' is developing.

Safe working 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 us 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 Medirest 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

These tools and ways of working will be invaluable as we continue with our focus to set industry leading standards in HSE and make it one of the key reasons why clients choose us. This year will see the UK Compass Group business focus on gaining company-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 Medirest sites have already been certificated and at the end of the process, 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!

Rising to the challenge for Cancer Research UK

We set a challenge across Compass Group to raise £250,000 for Cancer Research during 2009 and we're delighted to say we did it! We raised a total of £267,562 in 2009 and are now firming up plans for a further 12 months' activity, with the aim of exceeding our first year total!

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.

The Medirest team was – as you would expect – at the heart of the activity so thank you 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.

Allan Edwards, corporate responsibility and corporate affairs director, said: "Ranging from the inspirational to the physical, our colleagues' fundraising efforts have demonstrated real willingness to contribute to the work of Cancer Research UK. Whether activities have been organised individually or as part of a team, our people have whole-heartedly embraced this partnership and made a real difference."

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."

Watch out for more from our teams in 2010. As Cancer Research UK say: 'together we can beat cancer!'



Getting online for service

Giving our teams broadband and speedier access to new online systems through our Compass portal is a key business project this year. 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 8) 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 in conjunction 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 this year 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!

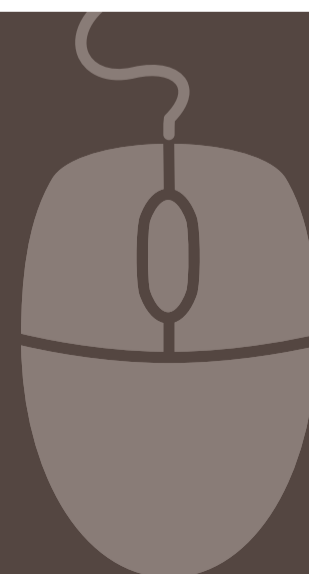
Everyone across Compass Group is expected to be on-line by spring 2010. So if your manager hasn't made the transition to broadband and the great tools it provides access to, installation should be coming soon!

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 at Santander Cards Cap 1, 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.





Making meal times fun for children and teenagers

Staying in hospital can be a difficult experience for a child – being in unfamiliar surroundings, sleeping in a strange bed and eating different food. The Medirest team is tackling the food issue, through a re-branded patient catering offer for children and teenagers. Called 'Greenacre Garden,' the aim is to help them to feel comforted and to speed recovery by making mealtimes an enjoyable part of the day.

Maxine Cartz, dietitian for Medirest, said, "It is really important to make mealtimes fun for young patients in hospital as food is an essential part of treatment. Our new Greenacre Garden brand is tailored to young children and to teenagers meaning that patients of all ages can look forward to mealtimes – choosing their favourite homely, nutritious meals from a large menu and entertaining themselves with age appropriate activities all about food and healthy living."

The new Greenacre Garden offer sees an even wider menu including Steamplivity meals such as cod in parsley sauce, traditional favourites like roast chicken and snack options including soups, sandwiches, paninis and jacket potatoes.



Lizzy Worthen, matron, child health, East Kent Hospitals University NHS Foundation Trust added: "Meeting children's nutritional needs while in hospital is always challenging; in some hospitals the only meal option available is to provide children with adult meals at adult mealtimes. Greenacre Garden has enabled us to give the children child-friendly, nutritious meal options, individually cooked for them at a time they require it."

In addition to the newly extended menu, hospital staff will notice the introduction of age-appropriate tray-liners on wards to keep patients entertained; for young children there is a word search, a dot-to-dot activity and spot-the-difference exercise get across messages of healthy eating and healthy living, while teenagers can keep their minds whirring with a cryptic crossword, sudoku and food related anagrams.

For more information on Greenacre Garden please speak to Adela or Maxine on 01895 554 457.

Medirest

Rivermead
Oxford Road
Uxbridge
Middlesex
UB9 4BF

For more information on any of the topics covered in this newsletter please call Adela on:

Telephone
+44 (0) 1895 554 457
Facsimile
+44 (0) 1895 554 555

Website
medirest.co.uk