



EAT

LEARN

LIVE


Chartwells

TRADING FAIR

ISSUE 4 WINTER 2010 UNIVERSITIES

WELCOME

As we head into 2010, the economic climate is still tough and we know that as a supplier to your business we can play a vital role in helping you manage the challenges that come your way. I know that the Chartwells operational teams are working day-in, day-out to manage costs and drive extra value into your university.

Behind the scenes, my team is also playing its part in driving value – as well as ensuring food safety and quality. We work hard to get a good deal for our customers and clients from the purchasing deals that we make and, even in difficult times, we look to manage price increases that can not be avoided; minimising the impact for our operation and yours.

At the same time we set high ethical trading standards and work to a Compass Group global standard that ensures we trade sensibly and fairly with all of our suppliers; creating mutually beneficial relationships with them and encouraging them to match our high standards in respect of quality, food safety, working conditions, trading practices, health and safety and environmental protection.

We're not only focused on value, but indeed, creating value with values. Inside you will read much more about our approach to ethical sourcing and the menus our chef teams are developing to deliver food with added provenance. I'm proud to say that my team plays an integral part in that offer as well.

They are passionate about sourcing great food and have a wealth of expertise that allows us to take industry-leading positions on Fairtrade; ensuring animal welfare and supporting British and local sourcing. You can read more inside on our support for Fairtrade Fortnight this spring and our work on British sourcing.

For too long, there have been a number of misleading claims in the marketplace around British and local sourcing. In some cases, companies have claimed they source locally when in fact they source from a local wholesaler and there are no guarantees that the products are genuinely British or local.



We've taken the lead in this area; setting our own definitions about what British and local sourcing means to us. You will see more about 'Truly British' products throughout the year. Whenever you see this term, you know we mean we can guarantee British provenance and trace back to the source where the food is grown and harvested or born and bred.

We are also in the very early stages of introducing, across the Compass portfolio, a distinct supply chain for those clients who are happy to pay a premium for products which are 'Truly Local.' When we provide such products you can be assured that they have been sourced from within 50 miles of your site; that they are made from locally produced ingredients (i.e. that the food has been grown and harvested or born, bred and slaughtered locally); such goods are likely to be from a family run business with strong links to the local economy.

Whichever definition applies, you can be assured that we can trace back to source any and all of our goods. That's what sets us apart from our competitors and should give you peace of mind about the quality and safety of the food you are eating.

My colleagues and I are very proud of the role we play in supporting the Chartwells team. I hope this brief introduction and the information inside give you a flavour of what we do and how we support our colleagues and clients. If you would like to know more about our work, please speak to your on-site manager in the first instance.

A handwritten signature in white ink that reads "Mike". The signature is stylized with a long, sweeping underline that extends to the right.

Mike Walden
Executive Director, Purchasing and Supply Chain



Welcome to Eat, Learn, Live! I trust you are enjoying the start of 2010 – despite the somewhat snowy weather with which many of us have had to contend!

Who knows what else the year will bring! What we can guarantee is that for us, 2010 will be about continuing to strengthen and develop the philosophy that sits behind 'eat, learn, live' and ensuring you and your students continue to benefit from the skills development, continued innovation and demanding levels of service we set ourselves.

In this issue, we draw upon the added value we're bringing to clients this year with continued menu development that allows you to support British farmers more easily; celebrate the provenance of the food you share with us and know that ethical sourcing is important to our business.

We also introduce some more of our team who are supporting our clients and drawing upon the fantastic

resources that sit at the heart of our business. Indeed, I am delighted to welcome Mike Walden, executive director purchasing and supply chain, Compass Group UK & Ireland to share his thoughts on how our business – and in turn our clients – can benefit from the resource and expertise his team brings to Chartwells.

We're also heading for the lofty spires of Oxford this spring! Inside you can find out more about our partnership with the Oxford Literary Festival.

Tony Byrne
Business Director, Education

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Great teamwork and great service are our focus!

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OUR COMMITMENT

EAT

LEARN

LIVE

EAT

Our commitment to delight our customers with great tasting food that contributes to their own well-being.

LEARN

Our commitment to enhancing the understanding, fun and experience of our customers and teams; creating the knowledge they need to lead a healthy life.

LIVE

Our commitment to a safe and sustainable environment that supports the health and well-being of our customers, clients and the wider community.

MEET

OUR PEOPLE

From South Africa to the UK, Janet's career has spanned many miles but her commitment to great customer service has never wavered.

Having arrived in the UK education business in 2002, Janet started out as our assistant manager at London Metropolitan University and hasn't looked back.

She says: "What I love about this job is the chance to continue to develop the contracts we have and supporting our clients in achieving their wider strategic aims. As part of the Chartwells and wider Compass Group team, I am lucky to have a vast array of resources to draw upon.

"I often think how much easier that support makes my job than if I was working on my own or in a smaller organisation. I have the opportunity to develop both close relationships with my clients and team and also use the resources of the wider business to make things happen quickly and to get specific advice where necessary."

It was just this sort of expert help and support which made the difference when Janet and the team at City University decided to complete not one but three ISO accreditations (ISO 9001- quality management; I4001- environmental management and OHSAS 18001- health & safety management) in just six weeks!

This work was heavily supported by the university's client team who pride themselves on minimising their impact

on the environment (the University was recently given a 'Sustain' award for its work to develop a sustainable food purchasing policy, which was supported by work by the Chartwells team).

The positive impact that the wider Chartwells and Compass team can add for Janet, her on-site teams and clients can also be seen in the development of new offers across her client sites.

"We regularly review and refresh our offers. It is clear from customer and client feedback that people like our Compass brands. They work extremely well for our customer market, giving us the opportunity to provide great quality offers that reflect high street trends and provide value for money."

At City University, this has led to the implementation of Chartwells' 'Goodness Me' salad bar offer; 'Toujours' fresh baguettes; the great value, quality 'Trattoria' pizza and pasta range; plus our 'Worldmarché' dining concept and 'Amigo' retail shop, Costa Coffee café and a second 'Café Direct' coffee shop, which provides a full range of Fairtrade coffee offers.

JANET WIGLEY



Job title: Operational Performance Manager, London

Time with Compass Group: I've been with Compass Group for 12 years.

Best thing about the job: The chance to work with a client to develop a great vision of the service you want to provide and then seeing that put into practice, thanks to the support of the wider team.

Typical day: Visiting at least three of the sites in my area and if possible seeing clients there as well; working with those site teams and using the time to check and support local activities.

Best piece of advice: Be honest and truthful everyday. This way, you will have integrity and the company you work for, your clients and your teams will trust you implicitly.



MEET THE GROWERS

If you are looking to add to your menu with seasonal dishes with clear provenance, then we'd like to introduce our new range called 'Meet the Growers.'

"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."

Chris Ling

The new offer does just what it says on the tin; providing our consumers with an opportunity to find out more about the provenance of the food, whilst guaranteeing a high quality, premium offer that supports farming communities and reduces food miles where possible.

'Meet the Growers' has already had some fantastic consumer feedback in a three month trial with recognition for our:

- Quality ingredients
- Knowledge of provenance and where product is sourced from
- Value for money
- Focus on reducing food miles and supporting animal welfare
- Knowledge of suppliers

Each month our executive chef team creates a premium offer, consisting of just six meals, which use seasonal produce and British meats as the key ingredients. We are continuing to look for other suppliers who fit these criteria and help us deliver even more great tasting regional produce to our clients and consumers.

Truly British all the way for fresh beef!

Did you know that all of the fresh beef we buy is now 'Truly British'?

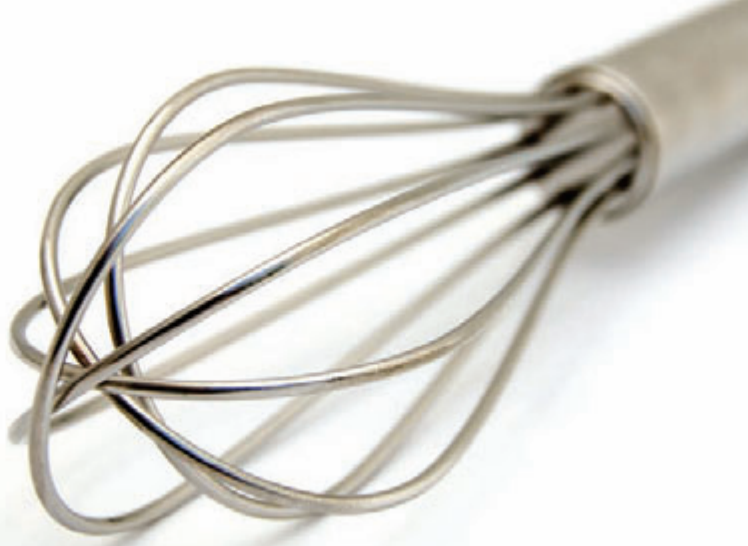
That's not an insignificant move as Compass Group purchases more than 2,000 tonnes of fresh beef every year; spending in the region of £6 million per annum!

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."

Look out for more on our 'Truly British' produce as we shout more about our British sourced , which aimed 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.





FUN

INTO FOOD

...with Darren Tinkler

'Putting fun back into food' is a focus for the whole Chartwells team. Everyday, somewhere, a Chartwells manager will be inspiring customers to try new foods and find out more about our fun approach to healthy eating! It's a way of life for us and a key part of our 'eat, learn, live' strategy.

But only one man in the business has 'putting fun back into food' as a job title and that's Darren Tinkler – a chef who has worked for Chartwells for four years. Darren takes a range of fun, educational events into our client sites; supplementing the work that is carried out by local Chartwells teams.

What is common to all of the team is their energy, enthusiasm and passion for great tasting, healthy food! It's totally infectious and within minutes of any event starting, they have their audience cheering and shouting out answers!

Darren says: "I probably have one of the best jobs in the business! What could be better than knowing that you've really got customers thinking about what they eat, having fun and eager to try new foods and to eat healthily?"

"At Chartwells we know that our role extends way beyond just the lunchtime service. In today's world it's about engaging with clients and customers at every opportunity and that means working in partnership with our clients to support the drive

for healthy eating which so many of our clients are focused on and giving young people useful skills for life."

With repeat bookings pouring in, we are further enhancing our 'putting fun back into food' programme with the appointment of a second chef who, like Darren, will be solely dedicated to running fun, educational activities across the UK and working with Darren to further develop the activities already on offer.

There's something for every age group in the 'putting fun back into food' repertoire and Darren and his colleagues, including Chartwells executive chef, Andrew Walker, have found that customers and client teams are particularly interested in finding out more about where their food comes from and what they can do with the raw ingredients:

"We started working with our youngest customers but now find that our adult customers and client teams are also keen to find out more about healthy eating in a fun way! They also recognise how making small changes to your lifestyle can have a positive impact on your health and well being."

If you'd like to find out more about any of the activities listed here, or gaining support for your own events from our knowledgeable team, please speak to your local manager in the first instance.

WHAT'S ON THE MENU?

The Chartwells team runs a wide range of sessions for students of all ages. Here's just a taste of what's available. For more information, please speak to your local manager in the first instance:

Food Survival Guide

Perfect for students who are living away from home, the Food Survival Guide is a short cooking course, led by a Chartwells executive chef, that teaches students how to cook easily, healthily and within a budget.

On your marks

Supported by our professional chefs, two teams compete against the clock in front of an audience during lunch in the dining facility to fellow pupils to create the best-tasting, healthiest dish they can from mystery ingredients. Our chefs continue to promote the benefits of healthy eating as they help the school's catering team serve up the winning dish for lunch.

Taste the world

More than just 'theatre cooking', audience participation is the name of the game, as Chartwells chefs promote the importance of healthy eating while demonstrating various cooking techniques.

Funky Food Days

Audiences get a hands-on chance to experience new and different tastes from the UK and around the world, through our Funky Food workshops. Have you ever eaten granadilla, snake beans or tamarillo? Now's your chance!





FROM THE LOFTY SPIRES OF OXFORD

Chartwells encourages a hunger for reading

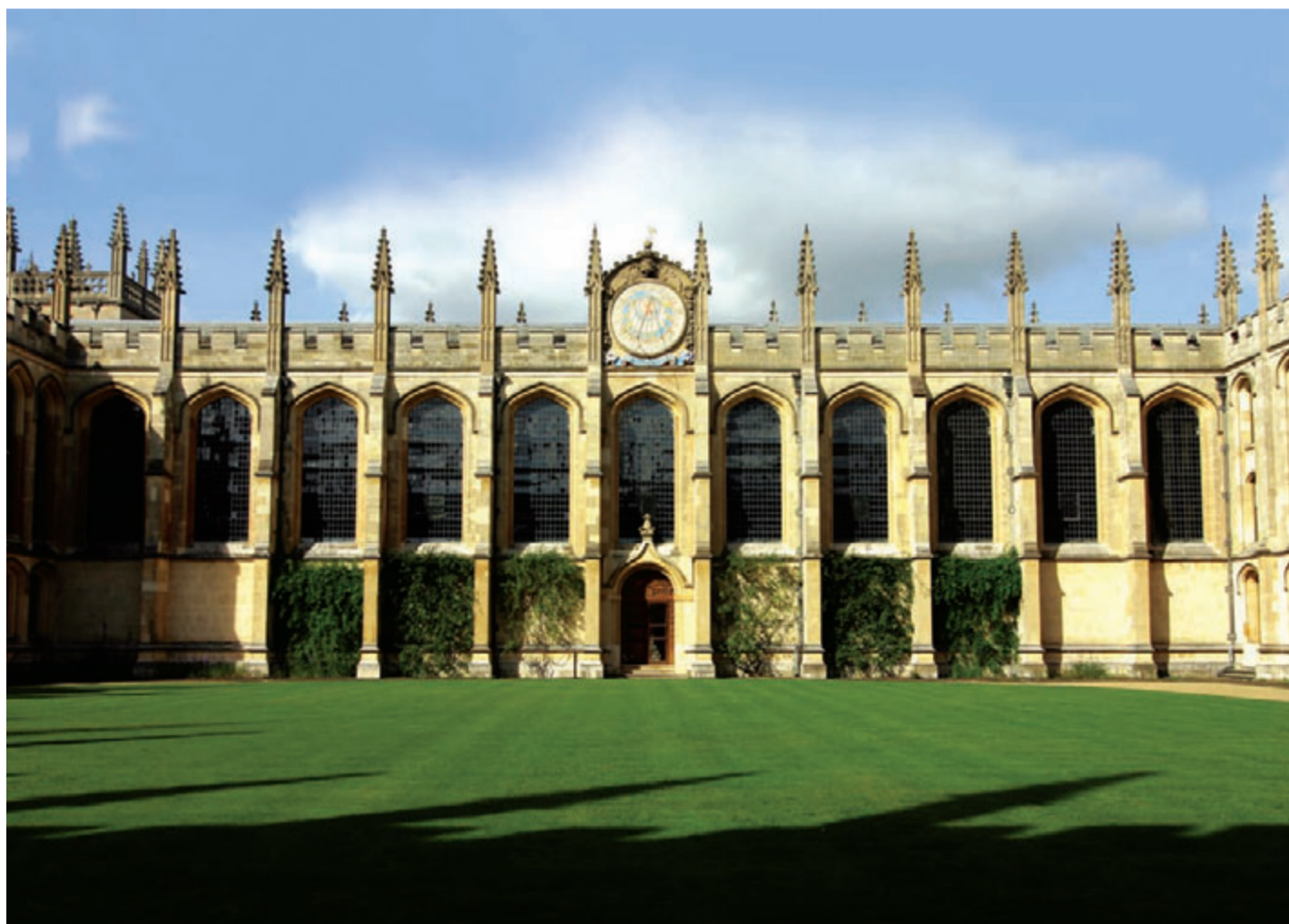
Chartwells is taking up residence in Oxford later this spring, as the city takes up its books once more for the annual Sunday Times Literary Festival.

Taking place from March 20-28, Chartwells is delighted to sponsor this year's children's category. (Last year's event included popular writers such as teen author Louise Rennison; author/illustrator, Emma Dodd and Terry Deary of 'Horrible Histories' fame!).

Chartwells business director, Tony Byrne, said: "Supporting the children's category was an obvious, and very natural, fit for Chartwells. Learning is an integral part of our business philosophy and it is fantastic to have such a great opportunity to encourage young people's learning and development."

"We like to think that our approach to learning about good food and nutrition is fun and in the same way, I know that many children derive great pleasure from reading. Even in today's hi-tech world, there is still nothing to beat the enjoyment that people of all ages can get from a good book."

We'll be bringing you more details on our involvement in the coming weeks and further news on a great way for you and your students to help us celebrate at this year's event.



RISING TO

THE CHALLENGE FOR CANCER RESEARCH

The start of 2009 saw us set a challenge across Compass Group to raise £250,000 for Cancer Research UK. And we're delighted to say we've done it; raising £267,562 in just 12 months!

Deciding which charity to choose for our Compass-wide partnership was tough 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 been 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, Chartwells 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.

The heat is certainly going to be on to match our efforts to date as we head into the second year of our fundraising!



ETHICAL SOURCING

As our teams gear up for Fairtrade Fortnight (February 22 – March 7), we thought it was worth taking a quick look at more of our activities to support ethical sourcing.

Across our business we are seeing more and more consumers asking for not only good value products but also products with good – and ethical – values! And there is a lot we can bring to the table!

Our parent company, Compass Group is the largest supporter of Fairtrade in the UK contract catering business, spending over £6m on Fairtrade products each year. This gives us an in-depth understanding of what's available in the market and a broad range of products to draw upon that will be right for our consumers – everything from snacks to coffee and muffins to bananas (did you know for example that all of our bananas are Fairtrade without exception?).

The Fairtrade Foundation's vision is a world in which justice and sustainable development are at the heart of trade structures and practices, so that everyone, through their work, can maintain a decent and dignified livelihood and develop their full potential. Compass fully supports the Fairtrade Foundation and we are working with them to understand how we can further our commitment to this cause.

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