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ONE CHARTWELLS

ISSUE 1 | 2009 INDEPENDENT SCHOOLS



READ ALL ABOUT IT

Corporate Responsibility At Compass Group

I joined Compass Group UK & Ireland nine months ago as corporate affairs and corporate responsibility director. My focus was to drive our corporate responsibility (CR) agenda and ensure that we had the right framework in place to build our business in a sustainable, sound and ethical way and, importantly, could measure our achievements.

I was really excited to see the positive impact that Compass Group, its operating companies and people were already having on the wider world. If we could be criticised for anything, it was probably not telling our stakeholders effectively enough just what we were doing!

We had a great base from which to build a robust CR platform for our business: we simply needed to define and then articulate just where we were going to focus as a leading food service and support services company. Over the last year we have reviewed our process for identifying and prioritising CR issues. This has led to the development of a revised Framework for managing the issues that are important to our business and our stakeholders, and is in line with guidance provided by Business in the Community and the Department for Environment, Food and Rural Affairs (DEFRA).

It articulates how everyone within the Compass family can ensure that our company has a positive impact on the world. Simply by being in business we can make this difference. We can help to achieve a sustainable, innovative and productive UK economy and a just and healthy society; while respecting the limits of the planet's environment, resources and biodiversity.

Our Framework is divided into five pillars, each of which reflects a key part of how our business operates. Alongside these pillars you'll see an example of how that Framework lives and breathes in our business, day-in, day-out:

- **Our people** – We focus on supporting and developing our people from day one. For example, we believe in recognising great performance and have introduced a 'Be a Compass Star' recognition programme this year
- **Sustainable sourcing** – We were the first food service company to only sell Fairtrade bananas (see inside for more food for thought!)

- **Wellness and nutrition** – Across Chartwells, for example, we help all of our customers, from primary age to young adults, understand the importance of good food and good nutrition by investing in a series of fun classes, workshops and demonstrations

- **Environment** – Our commitment to reuse and recycle extends across all aspects of our business (see inside for more on our commitment to good environmental management)

- **Community** – We already do lots to support the communities in which we operate and in January we announced a new 'One Compass, One Charity' partnership with Cancer Research UK. Watch out for more news on how this partnership progresses later this year.

We know we have a responsibility to manage our business in a way that contributes to the long-term sustainability of the society and environment around us. We believe that our five pillars give us the best possible focus to do just that. We'll certainly be ensuring we tell you more about our activities over the coming months. And of course we'd be delighted to talk with you further about how we can support your own CR policies and how together we can have a more positive impact on our environment and the world around us. If you want to know more about any of the topics listed here, please speak to your Chartwells team in the first instance.



Allan Edwards
Corporate Affairs and Corporate Responsibility Director

WELCOME

It is great to be back with you to share the latest edition of **'EAT, LEARN, LIVE'**.




Tony Byrne
Business Director, Education

Corporate Responsibility is high on the public agenda and in this issue we celebrate the launch of our new CR policy by talking directly to Compass Group UK & Ireland's corporate affairs and corporate responsibility director about our approach.

And with Fairtrade Fortnight in the national news in February, we take a look at how our Corporate Responsibility framework translates into practical activity as we assess our Fairtrade credentials and the impact our support is having on the lives of communities across the developing world.

Throughout the magazine you will continue to see our philosophy of 'Eat, Learn, Live' shine through. That focus on nurturing a happy, safe and healthy lifestyle binds together everyone within our education sector; wherever we work and who ever we serve.

It is with this in mind that we have taken the decision to only market our education services going forwards through the Chartwells' brand. We have undertaken lengthy research with our clients before making this decision and believe it will provide significant benefits for our clients and operational teams as we better share understanding, resources and best practice across our education estate. This move to simplify our brands and ensure consistency in our offer is reflected across Compass Group, ensuring all our stakeholders can easily identify who we are and what we stand for in the market.

Whilst we intend to operate under this single brand, we are committed to meeting the specific needs of each of the sectors in which we operate. For you in our independent schools our proposition is 'Chartwells: a partnership that enhances reputations', delivering an offer which provides the type of food and environment which we know parents want for their children. We are also now able to offer a more comprehensive approach to facilities management, utilising experience and best practice standards which are used across Compass Group.

We hope our existing Chartwells' clients and customers, already recognise our commitment to building strong partnerships. We'll be sharing more of our plans with you in the coming months and would welcome your continued input to our ideas.

I hope you enjoy the rest of the term with us. As always, we are keen to hear your news and feedback. If you would like to know more about any of these articles, then please contact your operational performance manager or email us at

eatlearnlive@chartwells.co.uk

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FROM FARM TO FORK

Some of our schools in West Sussex have been tucking into pork from one of their own farms - thanks to the combined efforts of the school's management, our onsite team and Compass Group's regional sourcing team!

Oathall Community College in Haywards Heath, West Sussex, includes a fully working livestock farm onsite and staff there were keen to get pork on the menu in the autumn term.

Working with Compass Group's approved meat supplier, Ensors, we were able to arrange for the pigs to be butchered to our specification and then returned to the school for our catering team to use. We've made full use of the resulting products with such delectable dishes appearing on the menu as: sausage and mash, twice cooked belly of pork with champ, Normandy pork with honey baked apples and pork char sui with Vietnamese noodles.

Other schools for whom we cater in the area have also benefited from the local produce and given the thumbs up to its use on their menus. We are now looking at other opportunities to use other meats and produce from the farm within our schools.

Compass Group's regional sourcing manager, Jane Wakeling, said: "It has been a great project to support; a fantastic example of working together from farm to fork. All of our suppliers have to complete a thorough auditing process before we allow them to supply our units. It's our way of ensuring the quality and safety of all our food products."



ISO HIGH ON THE AGENDA FOR 2009

Keeping you, your pupils, teachers, parents, visitors and colleagues safe is top of our agenda both within Chartwells and Compass Group UK & Ireland.

2008 was a great year for the company in further developing our health and safety focus. We became one of the first countries within the Compass Group plc family to achieve the Group's newly introduced 'bronze standard' for H&S practices. Our aim is to set industry leading standards and make it one of the reasons why clients and consumers choose Compass.

Attaining the standard is subject to a stringent audit of unit level standards to check that the procedures are not only in place, but, more importantly, that they can be seen in action as part of our day-to-day operation.

This year we'll be embarking on the Group's silver standard and continuing our focus within education of achieving further ISO accreditation, with a focus on:

- 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 health and safety management practices

To date we have achieved full 9001 registration and compliance in the Wirral and in our Reading and Lewisham LEA contracts (a total of 150 schools) and even more impressively 9001, 14001 and 18001 full registration and compliance at Seven Oaks School, City University and Cass Business School – no mean feat!

Going forward our aim is to achieve 9001 full registration across the whole of the education sector by September this year.

To support this activity we are currently nominating ISO auditors across our business. They will undergo training to equip them to carry out internal audits from early in the year, with a view to undertaking external audits in early autumn for 9001.

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INTERNET FIND OUT MORE

If you'd like to find out more about Chartwells, our **'Eat, Learn, Live'** philosophy and our continued innovation in food and services, then why not log on to our new website at www.chartwells.co.uk

We're always delighted to talk to you about our approach and services but if you'd simply like to browse the web first, then why not take a look? You never know what you might discover...

Did you know for example that we also pride ourselves on the quality of our hospitality offer?

Our food doesn't have to stop at the end of the school day; we also cater for many schools' functions – including balls, conferences and even weddings! And we pride ourselves on adding value to our clients through the provision of a wide range of support services, including cleaning, waste management, general maintenance and gardening.



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FAIRTRADE – MAKING A DIFFERENCE

February marks 'Fairtrade Fortnight' (starting 23 February this year). It's a time for everyone involved with the Fairtrade movement to really celebrate the benefits that Fairtrade has on the everyday lives of people across the world.

And it certainly lives and breathes in the Chartwells' business 365 days a year; providing a great option for clients and customers who want to do that little bit extra to support farmers. With Fairtrade marked products available throughout the Compass Group supply chain, there's something to meet everybody's tastes from delicious cookies, coffee and tea to Fairtrade bananas.

In fact, Compass Group became the first food service operator to move to solely selling Fairtrade bananas in May last year. As one of the most common fruits in our supply chain, we knew we could make a big difference by making this move. As a business we are determined to be at the forefront of Fairtrade in food service and it a key part of one of our core pillars of our Corporate Responsibility policy (see page 2 for more on our approach to CR).

In addition to supporting Fairtrade we encourage our main tea and coffee suppliers to work in partnership with growers, offering appropriate technical advice, training and assistance to relevant research projects designed to improve the quality, efficiency and productivity of their farms. This is also a sustainable way of improving the incomes and standard of living of the farmers in the long term.

GOING BANANAS FOR FAIRTRADE!

The Fairtrade stamp means we can buy a product, knowing that farmers in the developing world are paid a price that covers the cost of production, plus a premium to be spent on community projects such as better healthcare, sanitation or education.

The majority of our Fairtrade bananas come from the Dominican Republic, primarily through the Asobanu farming association. By investing their Fairtrade premium, the farmers have been able to improve and modernise their farms.

During Fairtrade Fortnight we'll be encouraging all of our teams – and their customers – to 'go bananas' for Fairtrade! Watch out for special promotional activities in your school. And if you are up for a challenge you may be interested to know that over 24 hours from Friday 6 March, the Fairtrade Foundation is laying down a challenge to get the whole nation eating Fairtrade bananas – now there's an activity we can all get our teeth into!

And if you needed any more convincing that Fairtrade can make a difference, here's just a few of the ways its making a difference to farmers and their communities:

Education

- Five schools have been reconstructed with the capacity for 740 students across the North West region of Dominican Republic.
- Three classrooms have been constructed in the town of Palo Verde.
- Seats were donated for 380 students in the Motocross school in Mao.
- School uniforms and utilities have been donated to schools in the north west region. This includes pens, pencils, paper, books and photocopiers.
- Computers and fans have been donated to the public university in Mao.

Health and infrastructure

- A maternity ward has been constructed at the Luis Bogaert Hospital in Mao.
- Construction of a fire station in Palo Verde.
- First aid kits and medicines have been donated to various banana farms in the North West region.
- High quality roads have been constructed for all farms belonging to the Asobanu association, improving accessibility for workers and transport of fruit.
- Lamp posts have been donated to the community of Laguneta.

Sport and recreation

- Baseball and basketball team uniforms and training kits have been provided to the teams in Mao and Amina.
- Construction of a baseball stadium and a general sports track and field has been constructed in Amina to benefit the large rural population.
- Basketball courts have been constructed in Palo Verde and a baseball field in Valverde.

FOOD SURVIVAL GUIDE

Food Survival Guide

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There can't be many parents (or teachers!) who don't worry about how their children will cope when they first fly the nest – whether that's to college or working away. As part of our wider 'putting fun into food' campaign, we've developed a great 'food survival' workshop aimed at teaching students how to cook nutritious, fresh food on a budget.

And it would appear to be throwing a much needed confidence booster to young people across the country!

Putting fun into food manager, Darren Tinkler, and his team are finding more and more calls for this hour-long session. He says: "We work with small audiences so that we can make time for lots of questions and ensure there's plenty of interaction between us and our audience. With a sixth form college for example, we'll typically break down students into four different sessions during the day – ensuring everyone gets the chance to come along."

There's a huge focus on good nutrition and Darren is at pains to stress that the idea is to make it as fun as possible and as relevant to the young people's tastes and experiences: "We don't want to preach but we do ensure that students walk away with a real understanding of the importance of having a good mix of carbohydrates, proteins, vitamins, minerals and fats in their diets. We're expanding the range of dishes we cook all the time and regularly give our audience an introduction to balti, Cantonese, Mexican and, most recently, Caribbean foods.

"The important thing is to give young people a great range of life skills that will give them the confidence to be truly independent and to survive – and thrive – on a budget!"

For more information on our food survival guide and other fun learning activities for young people of all ages, please contact Darren on 07740 492949.





BEWARE A SALTY TALE!

National Salt Awareness week also takes place this spring (February 2nd - 8th) and is designed to draw attention to the high, and often hidden, levels of salt eaten in the UK today. Organisers for national salt week are always particularly keen to draw attention to the high levels of salt consumed by many children.

Guidelines from the UK Government's Scientific Advisory Committee on Nutrition say that four to six year-olds should eat no more than 3g of salt a day (that's half the adult limit) but research from 2008 highlighted that some children's foods included more than half their daily recommended portion of salt in one serving!

This puts them in danger of many diseases in later life, including high blood pressure, which can lead to heart disease and strokes. High salt intake is also linked with stomach cancer.

For us, it is much easier to keep track on the salt levels within our foods as so much is cooked from scratch and all of our meals are nutritionally analysed.

We believe that education is essential if salt intake is going to be lowered in children's diets. With that in mind, our nutritionists have put together a resource pack for schools, colleges and universities, which is designed to promote salt awareness and the damage that high salt diets can cause. The resource pack is easy to follow and includes posters, interactive workshops and assemblies that can be delivered by anyone and is suitable for use throughout the school year.

Chartwells nutritionist, Nicky Martin, said: "The human body needs salt but too much is harmful. Tastes and eating habits develop when we are young, so if we are accustomed to low salt intakes as children we are more likely to follow the habit in later life. Since the introduction of compulsory nutritional standards in 2001, the average salt content in a Chartwells' school meal has reduced by 40%, meeting the Government's 2008 target years in advance."

For more on our salt policy see our website at www.chartwells.co.uk/learn/understandingnutrition

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