

Catering Services
Expression of interest Document
January 2012



TRUST US TO DELIVER MORE

Prepared for: Tanya Rex, Forestry commission, Dalby Forest

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Executive Summary

Thank you for the invitation to show our expression of interest for the catering operations within Forestry Commission, Dalby Forest, Yorkshire. We are proud to have been associated with Dalby forest for the last 4 ½ years.

This document contains responses to your questions within the Expression of interest documentation you released on catering services at the Cycle cafe Dalby Forest.

During this time we have worked with you to develop sales opportunities as well as ensuring the standard of the site is improved and maintained. Our team have recently commenced training programmes to further their knowledge and continue on the road of improving service, quality, health and safety plus innovation.

APPENDIX ONE –ABOUT OUR BUSINESS

Company Name:

COMPASS CONTRACT SERVICES TRADING AS EUREST LTD

Address:

Parklands Court
 24 Parklands
 Birmingham Great Park
 Rubery
 Birmingham

Postcode: B45 9PZ

www: www.eurestservices.co.uk

Type of Company: (plc, Ltd)

We are a private limited company wholly owned subsidiary of a public limited company

VAT Number: 466/4777/01

Registration No: 2114954

Contact Details:

Name: Catherine Greenup Position: Regional manager
 Telephone: Mobile: 07771 667732
 Email: Catherine.greenup@compass-group.co.uk

Number of employees:

Profile

	2010	2009	2008	2007
Turn Over				
Total Number of Employees	48,318	49,356	50,998	59,987
Direct				
Indirect				
Manager/Directors	4,150	4,222	1,932	5,066

QUESTION 1 –OVERVIEW OF OUR BUSINESS

Compass Group UK & Ireland is our main business covering all aspects of soft facility services including security, cleaning and reception services. Our main role remains at the heart of our business, catering.

Culinary expertise sits at the heart of who we are, shaping our wider business development, people skills, buying and marketing activities.

Compass Group provides the widest portfolio of foodservice solutions in the world. Our Core Concepts food programme offers you a range of our own concepts or our talented executive chefs can create a range of bespoke solutions. The programme has been carefully developed to meet customers' needs. We survey over 30,000 customers every year to understand how we can deliver the best solutions to fit the latest culinary trends in the industry.

With the increase towards a 'grazing' culture we have also developed a range of coffee and grab-and-go offers to meet consumer needs. These include coffee shops such as Costa and Origin Café; delis such as Deli Marché and So Deli; and sandwiches and baguettes such as Origins and TouJours

Eurest services Local sites is a sub sector of Compass allowing us to ensure the offer is personal to your needs, yet being able to offer the economies of scale and expertise of a global company.

We have had the pleasure of working in partnership with the Forestry commission within Dalby forest and the visitors centre for over four years and are committed to developing the relationship further.

QUESTION 2 – CATERING OFFER

We value the opportunity to operate the customer café attached to the cycling centre and believe we need to maintain the current customer base but ensure we open the offer to new customers via marketing and promoting the facility.

We believe there is an opportunity to cater for the training centre within the complex and would look at putting together a brochure that could be used within the forestry commission website to develop a wider use of the facilities with the forest.

The audience is likely to be predominately cyclists both of a single and family nature. The availability of children healthy meals and high chairs would capture this audience

We will encourage and enable people to adopt a healthier diet as part of our commitment to the governments responsibility deal by:

- Reformulation of recipes to provide lower fat, salt and show guideline daily allowances (GDAs)
- artificial trans fatty acids have been removed from all our products by the end of 2011
- Responsibly sized portions of food giving customers the GDAs to allow informed decisions
- Availability of healthier foods and beverages
- Provision and promotion of the consumption of fruit and vegetables through availability and price promotion

We ensure we support government initiatives, for example only purchasing fish from the “fish to eat” list. This ensures we play a major role in reducing environmental impacts regarding food sources

Compass shares the concerns of our client and customers regarding the difficult conditions facing farmers and recognise Fair trade is one way of benefitting the. We have been actively involved in this program since 2000 and our sales are worth approximately 5 million

By linking the catering to the visitor centre this will help enhancing Dalby forest catering facility. Capital investment is key to ensuring the customer is offered exceptional service and quality on every visit.

✓ The benefit to the forestry commission could be agreed from one of three choices:

- Concession on overall sales
- Fixed rental fee
- Profit share arrangement

This will be expanded further within the full tender document and further discussions with you. We would also be prepared to look at a combined arrangement with the visitors centre subject to negotiation.

QUESTION 3 – INCLUSIVE BUSINESS

Compass Group recognises and appreciates our responsibilities within the communities in which we work and live. Our community investment programme is comprehensive and effective and has helped thousands to reach their potential in education, employment and social inclusion. Our people pride themselves on being good neighbours. They actively support their local communities using, whenever possible, their skills and the locations where they work to provide support to community initiatives

All areas of the external and internal seating will be accessible by wheelchairs and buggies ensuring all potential customers can be served.

Once our facility is up and running all feasible opportunities will be considered if further adaptations are necessary.

We will actively look to increase the use of the facilities by local groups and work in partnership with the forestry commission to manage the impact the entrance fee may have on this.

Loyalty schemes may be introduced linked to the use of other facilities. For example, for every three cycle hire a free beverage could be offered. Alternatively, following a minimum spend in the visitors' centre a complimentary purchase can be made in either catering facility

QUESTION 4 – ENVIRONMENTAL IMPACT

Compass Group UK & Ireland awards UK's largest ever catering distribution contract to Brakes. This groundbreaking agreement will commence in 2012 and means Brakes will be responsible for delivering over £300 million worth of goods every year to 5,500 Compass sites across the UK.

As part of both companies' commitment to continually reducing their environmental impact, this best in class partnership will remove over four million food miles from Compass' environmental footprint in mainland UK. This consolidation strategy has already been a success for Compass in Ireland where 1.4 million food miles have already been removed from the distribution network.

We have rationalised our supply chain down to a core range of suppliers and products, reducing vehicle movements, carbon footprint and costs.

We pride ourselves on achieving ISO 14001 standard on our environmental program throughout our business

We have been working very closely with WRAP to help develop a Packaging / Waste Responsibility Deal for the hospitality and foodservice sector on behalf of Government, as announced within the Waste Review for England published on 14 June 2011.

WRAP have supported our work in this area by providing us with the support / resource of two consultancies. Our work to date has included a set of site visits (Compass corporate offices, National Motorcycle Museum, KPMG in Canary Wharf) to review existing waste management practices and areas of potential inefficiency. We have also been gathering views on waste and packaging from within our HSE and operational communities at Compass on order to develop with the consultants, better ways to manage our impact going forward. We are currently reviewing processes such as TrimTrax and putting forward a series of recommendations that will be published during the first quarter of 2012.

QUESTION 5 – HEALTH AND SAFETY

We have recently implemented a computerised system to enable our business to have access to up to the minute standards within health and safety.

This is our number one priority with “Safety first in everything we do” being part of our daily life. We prioritise this with our managers by running regular campaigns highlighting specific areas to concentrate and improve on. The most recent one has been regarding slips trip and falls and incorporated a DVD, posters, short audit and ensuring all our team members have the correct footwear.

This has allowed us to gain ISO accreditation with regard to OHSAS 18001 as well as ISO 9001 for quality

Specifically we:

- Seek to ensure our people return home safely
- Work to prevent injury to any employee, customer or contractor
- Consider the safety implications of our procurement decisions
- Initiate a full risk assessment programme upon commencement of a new contract
- Ensure that all of our employees are properly trained to safely perform their work
- Have in place appropriate consultation arrangements to enable our employees to communicate and raise concerns about health and safety issues.

Conclusion

Thank you for giving us the opportunity to show our interest for the catering service. We hope that we have put together a document that meets your requirements.

Our highest priority is to extend our relationship with you to continue to provide catering both in the visitors centre and this new exciting opportunity.

I look forward to hearing from you over the next few weeks.

If you have any questions please call or email

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