

INTRODUCTION
TO
Talkington Bates

TALKINGTON
BATES *established 1997*

MULTIPLE
AWARD

Winner



* Cost Sector Award Winner *



* The Cateys Health & Nutrition Award Winner *



* Lunch Business Grab & Go Award *



* Springboard Excellence in Diversity Award *



* Sammies British Sandwich Award Winner *



* ACE Award Winner *



* Good Egg Award *

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TALKINGTON BATES COMPANY PROFILE

Talkington Bates was started in November 1997 by Janice Talkington and Paul Bates with the belief in providing their clients with an exceptional, highly personalised and outstanding catering service. We are a people-centric business. Trust and integrity are our core principles

Food and service is Talkington Bates' passion but the company also cares passionately about the environment and demonstrates this through the many initiatives it encompasses throughout the entire organisation.

To its staff, the company offers training and development programmes, appraisals with clear objectives, and the opportunity to take time off work on full pay so they can engage in local voluntary work. This nurturing culture brings out the best in people. Staff are loyal and turnover is low which, in turn, means better service for clients.

The company operates within London and the home counties, through offices located in Oxfordshire and London. Clients are from varied sectors including media services, pharmaceutical, banking and financial, legal, retail, charitable, cosmetic and manufacturing.

Our company's business strategy and goals are to nurture our business and expand our current regional coverage. We also intend to maintain and develop our accreditations ISO 9001, 14001 and Investors In People (IIP). These together with the development of our food and people is paramount to our success.



"This is a business that is driving forward with great enthusiasm to achieve greater things within a framework of high standards. The culture at Talkington Bates is very informal and supportive. People at all levels and locations talk with a great deal of warmth about it. Despite the growth over the year they have retained a sense of being an extended family."

Moira Thompson, IIP Assessor

What makes Talkington Bates... ...Talkington Bates

About Our Team



Local Ingredients

Healthy & Creative

Tailored Concepts



Skilled Experienced Chefs



All resulting in Empty Plates



About Client & Customer Value

Independently owned

21 years experience

Founder operated

Investors in People Accredited

Highly Experienced in TUPE

Bespoke, Focussed Talent Programme

Michelin Star Chefs

Healthy & Organic Alternatives

Fresh, Local, Seasonal Ingredients

Workplace Vitality Initiative

Unique Food Concepts

Aligning Offer To Ensure Customers Appeal

Offer Tailored For Each Client

Catering for Diverse Demographics

Capturing Greater Audience

ISO 9001 & ISO 14001

Energy Saving Initiatives

Work With Clients to Evolve their own CSR Policies
and so much more...



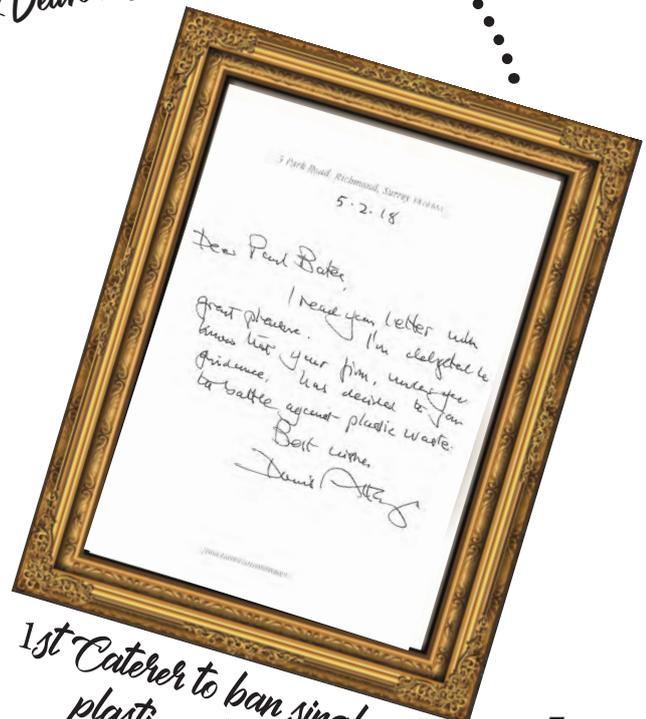
Fresh & Vibrant / Food Accreditations



*Great Things When Put Together
Deliver Excellent Results*



Increased Footfall & Sales



*1st Caterer to ban single use
plastic water bottles*

THE BEST INGREDIENTS...

Food quality, its integrity and its provenance are vitally important to Talkington Bates

We only deal with reputable suppliers who can provide the flexible, frequent service that ourself and our customers demand. After all, exceptional food starts with top quality ingredients. Our customers need to know that the product is not only good for them, but also has minimal negative impact on the environment.

Food is high on the priority list for our training programmes too. Our commitment to supporting our people in making the best use of first class ingredients is central to the success of our business. All dishes will be prepared with care on site, using the freshest local ingredients and healthiest cooking methods.

We give our chefs the knowledge and autonomy to buy the best seasonal ingredients and lavish suitable care upon them to create attractive dishes that appeal day after day.

Our chefs are offered a range of suppliers, both nationally and locally, with whom to build relationships and create their menus.

Food is ordered from specialists on a daily basis to ensure freshness and quality in all dishes; this is recognised by our customers in the finished product.



INTRODUCING WORKPLACE VITALITY

Workplace wellness is fundamental to all catering programmes. Workplace Vitality is our **focus on health not weight**. It's all about eating right, not eating less...

We have employed **Mary Lynch (RNutr)** as our **in-house nutritionist**, a fully registered food nutritionist and the founder and managing director of the food company **Onist Food Limited**.

Together with Mary we have developed a concept based on the **core principles of**

a **healthy diet**. Rather focusing primarily on singular superfood buzzwords and fads, we have created a **programme that can stand the test of time**.

Each recipe focuses on giving employees the energy and focus they need in their demanding lifestyles.

We pair this with **educational resources**, takeaway recipe cards and Mary's support on site.



GET TO KNOW MARY LYNCH, OUR EXPERT NUTRITIONIST

Mary previously worked as senior nutritionist for **Jamie Oliver Limited** and sat on the board of Nutritionists in Industry. She holds a **post graduate diploma in Food Policy** and has previously consulted for the likes

of Harper Collins, Warner Music and the National Hydration Council.

Mary is available for nutrition workshops and even one on one consultations.

This programme is sure to add **something impactful to your business**, giving employees nourishment and the crucial insights to enable them to have lasting healthy relationship with food.





FOOD OFFER

Food quality, its integrity and its provenance are vitally important to Talkington Bates. We only deal with reputable suppliers who can provide the flexible, frequent service that both we and our customers demand; after all, exceptional food starts with top quality ingredients.

Our customers need to know that the product is not only good for them, but also has minimal negative impact on the environment.

Our commitment to supporting our people in making the best use of first-class ingredients is central to our success. All food will be prepared with care, using the freshest local ingredients and healthiest cooking methods.

We give our chefs the autonomy and support to source the best seasonal ingredients and carefully prepare them, creating beautiful food that appeal day after day.

Our chefs are offered a range of suppliers both nationally and locally, with whom to craft their menus and foster relationships. Ingredients are ordered from specialist suppliers daily to ensure consistently high standards of freshness and quality in all dishes; which is immediately apparent in the finished product.

INNOVATION, MARKETING & CONCEPTS

Getting the food quality right isn't the only part of the equation in today's competitive marketplace. Proactive marketing is key. With new promotions and concepts to keep our offer fresh, exciting and ahead of the curve, we have something for everyone.

Our marketing spans various mediums – from table talkers and posters, to intranet, tablets and even a brand new magazine we recently launched. No matter where our customers are based our imaginative marketing methods will capture them.

Our onsite teams have access to a wealth of resources including printed material to tablets surveys as well as our newly launched on-line marketing toolkit. This enables a flexible tailored approach to each site's monthly, weekly, and daily promotions effectively giving them a huge bank of promotions that they can utilise at the touch of a button.

We keep abreast of developments within the industry and on the high-street to maintain a comprehensive awareness of what our competition is doing. We take inspiration from the high street and new food trends, re-invent and improve them to make our sites as exciting as possible and to encourage maximum use of our cafes instead of other local shops and eateries. Excellent examples are our "Street Food", "Traiteur" and "Pub Classics" initiatives – celebrations of casual, yet delicious food from around the world, an extension to the usual deli bar and familiar comforting classics respectively!



HEALTHY CORNER

EVENTS

RECIPES

COOKING
INSPIRATION

AND MUCH
MORE



EVENT CONCEPTS



“For the Love of Chicken” Choice of Mediterranean, Thai, Jamaican Jerk & Columbian Seasoning along with Salads & Sides.



Traditional Paella served from a giant gas fired pan, garnished with fresh herbs and served with a smile.

STREET

Hot Hand Held Street Food in a Wrap, Artisan Roll or Flat Bread. Everything from the classic Slow Cooked Pork, Stuffing & Apple Sauce to the bold Spicy Chicken Tikka.



SPICE ROUTE

Take a new culinary journey! Each events menu theme takes you across the Middle East, India & China alongside new and experimental fusion concepts.



Ooodles of Noodles, spiced to perfection in a wide variety of styles from across Asia from the fiery Szechuan style to the delicate Japanese Style Ramen.



Authentic Italian Style Pizza & Pasta dishes cooked to order with gusto, lovingly garnished with fresh herbs.



RSPCA assured Chicken Skewers Grilled Gambian Style, Jollof Rice, Spiced Slaw and Roasted Sweet Potato Wedges.



A whole 8 hour slow roasted RSPCA Assured hog, served in the traditional bap with stuffing and apple sauce



Example of printed material

SUPPLIER DAYS

Selected suppliers will be invited into the restaurant and café with a stand to introduce customers to new products for trial, provide information to our customers or answer any queries they may have about their line of ingredients.

GUEST CHEF DAYS

We will invite in guest chefs to run the restaurant and café food offering for a day, 3 times a year. The Guest Chef in question may be highly skilled and trained in a specific area of food – for example Japanese, Indian, Chinese, Thai, Italian, or perhaps the Executive Chef from another high performing contract within our portfolio, or it could be our very own Executive Chef, Jamie Higgs

POP UPS

We strive to stay ahead of the curve and continually add new concepts to our on-site toolkit.

NUTRITIONIST WORKSHOPS

Our company nutritionist Mary Lynch will be invited in to give short presentations to customers about the importance of nutritional with practical advice and tips on how to easily integrate more nutritionally balanced food into their lifestyle. She will also be on hand to answer any specific dietary or nutritional question.

TOP 4 CONCEPTS

Through these concepts, we will be able to offer your customers great satisfaction in our services as a whole whilst, enabling them the opportunity to sample new products, educating them with new ingredients, inspiring them with achievable advice.



TUPE & RECRUITMENT

 **20 YEARS**
experience of managing TUPE

We recognise the sensitivities and practicalities that must be applied. Our obligations lie in meeting:

- The legislative requirements pertaining to contracts and HR best practice
- The objectives agreed with each individual client
- The standards we promise whether with TUPE staff or new recruits
- The need of the employee, recognising the support and sensitivity needed

 **PROFICIENT**
in transferring staff from competitor organisations

This can be an emotive time for employees, and we take care to ensure that each individual understands the process, the value of their role and the changes that are happening around them with sensitivity

 **PROVEN TRACK**
record of transferring staff under TUPE

Even in cases where the employee may be established and proficient within their role we have found ways to further motivate them and enhance their skill set. Our rigorous training and development programmes ensure that employees feel valued, achieve their potential and are motivated to deliver an excellent service.

 **MINIMAL FUSS**
to achieve the maximum benefit

The process adopted to manage the Transfer of Undertakings. Regulations will be:

- Initial team briefing to introduce Talkington Bates and explain the process to all staff as a group consultation and one to one interviews – to establish an understanding of their training needs, their personal circumstances and competency level
- Pre-opening familiarisation of the current team with other Talkington Bates personnel
- Regular communication
- Transfer completion, (continuity of employment tc.)
- Company Induction
- Supplement the existing team with our own experienced personnel during the mobilisation period and first few weeks of the operation
- Gradual process of introducing Talkington Bates culture style and approach to business combined with relevant training courses
- Level 2 and/ or 3 Health and Food Safety training





CONTINGENCY PLAN

Transfer / Staff Absences / Cross-training staff

TRANSFER

Even with all the planning, support and encouragement we offer, there are still times when employees choose not to transfer to Talkington Bates. We have several structures available:

- **Resources from other sites:** An option is to utilise personnel from other sites in the local area. Some of our sites are quieter at certain points throughout the year. This means that a number of our employees can be released without impact from their regular sites to provide support during mobilisation.
- **Support Hub:** We have a number of our employees on our relief team, providing both back of house and customer facing support to our teams across the business.



PERK FOR ALL STAFF

Recent introduction to Perkbox

Operated through an app, every staff member can access 100's of offers – a free monthly Caffè Nero coffee, discounted cinema tickets, discounted holidays, car hire, free mobile phone insurance, to name just a very few. It is just another one of the methods in which we show our appreciation to our staff.



MANAGING STAFF

The most important asset in our company

THE EXISTING TEAM

We would look to spend time with the existing employees on site, gaining an understanding of the role and their capabilities. As a matter of course any existing employees would receive an induction and training on our approach to your catering service. They would be mentored by the team at our nearby site to ensure their grasp of our systems, and help them to feel at ease with new procedures and our expectations of them.

STAFF ABSENCES

Our support team incorporates both chefs and hospitality assistants. In addition to the relief team, we will ensure that our chefs and general assistants are all crossed-trained.

CROSS-TRAINING STAFF

On sites where we have more than one staff member, we believe it is important to cross train staff, not only to help cover their roles, but also to ensure a full understanding of everyone's responsibilities and tasks, which lends itself to a more understanding and efficiency method of working.



**INVESTORS
IN PEOPLE**

RECRUITMENT

We always look to recruit locally, in particular for junior roles, but we have a dedicated recruitment resource to support resourcing from further afield for more senior posts, as well as a valued recruitment partner.

At all levels, we attract talent through competitive salaries, retention bonuses and career progression at Talkington Bates.



STAFF APPRECIATION

with an impressive 98% retention

It is our philosophy that all of our employees are given the opportunity to be the best that they can be, through additional bespoke training programmes, helping them to hone their skills and if desired, learn entirely new ones.

Our whole team is eligible to complete NVQ's in numerous subjects – for example in one site, an customer service assistant who was a passionate about baking wanted to undertake a course in pastry and bread making. She now creates weekly treats in her site, allowing her to fulfill her passion whilst we gain a new skill!

All Talkington Bates staff complete 6 monthly appraisals allowing for constant review of targets, needs and rewards! It is through our appraisals that we development a training plan unique to each employee.

Our team is very much treated as part of the family, everyone is invited to our twice annual conferences, which whilst contain a learning element are in the main to give inter-site social interaction and our awards evening!



TRAINING PROGRAM

Learning never stops

Through learning, everyone can benefit: our employees, our clients, our customers and our company. We are hugely proud of the learning and development opportunities that we offer each and every one of our employees.

We are constantly on the lookout for new ways to develop our people and are continually introducing new and innovative ideas. Please find below our proposed core training program

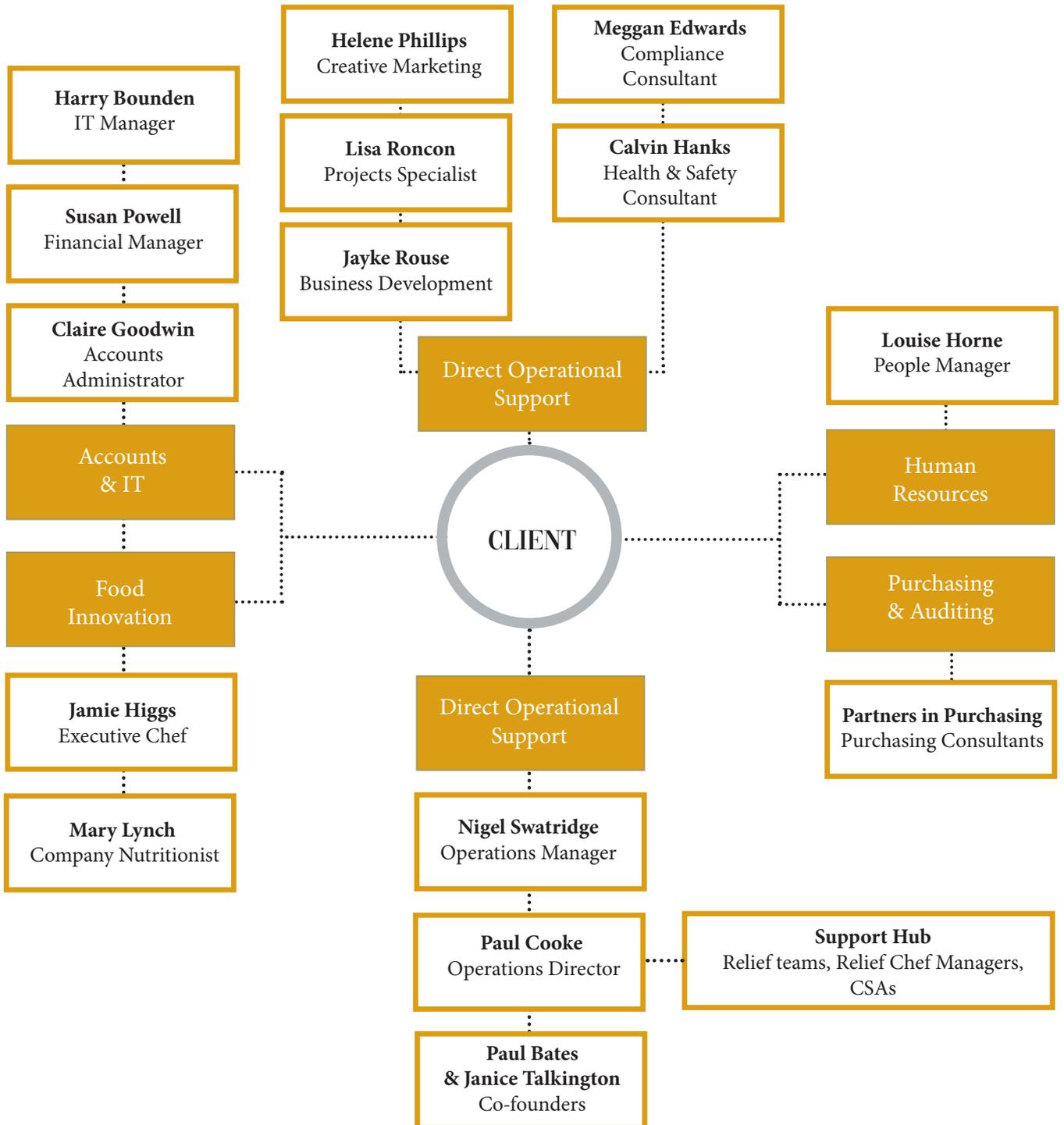
Participants	Training	Duration	Time Frame
All staff	Company Induction & Credo	2 hours	Commencement
	Customer Care & Personal Attitude	1 hour & ongoing	Commencement
	Use of Equipment	2.5 hours	Commencement
	Hygiene, H&S, COSSH	2 hours	Commencement
	Food Standards	Ongoing	Commencement
Management Team Managers Head Chefs Chef Managers	Immediate Food Handler's Certificate	4-hour course	Commencement
	Management Development	4 x 0.5 days	Within 3 months
	Mastering Management	2 days	Within 6 months
	Interviewing Techniques	1 day	Within 3 months
	Accurate Bookword	1 day	1 st month
	Financial Controls	1 day	1 st month
Chef Managers & All Chefs	Garnishing	1 day	Within 3 months
	Menu Planning	3 x 0.5 days	Within 3 months
	Nutrition	1 day & ongoing	Within 3 months
	Knife Skills	0.5 day	Within 3 months
	Innovation	1 day	1 st month
Front of House Team Customer Service	Barista Skills	0.5 day	1 st month
		0.5 day & ongoing	1 st month
	Visual Merchandising	1 day	Within 3 months
	Handling Feedback	0.5 day	1 st month

All trainings are located on-site



SUPPORT & RESOURCES

WORKING TOGETHER • CLOSE SUPPORT • COMMITMENT • EXPERIENCED TEAM



GET TO KNOW YOUR YOUR KEY CONTACTS



PAUL BATES,
Co-founder

Experienced caterer, having spent many years in a number of Five Star locations, Paul is passionate about food, and will be involved in “setting the standard” from day one of operation.

His skills lie in the design and implementation of facility development to achieve growth in sales and customer satisfaction.

Paul will have ongoing input into the catering services and will meet with you regularly to discuss our performance.



JANICE TALKINGTON,
Co-founder

Janice, a caterer of many years' experience, specialises in the areas of front of house presentation, personnel training and development.

Janice will be involved during the mobilisation, and opening planning, ensuring that every little detail of restaurant, and staff presentation has been addressed.

Janice will also lead the Resource team and will support the considered growth of the contract, commercially and qualitatively.



PAUL COOKE,
Director of
Operations

Paul has enjoyed an extensive career within contract catering with a reputation of building and developing strong management teams and operating to the highest standards of food service management possible.

He is passionate about the business and well known for delivering the highest levels of customer service excellence and for the development of all levels of catering staff based on a process of continuous learning.

Paul will ensure that you enjoy a level of personal service excellence and likes to work on an individual partnership basis with each of his clients.



MEL KILBURN,
Operations
Manager

Highly skilled within Operations with 25 years of experience in the contract catering industry, Mel demonstrates a strong and consistent focus on customer service, combined with strong team leadership and organisational abilities.



JAMIE HIGGS,
Executive Chef

Jamie is a revolutionary City Chef with an impressive professional track record. Prodigy of David Cavalier, he is our consultant chef and holder of 6 Michelin Stars.

Jamie's goal is to bring a creative, fun and delicious food offering, that will exceed the expectations of your staff and visitors.



NIGEL SWATRIDGE,
Operations
Manager

He will be working closely with the stakeholders from both organisations to ensure that the mobilisation of your restaurant and hospitality services is seamless in practicality and that it delivers a maximum creative impact.

REPORTING & KEEPING YOU INFORMED

We will provide comprehensive monthly reports for review. We are usually able to provide any additional information required, or change parameters to ensure the information we provide is meaningful to you. Beyond the initial mobilisation phase, our recommendation is that meetings take place weekly, monthly and quarterly between the key client stakeholders and the Talkington Bates team

FINANCIAL TRANSPARENCY

All reports are presented in your required format, and supported by detailed monthly accounting reports. Adhoc reports can be viewed at any time during the month, as our Account Management software (PEARL) operates online in real-time.

At Talkington Bates we believe it is imperative that we have clear, open communication with our clients.

We are extremely flexible and communicate with our various clients in a way that is appropriate and best for them.

However, typically the reports we provide include:

- Daily sales /Meals Served / Consumption
- Labour cost incurred by service
- Sundry expense breakdown
- Information on purchase prices
- Sample menus from the past month
- Environmental sustainability review and on-going strategy
- New service proposals •Special Events
- Performance evaluation – food quality, customer service and uptake
- Health & safety information
- Business Plan review to create key actions for next quarter



MANAGEMENT AND MEETINGS

In the early stages of the contract, Paul Bates, Janice Talkington, Paul Cooke, Mel Kilburn, Nigel Swatbridge and Jamie Higgs will spend a lot of time on site and will be on hand for regular, scheduled reviews and ad-hoc meetings with you as needed.

Beyond the initial mobilisation phase, our recommendation is that meetings take place weekly, monthly and quarterly between the key client stakeholders and the Talkington Bates team.

DAY TO DAY

Meetings Inevitably matters will arise that will need discussion on a daily basis which will usually take the form of informal discussions between the Manager and Client. The use of a desk will prove beneficial to this process.

THE WEEKLY MEETING

This meeting will take place between the on-site representative and the on-site Chef Manager. The Manager will provide sales and service figures for the week, with a report to consolidate such information. This meeting will also be used an opportunity to raise and discuss any issues and general day-to-day performance.

THE MONTHLY MEETING

- Customer satisfaction
- Customer selection patterns
- Performance against contracted service level agreements
- Financial performance overall
- Any issues
- Success of new initiatives
- Innovations and ideas for the future
- Health and Safety performance / issues
- Training updates

THE QUARTERLY REVIEW

Led by Paul Cooke with Janice or Paul in attendance, will be used to discuss future initiatives, ideas and innovations, strategic development of the service and in-depth financial performance and targets. Any new initiatives or changes to service will be addressed at the quarterly review, and as such, relevant personnel from Talkington Bates will be invited to attend.



CORPORATE SOCIAL RESPONSIBILITY

We will provide comprehensive monthly reports for review. We are usually able to provide any additional information required, or change parameters to ensure the information we provide is meaningful to you. Beyond the initial mobilisation phase, our recommendation is that meetings take place weekly, monthly and quarterly between the key client stakeholders and the Talkington Bates team

TALKING COMMUNITY

We work alongside our communities, including our clients and residents on both a local and national scale.

We actively support and encourage The Springboard Charity, an association developed to sustain the food and beverage industry's talent and resources into the future. Our team members take part in regular charity events to support many good causes.

Talking Opportunity scheme in partnership with Springboard, provide workshops that will hopefully lead to structured work placements and training opportunities across our estate.

TALKING PEOPLE

The company places the highest priority on the health and safety of the workforce and anyone who may be affected by their behaviour or work. We are committed to providing a safe, secure and clean working environment.

We support this with regular training and awareness on health and safety issues, through our Talking Toolbox scheme.

Talkington Bates' employment policies are designed to promote equal opportunities, to provide an atmosphere of mutual respect in the workplace

We have recently partnered with bio-bean, an awardwinning green energy company that has industrialised the process of recycling waste coffee grounds into Advanced Biofuels.

Bio-bean works within the existing supply chain to collect and aggregate thousands of tonnes of waste coffee grounds produced by the UK's offices, transport hubs, coffee shops and coffee factories. At their 20,000 sq ft facility, the world's first coffee recycling factory, they turn this waste into Advanced Biofuels: biomass pellets used for heating buildings and biodiesel used for powering transport systems.



THE COMMERCIAL CASE

- Elimination of waste disposal costs;
- Reduction in waste collection costs;
- Reduction in levels of waste contamination;
- Cost-effective, locally produced biofuels;
- Bolstering the UK's green economy.

THE ENVIRONMENTAL CASE

- Zero waste;
- Help businesses achieve sustainability goals;
- Production of 100% carbon-neutral biofuels;
- Reduction in Greenhouse Gas Emissions;
- Product lifecycle and supply chain visibility.

Our Partnership Objective is to create
"A ZERO Landfill Catering & Hospitality Service"

TALKING ENVIRONMENT

Environmental issues are considered across all areas of our business and staff awareness is developed through the use of open discussion and communication on ethical issues through our intranet and group forum.

Talkington Bates operates an Environmental Management System certified to ISO 14001 supported by environmental professionals who work with the company officers to manage, audit and develop the system to maintain legal compliance and minimise risk.

Talkington Bates works with trade partners to get a reduction in greenhouse gas emissions from our waste oil into a sustainable bio-fuel recycling scheme. We also work with many clients to recycle food and other waste on our sites in line with local availability of collection.

DISPOSABLES

We all know that the impact of traditional disposables on our planet is immense. Over time the industry has found more and more environmentally friendly alternatives. We are delighted to use the fully compostable products from Vegware. See our Fact sheet. *See annex 1 on page 30*

TALKING PRODUCTS AND SERVICES

We have an ethical approach to trading that relates closely to the ethical standards of our primary suppliers.

We work closely through our supply chain of nominated suppliers, largely through a network of consolidated local suppliers who are required to apply the principles of the Ethical Trading Initiative base code.

We therefore require our suppliers to set appropriate standards both in the UK and overseas which reflect this policy.

The company has a rigorous product safety process and our customers can be assured of the full integrity within the Talkington Bates supply chain. To this end we are committed to a number of ethical initiatives that minimise the environmental impact of our activities.

We are accredited to use the Red Tractor brand in our sites and encourage all of our clients to accept products that carry this brand. Red Tractor Assurance sets out to maintain, develop and promote integrated standards within the whole food industry. It sets standards for farms as well as other critical links, like us caterers in the food supply chain both pre- and post-farm.

Further food accreditations include RSPCA Assured, where we are stringently monitored as we cater for RSPCA's Head Office. One of our most recent initiatives was to ban single use plastic water bottles from all of our client sites, along with implementing a complete range of entirely compostable disposables thereby significantly reducing our landfill waste.

We were all very humbled to receive a letter of congratulations from David Attenborough for our environmental achievements.

See annex 2 on page 31

We also strive to achieve the Soil Association's Food for Life accreditation in our sites.

VEGWARE - HOW IT WORKS



- before use** *Low impact*
Low carbon, recycled or renewable materials delivered with our sustainable and traceable supply chain.
- in use** *because green tastes better*
Vegware is practical and stylish, and people love the look and feel/good factor of our eco materials.
- after use** *the key to zero waste*
You can't recycle food with plastic in it, and you can't recycle plastic with food on it.
Recycle used Vegware with food waste, and everything else is cleaner and easier to recycle.

packaging made from plants

Eco manufacture | Recycle with food waste | Add sunshine

Vegware is made from plants not plastic and is completely compatible with food waste.

- 100% plant based
- 100% recycled
- 100% compostable
- 100% recyclable
- 100% biodegradable

OUR ECO MATERIALS

NatureFlex	Eco paper & card	RCPLA recycled high heat PLA	PLA plant-based	PLA lining plant-based	CPLA high heat PLA	Palm leaf	Bagasse recycled sugarcane
Clear heat compatible like made from wood pulp	Sustainably sourced and 100% recycled card	89% less carbon than plastic 42% less carbon than any PLA	81% less carbon than plastic	72% less carbon than plastic	67% less carbon than plastic	From palm leaves, simply pressed into shape	99% less carbon than polystyrene and paper

Tried, tested & trusted



DAVID ATTENBOROUGH'S LETTER

5 Park Road, Richmond, Surrey TW10 6NS

5.2.18

Dear Paul Bates,

I read your letter with
great pleasure. I'm delighted to
know that your firm, under your
guidance, has decided to join
the battle against plastic waste.

Best wishes

David Attenborough

from David Attenborough



COMPLIANCE

Talkington Bates are committed to working in partnership with clients to ensure that our restaurant and hospitality services are fully aligned with their ethos, pursuing continual development and evolution.



**INVESTORS
IN PEOPLE**



Meggan Polston Edwards is our Compliance Consultant who has assisted us in the re-certification of our ISO's and evaluating our environmental processes. As a BSI certified lead auditor, Meggan is experienced in providing detailed and thorough feedback on audits whilst keeping abreast of the latest developments.

Her auditing skills are independently reviewed on a regular basis. We will engage Meggan to assist us during the planning stages of mobilisation and throughout the contract to ensure our on-site processes within the catering department are as environmentally friendly as possible, whilst continuing to drive innovation and implementation of new concepts.

HEALTH & SAFETY

Talkington Bates' Health and Safety Management System is based on the principles of OHSAS 18001.

We operate along the principles of HSG65 and are members of Safe Contractor (No. BV4149).

Calvin Hanks is our Competent Health & Safety, Food Safety and HACCP Advisor, he has a wealth of experience which gives us a unique resource and insight into delivering up to date legislation proactively and effectively.

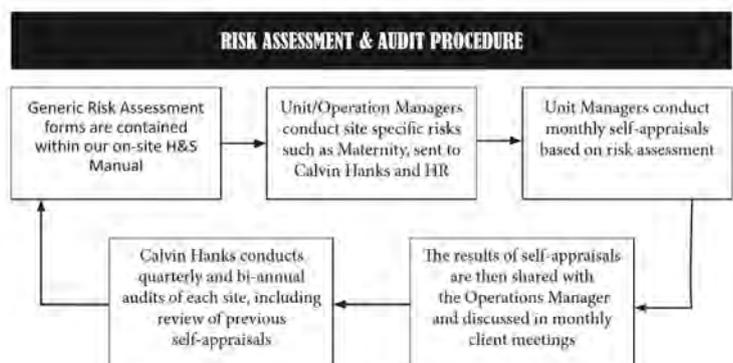
Calvin's qualifications include:

- MSc in Hospitality Management Systems.
- City & Guilds NVQ Level 5 in Occupational Health & Safety.
- Postgraduate Certificate (PgC) in Environmental Health.

- City & Guilds 7303 Preparing to Teach in the Life-Long Learning Sector.
- First Person on Scene (FPOSi).
- HCIMA Professional Qualifications, Part B-OBTEC
- National Diploma in Hotels, Catering and Institutional Operations.
- Chartered Advanced Health and Safety Level 3
- First Aid at Work; Craft Trainer Award; Group Training Techniques.
- Registered to teach and assess three-day first aid at work, two-day re-qualification and one-day appointed person courses.
- Registered with CIEH, HABC and RSPH to tutor Food Safety to level 4, Health and Safety to level 4 and HACCP to level 3.

Calvin's Role at Talkington Bates is to consolidate our Health & Safety, Food Safety & HACCP systems while conducting full audits, spot checks and staff training.

STANDARD TRAINING	
ENTIRE TEAM	Level 1 Food Safety and Hygiene Level 1 Health & Safety Level 2 (completed within 3 months)
MANAGEMENT	Level 3 Food Safety and Hygiene Level 3 Health & Safety Level 4 in both is encouraged but is not mandatory
TALKINGTOOLBOX	Our Internal training programme which is a monthly refresher and focuses on key areas such as allergens, trip/slip/falls, fire awareness/procedure





**TALKINGTON
BATES** *established 1997*

Talkington Bates Ltd

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