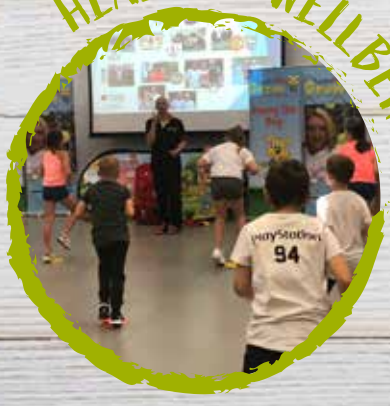
WELCOME TO
FEEDING HUNGRY MINDS

DELICIOUS & NUTRITIOUS

RELAXED DINING ENVIRONMENTS

FRESHLY PREPARED FOOD

HEALTH & WELLBEING



FRIENDLY SKILLED TEAMS

SUSTAINABILITY

Lambeth

HELLO, WE'RE ISS EDUCATION!

Feeding Hungry Minds

We're delighted to be your new school caterers and can't wait to partner with you to provide healthy, delicious meals to your pupils. Over the next few pages we've included a bit more information about who we are and what we do.

ABOUT US

Feeding Hungry Minds is our ethos! We realise the power good quality food has in fuelling productivity and supporting child health and wellbeing. Subsequently, we focus on providing great quality food, served by welcoming catering teams in engaging dining environments.

To encourage as many children to enjoy a nutritious lunch as possible, we partner with schools to create excellent dining experiences – that's where our award winning 'Feeding Excellence Every Day' (FEED) service concept comes in. Together with pupils, teachers and our catering teams we figure out the best approach to lunchtimes for each school and introduce a range of service solutions to make every dining experience a great one.

Feeding Excellence Every Day

READ ON TO FIND OUT MORE...

ABOUT US

100,000+
FOOD FOR LIFE ACCREDITED SERVED MEALS A DAY

FIRST CATERER TO ACHIEVE FOOD FOR LIFE BRONZE

FOOD FOR LIFE SERVED HERE
Soil Association

MEMBERS OF FFL STANDARDS COMMITTEE FOR 6+ YEARS

2019 LACA
EDUCATERING EXCELLENCE AWARDS 2019 WINNER
Foodservice Caterer 2017 WINNER

fsm awards 2018 INNOVATION AWARD WINNER
AWARD WINNER

INDUSTRY AWARD WINNERS

Peas Please
Making a pledge for more veg

PEAS PLEASE PLEDGERS

MEET YOUR CATERING MANAGEMENT TEAM

We'd like to introduce ourselves and some of our colleagues who'll be supporting your new catering service...

Dawn Harvey
Regional Director

Dawn.Harvey@uk.issworld.com
07775 868486

Hi, I'm Dawn! I've worked in the school meals industry for 28 years, starting out as a kitchen assistant. I'm now responsible for the catering services at over 200 school across London and the South East.

Cottage pie with all the veg!

Best Thing About My Job: Getting out to visit schools!
I'm a people person and love talking to my teams and clients.

I'm Passionate About: Creating awesome pupil experiences where every child feels safe, welcome and happy. Motivating our people to provide those experiences - lunchtimes are their time to shine, their show time!

Jeremy Bennett
Key Account Manager

Jeremy.Bennett@uk.issworld.com
07712 241873

Hi, I'm Jeremy! Since 2003 i've been involved in school catering. I work closely with Dawn, supporting schools in London.

Fish, chips & peas

Best Thing About My Job: Serving up great school meals knowing the positive impact they have on the daily lives of our young customers.

I'm Passionate About: Supporting pupils in the education of food, provenance, diet and lifestyle and helping children develop crucial social skills from positive meal experiences.

Our Favourite School Meals

OTHER KEY ROLES

Contract Executive Chef
Training Manager
Finance Business Partner
Compliance Manager
Office Manager
Dedicated Relief Team

Paul O'Dowd
Executive Chef

"Hi, I'm Paul! I'm new to ISS but I've been a chef working in education catering for 14 years. I'm looking forward to working with your contract Executive Chef to deliver healthy, nutritious and delicious meals!"

Roast Dinner

Lisa Cornell, Mobilisation Lead

Our experienced Mobilisation Lead, Lisa, is working with Dawn and Jeremy to make sure everything gets off to a smooth start. We have several subject matter experts dedicated to the Lambeth Consortium and Lisa's role is to manage and coordinate their activity.

What You Can Expect From Us

Following introductions, we're keen to meet with you to explore what's important to you when it comes to your school food culture.
From September we'll provide:

- ☑ A specialist mobilisation team
- ☑ Training and innovation days
- ☑ A new dedicated Executive Chef position
- ☑ Well resourced & supported teams
- ☑ Practical skills support
- ☑ Effective digital catering solutions
- ☑ Great pupil experiences

FRESH FOOD YOU CAN TRUST

School food plays a vital role in child health and wellbeing so it's really important we provide great quality, delicious food which children want to eat.

Our expert chefs and nutritionists work closely with our suppliers to make sure all the meals on our menus are compliant with the Food for Life and School Food Standards.

Your menu will be accredited with the Silver Food for Life Served Here accreditation. Not only will this ensure your menus include a variety of great quality produce, it'll also help show parents and carers that the school lunches on offer are made from fresh food they can trust.

OUR INCLUSIVE MENUS HAVE SOMETHING FOR EVERYONE! HERE'S A SNAPSHOT OF WHAT TO EXPECT...

ABOUT OUR FOOD

- WE SOURCE BRITISH, LOCAL AND SEASONAL PRODUCE WHERE POSSIBLE
- We don't use any undesirable additives, artificial trans fats or GM ingredients
- ALL OF THE EGGS WE USE ARE FREE RANGE
- WE USE WHOLEMEAL FLOUR AND SERVE FRESH BREAD
- OUR FRESH MEAT IS SOURCED FROM UK FARMS WITH HIGH STANDARDS OF ANIMAL WELFARE
- WE HAVE ACHIEVED THE MSC'S CHAIN OF CUSTODY CERTIFICATION
- WE DON'T SERVE ANY ENDANGERED FISH

CELERY EGGS FISH MUSTARD MILK

SPECIAL DIETS

For pupils that have specific dietary needs for a medical reason, we endeavour to provide them with a bespoke menu. If you haven't already, you'll receive a pack including the policy and parent referral form.

Once complete, parent referral forms need to be returned to our nutrition team, led by Charlotte Quick, Company Nutritionist, who will ensure each child has a bespoke menu to suit their needs.

If you have any questions, please contact nutrition@uk.issworld.com

Charlotte Quick
Company Nutritionist

FOOD FOR LIFE SILVER SERVED HERE Soil Association

QUALITY STANDARD beef English

QUALITY STANDARD lamb English

CERTIFIED SUSTAINABLE SEAFOOD MSC www.msc.org
Seafood with this mark comes from a fishery that has been independently certified to the MSC's standard for a well-managed and sustainable fishery

MSC-C-50236

INTRODUCING FEEDING EXCELLENCE EVERY DAY

We're really excited to share our Feeding Excellence Every Day service concept with you. Dawn mentioned lunchtime experiences earlier - FEED is how we make those experiences happen!

WHAT IS FEED?

FEED looks at the lunchtime experience through the eyes of children – allowing us to create dining environments which are welcoming, engaging and appealing at every visit. It encompasses all aspects of a child's visit to the dining hall - from the moment they arrive to when they leave.

To put children's every need at the heart of our service, we needed to see the mealtime journey through their eyes. We did this as literally as we could, by giving children headcams to wear at lunchtime. Our findings shaped FEED.

FIND OUT ABOUT FEED HERE...

EXAMPLE

HEALTHY OPTIONS

Your FEED Principles:

EYE-CATCHING HEALTHY OPTIONS

We encourage better health and wellbeing by making the healthier choices look exciting.

YOUR FEED PROMISE – OUR 'DO' COMMITMENT:

We make attractive, exciting displays of the healthiest items on the menu – including prime position for the salad bar – so that it's easier for children to make more positive choices

MEAL ORDERING

QUEUING

GETTING FOOD

EATING, SEATING & ENVIRONMENT

CLEARING & LEAVING

MAKING IT HAPPEN IN YOUR SCHOOL...

KITCHEN MANAGER

From day 1 we'll engage with your Kitchen Manager to share our FEED culture. They will get a copy of our FEED Manual and be invited to 'One Amazing Day' training where they'll learn how to put what they've read into practice.

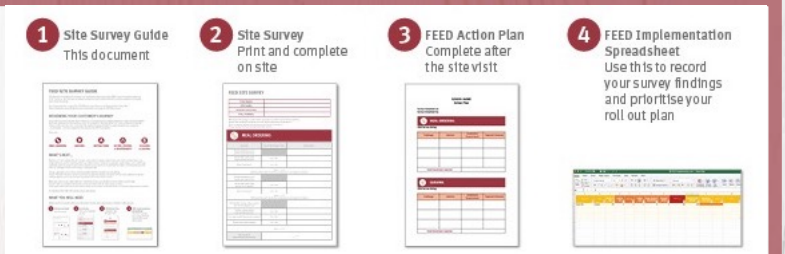
KITCHEN TEAM

We'll provide training and development for kitchen teams including:

- FEED Principles & Promises
- Service With a Human Touch
- Professional Standards

SCHOOL SURVEY

To implement FEED in schools we'll partner with you to review your service and introduce solutions to improve the pupil experience.



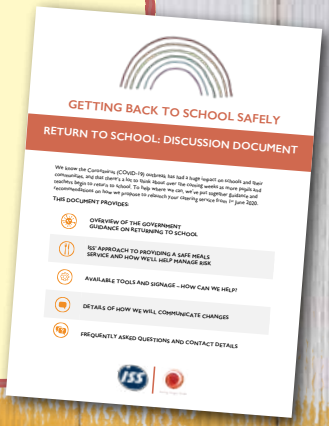
CREATING WOW MOMENTS

Great lunch experiences will be enhanced by regular promotions and events, tailored for your school community. We'll be in touch soon to discuss!

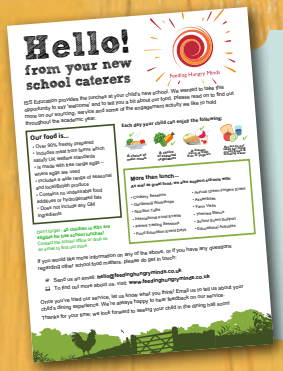
WHAT'S NEXT?

As we begin our journey together it's important to recognise the impact the Coronavirus is having on school life. Our top priority is always the health and safety of the people involved in our services, from our diners to our people, and we'll be taking actions throughout the mobilisation period and beyond to instil confidence and trust in the Lambeth community.

During the past couple of weeks, we've produced and shared a 'Getting Back to School Safely' discussion document for our existing customers. We'd be pleased to share this with you and would be keen to talk about any challenges or concerns you have for September.


GETTING BACK TO SCHOOL SAFELY

RETURN TO SCHOOL: DISCUSSION DOCUMENT


Hello!
from your new school caterers

Now we've introduced ourselves to you, we're also keen to say hello to parents, carers and pupils! We'll be sending you a welcome letter which we'd be grateful if you could share, when appropriate, to provide them with a brief overview of who we are and what we do.

We're also looking forward to welcoming our new catering teams who will be transferring to ISS under TUPE. We're in the process of arranging meetings with them and can't wait to engage them with FEED and our other excellence programmes.

THANK YOU FOR TAKING THE TIME TO READ THIS BOOKLET!

We hope it's provided you with a helpful introduction to our team and a good picture of our plans for September onwards. If there's anything you'd like to discuss further, please get in touch!

FIND OUT MORE:

www.feedinghungryminds.co.uk

@ISS_Education

ISS Food Services

@ISSFoodServices