

Cost Effective & Sustainable

Corporate Catering

Wednesday 6th October 2010

The Gallery Suite, Olympia, London

Back by Popular Demand

The Conference will run alongside the Total Workplace Management Exhibition which is the UK's largest FM and Estates event. See inside for further details



in association with

About this Conference

Have the issues relating to sustainability been over-ridden by the need to reduce costs overall, or are the two subjects mutually compatible and, if tackled together, will they produce significant results?

People are divided on this. Some believe that the subject of sustainable employee catering is a minor one compared with maintaining overall profit levels for the core business. What was considered to be essential a few years ago is now simply a 'nice to have'. Unfortunately, recent legislation is targeting the hospitality industry which is likely to affect most organisations employing a contract caterer. Bob Cotton, CEO of the British Hospitality Industry has first hand experience of dealing with Government recently on this. He will explain forthcoming changes and how they will affect you.

Did you know that catering uses five times as much energy per m2 as ordinary office space? Tricon Foodservice Consultants will present their experience across a broad range of industry sectors and have documented evidence of how some organisations are achieving operational savings through investing in more effective uses of water, waste and energy. They will present how the catering industry overall is dealing with sustainability issues and will give guidance on:-

- Latest trends and current thinking
- The use of technology and potential returns on investment
- Innovation in operational methods
- Changing client brief, policies and objectives

Rob Rees MBE will relate all this to the food product itself and start to give a broader view on Corporate Social Responsibility. Drew Fobbester will link diet and increasing workplace stress to lost mandays due to ill health and what it costs industry today.

Actual case studies will be presented by key BIFM members and we will be hearing from a contract caterer who has invested heavily in this subject and has a rapidly growing business as a result.



We are running the catering conference alongside Total Workplace Management 2010, the UK's leading FM and Estates Exhibition, attending the conference will also give you access to the exhibition that runs 6-7 October, London Olympia.

With the ever increasing workload of a facilities manager, TWM is ideally placed for London based managers within the industry to minimise their time out of the office; visiting TWM for even a few hours could provide you with the tools and resources you need to achieve your yearly goals.

Organised by United Business Media in association with the BIFM. With total attendance in 2009 of 7,260 (TWM, Energy Solutions Expo and M&E - The Building Services Event), it is the ideal place to meet face-to-face with leading professionals from across the industry. You can also visit the BIFM stand D75.

Cost Effective & Sustainable Corporate Catering

Wednesday 6th October 2010
The Gallery Suite, Olympia, London

09.00 am **Exhibition Opens**

09.30 am **Registration**

10.00 am **Chairman's Opening**

Ian Fielder, CEO, BIFM

10.05 am **Government Attitudes to Foodservice**

Bob Cotton OBE

Issues to do with taxation have given the industry plenty to discuss over the last few years. The Government blowing hot and cold over salary sacrifice for meals at work and inconsistent application of VAT on take away cold food have created work for many of us but why does this happen?

Bob Cotton has many years' experience working with Government representing the interests of the British Hospitality Association membership. He will share his views on how all this works and could be affecting you in the future.

10.30 am **Current Trends and Attitudes to Sustainable Catering**

Tony Horton, Chief Executive, Tricon Foodservice Consultants

Since the recent recession many organisations have focussed their attention on reducing subsidies for staff catering. Some have now achieved it and are setting their sights on reducing the other, often invisible, costs of catering.

Tony will provide an update on current trends and present some views on sustainability and how this is being applied to catering.

10.55 am **Question Time**

11.10 am **Coffee Break**

11.30 am **Translating Current Ideas on Sustainability into Tangible Cost Savings**

John Downman, Director, Tricon Foodservice Consultants

There is no shortage of ideas on applying sustainability to catering. A number of eco-friendly restaurants have already achieved significant inroads into this but to what degree can the lessons learnt here be introduced to contract catering?

John will discuss some of the most important developments, the cost of implementation and potential return on investment.

11.55 am **The Corporate Link to Food Education**

Rob Rees, MBE, Social Entrepreneur and Chef

This session will inspire you to return to work and do something different to change the lives of others. Rob will share with you examples of great food projects within our communities and schools and showcase the county of Gloucestershire for its bold food policy activities.

12.20 pm **Question Time**

12.35 pm **Chairman's Close**

Ian Fielder

Our chairman summarises the key points from the morning presentations.



Ian Fielder
CEO, BIFM



Ian joined the British Institute of Facilities Management (BIFM) as CEO in April 2004. His career in workplace management spans over 31 years and covers both the private and public sectors. His involvement in the industry has included 13 years working in the NHS, eight years with IBM and then over ten years with Procord/Johnson Controls.

Bob Cotton OBE
Chief Executive, British Hospitality Association



Bob Cotton OBE has been Chief Executive of the British Hospitality Association, the national trade association of the hospitality and catering and leisure industry, with over 40,000 establishments in membership, since January 2000. Before his appointment, he spent a year as tourism adviser to the Department for Culture, Media and Sport. He has a BSC in hotel and catering management after which he joined Gardner Merchant (now Sodexo UK Ltd).

Tony Horton
Chief Executive, Tricon Foodservice Consultants



A founding member of Tricon Group, Tony has over 30 years' experience in hospitality consultancy services. He was responsible for launching their overseas activities and is an active observer of restaurant trends in Europe and the Middle East. He is a professional member of the FCSI and regularly delivers training for the BIFM on best foodservice practice.

John Downman
Director, Tricon Foodservice Consultants



John has been with the practice for 22 years. He has led a number of projects focussing on contractual change and innovation, through which he has been instrumental in introducing guaranteed performance contracting in the UK. John regularly runs BIFM Training courses on structuring and managing catering contracts.

Rob Rees MBE
Social Entrepreneur and Chef



Rob Rees is one of the UK's leading chefs and consultants dedicated to creating a better food culture for Britain. He balances social aspects of his work with his private interests as a consultant, demonstrator, food columnist, writer and chef.

Drew Fobbester
Managing Director, Interactive Profiling Ltd



Drew is a nutrition and performance consultant who is no stranger to the realities of corporate life. IPL via MyWellbeing.com provides wellbeing services for corporate clients who understand that the wellbeing and vitality of their people are fundamental to the performance of their business. Drew is author of the groundbreaking weight loss 'Never Say Diet' and IPL has one of the largest nutrition and health databases in the world holding symptom and diet data on over 250,000 individuals.

Wendy Cuthbert

Head of Corporate Real Estate Services - UK Global Retail Banking, Barclays
Wendy Cuthbert is Head of CRES UK for Barclays Global Retail Banking and Global Head of FM. In the UK she is responsible for the smooth running of the retail branches and corporate sites.



Jonathan Knight
Chief Executive, The Regional Food Group



Following an international career in hospitality and contract catering, Jonathan now heads up "deliciouslyyorkshire", the business services and membership company which supports food and drink producers in the UK's largest county of Yorkshire. He also chairs the Alliance of English Regional Food Groups, providing access to over 5000 small and medium sized producers.

Mike Hanson
Head of Sustainability & Environmental Management, BaxterStorey



Mike has several years' operational experience in government business, both in central government and executive agencies, managing contracts such as DTI, Defra and COI; in addition he has 10 years' commercial corporate experience. Mike took on the environmental mantle for BaxterStorey in 2005 and has since helped steer the company to ISO 14001 accreditation, the Sustainable Business Catey Award and a highly commended in the BCE Environmental Leadership Awards.

12.40 pm Lunch & Exhibition

1.40 pm Food Trends, Nutrition & Work Productivity

Drew Fobbester, Managing Director, Interactive Profiling Ltd
Poor diet affects work performance - without the right food intake people feel sluggish and energy levels are low, attention levels and efficiency slip. Not only does the quality of work suffer but bad diets can cause poor health often leading to absenteeism. Facilities Managers and catering providers have a great opportunity to help people achieve healthier lifestyles and get positive recognition for the FM Service

2.15 pm Question Time

2.30 pm Barclay's New Approach

Wendy Cuthbert, Head of Corporate Real Estate Services - UK Global Retail Banking, Barclays

Clients have known for some time how caterers are able to maximise their income through central and national purchasing. Whilst returned discounts have been the issue historically, today clients are having to do battle to get local food supply for other reasons. Barclays has recently introduced a catering contract for 14 sites and set local supply as an integral element within the specification of services. Wendy will relate her experience in securing this contract and describe other key issues relating to CSR policies and sustainability.

2.55 pm Question Time

3.05 am Tea Break

3.25 pm The Best Yorkshire Puddings - Nationwide

Jonathan Knight, Chief Executive, The Regional Food Group
Many contract caterers have become so centralised in their thinking, believing this best manages risk and maximises profits, that they have become sluggish, resistant, and incapable of responding to clients' and customers' needs, especially when customers are crying out for local and regional products on the daily menus. New thinking is required that will stretch contractors' normal ways of doing business - a blend of best national, and best local, will win the day. Supply chain solutions will need to be entrepreneurial and innovative. Complication does not necessarily mean added cost. The role of The Regional Food Groups throughout the UK can assist in this necessary transformation.

3.50 pm Catering for a Sustainable Future
Mike Hanson, Head of Sustainability & Environmental Management, BaxterStorey

The food service sector consumes huge amounts of energy and resource whilst producing massive volumes of waste including foodstuffs, cooking oil, packaging, effluent, administrative waste and old surplus equipment. We must recognise that each of these elements have a serious, largely adverse, impact on the environment; so we have both a corporate and moral responsibility to minimise them. In the current economic climate monitoring and managing these issues bring not only tangible ethical and sustainable benefits but also real commercial edge.

4.15 pm Question Time

4.30 pm Chairman's Close

Ian Fielder
Our chairman summarises the key points from the day's presentations.

Exhibition remains open until 5pm

Who Should Attend?

Managers and others with direct or overall responsibility for corporate catering wishing to get up-to-date with new developments and best practice, including managers and key personnel from catering, FM, Services, Procurement, Operations, Finance, Contracts and HR.

Cost Effective & Sustainable Corporate Catering

BIFM Training Programme run by Quadrilect Ltd - call us on 020 7404 4440 for brochure(s) or see our website: www.bifm-training.com

COURSE FEES

Course fees include refreshments, lunch and documentation.

Members (BIFM - IPFMA - FMA)

£375 + £65.63 VAT @ 17.5% = £440.63

2nd Member at 50% discount:

£187.50 + £32.81 VAT @ 17.5% = £220.31

Non-Member:

£425 + £74.38 VAT @ 17.5% = £499.38

2nd Non Member at 50% discount:

£212.50 + £37.19 VAT @ 17.5% = £249.69

Special Promotion

Book 2 people from the same company at the same time and the second person can attend for 1/2 price

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Please photocopy for Multiple Bookings

Reservations: Bookings may be made by phone on 020 7404 4440 (but must be confirmed in writing), or by fax on 020 7404 0258. Alternatively you can book via our website: www.bifm-training.com Joining instructions will be sent with invoice (map included).

Enquiries: Lucinda Howe, BIFM Training, c/o Quadrilect Ltd, 3rd Floor, 112 High Holborn, London WC1V 6JS

Cancellations: A £60 + VAT admin. fee per day will be charged if you cancel in writing more than 10 working days before an event. Registered delegates who cancel after this time or do not attend are liable for the full fee. Substitutions can be made at any time.

Registration for the Catering Conference: will be between 0930 and 1000

ADMIN DETAILS

FM CORE COURSES

- 01 Understanding FM* [FOUNDATION]
- 02 The Professional FM Module 1 [INTERMEDIATE I]
- 03 The Professional FM Module 2 [INTERMEDIATE II]
- 04 The FM Business School [ADVANCED]

LEADERSHIP & MANAGEMENT OF PEOPLE

- 05 Team Leading*
- 06 Communications Skills
- 07 Management Development*
- 08 Customer Focused FM
- 09 Personal Effectiveness Skills

PROPERTY & PREMISES MANAGEMENT

- 10 The Essentials of Property Management
- 11 Managing Relocation, Fit-Out & Move
- 12 Building Surveying and Maintenance
- 13 Understanding & Managing Building Services

COMMERCIAL & FINANCIAL MANAGEMENT

- 14 Cutting Costs but Maintaining Services
- 15 Improving Performance in the Workplace
- 16 Financial Management for FMs (1)
- 17 Financial Management for FMs (2)

SPACE MANAGEMENT

- 18 Effective Space Planning
- 19 Creating a High Performance Workplace

PROJECT MANAGEMENT

- 20 Project Management

RISK MANAGEMENT

- 21 Disaster Recovery & Business Continuity
- 22 Security Management

CONTRACTING

- 23 The Tender Process
- 24 Contract Management
- 25 Negotiating to Win
- 26 Understanding & Developing SLAs
- 27 Introduction to Catering Contracts
- 28 Making Catering Contracts Work

SUSTAINABILITY & ENERGY MANAGEMENT

- 29 Introduction to Sustainability
- 30 Energy Management for FMs
- 31 Energy Legislation for FMs
- 32 Climate Change - The Impact on FM

HEALTH & SAFETY

- 33 IOSH Managing Safely*
- 34 NEBOSH General Certificate in Occupational H&S*
- 35 Health & Safety Regulations, Responsibilities and Risk Assessments
- 36 Display Screen Regulations & Risk Assessment*
- 37 IOSH Safety for Senior Executives*
- 38 Inclusive FM & The DDA
- 39 Selecting & Controlling Contractors On Site
- 40 Fire Safety Law and Risk Assessment
- 41 Understanding CDM Regs.

Courses marked with an * offer the chance for delegates to gain a recognised qualification.