

Worried about:

Inflation

Due diligence

Regulation

Service consistency

Meal quality

Menu fatigue

Skilled staff provision

Maintenance

Cleanliness

Hygiene

Energy costs

Waste management

Sustainability

For peace of mind
just turn the page.

At WhiteOaks we are passionate about delivering first-class care services that meet the high expectations of you, your residents and their families.

We combine our specialist care focus with the resources of our parent company, Compass Group.

We provide great food, excellent service, complete quality assurance (and much more), to make the running of your business smooth and cost effective.

We are committed to working with you to ensure that together, we provide total well-being for everyone within your care environment.

WhiteOaks is a new specialist brand for the UK care market supported by a global industry leader.

For peace of mind.
WhiteOaks can call upon the expertise and services of a global provider to meet the daily challenges this market brings.



WhiteOaks is committed to being the expert provider of catering and support services to the Care Industry.

We're passionate about the care business and are committed to ensuring your residents are well fed, well cared for, valued and safe.

As part of Compass Group, the world's largest specialist caterer and support services provider, we offer you the peace of mind, professionalism and security that comes from working with a world class global organisation.

We also recognise the importance of providing a flexible, individually tailored service to meet your specialist needs.

This is why we have created WhiteOaks, our business dedicated to total well-being in the UK care community.

WhiteOaks stands for the total well-being of our clients, their teams, residents and families, achieved by providing consistently excellent, sustainable and affordable services.

Working in partnership with service providers for over 60 years, our values of Great People, Great Service and Great Results are behind everything that we do.

We are at the forefront of industry innovation, constantly evolving and refining our care offer. As a global market leader we understand this sector and are trusted to deliver great care services in the UK, Europe, North America and Australia.

Our clients enjoy the benefits that come with placing the key aspects of their business in the hands of the industry experts:

- Unrivalled market knowledge
- Access to a global network of experience
- Better control and reduction of costs
- Increased quality, reliability and operational capability
- Single point accountability for food and support services
- Financial transparency and economies of scale (purchasing more than our top three competitors added together)
- Application of a world leading service framework
- Recognised client and consumer service ethos.



For peace of mind. WhiteOaks delivers operational excellence and industry leading standards.

Well-being is having a well supported business.

Global purchasing power
Our 70-strong procurement team takes advantage of our unrivalled purchasing power and scale to source the best products for maximum value. Annually we spend over £3.5 billion on food alone.

Advanced supply chain management
The same approach applies to our choice of preferred product and service suppliers. Years of first-class supply chain management mean the availability of our products and services is second to none.

Service is at the heart of what we do and our people are at the heart of good service. In fact 'can do' is one of our core business values.

- Our values:**
- Integrity
 - Teamwork
 - Passion
 - Responsibility
 - Can-do

Business efficiency experts
Our productivity results are analysed against both industry benchmarks and our own performance targets. This challenges our business costs and delivers better value for money to you.

Compass Service Framework
Something we're particularly proud of is our web-based knowledge management system – the Compass Service Framework. The Framework incorporates global best-practice operating procedures for the delivery of support services.

The Framework provides three main functions:

- Service management model
- Operational Services procedure
- IT system architecture

From this we operate our Health, Safety and Environmental systems, as well as our Management and Performance system.

Talent management
Developing great people is a key priority and we invest in programmes to attract and retain the best people, like our newly launched project 'The Academy at Compass Group.' In fact our dedication to training and development, recognition and reward, diversity and health and safety, has recently earned us the John Sainsbury Award for Learning and Development from the Institute of Grocery Distribution (IGD).



Pride and passion
More importantly, we've been rewarded by having a team of people who are passionate, hardworking, dedicated, excel at what they do and take pride in going above and beyond for the clients they work with.

Listening to our employees
In 2007 we introduced a new survey to gauge the opinions of our employees. Over 150,000 people were given the opportunity to comment on all aspects of the company and their roles. In 2009 we intend to reach over 160,000!

OUR INTERNATIONALLY
REGOINISED MANAGEMENT
AND PERFORMANCE
FRAMEWORK (MAP) ENSURES
A CONSISTENT FOCUS ON
OPERATIONAL EXCELLENCE

Industry leading standards
Health & Safety is our number one priority and at the heart of everything we do. Over the years we have established a safety and hygiene culture where employees and the company support each other in taking individual and collective responsibility.

We've taken care to make sure our Health & Safety standards and procedures are industry-leading. Over 50,000 Compass employees have gained qualifications from the Institution of Occupational Safety & Health and our new online Health & Safety training programme is set to increase this number.

Well-being and nutrition
Closely aligned to welfare is well-being. With our wealth of experience in food, we're well aware of how important social mealtimes become for your residents. By maximising their satisfaction and creating a great reputation, we can help your business perform better.

We also help your residents to manage their daily nutrition by improving food standards and quality of service to provide a variety of healthy options across our food offers.

This has benefits in reducing nutritional supplement needs, as well as simplifying meal ordering and controls.



For peace of mind. WhiteOaks delivers consistently nutritious quality meals for residents.

Steamplicity, our innovative market leading food technology.

At WhiteOaks we understand the importance of providing high quality, fresh and nutritious food. Producing food in minutes, without the back-up of a full kitchen can be done with Steamplicity!

This is a unique cooking system which steam cooks fresh food to perfection in minutes – ensuring all the taste and all the vitality!



More choice

The range of meals in our portfolio has been developed with the help of residents, staff, caterers and our company dietitians. Our menus are designed to give residents more choice and provide:

- Hot meals that are served hot!
- Excellent taste and flavour
- Consistent quality and presentation
- Perfect texture
- Fresh, high quality ingredients
- Familiar 'comfort foods' & more 'contemporary' choices
- Greater flexibility of meal times
- Hot main course choices every day and a selection of salads and sandwiches
- Choice of hot or cold dessert.

Other Steamplicity benefits include:

Freshness

Meals are prepared just prior to service, allowing our teams to cater more precisely for everyone's specific needs and avoiding wasting time, effort and money.

Space saving

Steamplicity is particularly flexible in areas where there are no kitchen facilities or limited space.

Cost saving

Capital outlay for equipment is lower than with conventional cooking methods; less energy is used in cooking and fewer people are needed to prepare meals. That means more money can be spent on good quality, fresh food for the plate – the ultimate way to ensure residents' satisfaction!



steamplicity
all the taste, all the vitality!

We've harnessed all the taste

Smart technology

The secret lies in the packaging system and valve that are exclusive to Compass Group. They control the release of steam during cooking and are the key components in consistently delivering high quality meals.

In effect, the valve creates individual steam cookers which heat the water content in our raw ingredients. As the steam builds up, the food cooks by locking in the flavour and goodness – ensuring perfection every time.

The freshest ingredients

You only get out what you put in. That is why we insist on using the freshest ingredients. We use UK grown vegetables when in season, sourced only from Compass Group's approved suppliers.

Freshly cooked on site

Steamplicity meals take just three to six minutes to cook from raw, allowing you the flexibility to offer the freshest meals just in time for serving.

Steamplicity cooked broccoli retained more than twice the Vitamin C and nearly twice the Folic Acid

All the vitality: retaining the nutritional goodness

Cook-chill and traditional hot holding of cooked food loses certain vitamins and minerals. Independent research, undertaken by renowned food safety consultants Leatherhead Food International, proves that Steamplicity minimises the loss of all that goodness. Compared with traditionally prepared samples, Steamplicity cooked broccoli retains:

- More than twice the Vitamin C: 80.8mg per 100g compared with 37.8mg per 100g
- Nearly twice the Folic Acid: 88.3mg per 100g compared with 45.4mg per 100g



For peace of mind.
WhiteOaks delivers superior cleanliness
and exceptional hygiene standards.

Our market leading cleaning system has been recognised with industry awards*. It utilises the latest technology and equipment to meet the exacting demands of a care environment.



The a+ promise

The a+ brand stands for a thoroughly modern and professional approach to cleaning that delivers superior results, while reducing our impact on the environment.

Infection Control has become increasingly prominent over the last 5 years in the wider healthcare industry. This has combined with people's lengthening life spans and increasing everyday demands for quality to move the care industry's expected standards of service faster than has ever been seen previously.

WhiteOaks provides a cleaning service that ensure your facilities are spotless, your residents are happy and their families have peace of mind.

How do we do this?

a+ was developed by our sister company Medirest for use specifically in high and very high risk acute hospitals. By focusing on delivering clean hospitals – 24 hours a day, 7 days a week – we have developed the systems that allow us to do the same in care homes in a consistent, high quality and productive way.

How does it work?

We have used the most cost-effective and productive technology available to develop a world class cleaning system that provides:

- Best in class carpet cleaning equipment
- Advanced microfibre mops and cloths (disposable and laundered)
- Standardised procedures and equipment
- Mandatory and continuously updated training system
- Computerised monitoring and auditing
- Portable Ozone disinfection and sanitisation systems.

Benefits of our third party supply solutions to you and your residents:

- Cost effective – microfibre mops and cloths plus best in class carpet cleaning and vacuuming equipment provides around 7% productivity improvements
- Consistently delivered – our induction, training and development packages give operatives and supervisors a real edge in a demanding but undervalued service
- To a high quality level – we have a huge bedrock of expertise, including a national a+ manager and regional a+ champions across the country to spot check, motivate, train and improve our wider teams.

* Awards include: 2006 Patients' Association Innovation of the Year

For peace of mind.
WhiteOaks can take care of all the specialist jobs allowing you to focus on your primary business.

At WhiteOaks we do much more than just attend to your catering and cleaning needs.

The following additional services are available:

- Reception duties and switch board
- Helpdesk
- Mailroom, portage and office supplies
- Security
- Visitor Management and Gatehouse Service
- Key Holding Services
- CCTV Operations
- Maintenance
- Window cleaning.

The look of the outside of your home is as important as the interior, so we also provide grounds maintenance services.

The majority of outdoor services are required on a seasonal basis. We audit each site and produce a tailored maintenance plan to suit each part of the year including:

- Grass cutting, hedge trimming
- Bedding planting and environmental composting
- Outdoor seating areas
- Road and path sweeping
- Litter collection and
- Waste disposal
- Pest and vermin control
- Snow clearance and gritting.



Well-being is confidence in your people.

24/7 cover

WhiteOaks deliver around the clock services that are efficient, effective and timely.

Compass Direct

Our internal personnel agency provides immediate backup of trained staff familiar with the demands of a care environment.

Background checks for staff

We implement thorough checking procedures on all of our people via our own internal agency. All of our staff are CRB checked with relevant individuals trained in first aid and fire fighting.

Right start

Our award winning 'One Compass Welcome' induction package ensures all our employees are fully versed in their personal and professional obligations from day one.

OUR PEOPLE FOCUS IS BASED ON ATTRACTING, RETAINING AND ENGAGING EMPLOYEES, OFFERING THEM TRAINING AND DEVELOPMENT, LEADERSHIP OPPORTUNITIES AND CELEBRATING THE DIVERSITY OF OUR WORKFORCE

For peace of mind. WhiteOaks will reduce your impact on the environment today and safeguard it for tomorrow.

Well-being is respect
for our community
and its environment.

Sustainable sourcing

Where possible we source products locally or regionally, employ ethical and fair trade initiatives, and place great importance on the provenance of the food we use.

Our products are purchased to recognised farm assurance standards and supported by accreditations such as the Red Tractor Mark.

Wellness and nutrition

We recognise we have wide-ranging responsibilities to educate and inform clients, residents and employees about the attributes of the various foods available.

Our menus are developed with full nutritional analysis with support of a dedicated nutrition team and company dietician.

Environment

We actively seek to reduce our impact on the environment. This includes preventing pollution, managing waste and conserving energy.



Recycling and waste

Our extensive recycling and re-use programme covers cooking oil, coffee grounds, photocopying paper and toner cartridges. We use biodegradable and compostable disposables, and work actively with our top five suppliers to minimise our carbon footprint.

We are particularly proud to be rolling out a national programme for cooked food waste recycling. Using bio-digestion and composting technology, we will reduce landfill waste and the harmful greenhouse gases this produces.

Community

Our community projects, in conjunction with the wider Compass Group, currently include the Junior Chefs Academy, Training for Life and Payroll Giving which contributed to 87 charities in the UK last year. Through our Costa coffee offer we support the rainforest alliance and contribute to the Costa foundation programme.

We have recently agreed a two year commitment to Cancer Research UK as the Compass national charity.

You can be confident you are meeting your clients' needs with WhiteOaks.



State of the art Innovation Centre

At our state of the art Innovation Centre, chefs from around the business work in world-class kitchens to develop new products, cooking methods and recipes.

Our on-site showroom provides a 'real life' experience of the latest brands and concepts available to help us identify the right solutions for you.

We utilise innovative products, systems and technology to ensure the best service delivery across all our support services too.

WE KNOW THAT THE SUCCESS OF OUR BUSINESS IS TOTALLY DEPENDANT ON THE QUALITY OF SERVICE WE PROVIDE AND THE RELATIONSHIPS WE DEVELOP WITH OUR CLIENTS. WE PRIDE OURSELVES ON THE PROCESS THAT WE ADOPT IN UNDERSTANDING YOUR BUSINESS OBJECTIVES AND WORKING CULTURE

Driven by insight

We listen to what's important to you and your residents. That helps us identify where new ways of working can add value to your organisation and better meet your needs.

We take the time to assess your residents' needs before developing a bespoke solution. Our ongoing programme of customer satisfaction surveys, regular site visits and account management enables us to continuously review that solution as their needs change.

This can provide valuable data to your business to reassure worried families that your food services will more than meet their loved ones requirements.



WhiteOaks help you manage changing expectations and the demands of emerging lifestyle trends.

The importance of hydration

Elderly people are prone to dehydration due either to water loss, or reduced water intake. The ageing process alters important physiological control systems associated with thirst and satiety.

Some individuals are particularly at risk of dehydration due to loss of the protective 'thirst' response. Dehydration is one of the risk factors for falls in the elderly and for deteriorating mental states resulting in dizziness and fainting.



How WhiteOaks can help
WhiteOaks provides free advice and guidance on managing hydration issues. A customised hydration programme, designed for multiple levels of care, helps keep your residents refreshed and hydrated. For the memory impaired, a refreshment programme promotes requests for liquids, as these residents do not often realise they are thirsty.

Drinking liquids should also be enjoyable – new recipes can be provided in conjunction with seasonal menu changes, so refreshment stays fun. Recipes, cart ideas, spreadsheets, sample letters (and much more) are available to help make implementation easier.

The benefits of a refreshment programme reduces the incidence of weight loss and dehydration, improves skin integrity, shortens recovery time of illnesses, reduces confusion and improves overall well-being.

Our unique approach continues to show the value and dedication WhiteOaks provides in improving resident care.



Steamplicity – an innovative food delivery system that offers fresh, quality and nutritious meals without the need for onsite chefs or full kitchens. Steamplicity is also available in a vending format.

Whatever your size or needs, we'll serve up a winning combination of fresh food and new ideas, ensuring that residents and their visiting families will return time and time again.



Balanced Choices – developed in line with FSA guidelines, our range of nutritionally balanced meals offer the perfect mix of healthy ingredients and delicious taste.

Well-being is the comfort of knowing your future needs can be met. WhiteOaks is part of the Compass Global network and can give you unrivaled access to a range of services to meet any future needs.



Wild Greens – fresh, healthy and great tasting, our choice of salads like Tuscan Bean or Chicken BLT are perfect for spring and summer.



Best of British and Taste of Ireland – popular, traditional dishes celebrating the very best of British & Irish recipes.



Henry Higgins – all the taste of the seaside with our famous fish 'n' chips brand established in 1914.



amigo – for everyday needs. People's lifestyles are changing and getting busier. People look for good, simple, convenient food that works for them.

WhiteOaks has a solution which offers exactly that, in a professionally planned and clearly focused retail outlet, branded amigo.

Flexible solutions
Flexibility is key with size and range tailored to fit your care environment. Our stock management systems enable us to alter our ranges to suit local buying patterns.

A range of retail items
Designed specifically for 'grab and go', amigo offers hot and cold drinks, confectionery, sandwiches, newspapers and toiletries. Amigo can meet both resident and visitor needs.

WHETHER YOU WANT OUR EXCLUSIVE COFFEE OFFER OR THE FAMILIARITY OF A HIGH STREET BRAND OUR SOLUTIONS WILL DELIVER THE CHOICE, QUALITY AND TASTE OF EXPERTLY BREWED FRESH COFFEE



Caffè Liscio – indulge yourself in a modern Italian coffee experience with our own coffee shop solution.

Liscio is Italian for smooth and this shows in the stylish, warm Caffè Liscio environment.

Using the finest quality beans including Rainforest Alliance certified blends, our coffee is ground, filtered and whipped to creamy perfection by expert baristas. And with accompanying delicious pastries, paninis and snacks on offer too.

Caffè Liscio offers an easy to install, low-cost and quality coffee solution for your business.



Costa – brings the high street to you.

For those looking to provide a taste of the high street, our partnership with Costa lets us combine the look, feel, and flavours of the Costa you know with the service and business catering experience we know.

We can offer Costa in several different ways; as an add on to our other food concepts, small standalone carts and even a fully branded and licensed 'high street' Costa on site.

Currently, 30% of Costa's coffee is sourced from certified Rainforest Alliance growers with Fairtrade also available. A percentage of profit is donated to the Costa Foundation too.

Either way, you'll get quality coffee, the brewing expertise of fully trained baristas and service excellence and we'll work with you to identify which solution is best for your business.

The business of well-being
is our business.

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