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At the same time, it is important to recognize that it is very difficult to apply food-processing standards to packaging production. It is like trying to fit a square peg into a round hole. An industry committee developed solutions unique to the packaging manufacturing process and tried to ensure every aspect of the packaging process from the "farm gate to dinner plate" was covered. This committee of approximately 70 stakeholders included packaging converters and their material suppliers, food processors and retailers, a representative of the CFIA and food safety professionals from the Guelph Food Technology Centre and packaging specialists TWD Technologies Inc. along with R.A. Miller & Company, Inc.

To date, the association has completed a generic prerequisite program and draft standards for the following types of packaging materials:

- flexible plastics
- rigid plastics
- corrugated and boxboard paper materials.

Each material standard was developed by a separate working committee comprised of packaging converters from those disciplines, their material suppliers, specific food customers and representatives from CFIA along with the experts from the food and packaging sector.

The standards, which incorporate an extensive prerequisite component based on good manufacturing practices used across the package converting industry, devote a section to specific risk issues related to individual materials.

For example, in preparing the flexible packaging portion of the standard the processes included the preparation

of a draft standard for flexible packaging, the prerequisites, the development of a user tool kit, the assessment of the draft standard and tool kit through three pilot field trials.

In 2007, PAC is expected to start work on HACCP standards for both glass and metal-based materials and to develop a series of training materials and conduct educational seminars across Canada. This will provide attendees with a solid introduction to food safety principles from a packaging manufacturing perspective.

It is also the intention of the Association to develop a national recognition of the standards along with an audit and certification process to improve overall acceptance, standardization and harmonization within the industry.

**HELP FOOD PROCESSORS AND RETAILERS**

Although the standards are voluntary, packaging converters, importers and distributors are encouraged to comply with them as this will help food processors and retailers meet both their domestic and export safety requirements.

According to Lorne Hietala, Manager, Packaging Services Parmalat Canada, "If you have a system in place like the PAC standard, then that shortens the amount of time we need to spend with you during our audit. It is a paradigm change. Where you were used to doing things a certain way, we now need to move to more of a food safety focus. You cannot resist it. You need to embrace it, or we will fall behind."

If Canadian firms do not meet HACCP standards, they and their customers such as food processors could face export impediments in their target mar-

kets, by not being able to demonstrate appropriate due diligence in the manufacturing of the package.

In a sense, the PAC standards are for food processors and retailers to give to their packaging suppliers. Sandra Howe, Corporate Quality Systems Manager, Nestlé Canada Inc. states, "The importance of our packaging vendors in ensuring end-point food safety of our products must not be underestimated. Packaging is an integral part of the product purchased by the consumer. It is important to protect the product, helping to ensure its safety, integrity and shelf life. It is also the carrier of key consumer information including ingredient composition, allergen content, nutrition information and preparation instructions. The implementation of HACCP by packaging vendors is as important as any other vendor within the food supply chain."

Since the development of the standards and prerequisite programs for plastics and paper-based packaging materials, the PAC has undertaken 15 field trials to make sure the process works at the plant floor.

One of the results in these plants has been a change in the corporate culture where management and many employees feel they are starting to think like food processors in terms of food safety.

They are now treating their workplace as though they were working in their own kitchen. ■

**Larry Dworkin is the Food Safety Packaging Standard Development Manager for the Packaging Association of Canada and has been instrumental in the development of the food safety standards for packaging.**

# taking food safety in the right direction

serving up success



great people real opportunities



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## a letter from the chief executive officer

Jack C. MacDonald



Jack C. MacDonald, CEO  
Compass Group Canada and  
ESS North America.

**T**HE LAST 24 MONTHS HAVE been busy ones for Compass Canada. As we continue to grow, we have launched a number of innovative, brand programs, including our signature nutrition program – Balanced Choices. Balanced Choices is our nutrition program focused on the healthy choices provided in all of our dining locations. This program makes customers aware of healthier food and beverage options every day, and encourages everyone to make healthy choices more often, as recommended in Canada's Food Guide to Healthy Eating.

On the culinary side, we have introduced our Spice, Trattoria, and MenuTainment programs – offering a show-stopping variety of authentic flavours developed to meet the ever-expanding landscape of our customers' tastes. We have responded to our customers who have told us they are concerned about the environment.

As a recognized leader in contract food service and facility management, we continue to set the standards and have put in place a program that speaks to our dedicated commitment toward achieving a sustainable environment. The program is focused on three areas: environmental, economic and corporate social responsibility (CSR).

We have begun the journey toward obtaining organizational certification from the National Quality Institute (NQI) for our Healthy Workplace Initiative. The management of a healthy workplace is an integral part of being a preferred employer, and the universal principles that drive successful quality

practices. A comprehensive approach to managing a healthy workplace recognizes the need for an overall health policy, a policy that conveys corporate values and support for employee health and which provides the context for consistent direction across the organization.

As always, our commitment to the customer experience and our passion for Great People, Great Service, Great Results are unwavering.



To be sure, at Compass we are passionate about Quality Assurance and Health and Food Safety. On the following pages you'll hear from some of the experts who drive and manage this initiative, and who are responsible for training and ensuring that the highest controls and QA and H&FS measures in Canada are in place. By taking the most stringent provincial food safety standards in the country from one province and applying them nationally, we are ensuring that our safety standards represent the benchmark for the rest of the industry.

Our passion for QA and H&FS is drawn from one thing: our passion for preparing and delivering great food to our customers. This focus on the customer experience is what drives

every other initiative that we undertake. Temperature and quality are just as important today as the taste and presentation of the food.

I am responsible for ensuring that the appropriate resources, including human and financial ones, are committed toward implementing our food safety standards across our entire operation, and for communicating our policies and standards to all Compass employees. Food safety performance is considered at every management meeting that takes place at our company.

We couldn't do it alone. We are very proud of our partnership with our vendors and suppliers, some of whom have been with us for several decades. Our suppliers, contractors and other business partners know that we expect the same high standards from them that we do from ourselves. We are very proud of our partnerships – some of which represent impressive, long-term relationships. Thank you for being there for us.

Food safety does not happen by accident. Each of us at Compass Group Canada has a moral obligation to safeguard one another, our customers, and the environment, by operating an injury-free and healthy workplace, serving food that is always safe to eat and which minimizes our impact on the environment. Our customers expect this of us! We, at Compass, are committed to meeting this expectation!

May good health, happiness, and safety be yours in the new year. ■

# doing the right thing with sizzle

Compass Group Canada

**H**OW HAS COMPASS become the nation's leading contract food service and facilities management company? What sets this 18,000 employee-strong Canadian company above its competitors? What are its employees doing right? And what are its challenges? *Canadian FoodSafety Management* magazine looks at what Compass is doing right now

to get it right.

With the wide number of divisions Compass now serves, how does it meet and surpass clients' and customers' expectations while maintaining a safe and healthy workplace for its employees? Last month, *Canadian FoodSafety Management* magazine spoke with Compass employ-

ees from across Canada. We sought their impressions of Compass, their views on how it has gained market leadership, and asked about topics that are most important to them, and in which they believe Compass excels.

The topics mentioned most, and in which they feel Compass surpasses others, were food safety, training, quality assurance, standards, and health and safety in the workplace.



## who is Compass Group Canada?

Compass Group Canada, headquartered in Mississauga, Ontario, is part of Compass Group PLC, the world's leading food service and facilities management company. This UK-based parent company, which operates in over 90 countries, is the 12th-largest private sector employer in the world and is the industry leader in the United Kingdom, continental Europe, Canada, Australia and the United States. In 2005, Compass Group PLC had sales of CAD\$27.2 billion.

Compass Group Canada can be found from coast to coast, operating in over 1800 units. Its divisions include Euro Dining Services, for business and industry; Canteen Vending Services; Chartwells, for the K-12 and higher education markets; Morrison Healthcare Food Services and Crothall Services Canada, serving the Canadian healthcare industry; and ESS Support Services, managing remote, offshore and defence catering. Additionally, Compass Canada partners with Levy Restaurants to meet the food service needs of the sports and entertainment markets.

Compass Group Canada is proud to serve many blue chip clients in the financial, energy, IT, healthcare, communications, education and correctional industries, and its résumé contains an impressive list of several high-profile, large-scale charity, sports and entertainment events for which it has provided extensive food service catering.



## vision and values

One thing became clear in every discussion we had: Compass employees are dedicated to their company, sharing its vision and values as they strive to be the best at what they do. They are proud of serving customers safe, healthy, quality food, prepared in an injury-free workplace, creating minimal environmental impact while doing so; Compass calls this sustainability.

This vision, along with values encompassing teamwork, diversity, passion for quality, shared success and doing the right thing, positions Compass to continue excelling in the food service and facilities management industries.

## keys to Compass Group Canada's success

It's interesting to note that the areas its employees find most important – food safety, training, quality assurance, standards, and health and safety – are also the ones in which Compass surpasses other food service providers. In the following articles, let's examine these areas to see what Compass is doing to get it right. ■

great people  
great service  
great results

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# food safety excellence nationwide

unwavering standards at Compass set the benchmark for food safety

**A**T COMPASS, EMPLOYEES IN all divisions are dedicated to ensuring food safety. This dedication comes from the top down: Jack C. MacDonald, chief executive officer of Compass Group Canada and ESS North America, strongly supports the steps his employees take to ensure

that the food Compass serves is safe. Compass Corporate Executive Chef Wayne Nichols echoes Mr. MacDonald's statement adding, "We at Compass have a passion for food and are strongly committed to both the quality and safety of the food we serve." Compass associates work to ensure that food is the best it can be from a quality, taste, presentation and safety point of view; achieve this, and their customers' dining experiences go from average to unsurpassed, which is Compass's primary goal.

### food safety through training

As Compass strives to be the industry's preferred employer, it invests in its people by providing them with ongoing training in food safety. All Compass associates and managers, as well as its board of directors, are required to attend and pass the

company's mandatory two-day, off-site food safety training session. This training session focuses on food safety policies and procedures, standards, and program implementation. Hygiene is also covered, as are rules to reduce product risk and prevent food-borne illness (caused by E. coli, Salmonella, Campylobacter, and other microorganisms).

Training sessions also provide employees, often from different regions of Canada and working in different divisions, with the chance to communicate and share best practices. Though individual training needs may vary based on the divisions they serve – from education to long-term care and corrections to business – company-wide standardized food safety procedures ensure that associates are all consistently speaking the same language.

A recent employee survey revealed that Compass associates want more training – both for associates on-site and for management – and that it also ranks above salary increases as must-haves. Staff is extremely receptive to training and want the opportunity to ask questions. Training now ranges from daily five-minute sessions at the beginning of the work day to full-day, off-site workshops, usually scheduled when the client's offices are closed. The training content covers new developments in food safety, cleaning and personal hygiene, updates to regulations and any other current topics.

Completion of Compass's mandatory training, usually occurring within a determined time frame, allows Compass employees access to any Compass-managed facility.

Along with food and food safety

standards, Compass has also set itself very high standards for refrigeration and transportation of food, health and safety, hygiene, cleaning and housekeeping, and more.

### food safety through regional support

Compass Group Canada set the organizational structure in place, which ensures that the Quality Assurance team can manage all food safety related topics efficiently. Quality Assurance reports directly to the senior director, risk management, who in turn reports to the vice president and general counsel of the company.

"Part of the risk management responsibility is the development of sustainability programs," explained Dagmar Wilhelm, senior director, risk management. A team around her developed and put together a comprehensive series of programs and initiatives that are managed by different departments within Compass Group Canada.

Details about sustainable development are posted on the company's website at [www.compass-canada.com](http://www.compass-canada.com). Compass associates serving customers go beyond compliance with government regulations and requirements, and follow the strictest standards Compass has set. Additionally, associates maintain a moral obligation to safeguard each other, their customers and the environment. Compass employs 21 people in its food safety and health and safety department. Mike Byerley, Director of

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Quality Assurance at Compass Group Canada, says that the company is in a unique situation in that it employs specialized trainers who support specific regions and are dedicated to ensuring that both regional and Compass standards are met.

Quebec, for example, has stricter package labelling rules than the rest of Canada. Maryse Mercier, Compass's food safety coordinator in Quebec, pointed out that in Quebec, a list of ingredients is required on each self serve food product and Compass is awaiting new legislation for labelling that will impact Quebec's food services establishments.

Compass works together with Le Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec (MAPAQ), Quebec's Public Health body, to ensure that labelling is correct, and they maintain an open dialogue when it comes to quality assurance. Strictly following package labelling, she says, forces Compass associates to follow standardized processes, do the right thing at all times and maintain set procedures to keep quality assurance on track and easier to monitor.

Quebec has one of the highest food safety standards in Canada when it comes to providing food service for public events such as football games. Because stadiums often lack permanent facilities, the strictest food safety standards are in place: potable water and hand-washing stations are provided, hot and cold foods are constantly monitored and temperature logs maintained to ensure cold food is kept on ice and hot food is kept at the required legally safe level.

Their last spot audit, conducted by third-party auditor Steritech Group Inc., didn't worry Ms. Mercier or her team: they passed the surprise audit with flying colours. "I'm very proud of our high QA standards," said Ms. Mercier. "We have great associates and great managers. It's a team effort."

In western Canada, Robert Morelli, Compass's Manager of Quality Assurance for British Columbia and Alberta,

outlines how the company encourages food safety in his region's several hundred food service locations.

"British Columbia also has one of the highest food safety standards in the country. Different inspections and audits are carried out frequently and



Photos courtesy Compass Group.

there exist a whole separate set of dietary regulations that must be followed," he said. Compass has a high pass rate when audited by government and by Steritech, whom the BC Ministry of Health has appointed to carry out its inspections.

Compass is constantly reviewing standards for opportunities for



improvement, and its statistics are improving every year. Compass managers work with BC's five regional health authorities proactively, addressing food safety and hygiene requirements, and managers in BC work closely with government licensing branches and Public Health inspectors.

Mr. Morelli said that the work Compass staff does in its correctional division is exemplary. "Bill McSeveny, the district manager for this division, has supported our [quality assurance]

department tremendously and has embraced food safety. So important is it that almost everyone – management, supervisors, chefs, hourly staff – has taken advanced food safety training."

Mr. Morelli highlighted the region's successes, saying, "A correctional facility in Chilliwack scored 97 percent during its last Steritech audit, with no critical issues. Another centre in Victoria scored 96 percent. Morrison, Compass's healthcare division, continues to score high on its audits, and is now working with the Vancouver Island Health Authority to achieve food safety excellence within its jurisdiction."

Currently, Compass is working on acquiring the Foodsafe Excellence certificate for all Compass establishments in British Columbia, awarded by the BC Ministry of Health. "The objective of the program is to protect consumers by promoting a high standard of food safety and hygiene," said Mr. Morelli. Once passed, the Foodsafe Excellence certificate and decal serve as evidence to both the client and customers of Compass's strong commitment to maintaining high standards.

Compass continues to grow, and it has recently secured many new high-profile accounts in Alberta. "During this tremendous growth, and with all the current labour relations challenges and staff shortages," says Mr. Morelli, "we continue to set high standards in food safety. Grant Watson, district manager in the Calgary region, has placed a major focus on quality assurance and is proactively seeking our support."

A major energy client in Alberta has high expectations regarding food safety and health and safety. "[This client] brings in independent auditors who conduct monthly audits and microbiological testing on our food on a quarterly basis," said Mr. Morelli. "They test for all the major pathogens that could cause food borne illness. [Our teams] consistently achieve great results."

Mr. Morelli also outlined developments in Compass's ESS division, servicing remote, offshore and defence accounts. "Our ESS division has a

program called PAR (Progressive Aboriginal Relations), in which we currently hold gold status, the highest level achievable. We have many joint ventures with large corporations and Native Bands throughout BC and Alberta, and we are the founding sponsors of the Aboriginal Hall of Fame." He added, "We offer many employment opportunities within the joint ventures and, of course, everyone we hire goes through food safety training." Supporting this division are one manager and a team of four dedicated food safety, health and safety, and environmental supervisors.

### food safety through communication

Compass works closely with the Food Safety Network (a joint venture between the University of Guelph in Ontario and Kansas State University), which sends alerts, manufacturer's reports, recall notices and any changes to Canadian, FDA and provincial codes several times a day to food service providers; the information Compass receives leads it to take the necessary measures required to protect its operations and the food it serves. "Food Safety Network does a great job," said Mr. Byerley. "Fax or e-mail notices are sent to the top level of a client's organization right down to unit level; follow-up is done immediately by district managers with all units, especially those working without computers."

As mentioned, Compass associates share best practices at training sessions, but they also send to Mike Byerley, director of quality assurance, press clippings and emails about specific regional food safety-related topics. This is a great way to communicate in both directions. ■



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# HACCP certification for Compass

health and safety



Serving up safe food: Compass's Cook Chill associates deliver.

**C**OMPASS TAKES HEALTH and safety very seriously. The Healthy Workplace initiative, a government-sanctioned, in-house program encouraging all employees to take social responsibility to ensure a safe and healthy environment for themselves and their customers, has been introduced. Established standards and unannounced, scored audits ensure that best practices are adhered to. Managers want to be proactive regarding health and safety standards. Given that training is a must-have for all associates, health and safety information sessions have proven to be very successful and are likely a large part of why Compass establishments score 90 percent or higher in Steritech audits.

With the recent changes to Bill C-45, it is crucial for all levels of an organization to take safety seriously. Compass is a member of the Canadian Institute of Public Health Inspectors, and Compass associates attend its meetings in order to be apprised of new safety trends and to meet government expectations regarding a healthy workplace.

## an Ontario Cook Chill facility serves up Compass's first Canadian HACCP certification

How does a food service company supply food of a consistent quality and in a safe manner to 55 percent of the inmates in Ontario correctional facilities? How does it prepare 5,000 meals per day, every day? How does it maintain food safety standards while doing so?

Launched in April 2003, Compass's Cook Chill facility, based within a large correctional facility in southern Ontario, prepares breakfasts, cold and hot lunches and dinners to this centre, the largest prison in Canada, and several other institutions in Ontario. The principle of cook-chill is to first pasteurize cooked meals and then chill them in hermetically-sealed bags, in a controlled atmosphere, within a defined time frame.

The food is intended for short-term storage before being reheated and served. "Reheating chilled food means that the food is served in a much safer manner," said Joe Slein, district manager in charge of this facility. The result of cooking and chilling is a noticeable difference in quality and taste when this food is later heated and served, and this process provides good value given the amount of food being prepared.

As well, food is kept safe by constant temperature monitoring. Food temperatures are monitored from storage to loading onto the transport vehicle, en route, and once the food arrives and is refrigerated at its final destination. The driver also checks the temperature log with the receiver upon arrival.

Compass employees at this Ontario correctional facility, now numbering over 45, have all had advanced food safety training and receive five-minute sessions before shift on different aspects of food safety and health and safety. Compass associates at this site are no different from their colleagues across the country, as they are very interested in training. "The staff is excellent," said Slein, who works with HACCP coordinators Margaret MacLaren and Murray Black to maintain high food and health and safety standards at this facility.

Additionally, in 2005, the Canadian Council National Awards for Public-Private Partnerships bestowed a silver award on this Cook Chill facility, run by Compass's Eurest division, for service delivery.

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# achieving 100% audits and wanting more!

auditing and vendor certification

**A**T COMPASS, HACCP verification is also required before any new vendor or supplier is accepted. Compass examines any potential suppliers and vendors to ensure that they follow good manufacturing practices, have established HACCP plans, excellent recall procedures and food safety standards. Compass also uses Steritech as the third-party auditor for its accounts. Steritech bases its audits on the strict standards provided by Compass, which are in turn based on provincial and federal standards. Steritech's unannounced audits must score higher than 90 per cent – indicating minimum compliance – or steps must be taken to relearn best practices. Following an audit, a report is left with the unit manager each time. Compliance earns Compass a congratulatory e-mail, which is also forwarded to the client's top management.

When Compass Group is taking over a new facility, a full audit is



**Jack C. MacDonald, CEO (left) and Brenda Brown, Vice President, Human Resources (right), Compass Group Canada, presenting the Compass Award of Excellence to Eurest manager Priya Abraham (centre right) and executive chef Morris Mikhail (centre left).**

### three times lucky?

Priya Abraham, the manager of one of Compass's largest food service accounts based in Markham, Ontario, has achieved two consecutive 100 percent compliance audits – and she wants more.

Since May 2006, Ms. Abraham's unit has been audited twice, and twice she and her team have received a 100 percent rating from Steritech. (Additionally, this facility undergoes a separate series of audits at the client's request.) "The client doesn't mind spending money (on a new meat slicer, as it recently did); if it's beneficial to the employees, then it's worth spending the money." Ms. Abraham and her team are often the recipients of client praise for the excellent job they do.

To what does she credit her unit's success? "Really, it's teamwork," she said. "Everyone's in the habit of doing the right things." These right things include following set instructions, repeating correct processes so that they become ingrained, taking and applying Worksafe training and keeping to standards. Humour goes a long way, too. Laughter is common in their unit as it is elsewhere when people are involved in the serious business of food safety.

Ms. Abraham is not worried about her next audit because she and her associates are doing the right things. In fact, she's looking forward to it – she has no fear.



carried out. A proactive approach is always easier, less costly, and is in line with the moral obligations all Compass employees share. Compass will examine what is on site and whether it meets company standards. Any necessary repairs or renovations are carried out prior to unit opening, and Public Health reviews plans for all new openings to ensure government regulations are met.

### product recalls

Compass already has its own policies, plans and procedures in place, so whenever product recalls are initiated by the Canadian Food Inspection Agency (CFIA), Compass is ready to act based on any incoming information. Compass's quality assurance team and purchasing department work together to disseminate any important recall information received from the Food Safety Network or CFIA immediately to Compass-managed food service units. Compass's Ontario-based Cook Chill facility even goes so far as to stage an annual mock recall so that it can analyze and improve on its process. That's dedication!

### teamwork

"Everyone's important," said Maryse Mercier, Quebec regional food safety coordinator for Compass, speaking about Compass associates as well as clients and customers. Compass managers know that retention of talented associates is key to achieving great results for the company, so they support, train and recognize their employees. Teamwork permeates the whole company and, because everyone is working toward the same goals – great



Photos courtesy Compass Group.

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people, great service, great results – and share the same vision and values as well as a common work ethic, a sense of satisfaction is gained.

All Compass associates understand that it is their moral obligation to safeguard each other, their customers and the environment by operating an injury-free workplace, serving food that is always safe to eat and minimizing their environmental impact; the result is excellent performance in the food service industry in Canada and knowing that they are doing the right thing.

So, to answer the questions at the beginning of this story, what Compass is doing right is a lot. It strives to build on its successes and continuously improve. With a company this solidly committed to food service and maintaining the highest standards in the country, the only thing they can fear is the unknown. ■



Photos courtesy Compass Group.

**adding sizzle, Compass-style**

Compass's corporate executive chef Wayne Nichols likens Canada to a salad bowl, where all the different tastes are individual yet come together without losing their identities. Providing customers with the freshness and the original flavours of the many different ethnic cuisines favoured by Canada's population is one way in which Compass is meeting its customers' desire for fresh, new, yet authentic tastes. Compass's Spice program is one way in which it neatly fills this niche in food service dining. Chef Nichols works with what he terms his "strong culinary team" of four regional executive chefs to develop new menu items which meet varied customer needs and add sizzle to their menu choices.

"Compass units are not cafeterias," said Chef Nichols. "We have taken food to the Marché level and beyond, and we are striving to make food more alluring and tantalizing to our customers." Along with its Spice program, Compass has created several other programs to satisfy its customers' expectations for a more authentic, retail-like dining experience.

Three such Compass programs are Trattoria, which offers gourmet pasta, paninis and pizzas; Wheat Street Deli and Stackers programs, which let customers create their own sandwiches – fillings are already stacked and are presented, along with the customers' choice of bread and toppings, so that each sandwich is created to taste; and MenuTainment, the company's show cooking concept offering what Chef Nichols calls "fresh, fresh foods." Chefs talk with guests while they are in line, answering questions and discussing the food they're about to eat. Customers can choose what they want from the menu, and it is created right in front of them. "This is a whole food experience," said Chef Nichols. "Once [a customer's interest is] captured, you really have an opportunity to take [their experience] to the next level."

**what's new on the menu?**

As its Spice Program has proven extremely popular, Chef Nichols says that Compass will aim to surpass the expectations of Canada's "salad bowl" by building on this ethnic cuisine concept.

Food service stations will continue to take on a more retail Marché feel, and Compass will continue to work at being a trendsetter, not a follower, serving up operational and food service excellence. Compass Canada is setting the standard and, as always, giving it more sizzle.

**Compass: aimed at the future**

What's next for Compass? This recognized food service industry leader, who also holds a leadership position in food safety, will continue avidly promoting food safety in its establishments, working toward 100 percent compliancy in its audits, and building on its vision of great people, great service and great results.

For Compass in western Canada, building management is the next goal. Robert Morelli, QA manager in western Canada, said that Compass wants to be a "one-stop shop for clients in the future." Considering its success so far, and its desire to meet its customer's needs, this direction may well be a smart one for Compass to take.

For more information about Compass Canada, please visit: [www.compass-canada.com](http://www.compass-canada.com).



Compiled and written by Anne Haapanen, Milton, ON

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Every day of the year, Danway Transportation's dedicated staff delivers patient meals in Victoria and Vancouver, BC, which are prepared by Compass/Morrison.

These meals arrive in Danway trucks which are customized with state-of-the-art equipment. Overall quality is ensured by specialized features including multiple daily sanitations, temperature-controlled insulated boxes with double e-tracking and data loggers. Along with an adjustable air-ride suspension, custom gear-ratios and automatic transmissions, these specific features contribute to the safe delivery of these meals.

*Danway Transportation is proud to partner with Compass/Morrison and we congratulate their employees for their dedication in providing this valuable service.*

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