



# **“Changing market trends in the remote services industry”**

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## **Introduction**

- 1) Changing Market trends in Remote Services Industry.
- 2) The Evolution and challenges of providing Village Management services in the remote industry.
- 3) Village initiatives to promote a positive experience and to retain your employees.

## **Problem Statement**

In today's critical age of employee retention, our employees are looking for more than just that weekly deposit into their bank accounts. More and more we are seeing employees sacrifice pay and earnings for a healthier work life balance, greater personal benefits and long term security. So how do remote site employers who rely on a FIFO or DIDO workforce offer the greatest benefits to their employees without breaking the bank?

## **Previous Options**

Today when an employee boards a flight heading to a remote mining location there is an expectation that the village in which they will be accommodated will be of a high quality, complete with all the comforts of home – it wasn't however always like this – not such a long time ago that in remote site camps;

### **Accommodation consisted of:**

- SPQ'S
- Shared Ablutions
- Shared Laundry
- Recreational Room – with table tennis and pool
- Central Air Conditioned Plant – all rooms same temp – or a rattly old window mounted system

### **Facilities consisted of:**

- Videos – Beta Max or VHS
- Free to Air TV – ABC and WIN maybe
- Radio

- Swimming Pool if you were at a good site

**Rosters consisted of:**

- 6/1
- 5/1
- 8/2

**Food service consisted of:**

- Meat & 3 veg
- Tea & Coffee
- Limited Variety – little focus on diet and nutrition

**Today – at a mine village near you:**

It is expected that a contractor will operate a village with the following minimum service levels and focus:

**Safety:**

- Fully conversant with HSE protocols and procedures
- Safety First Focus

**Accommodation:**

- Fully ensuited
- Split System AC
- Wi Fi access
- Studio Apartments
- Queen size beds
- Internal Laundry facilities
- Te& Coffee mini bar
- Foxtel/DVD
- Decking to enjoy your cold beer

**Facilities:**

- Gym fully equipped
- Tavern's – full variety of beverages
- Healthy Lifestyle Coordinators
- Dieticians/Nutritionists
- Golf/squash/sports/cricket
- Wii – boxercise

- Movie Rooms – popcorn machines

**Rosters:**

- 2/1 or even time
- 8/6 – 9/5 5/2/4/3 etc
- Work – life – balance is a major focus

**Food Service:**

- Current Market Trends expected
- Lighter, healthier choices
- Authentic World Cuisines – Thai/Indian/Chinese
- Coffee – espresso
- Cribbs – wraps/Panini's/breads
- Milk is Soy/lite/full/HiLo/Hi Calcium etc

**Staff:**

- Hospitality professionals looking for Career Remote work – chasing \$\$ and lifestyle rosters
- Study Time – Correspondence Uni courses

The changing expectations of a FIFO or DIDO worker force the service provider to continually seek fresh and innovative ways in which to satisfy the residents of the remote locations.

The remote Accommodation and Facilities management Industry is more competitive than ever making it important to identify the key values with which we operate.

**Cater Care Solution**

**Cater Care Services' Key Values**

- Care
- Pride
- Community

We ask that care has been taking in handling the produce and ingredients when preparing the meal and that care is taken to ensure it is correctly cooked and presented for the residents.

Cater Care's mission is to deliver a remote accommodation location that its employees, customers and residents can all take pride in.

We ask our employees to feel pride in the job in which they undertake. When our Executive Chef examines his meal prior to the start of meal time we expect that he should be proud of the food quality and selection that is prepared.

Community – defined as “A group of Interacting people living in a common location” or “Organised around common values and attributed with social cohesion with a shared geographical location”.

The care and pride displayed when preparing an exciting and nutritious evening meal for example which is shared by and enjoyed by the village residents is often the very cornerstone of Community within our Cater Care Services operational village.

Our mission is to encourage the formation of a strong community on site with our residents and employees combining together with respect and integrity to promote the best possible environment in which to live, work, play and relax – a home away from home – A Community.

To achieve this however takes a fair amount of planning and flexibility.

The key areas that require attention are:

- HSE
- People
- Logistics
- Communication
- Product

### **Health, Safety and Environment**

The remote services industry has been taken on a journey by the large mining and construction companies – the journey in most cases has been to understand and align to the same HSE

values and fundamentals as being undertaken in the high risk mining operations.

It is expected that a remote services provider such as Cater Care will now promote that each day and/or shift will start with a – Pre Start meeting – that each week as a minimum there will be a tool box training session, job observations and start cards are common practice and staff working with Hazard ID books in their top pocket in lieu of a packet of cigarettes is now accepted practice.

To pre qualify for large projects throughout Australia and beyond the service provider must be able to demonstrate that its Safety performance is at least comparable with Industry standards and in fact to provide services for the largest global companies the HSE performance must be at “best practice” status.

Achieving this is no small feat, taking level entry employees in most cases and fostering a safety first culture where a JSA or Start card is completed pre to each new task being undertaken is a challenge in itself.

HSE is now the primary focus for all contractors when working in remote locations which for caterers obviously also includes the process of HACCP and food safety processes.

Cater Care is proud to announce it has recently received third party ISO certification.

Safety today in mining is simply the first thing that is discussed – interestingly for a catering company – safety even comes before the food! Can this be right?

Certainly the administrators of the contract focus on safety first – the residents of course – those persons working 12 hour days in the hot sun and red dirt are certainly more focused on the caterers ability to serve a great steak and an ice cold beer!!

### **People**

In any market conditions the need to match the right people to the project is critical – trying to blend a team of personalities and skills into a remote location in close community is difficult.

Cater Care is proud of its people and we ask that our people are proud to work with Cater

Care. The current market is becoming a challenge – there are many new large projects in WA and beyond that are draining the pool of available talent.

The last 'boom' in WA a few years ago resulted in base wages in Perth being increased to try and stop the move of employees into mining/remote positions.

It is therefore harder to tempt those employees into remote locations now that city based work is more financially competitive.

Hospitality is struggling as an Industry to attract new employees and colleges have experienced declining trainee/apprentices numbers for more than the past decade.

### **Logistics**

Getting critical supplies and people to and from remote locations is and always will be a challenge. But logistics also now includes the removal of product from site such as recycled glass and packaging and soiled linen for example.

Generally trucks are more reliable, roads and communication are better than ever so getting critical produce and supplies to site is easier than ever. However it only takes one major storm or system failure in the logistics/supply chain and all of a sudden the remote accommodation village has no meat or fruit and vegetable delivery arriving as planned. Maybe the clean linen has not made it through either.

Cater Care Services employees are therefore resourceful and experienced in managing some of these types of hiccups!

Back up stock is held on site – just in case. Soiled laundry is washed on site in basic machines and dried before re-making the beds. Helicopters or aircraft are sometimes needed to bring in critical supplies.

In many cases as a remote services provider we are not able to drive down the road to the supermarket to buy the eggs and milk we forgot to order or our suppliers forgot to pack or the truck couldn't deliver on time.

We take Care – therefore to ensure as best as possible that our supply chain and systems are capable of meeting the demands of our customers and employee needs.

If we make mistakes it can be a critical mistake.

### **Communication**

We all take it for granted today that we can pick up the phone or mobile phone, log on to the internet, turn on Foxtel, text a friend or tweet or facebook. Luckily in more remote locations most if not all of these systems are available.

Cater Care is a centralised, modern, technologically advanced company which makes it very challenging when the phones or computers are "down" and you can't talk to your site and its staff.

Not being able to obtain critical information from site pertaining to Mandays, revenue, payroll/timesheet information makes it almost impossible to operate.

We used to manage to operate when there was just a mailbag in and out of site each week and a freight truck each week or fortnight?

Today the site operators fill in a spreadsheet with protected cells that prevent them from making errors...

Thank heavens for modern technology!

### **Products**

Food products being delivered to a mine site today range from raw fruits and vegetables and cryo-vac meats – to fully prepared – peeled fruits and vegetables and salads and fully cooked and chilled/frozen meats, portion controlled if required.

The focus today is to increase the consistency and quality of the products being delivered to the village residents in an attempt to minimise the

impact of the reduction in skilled labour  
i.e. chefs in the Hospitality industry.

Cater Care employs a “Fresh food” policy where only the freshest ingredients will be used to create fresh meals and selections on site by our staff – however it is a great support to be able to supplement the key components of the menu selection with items that assist in reducing production time and increased product consistency.

The high street trends and selections that we all take for granted as city dwellers are increasingly expected at mine site villages – meaning Companies such as Cater Care have to continue to focus on innovation and food presentation techniques.

Make your own pizza bars, hot dogs and nachos are all items that can now be served in the dining rooms – facilities allowing – on movie nights – freshly made popcorn can be dispensed for the movie goers.

Wraps and Sourdough bread and Panini are staple offerings at the crib counter as the residents make their lunch... whatever happened to meat pies?

The Cater Care Strategies are designed to assist us in supporting our clients operations and providing the best possible service, in turn the changes as we discussed earlier to the way in which an accommodation village is operated and the services and facilities provided to the residents are also an effort to ensure that the greater workforce is well catered for and that the experience of living in a Cater Care village is also a key retention strategy for our client.

### **Employee retention**

As discussed earlier – access to quality staff is becoming increasingly difficult – meaning that if we can attract and retain quality staff we will have a definite competitive advantage.

Cater Care has a defined strategy to ensure that we can attract and retain employees;

- We are a large employer of apprentices – offering sustainable careers
- We operate in every state and territory and offer an exciting opportunity to work and travel Australia
- We have an excellent and flexible industrial instrument that rewards our employees and also protects them from lower than award payments and/or penalties
- Provide a range of employee incentives to encourage Care and Pride in their work
- Create a community within our operations that foster a feeling of belonging
- Our focus is on internal promotion as we seek to retain the unique Cater Care culture that helps us deliver to our clients

### **Implementation**

#### **Summary**

Cater Care Services has quickly established itself as a credible contractor capable of providing high quality and consistent services to the mining industry.

Our focus is on providing a service in which our employees are proud and in which our client residents are totally satisfied.

By employing the experience that Cater Care has gained we can assist our clients in

- providing a modern, fresh and healthy food service
- providing a safe and well organised accommodation village
- creating a village facility that assists in staff satisfaction and retention
- trained, motivated (proud) and customer focused employees

The expectation is that the accommodation village needs to be a high quality, well maintained, friendly community, which meets the fast changing needs of the workers that call the Cater Care operated accommodation village home.

## **About Phil Mears**

Phil Mears is Cater Care's Western Australia State Manager, presiding over the group's operations in the West.

After completing his chef's apprenticeship at the world renowned Savoy Hotel in London, Phil progressed from this 5 star background into Operations Management.

Since arriving in Australia in 1993, Phil has since successfully managed a variety of Remote, Facilities Management and Defence Contracts in Queensland, NSW and WA.

Phil is now responsible for driving the Cater Care growth in WA and in ensuring that Cater Care delivers on its promises and contractual commitments.

## **About Cater Care Group**

As remote industry specialists, our greatest strengths are flexibility, resourcefulness and the ability to customise our services to best suit the clients' needs.

Cater Care is the fastest growing multi-sector services company in Australia. Responding to the demands of our clients, Cater Care Services was formed as a company that could provide the full package of world class support services, regardless of location.

As a 100% Australian owned company specialising in the provision of catering and support services to the commercial, remote site and defense sector industries, we fully understand everything involved in operating in remote, off-shore and inhospitable environments.

The management of Cater Care Group have been involved in the provision of catering, accommodation and facility management services, both throughout Australia and internationally, for over 25 years. Their extensive experience throughout the Asia Pacific regions brings invaluable experience to our clients' operations.

Our current national contracts range from as few as 35 persons up to major projects for 1500 person villages.

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