

COMMUNITY *Matters*

Open Day – Thank you for visiting us!

I would like to thank all the people who took the time to visit us on Saturday 6th September to look around our offices & production facility. I am pleased that so many local residents were able to attend, to see how we operate, to see our quality standards, to ask questions and to take up our hospitality.

Our recent recruitment drive has enabled staff training to be completed in time for planned increases in production and product range following the successful installation of our additional odour abatement equipment on 11th August.

I would like to take this opportunity to confirm our commitment to continuing to develop and produce top quality foods for dogs and cats to provide the best nutrition for all sizes, stages of life, physiological needs and states of health; to offering job opportunities with integral training and opportunities for development and progression within Crown Pet Foods; and to being a responsible and responsive member of our local community.



*Francois Demauge,
Managing Director
of Crown Pet Foods*

Glad you could make it

We were delighted to welcome 400 residents of Castle Cary and Ansford to our site on 6th September to see at firsthand our offices and production facility. A short presentation of what we do was followed by a tour of the kitchen and production lines, with explanation of the key processes and quality control in making high quality pet food. A hog roast and vegetarian selection was provided for our visitors, along with a bouncy castle, entertainer and face painter for the children.



Introduction to some team members

Work on our new storage and distribution building is now completed, along with our recent recruitment drive. We have filled various jobs in materials handling and production support and were pleased by responses from the local area to our advertisements.

We are also delighted that 3 former pupils of Ansford School have joined us to begin their new apprenticeships. Kurt, our engineering apprentice, will be working alongside our engineers proceeding through a four year apprenticeship that focuses on both mechanical and electrical engineering. On the office side, Jasmine and Sarah will receive training and experience in marketing, IT, finance, HR, customer service, logistics and purchasing.

the disappointment of redundancy, fifty-two year old Bob Hansford from Castle Cary followed in the footsteps of his son Lee, who was the first new employee at our new facility on the outskirts of the town. After a ten week training course at our French operation, the two of them are now working alongside each other in the grinding and extrusion area of our state-of-the-art kitchen.

The tables have been turned for Bob, however. Having worked at Strode/Avalon Components prior to its closure and then been made redundant from a supervisory position at Uniq Foods, he is now being taught all of the skills required to be one of our six extrusion operators ... by his own son!

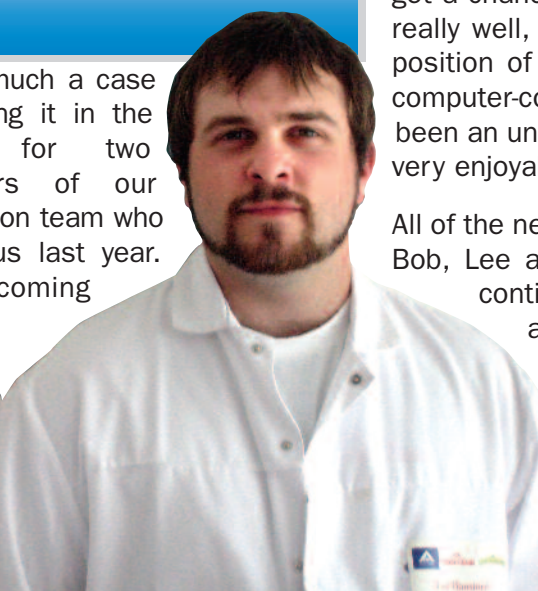
As Lee points out, there can't be many people who get a chance to teach their own father. "We get on really well, but I certainly didn't expect to be in a position of training Dad how to operate all of the computer-controlled extrusion processes. It has been an unusual experience for both of us, but also very enjoyable as he's such an enthusiastic pupil!"

All of the new recruits will now be working alongside Bob, Lee and other members of our team as we continue to increase our production up to around 20,000 tonnes in 2009 of our market leading products, with most of this destined for specialist pet food outlets, dog & cat breeders and veterinary practices here in the UK.

Role Reversal



It's very much a case of keeping it in the family for two members of our production team who joined us last year. Overcoming



Continuing site enhancements

As part of our ongoing commitment to enhancing our site, we are now looking at lighting and access in addition to our continued focus on landscaping.

Landscaping

It has been a disappointingly dreary Summer & Autumn for many of us but for the new plants in the reinstated landscape surrounding our buildings, the wet weather couldn't have been better. Over a thousand trees and shrubs have been planted around the 20 acre site by Somerset Landscapes Ltd, following completion of the main construction work, and almost all of them have rooted well and came into full leaf thanks to the weather. The few trees which have not fared well are being replaced with new ones of a similar height.

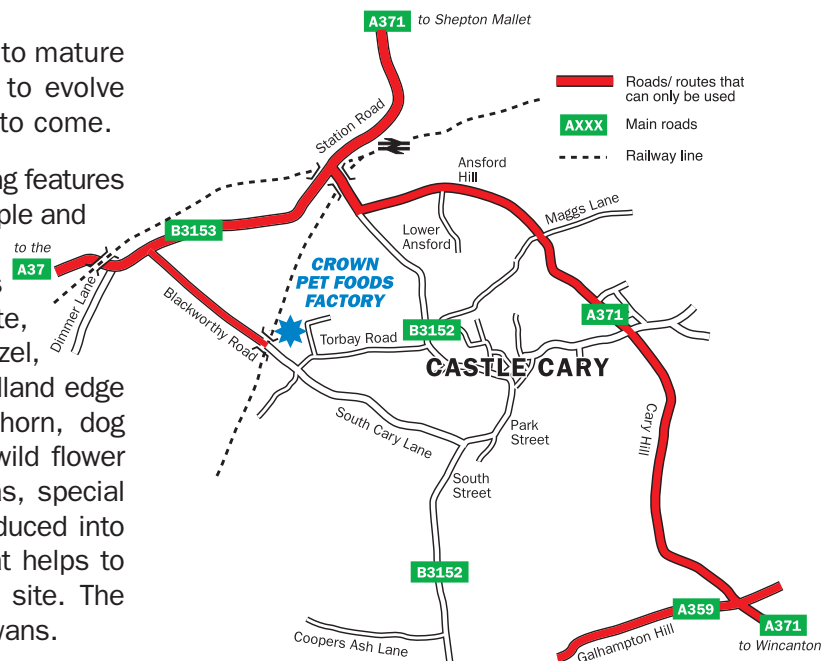
Of course, it will take time for the planting to mature but it's good to see how it will continue to evolve and take shape in the months and years to come.

More than 6,000 metres of perimeter planting features a mix of shrubs and trees including field maple and hawthorn. A combination of evergreen and deciduous trees up to 3.5m in height has been planted elsewhere around the site, including Scots pine, alder, cherry, ash, hazel, white willow, holly and oak as well as woodland edge plants such as dogwood, spindle, blackthorn, dog rose and guelder-rose. In addition to the wild flower meadow planting and parkland grass areas, special aquatic pond planting has also been introduced into the new 1,200 sq m attenuation pond that helps to manage surface water drainage from the site. The pond is now regularly visited by ducks & swans.



Lighting

Using a lux metre to monitor our lighting has enabled us to turn off 50% of our road lighting and reduce our bulb size from 250W to 150W whilst still maintaining the lighting levels required to fulfil our commitment to staff & visitor safety. Our lux level is around 40, which is the same as that of the street lighting on Blackworthy Road. We are also fitting sensors so that the lighting will automatically switch on and off at dusk and daylight.



Access and transport

We have previously made significant improvements to Blackworthy Road, spending around £900,000 to improve access and safety. Working with the local Councils and the help of a dedicated team of local residents, we are now working to further improve local signage to ensure designated routes are strictly adhered to by drivers. We are giving our multilingual guidelines to all drivers to ensure they are fully aware of access routes. If you do see lorries in an unauthorised or built up area, if you phone Glenn Jefferson on 07918 724 643 at the time of the incident this will help us to take appropriate action.

Your questions answered

Here is a selection of questions we have recently answered for local people.

Is the poultry you use farm assured?

The poultry we use in the manufacture of our pet foods is supplied in the form of dried powder from birds reared to the Assured Chicken Production standard, with around 15% of the poultry from free range birds.

Is the tea and coffee served on site fair trade?

We use Flavia and Klix teas, coffees and hot chocolates from Mars. The Mars programme is Brighter Tomorrow at Origin which is similar to Fair Trade but goes even further to help farmers. Brighter Tomorrow at Origin means that farmers from selected cooperatives (in Malawi and Kenya) are helped to improve methods to ensure a higher quality product and therefore a higher price; funding is also provided for community and environmental projects; for example provision of healthcare and measures to combat deforestation.

Do Crown Pet Foods have an ethical trading policy around consideration for indigenous people?

Consideration of indigenous people is very important to us. Our supplier audit looks in detail at people and the ethical aspects of trade with any potential suppliers.

Current vacancies

All positions offer a permanent contract, competitive salary dependent on experience, pension scheme, private healthcare, comprehensive holiday package, personal protective clothing where needed and an excellent workspace with many facilities.

2 Maintenance Engineers

The role includes preventative maintenance, efficient and rapid repairs to reduce any downtime, compliance with environment and health and safety rules; shifts 6am-2pm, 2pm-10pm, 10pm-6am on a weekly rotation.

Forklift Truck Driver

Driving a fork lift truck as part of a busy team; shifts 6am-2pm, 2pm-10pm, 10pm-6am on a weekly rotation.

Fork lift truck driving experience required, but if your licence has expired we'll provide refresher training.

We are looking for a friendly person who likes working as part of a team and is able to work on their own initiative.



A technical degree or diploma (electrical and / or mechanical) is required, with previous experience in maintenance functions and knowledge of health and safety regulations (electricity, gas, steam and compressed air distribution networks and applications), electrical accreditation, boiler accreditation.

We are looking for a friendly, self-motivated team player who is willing to work irregular hours and extended shifts if needed.

If you are interested in applying for any of these vacancies, please contact Alex Chadwick by email achadwick@crownpetfoods.co.uk or write to Alex Chadwick, Crown Pet Foods, Oak Tree Meadow, Blackworthy Road, Castle Cary, BA7 7PH.

How to contact us:

Please contact us with your questions or comments on **01963 353 305 / 0800 717 800** (9am-5pm Monday to Friday and answering machine at other times) or by email to customerservices@crownpetfoods.co.uk or through the enquiry form on our website www.crownpetfoods.co.uk