

## Launching Newrest Catering in the West Indies

TUESDAY, 05 JANUARY 2010

The Newrest group, present in more than 30 countries worldwide with its 12,000 employees, is proud to announce the kick-off of its activities in Martinique and Guadeloupe starting from 31 December 2009.

Newrest has invested over 2 million Euros in Point à Pitre and Fort de France to set up two modern production units entirely dedicated to Air Caraïbes.

The unit situated in Fort de France will become operational from 5 January and that of Point à Pitre some time in the month of March.

In the meantime, Newrest has decided to set up a « Double loading » system, in other words, travelling to and from Paris with the tray meals to cover a wider range of services.

Nearly 30 jobs have already been created or planned for and some of the employees from Martinique or Guadeloupe received specific training in December at our Orly and Charles de Gaulle facilities in order to meet the high-end expectations of Air caraïbes.

Furthermore, our Purchasing and Quality department have selected fifteen or so suppliers based in Guadeloupe and Martinique to offer the very best culinary recipes from the French West Indies.

To successfully implement this project, Newrest has created two companies: one in Martinique and the other in Guadeloupe to participate fully in the local social and economic life.

At the turn of this New Year, Newrest expresses its wish for a long-lasting implementation of these new units, believing that healthy competition can indeed take place among all airline companies located in the French West Indies.



## Air Europa

FRIDAY, 29 JANUARY 2010

### Air Europa, a longstanding customer

Air Europa just renewed its trust in Newrest by signing a contract extension for five more years.

The agreement is about Catering, Buy-On-Board and duty-free activities.

Newrest partner since 1986, Air Europa, that serves several cities in Spain, Europe, South America and West Indies, remains a visionary company that knew how to maintain a level of traditional catering and top-of-the-range on-board service. Moreover, from the early 2000's, the company has been able to anticipate the short flights and medium-haul market's evolution, by creating the partnership in Buy-On-Board with Newrest and by leaning on the Gusto+ brand concept.

This shows how Spain opens itself onto new horizons. Air Europa, a Skyteam member, opens in 2006, the first non-stop flight between Iberian peninsula and China, and doesn't hesitate to call on the designer Agatha Ruiz de la Prada to repackage its crockery. From February 22nd, the company will link up Madrid and Lima 3 times a week.

We are really pleased and proud to extend this contract and we want that collaboration to carry on for many years.

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## Arkefly

MONDAY, 01 FEBRUARY 2010

Newrest is proud to announce a long term commitment with Arkefly.nl covering Buy on Board, Duty Free and Catering Services for Passengers and Crew.

Arkefly is the charter carrier of the Dutch arm of TUI and its main base is Amsterdam Schiphol Airport. It carries out regular and chartered flights, although most of the chartered flights are operated for the Dutch tour operator Arke. It operates to destinations in the Mediterranean, Red Sea, Asia, Caribbean, Spain, North Africa, Brazil and the Netherlands Antilles.



## Retail in Dubrovnik

TUESDAY, 09 FEBRUARY 2010

Newrest Dubrovnik d.o.o. won a 10 year concession contract for bar operation in new terminal “B” at Dubrovnik Airport.

A Sky Shop, a Sky Café, a Caffé Lindo and a Daily Break will be open in the new terminal before the touristic season.



## Newrest Morocco

FRIDAY, 12 MARCH 2010

Newrest Morocco and Renault Nissan just signed a contract that will be effective on March, 15th, for the provision of catering, caterer service and vending for Renault Tanger Med base camp in Meloussa.



## Newrest Spain

MONDAY, 22 MARCH 2010

### **One new contract, one renewing, one extension**

Newrest Spain is proud to announce that it has won the bidding process that Qatar Airways has made, for the provision of catering services and handling from Barcelona Airport and from June 6th.

Qatar Airways renews its trust in Newrest, by reinforcing the partnership that already exists between the two companies in Madrid, Tunis and Athens.

American Airlines also decided that it will keep up its collaboration with Newrest Spain by renewing its partnership with the Madrid unit for the 3 newt years.

Newrest is also proud to announce an extension of the group contract with US Airways for Madrid, Barcelona, Paris CDG and Athens.



## Canada

MONDAY, 22 MARCH 2010

American Airlines is about to intrust Newrest to the air catering services for three years. Newrest Montreal will begin the operations with AA from next April 23rd and for Newrest Calgary, it will be on May 6th. We're glad yo extend our partnership with American Airlines while reinforcing our position on the canadian market too.

This news just reinforced the extension of the partnership with the Madrid unit for the 3 newt years.



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## Air Tahiti Nui

MONDAY, 22 MARCH 2010

Newrest is pleased to announce the commitment on the catering service for Air Tahiti Nui. We will begin the operations for the flights that leaves from Paris CDG, from June 1st. We will also keep up our operations in Papeete.

We would like thank Air Tahiti Nui for its trust and for developing and guaranteeing a quality service.



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## Newrest for British Airways.

MONDAY, 22 MARCH 2010

Since March 14th, Newrest started to work for BACF at the London City airport, by operating 27 flights per day to the United Kingdom and capitals of Europe.

From April 1st, we will also load flights from Edinburgh to Glasgow.

Moreover, the management of BACF network, meaning that the management of halts and caterers in Frankfurt, Madrid, Amsterdam and Zurich will be our responsibility.



## Newrest in Portugal

MONDAY, 22 MARCH 2010

Newrest is responsible for the management of flights for the Irish company Ryanair departing from Faro in southern Portugal. Since March 23rd, we have been responsible for logistics and the implementation of buy-on-board services for Ryanair's five airplanes based in Faro.



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## Newrest win the Air Tahiti Nui 's confident - Interview of Christian Bris

FRIDAY, 26 MARCH 2010

### Interview with Christian Bris



Commercial Director  
Newrest Inflight

***You are Newrest's Inflight Commercial Director. For the Charles de Gaulle Airport, you have just signed a partnership with Air Tahiti Nui. Tell us about it.***

Air Tahiti has been one of our Group's loyal clients in French Polynesia. For departures from Charles de Gaulle Airport, our objective is to provide the airline with optimal services that combine quality and responsiveness. I believe we have achieved this goal.

### ***What is Newrest's positioning today at the Charles de Gaulle Airport?***

Our market share is less than 10%. The market is highly competitive and dominated today by the inflight catering services subsidiary of the Air France Group.

Thanks to our culinary skills and responsiveness, we have been able to gain market share and acquire new clients from Asia and the Middle East, as well as major players from the US, without, of course, omitting a certain number of French airlines that have been loyal to us for more than 10 years and have made CDG their current hub.

### ***What are the future challenges facing Newrest CDG?***

We must support our clients as they evolve, both in terms of inflight catering and buy-on-board services. In the future, the potential return of dynamic economic growth will require appropriate production tools at the CDG Airport.

One of the major challenges is the continuous improvement of our offer, in particular in terms of service quality. We have made this a priority in training all of our personnel. It is for this specific reason that we have called upon Michel Sarran, the two Michelin star chef, to help design our services and train our chefs.

# Yemen

THURSDAY, 01 APRIL 2010



## Founding of Newrest Yemenia Joint Venture.

Newrest Group International and Yemenia – Yemen Airways are very proud to announce the creation of Newrest Yemenia, based in Sana'a, capital of the Republic of Yemen.

This agreement covers airline catering services activities,» buy on board,» integration of in-flight services , duty free and airport restaurants . Yemenia shall hold 55% of the company and Newrest will hold the remaining 45%. Newrest will be responsible for the management of Newrest Yemenia under the initial guidance of Francis Uthurrisq , General Manager Newrest Yemenia Catering . Francis shall report to Christophe Parent, CEO of Saudia Catering and Vice President of Newrest Middle – East Area.

Captain Saleh Al Kadi , Chairman & CEO of Yemenia- Yemen Airways said:» We are happy to join with Newrest in this exciting new joint venture , as Newrest has an excellent international track record in catering and other services and is well known and respected in the Middle East . We count on Newrest Yemenia to help increase newrest Yemenia to an international catering and service standard».

Jonathan Stent-Torriani , Co-CEO of Newrest Group said , « we are proud to be a partner of Yemenia Yemen Airways in this joint venture , and look forward to working with them to a create a successful, internationally acclaimed catering , duty free and airport retail company in Yemen.

The effective start date of the new company is 1st April 2010, for a minimum period of 15 years.

Yemenia Yemen Airways is the national flag carrier of the Republic of Yemen, and is owned 51% by the Yemeni Government and 49% the government of Saudi Arabia. Yemenia has a fleet of 9 aircraft including 2 Airbus A330's , 3 Airbus A310's , and 4 Boeing 737-800's and flew 1.5 Million Passengers to more than 39 international destinations in 2009. In 2010 Yemenia will begin services to China and Nigeria. Yemenia has a firm order for 10 A320-200 aircrafts scheduled to be delivered starting 2011 till 2013. A Purchase agreement has already been signed with Airbus Industries to partly replace Yemenia existing fleet with 6 brand new Airbus A350 in 2010 with an option to purchase 4 additional aircraft.

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# Barcelona

TUESDAY, 20 APRIL 2010

Newrest Spain is proud to announce that it has won the bidding process for the catering business of Air Canada departing from Barcelona.

Kickoff of this new activity is planned for June 6th.

Carrying principally passengers going on Mediterranean cruises - Newrest's Catalan teams will be supplying for 6 weekly flights (767 -300 aircraft).



**AIR CANADA**

## Support in Algeria

WEDNESDAY, 21 APRIL 2010

### New contract in Algeria

Newrest Algeria just signed a support service contract (Remote) with LEAD Contracting & Trading Ltd.

It is a three years contract for a camp management in Arzew (near Oran).



## Calgary

MONDAY, 26 APRIL 2010



### Launch of Newrest Calgary inflight unit.

From 01st of March, Newrest Calgary is producing Starbucks sandwiches and Since the 01st April the In-flight kitchen is operating. The first flight was an Air Caraibes (transit flight).

The new team is managed by Adrian SANTOS in charge of Calgary Unit ( [yyc.dir@newrest.eu](mailto:yyc.dir@newrest.eu) )

## Interview of Olivier Laurac

MONDAY, 26 APRIL 2010



« Interview Of Olivier Laurac – Country Manager for Newrest Wacasco in the Sultanate of Oman » interview for O&G Oman

***What is the nature of your tie-up with Newrest and what value they bring on the table for you?***

Newrest is the main shareholder of this company created in 1982 that was 100% owned by Waleed Associates until 2006.

Newrest is bringing matricial support and ready made solutions to Newrest Wacasco. Our head office people based in France and our managing directors

based in Saudi Arabia interact with us on daily basis.

We can rely on them in term of human resources, important biddings, technical know how, infrastructure design, QHSE (quality, hygiene safety & environment) & operational supports.

Few examples to give you. Last year while we renewed our ISO 9001/2001 & HACCP certifications we benefit the support from Newrest Morocco that has really high standards and the closest activities from Oman business. They sent people to help us to renew all our processes and assess our sites prior audit time. We also now are bi yearly visited by our ISO internal auditor from Saudi.

Last year we needed to provide one camp for one of our client and we were able to source the proper company as Newrest Madagascar had built one similar camp for Total.

We are currently helping one major company in Oman with his future facilities in Oman. The whole design is done in coordination with Newrest head office and the Saudi team.

We also renewed our whole logistic software thru Newrest suppliers that already understood our business. Instead of taking months and months for such project the whole thing was deployed in less than 2 months. The great thing in Newrest is the rapidity of answer. If you need an answer for anything you will usually get it quick. This is what matters in today's world. Efficiency allows you to gain new contracts or to renew your organization faster.



***Which industries you cater to and why?***

We cater all sectors B&I, O&G, health care, educations. Whatever will be new in Oman will be directly considered.

***How do you make a difference to your client's business? What are your unique selling propositions?***

In between all catering & support services companies in Oman the labor force we employ is mainly the same. We therefore pay a really particular attention to food items. We usually supply quality items from all over the world in order to be compliant with our quality policy that we monitor thru supplier performance measurements.

We have operations team from our head office (chef trainers, site supervisors, trainers, and QHSE managers) visiting the different sites on regular basis to support our site representatives.

In addition we spend time renewing and revisiting our QHSE policies to ensure we are proactive in this field. We also give support to our clients (camp design especially) during their tender process for them to remain competitive.

Finally our job is service and we must ensure reactivity for our clients. For this we have people working all over our camps or in our head office 365 days a year. We never close. We must be there for our clients.

***Tell us about some of your most challenging assignments in Oman.***

The whole Newrest Wacasco operation is a daily logistical challenge. We give support to Oil & Gas companies or construction companies in areas where sometimes nobody else is living. Transporting the food there while respecting quality and hygiene standards are a must.

Nevertheless I would say there are 2 project/types of business we currently managed and that really challenging.



One is a labor camp located in Harweel (south Oman) where PDO is building one huge plant. For this we needed to cater during the peak period for 4000 people. The quantity of food was massive and the set standard really high whereas Harweel is 850 km away from Muscat. We employed there during peak time more than 150 employees. We were producing there on daily basis more than 65'000 pieces of the Indian bread called chapatti.

The second type of project we are participating is giving catering & support services to seismic crews. This is their compulsory activity prior drilling in order to know the topography of the soil. But to reach the place they establish their camp it is usually difficult: the roads are only graded when there is a road. The telecommunications means you can use only satellite telephone when the client can not manage land line or fax or internet. The number of people you cater for is around 400 people so a total number of meals per month of 36'000.



***What are the challenges your business faces in Oman especially under the current business environment when all companies are looking at cost optimization and what is your strategy to overcome them?***

The main challenge is to remain cost effective for our client to continue to work with us during these difficult times especially in Oman where selling price are really low. It is a day to day activity where each department is involved. HR have to choose the right persons to avoid wrong operations on the site.

Purchase has to source the right product at the right time and at the right price. If you buy too much in advance and price are dropping down you may lose huge amounts of money with the volume we deal with. But if you do not anticipate enough prices may fluctuate from 1 or 2 baizas and our P&L will be affected. Operations supervisors have to closely monitor & support site representatives that are there to satisfy their clients while they have budget constraints.

Even finance is involved in recovering our dues. Clients must understand that while paying on time is helping them to keep their price. If they pay on time we pay our supplier on time and therefore we maintain it. In 2009 the biggest work we did was to implement our own logistic chain to reduce independency from the monopolistic situation we were embedded in.

***In your opinion, what is the outlook for your industry in 2010 and what is going to be your company's strategy to move forward?***

If the price of oil is remaining steady in 2010 the numerous planned projects should not be postponed and it should be a good year. We have started in 2007 to disengage ourselves from the O&G market dependence. We will continue until we have a balanced portfolio. In the same time we are going to extend our range of services. Our association with camp suppliers will be extended. Our aim is to be able to provide turn-on key service from camp provision to catering services.





## Newrest Canada

Lufthansa shows Newrest how much it trusts it, by assigning Newrest to the victualling of its flights departing from Montreal, from June 1st, as the outcome of a bidding process. The new contract for the Dorval teams concerns the economy, business and first classes of the seven flights per week to Munich.

As from October 1st, the teams of Newrest Calgary will be in charge of the catering for the Lufthansa company, providing the bi-class flight that links up West of Canada and Frankfurt.

The 2 flights are operated by a Boeing 777.



## American Airlines

SATURDAY, 01 MAY 2010



New contract and first flight for Newrest Montreal the 30th of april.

## Chile

MONDAY, 03 MAY 2010

### Newrest gains stronger foothold in Chile.

Following its first implementation in Chile 18 months ago, Newrest is proud to announce that on April 28th it has taken over 100% of the share capital of « Mery Mery Servicios de Alimentacion » specializing in catering and integrated services for Remote-sites. This acquisition will help Newrest gain stronger foothold in Latin America with Chile being key in terms of development outlooks. Newrest will bring its expertise and international know-how to « Newrest Mery Mery » while working hand in hand with the incumbent founders of this company



## Madagascar

FRIDAY, 07 MAY 2010

During the world security day, on April 1st, Total Exploration and Production Manager (TEPMG), the subcontractors who work on the Bemolonga site got together for a HSEQ challenge.

After a tight deliberation, Newrest Madagascar is finally the one that won. They presented their training approach about how to use and how to wear the individual protection equipment (IPE).

This reward allows us to approve an approach that concerns the adaptation and the personalization of the procedures that are effective in the Newrest Group by taking into account all human (culture, traditions, education, etc) and environmental (climate, localization, etc) factors of the affected site.



Lionel Levha –General Director of TEPMG- is giving the reward of the challenge of the World Security Day to Felana ANDRIANJANAHARY, Newrest HSEQ responsible of Belomonga site.

## 3 new bars at Dubrovnik new Terminal

MONDAY, 24 MAY 2010



It is a brand new Terminal that the highest authorities of Croatia inaugurated wednesday 19th of May. Newrest that same day was also celebrating the opening of its 3 new bars and restaurant

A "Sky café" at the main Floor, a Caffé Lindo and a "Daily Break" on the mezzanine - that last one was used by all the Newrest retail staff, dressed in their new uniforms, for attending the 600 guests that witnessed the cut of the ribbon by the Prime minister.

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## A new manager for Newrest

FRIDAY, 28 MAY 2010

### A new face in Newrest



Newrest is pleased to confirm the appointment of Mister Eric Weinmann who is taking over the position of General Manager for Canada.

Eric, French citizen, is 45 years old. He is married and has 2 children. He is graduated from the IMHI (CORNELL – ESSEC) Master's Programme of hospitality management and also have a Bachelor's Degree in Law (International Law) - Université de Paris II Assas.

The experience of Eric Weinmann in in-flight catering area, in hotel management and in Services Management will enable him to promote the development of our activities in Canada, both in In-flight Catering and in Remote.

Eric will be based in Montreal.

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We wish him great successes.

## Lufthansa in Montreal

THURSDAY, 03 JUNE 2010

### First Lufthansa flight attended by Newrest in Montreal

The Newrest Team catered at the ex Dorval now Trudeau airport of Montreal, their first Lufthansa long-haul flight tuesday the 2nd of June.

The daily flight to Munich will soon be followed by the Frankfurt one out of Cagary in October.



## Air Tahiti Nui in CDG

FRIDAY, 04 JUNE 2010

Yesterday The Newrest CDG team did share a welcome cake with the onboard crew of the Air Tahiti Nui Flight in order to celebrate their first delivery of catering out Paris.

It's a long relationship Between Newrest and Air Tahiti Nui - in Papeete Airport for many years and now out of Charles-de-Gaulle Airport. That's a daily flight but also some charter flight to Tunisia, Japan and guess why this summer some flights to South Africa!?



## Air Canada in Athens

FRIDAY, 04 JUNE 2010



First Air Canada Flight in Athens with a welcome shower that gives an amazing rainbow.

## Emirates in Madrid

FRIDAY, 04 JUNE 2010

After Charles de Gaulle in Paris , Eleftherios Venizelos in Athens, Tunis Carthage in Tunis its Now Barajas in Madrid that Newrest will cater the Emirates flights - scheduled this summer by the 1st of August with A330 and A340 with a daily flight.



## UPSA in Bolivia - Universidad Privada de Santa Cruz de la Sierra

MONDAY, 07 JUNE 2010

Newrest Bolivia won the tender initiated by the de Santa Cruz de La Sierra University.

That tender was covering the Management of the cafeteria but also the cleaning and security services

Launch of the operation the 1st of August



## News from Madrid

MONDAY, 07 JUNE 2010

### A very rich activity for Newrest Spain and more specifically in Madrid

- AAL Early May : First flight of American Airlines from Madrid to New York. Newrest has started successfully with AAL 095 to New York JFK . The daily flight is done with a bi-class Boeing 757.
- Mexico, Colombia, Bulgaria & Turkey Presidential flights: Newrest has been in charge of several Presidential flights at European-Latin America meeting last 19th May.
- Spanish Copa del Rey, European League and Champions League championships: Newrest attended all charter football flights (more than 60 flights) from 12 May to 23 May
- UZB: Newrest served first flight of Uzbekistan Airways from Madrid to Tashkent last 1st June.
- Pakistan Presidential flight: Newrest has catered flight of Prime Minister of Pakistan last 2nd June.
- Emirates: as previously announced, Newrest has passed the Tender for Emirates in Madrid and will be happy to start its catering services to Emirates in Madrid next 1st August.



## Sultanate of Oman

MONDAY, 07 JUNE 2010

### Daily Break soft opening @ Waljat College

Waljat College is one of the leading educational organization in Muscat providing under & post graduate courses. It is famous into the region for its MBA programs.

Waljat College counts 1500 students.



## US Airways

THURSDAY, 10 JUNE 2010

US Airways confirmed the extension of its contracts of catering with Newrest in Madrid, Barcelona Athens and Paris Charles de Gaulle.



## New contract in Chile

THURSDAY, 10 JUNE 2010

The Newrest Chile team ready to serve after the signature of the New Contract with Enap refineries in Aconcagua



## Guest house In Angola

THURSDAY, 10 JUNE 2010



Total is opening a new Guest House, called “Chicila”, in Luanda and has chosen to assign the organisation of all the services to the Angola Newrest teams – a Guest House is similar to a private Hotel-Restaurant, which caters for and accommodates the company personnel either on mission or on an extended stay in Angola. With its 55 rooms, an à-la-carte restaurant, a snack bar, a direction room and all the commodities included in a 4-star hotel, this new establishment is characterised by its quality. The choice of Newrest Angola is completely in line with the image of quality sought out by Total.

To cater for and animate this establishment, Newrest Angola has put together a highly qualified team led by Didier Cazes, operations manager and Jérôme Lambert as Chief Executive. Didier, is an experienced hotel-keeper who held the position of Chief Executive for the InterContinental Hotel Group for a long period of time and was then Catering Manager for Meridien hotels for over 10 years. His attention to detail and commitment to service are important assets in favour of rigour and professionalism. As for Jérôme, he is a pupil of the famous Chef from Toulouse, bearing 2 stars in the Michelin Guide, Michel Sarran with whom the Newrest Group is delighted to have a privileged partnership. Jérôme brings an exceptional “French” touch to the Chicila, with his flavourful, inventive and colourful cuisine.

This team led by Jérôme Arnold, Managing Director of Newrest Angola, has a single aim, a jovial meal and an impeccable level of service.



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## African Worker

FRIDAY, 18 JUNE 2010

“Newrest celebrates the thousand millionth barrel for Total EP Angola on the block 17, aboard the African Worker”





The teams of Newrest Angola have been chosen for their quality service to serve aboard the African Worker, ship that belongs to InterOil and in service on block 17. Our teams, led by Freddy Gastigar, camp boss, and Laurent Bavay, chef on-board, have prepared a festive menu on the occasion of the thousand millionth extracted barrel on the zone. Our clients, the crew and the different authorities present on the site recognized unanimously the service.

## Remote sites

FRIDAY, 25 JUNE 2010

Remote Sites - Newrest chili started operations the 15th of June in Talca region for Magma energy Corp



## Safety First

FRIDAY, 02 JULY 2010

On June the 16th 2010, the Madrid based Continental Airlines received a Silver Safety Award, rewarding the efforts and the work accomplished by the workers at the Madrid stop over and all the suppliers operating on the "Continental" flights. Newrest prepared the buffet, and made a gift of a cake bearing the colours of Continental and of the Silver Safety Award.

The ceremony took place in the presence of the newly promoted Stop over Manager, Marisa Villanueva.



## Newrest à Singapour

FRIDAY, 02 JULY 2010

Since July 1st, Newrest owns a trade office in Singapour, under the direction of Hugues de Villoutreys. He will develop our activities in South-East of Asia.

His contact details :

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Millenia Tower  
Singapore 039192  
Tel: (65) 6513-3431  
Fax: (65) 6513-3426  
h.devilloutreys@newrest.eu



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## Newrest Wagons Lits press release

THURSDAY, 08 JULY 2010

### **Accor Sells Compagnie des Wagon-Lits's Onboard Rail Catering Operations to Newrest**

Accor has sold Compagnie des Wagons-Lits's onboard rail catering operations in France, Italy, Austria and Portugal to Newrest through a joint venture owned 60% by Newrest and 40% by Accor. Newrest and Compagnie des Wagons-Lits have pooled their expertise to grow their businesses by leveraging their strategically related capabilities in onboard rail catering and facilities management. For Newrest, which is present in inflight catering, retail dining solutions and remote site management, the joint venture represents an outstanding opportunity to expand in the onboard rail catering market and to enter new countries, including Austria and Italy. As part of Newrest, Compagnie des Wagons-Lits's onboard rail catering business will be better equipped to win new contracts and position itself as a leader in railway foodservices. Creation of the joint venture is aligned with Accor's strategy of refocusing on its core business. It has enabled the Group to gradually withdraw from onboard rail catering, with an option to sell the entire business as from 2013. At the same time, it gives Compagnie des Wagons-Lits's onboard rail catering operations new expansion opportunities alongside a solid partner, recognized in its businesses and enjoying extensive capacity for growth.

#### **About Newrest**

Newrest is today present in 33 countries with 12,800 employees and a turnover of more than 407 Millions € (2009).

Newrest has specialized in airline catering & catering services, remote sites for Oil & Gas and Mining Industries in isolated geographical areas, VIP lounge, F&B concept, Duty-free and other support services.

#### **About Accor**

Accor, the world's leading hotel operator and market leader in Europe, is present in 90 countries with 4,100 hotels and close to 500,000 rooms.

Accor's broad portfolio of hotel brands - Sofitel, Pullman, MGallery, Novotel, Suite Novotel, Mercure, Adagio, ibis, all seasons, Etap Hotel, hotelF1 and Motel 6, and its related activities, Thalassa sea & spa and Lenôtre - provide an extensive offer from luxury to budget. With 145,000 employees worldwide, the Group offers to its clients and partners nearly 45 years of know-how and expertise.

## Emirates

MONDAY, 02 AUGUST 2010

First flight of Emirates in Madrid - Catering and handling By Newrest



## Bolivia - San Cristobal local feria

MONDAY, 09 AUGUST 2010



The 12th San Cristobal Local Feria “Los Lipez en Marche” (Bolivia) took place on July 25th, 26th and 27th.

This annual event has one objective : reunite the population of Lipez Zone of the Bolivian altiplano. For this occasion, several activities were organized : bicycle races / walking races / traditional music and dances / local handicrafts and food presentation / typical cuisine contest.

Newrest is a major player in this kind of events. The participation of Newrest Bolivia Ltd encourages inter-cultural exchanges of the sectors where its activity is implanted. Therefore, Newrest Bolivia teams organized a traditional cuisine contest, that included an assessment and a prizes and trophies giving.

## Cyprus in CDG

TUESDAY, 10 AUGUST 2010

A new customer for Newrest inflight Paris CDG since the first of August  
Cyprus Airways is flying from Larnaca To CDG Paris - 7 to 10 flights a week.



## "Caffé Lindo" in Lima

FRIDAY, 13 AUGUST 2010

A new Caffé Lindo since yesterday. After Croatia, Tunisia, Morocco... the new one is In Peru in the Jorge Chavez airport Terminal - Lima .



## Remote site in Pérou

THURSDAY, 19 AUGUST 2010



2 new contracts for Newrest Peru, on behalf of CGGV Veritas.

The first one, Talisman, in the border with the Equator and the second one, north of Cozco, near Camisea.

## Tunisie

THURSDAY, 19 AUGUST 2010



### A new Newrest Manager

Newrest is pleased to announce that M. Marc Giraud integrated the teams and took over the General Direction of Tunisia.

Marc is 42, from France, is married and has a son.

He learnt Management and Marketing at ESSEC Business School. He completed his course at EM Lyon, by learning Business Management and Finances.

The multiples experiences Marc Giraud had in School and Medical Catering and in Services Management will help him to handle the different activities of Newrest in Tunisia and to manage our teams.

Marc is based in Tunis.

[m.giraud@newrest.eu](mailto:m.giraud@newrest.eu)

We welcome him and wish him good luck

## People

THURSDAY, 02 SEPTEMBER 2010

We are proud to announce the appointment of Frédéric Gatteau as General Manager Greece and Cyprus, based in Athens, from 1 September 2010.

He is in charge of the management and development of all the Newrest activities in Greece and Cyprus in connection with the Executive Committee.

Frédéric joined the Group in 2002. He spent five years as Chief Financial Officer France before taking in January 2007 the responsibility of General Counsel Morocco.

Frédéric is replacing Bruno Thierry.

Bruno Thierry is so nominated General Manager of Newrest Canonica Catering SA, based in Geneva, from the 1st of October 2010. He is in charge of the management and development of all the Newrest activities in Switzerland in connection with the Executive Committee.

Bruno is from 7 December 2007, the Country Managing Director for Greece & Cyprus, after being Managing Director of In-flight for those countries and previously, Managing Director of ILC (France, Tunisia and The Netherlands).

Over the past years Bruno and his team have put significant efforts into restructuring our merged operations and have been successful in improving the financial and quality results of Newrest In-flight Greece & Cyprus. We would like to thank Bruno, his team, and all our employees in Greece & Cyprus for all their efforts and dedication over the past years.

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## 3 new contracts in Tunisia

WEDNESDAY, 15 SEPTEMBER 2010

### **EKON Site**

- Building of a cimenterie at 40 KM from TUNIS
- Setting a camp for 1200 Workers.
- Contract for catering, laundry, cleaning of the facilities and hospitality.

### **ENI Site**

- Italian Oil company
- Located in the great south Tunisian oued Zar
- Contract for catering, laundry, cleaning of the facilities and hospitality.
- Newrest will set an hospitality Camp, a Kitchen and the transport logistic
- 220 workers

### **TOTAL petrol stations**

- Opening of two new stations
- New axe to connect with the Tunisian south
- Cafeteria, Sandwicheries

Launch of these 3 new contracts by the 01st of October 2010 Congratulation to the all the ones involved on these new operations



## New contracts for Newrest Morocco

TUESDAY, 28 SEPTEMBER 2010



### B&I – 4 new contracts

Since September 13th, Newrest Morocco serves the self-service restaurant and the refreshment area at the Bank Al Maghrib (brand in Casablanca).

Newrest Morocco also serves the self-service restaurant of the POLYDESIGN TANGER – EXCO Automotive Solutions headquarters since August 16th.

Newrest Morocco handles the catering services of the “Haut Commissariat aux Eaux et Forêts et la Lutte contre la Désertification (HCEFLCD)” in Rabat and its “Centre de Recherche Forestière (CRF)”.

Newrest Morocco serves the self-service of the MOBILIA company headquarters as well.

These two contracts began September 13th.

Finally, a new contract in the Health Services : Newrest Morocco handles all catering services of the ZARHOUNE clinic in Meknes, since August 19th.

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## LH in Calgary

MONDAY, 04 OCTOBER 2010

First Lufthansa flight in Calgary.

Friday, October 1st, Newrest Calgary teams delivered their 1st Lufthansa flight.

Lufthansa operates a flight per day with an Airbus A340 bi-class in Calgary.



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## A New Operations Manager

WEDNESDAY, 06 OCTOBER 2010



A new Operations Director for Newrest.

Welcome to Allan Errington the new Operations Director of Newrest Angola.

Previously with Sodexo as Operations Manager for Drilling Contracts, Allan built a strong experience in Nigeria.

His International experience includes mobilisation and operating in the Gulf of Mexico and the North Sea zone

Allan is based in Luanda as Jerome Arnold the actual Managing Director of Newrest Angola.

Allan Errington  
Operations Director  
Newrest Angola S.A.  
Rua Comandante Dack Doy Nº 138  
Bairro Azul - Município Ingombota  
Luanda - República de Angola  
Tel.: +244 936 534 691  
mail to : a.errington@newrest.eu

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## Sultanate of Oman

MONDAY, 18 OCTOBER 2010



In september, the Newrest team in sultanate of Oman launched 3 new "Daily Break"  
The first one at the ICEM (The International College of Engineering and Management ) for 1,500 students  
The second one for the staff of the Toyota company (1,500 people)  
and finally the third one is a Daily Break kiosk in a Muscat School that covers from primary school to college.



Once again, the Newrest Group was represented at the “Forum de l’Emploi de l’Ecole Hôtelière de Lausanne” on Tuesday, October 19th.

Ms. Bérangère Guichard, HR director of the group, and M. Olivier Laurac, Country Manager for the Sultanate of Oman but also a former EHL student, presented the company and its multiples training scheme and job offers to the students.



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## Gabon

THURSDAY, 21 OCTOBER 2010

Conveyances of food supply containers to Gabonese oil platforms – unusual illustration of one of the various activities of Newrest.





## Retail in Tunisia

TUESDAY, 26 OCTOBER 2010



Mr Mohamed Meddeb has taken over the Head of the Tunisian Newrest Retail Operations, since October the 1st 2010. He is in charge of 26 outlets distributed across 6 airports and leads a team composed of 250 partners.

Mr Meddeb has replaced Mr Frédéric Hillion, as the latter joined up with the Newrest France team alongside the Country Director Mr Nicolas Gonzales.

After having spent 4 years in the hotel business as Sales Manager, Mohamed Meddeb integrated Newrest as part of the Tunis airport control service in 2002. After only two years later he was responsible for it's management.

He was, subsequently, appointed Operations Leader for the Djerba airport. Position which he held for 2 years before taking over the management of the Tunis airport in 2008.

“At the age of 37, Mr Meddeb is appointed Head of Operations, once again demonstrating the efficiency of our in-house training underlining the Tunisian know-how. We are particularly proud of this promotion”  
Olivier Mauricette – African region VP.

We wish him the best of luck and plenty of success in his new position.

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## Press release : Joint venture between Newrest and First Catering

FRIDAY, 29 OCTOBER 2010



Newrest & First Catering announce the formation of a 50/50 Joint Venture comprising 4 of the historical bases of First Catering; South Africa, Ghana, Zambia and the assets of Nigeria, with the possibility to extend this partnership to other countries in the future.

The new company will be named “Newrest First Catering” and is present in 7 cities internationally: Johannesburg, Cape Town, Bloemfontein, Accra, Lusaka, Lagos und Abuja. The principal activities of the Joint Venture are airline catering, industrial catering and remote site services

The new partnership of Newrest First Catering currently has turnover of more than 31 Million USD\$, and employs over 550 staff in the 4 key countries. Newrest First Catering will be integrated into the group network and managed by Newrest Group.

### **Markus Oberholzer, founder & Chairman of First Catering said:**

*“On behalf of First Catering, its management and employees, I am proud to be entering into a partnership with Newrest Group. Newrest’s entrepreneurial spirit, human values and rigorous operating model were key reasons for our decision to partner with this group. We are pleased that our employees will be joining an international network caterer with career opportunities in various sectors, with the ability to grow and develop our company beyond our own limitations. We are looking forward to a strong and successful partnership with Newrest Group.”*

## Jonathan Stent-Torriani & Olivier Sadran, co-CEOs of Newrest Group said:

*“We are delighted to welcome Newrest First Catering to our family. First Catering has a long history of successful development under entrepreneurial guidance of Markus Oberholzer. This partnership is perfectly in line with Newrest Group’s intention to rapidly develop our in-flight services and remote site operations in Africa. We believe that the complementary combination of Newrest’s and First Catering’s strengths will bring significant value to our staff, our customers, and all of our stakeholders and we are looking forward to developing our partnership with First Catering.”*

### About First Catering

First Catering was founded in 1995 by Markus Oberholzer and started operation in Bassersdorf, Switzerland. The company has grown rapidly with the expansion to Africa, starting with the establishment of First Catering Ghana in 1998. In 2003 cooperation with Airlines Services Ltd. in Nigeria was signed and operation started in the newly built facility in Lagos. In 2005 First Catering acquired 100% of Ground Crew in South Africa with units in Johannesburg, Capetown and Bloemfontain followed by the establishment of First Catering Zambia in 2006. First Catering is privately owned by Markus Oberholzer and provides in-flight and oilrig catering, complete in-flight solutions, duty free concepts and cabin dressing and cleaning with 1’630 employees worldwide. In 2002 Ernst & Young awarded Markus Oberholzer as “Entrepreneur of the Year®”.

### About Newrest

Newrest was founded in 2005, in an MBO from Compass Group conducted by Olivier Sadran and Jonathan Stent-Torriani, the co-Chief Executive Officers of the group. The company has grown steadily through acquisition & organic growth to reach €688m managed revenues in 2010. Newrest provides in-flight catering, rail catering, duty free, buy-on-board, airport retail, industrial catering and remote site services. Newrest employs more than 15’000 employees in 39 countries and is majority owned by Management (67,5%) with the remaining capital controlled by financial partners in AXA Private Equity (22,5%) Natixis Private Equity (7%) and BNP Private Equity (3%)

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## Dreams take flight

WEDNESDAY, 03 NOVEMBER 2010

Newrest Montreal teams participated again to the “Dreams take flight” operation, organized by a volunteer association of Air Canada, in Canada and the United States of America.

An Airbus A330 took off early on Wednesday, November 3rd, to Florida. Underprivileged children were on-board and it allowed them to spent a whole dream day in Disneyworld. For the occasion, Newrest Montreal provided a breakfast buffet, set up in the maintenance shed. The little passengers had then the possibility to have something to eat.



## Chicala Guest House in Luanda

TUESDAY, 07 DECEMBER 2010



Michel Sarran the great Toulouse Chef (two stars at the famous Guide Michelin) was in Luanda last month, at the Chicala Guest House which is run by Newrest Angola.

Michel Sarran and his team joined our local cooks in order to conduct the elaboration of the meals served to the Guests of the Total Group during a work session.

"I want my cooking to have a taste, titillate, tickle the palate and if it can create some emotions then my objective is reached and the pleasure is shared".

By the many compliments received at the end of the last diner, the pleasure was definitely shared.

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## Niger

WEDNESDAY, 15 DECEMBER 2010

Areva has just chosen Newrest to manage all catering and hotel services for its sites in Niger.

Newrest Niger will begin its activity progressively, starting on the Arlit mining site, and secondly moving on to the Imouraren site.



Nicolas Pauly, previously the Remote Division Operations Manager, will manage the implementation and development of our operations in Niger.

This 5-year contract includes comprehensive and varied services, managing the supermarkets used by Areva employees. It will also be an opportunity for Newrest to show its social involvement by supporting several development projects in the farming and socio-economic sectors, and by encouraging the employment of local communities.

The duration of the contract signed with Avena's various subsidiaries in Niger will allow our teams to invest long-term as well as ensure all commitments undertaken by the group are well met, the aim being that this project serves as a benchmark in terms of multi-service management on remote sites for mining and oil industries.



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## Newrest Maroc et Daewoo E&C

WEDNESDAY, 22 DECEMBER 2010

Newrest Morocco has the privilege to have been chosen to help Daewoo E&C on the Jorf Lasfar project : the construction, that is located at approximately 50 kilometers from Casablanca, of a new generation generator that will serve more than 1 200 persons during approximately 40 months.



Newrest Morocco has been taken on to insure the food and the accommodation services for the Moroccan, Korean (and other nationalities) executives and labourers. Newrest Morocco has the honor to offer its expertise to Daewoo E&C.

At the same time, Newrest has been chosen to serve and cater the Korean executives, who were present in Morocco, in their Guest House and called on its Korean cooks who already are on the ground.

Because of its close relationship with the Daewoo teams and its knowledge of Korean gastronomy, Ms. Bin, sales manager on Asian zone, allowed Newrest to meet Daewoo E&C's expectations in an exemplary way.

This important contract is an honor for the whole Newrest team.