

ESS wins Port of Felixstowe Catering Contract

2 years ago



The Defence, Marine & Aerospace sector of ESS, part of [Compass Group UK & Ireland](#), has won the Port of Felixstowe staff catering and hospitality contract. ESS will carry out a full refurbishment of the dining facilities, deploy new technology to meet the demands of this large location and deliver great service underpinned by sustainable working practices.

Under the six-year contract, ESS will provide foodservice to the port's 2,500 employees as well as hauliers and other port users.

ESS will redesign the two catering outlets on site to give a contemporary look and feel. It will support 24/7 operations, with a food offer including high street style concepts, a range of healthy options and all-day grazing, as well as hospitality and vending. A click and collect service will be available via the ESS App.

A focus on the consumer experience will see all team members completing ESS' bespoke customer service training programme.

Sustainability is a key consideration for ESS and the port, and the contract will incorporate locally sourced ingredients, chemical-free cleaning of catering areas, the elimination of single-use plastics and the introduction of an electric support vehicle.

The Port of Felixstowe is the largest container port in the UK, handling approximately 40% of the country's container throughput.

The contract will be delivered by ESS Defence, Marine & Aerospace which provides catering and facilities services at over 250 locations across the UK, from Cornwall to the north of Scotland.

Bob Gray, Managing Director – ESS Defence, Marine & Aerospace, commented: “We’re excited to be working with the Port of Felixstowe to enhance the catering provision for its employees and tenants. Our team has been busy drawing up plans for an extensive refurbishment project which will commence shortly after the contract goes live. This will deliver attractive restaurant spaces coupled with appetising food offers to ensure customers can enjoy their breaks.”