



# MARSTON'S LIFE

— SHOWCASING OUR PEOPLE IN PRINT —

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ISSUE 3  
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## The Talbot's top teammate

World Youth Skills Day takes place next month, and across Marston's we've got lots of examples of talented young stars who are going above and beyond for our pubs, while working hard to develop themselves.

**One such person is Eleanor Hutchinson at The Talbot in Atherton, who is doing such a great job that she's just been named 'Team Member of the Month' - and she's only 17!**

"Eleanor is such a hard worker," manager Kate Eaton told us. "She won the award for her commitment as she's never late - in fact she's usually half an hour early - and she has the energy of about 20 people.

"She's happy to pick up any job that needs doing, and really wants the pub to succeed. She is too young to work on the bar, but even the bar team love it when she is working as they know she'll always brighten their day!"

Eleanor, who aspires to be a second chef, has been at the pub for just over a year. She

was offered the job after impressing on a work experience placement, which she did while studying catering at college.

Kate added: "She did some prep work, watched the kitchen team and cleared up at the front of house. She was fab, so we offered her a part-time role while she continued her studies."

After completing her course, the pub offered her a full-time role as an apprentice so she could continue learning. Kate is a firm believer in giving people an opportunity to kick off their careers, and the benefits of investing in their development.

"It's difficult to hire and retain people in this industry, so it's important to get teammates into the mind-set where they can look forward, and understand that they can move up. We need

people here for life, and Eleanor has a great future ahead of her."

Commenting on how The Talbot has supported her, Eleanor said: "I love working here and want to grow and learn. When Kate offered me the opportunity to work full time while continuing my studies, I jumped at the opportunity.

"My aim is to train up to be second chef at the Talbot. I feel I work better when we're busy and I love the buzz of the kitchen when we are all working together. The atmosphere makes me want to come back every day."

**Do you have an inspirational young teammate at your site?** Let us know by emailing [communications@marstons.co.uk](mailto:communications@marstons.co.uk).

TAKE ME HOME, I'M YOURS TO KEEP!





**MARSTON'S**

**WELCOME...**

to the latest issue of  
Marston's Life!

In our half year results announced last month, we reported continued growth in all areas of our business. While it's great to celebrate this performance, in our fast-moving business we know it's less about looking back and more about gearing up for the busy summer months ahead.

This edition highlights that to be successful in today's market, offering new and different products, experiences and services is vital. We cover the launch of Wainwright Altitude, a fantastic chilled-down cask ale, and Shipyard Low Tide – we already have around 8% of the Low No alcohol category, and we are ambitious to do more.

In pubs, there is a feature on Marston's Inns – now 1,500 rooms in 60 pubs and lodges across the UK. This has been a real growth driver for us, and has seen turnover increase from around £6m in 2013 to £21m last year – a great example of something new to the business a few years ago, and which has flourished.

We also cover 25 years of Two for One – a great example of a business that continues to adapt and thrive despite the intense competition in that market – something to celebrate!

Another part of our business that has adapted and achieved growth is logistics. Our logistics team have won significant new business in recent months, and are busy taking on distribution into Young's pubs in London, and the Charles Wells pubs – all happening now. Look out for more on this in a future edition!

I hope you enjoy Marston's Life, and are proud of what we do.

**Ralph Findlay**  
CEO



## WHAT'S TRENDING?



Gin's growing at a rate of knots, but what does that mean for other drinks categories, like wine? And what lessons can we learn from the gin explosion? We caught up with Simon Lester and Graham Crawford from our team of wine experts in MBC, who market themselves externally as 'Cockburn & Campbell', to find out more.

Surprisingly 58% of Brits say they're not confident about wine. There's a big opportunity for us to **change this**, so we're on a mission to make wine a simpler and yet more exciting choice.

We all know that **experience is a key driver** for our customers. It's one of the reasons gin is so popular – it makes for a real drinking occasion, served in a beautiful balloon glass with special garnishes. If there's anything that's Insta-worthy, it's a quality G&T! So, what can we do to give wine drinkers a similar experience?

While still wines are having a tougher time at the moment, **sparkling wine is in huge growth**. In fact, prosecco is one of the most popular drinks in the UK. We're tapping into this trend with exclusive prosecco producer Revino to create '**brilliant bubbles**'. By adding flavoured liqueurs and fresh fruit, we're **creating theatre** and giving customers the chance to trade-up to something special.

**Premiumisation and wellness** are two more big trends. People are drinking less, but are looking for better quality

when they do, so it's important our **portfolio includes premium wines**. And with 65% of UK drinkers aged 25 to 34 cutting back on their alcohol intake, we've recently introduced '**Nosecco**' – an **alcohol-free sparkling wine** that has all the taste and experience, but without the booze.

So what can we do to make wine less scary? Here are our top takeaways to help you think about wine differently...

- Choose your wine based on the food pairing – if you're eating pasta, go with a wine from Italy.
- New to wine? Go for something like a Pinot Grigio (white) or a Merlot (red) rather than a Malbec which has a more complicated flavour.
- Think about the value of the liquid when buying wine in a supermarket. If it costs you £5, the value of the wine itself is around 35p. Spend £10 and that value goes up by almost four times, so the quality of what you're drinking will be much better.

Cockburn & Campbell is Marston's wine and spirits business, offering more than 800 wines and 450 spirits to customers up and down the country. Sitting alongside our beer business, it enables our customers to order everything in one go.

**COCKBURN  
& CAMPBELL**



**Know your Chardonnay from your Pinot?** MBC wine expert Raj Solanki put teammates Michaela Moses and Justin Richardson to the test with a blind taste game. Follow [@wearmarstons](#) on Facebook to check it out!

## Make it a Two for One moment

**This is a very special year because our oldest pub format is celebrating its 25th birthday. We caught up with our longest-serving Two for One manager, Tony Davies, to hear all about his favourite moments.**

### [On the early days]

"I started as a Kitchen Assistant when I was 16. It was called 'Buy One Get One for 99p' back then. I didn't know what I wanted to do when I left college, but my manager saw something in me and offered me the Assistant Manager role. 20 years later and I've run three Two for One pubs. I love that it's different every day!"

### [On changes over the years]

"Seeing the menu develop has been great. It's more than just pub classics now, and the drinks offer has really improved, too. People still love Two for One as much as they did 25 years ago. They come to enjoy a great meal at a great price with friends and family. It's a real social occasion!"

### [On his Two for One moments]

"I've had so many good times! Opening The Red Kite as a new-build seven years ago has to be up there. It's been a real journey to build it up from scratch, and now it's one of the biggest Two for One pubs we've got. We love testing new equipment here, like ovens and grills. They know that if it works here, it'll work anywhere!"

"I've had some amazing times with my team. Our industry is a great starting point for people. It teaches you the basics and how to graft. Get service and standards right and you can do anything! I love being part of people's journeys. There's nothing better than helping people grow – that's what I'm proudest of."



### [On the new menu]

"Our new menu launched in May, and it's gone down a storm. It really jumps out at you because it looks so different. The front cover's full with people having a great time – it's about making memories, which is exactly what our pubs are there for."

### [On the birthday plans]

"All 88 of our Two for One pubs are celebrating the birthday over the August Bank Holiday weekend. We're just planning our events now, but it'll definitely involve giving back to our customers. We're thinking about things like handing out 25 very special presents."

Get your party gear ready and join the fun at your local Two for One on 25 August. Here's to the next 25 years!





From left to right: Phil Braden, Beer Quality Technician, Tom Spencer, Head Brewer, Meriam Hough, Innovations Manager, and Kirsty Polmeer, Brand Manager.

## REACHING NEW HEIGHTS

Beer experts across Marston's have pulled together to launch an exciting and innovative ale that aims to reinvigorate the market.

Wainwright Altitude is a chilled cask ale that is specially brewed to be served at 5°C (much cooler than your typical ale which is served at 11-13°C).

The development of the beer has been driven by category and consumer insight, and is the collective brainchild of several teams in the business – including brewing, beer quality technical services, customer insight and marketing. The refreshing beer has launched in 50 Marston's pubs, and will soon be rolled out to Free Trade.

Innovations Manager, Meriam Hough, said: "This has been a real cross-team effort. Our insights team saw a real gap in the market. It is typical for cask ale drinkers to switch

to other drinks, such as lager, during the summer months, as they want something cooler and refreshing."

Kirsty Polmeer, Brand Manager, added: "We've seen other brewers cool existing ales, however, Head Brewer Tom Spencer has developed a unique brew that is designed to offer complete refreshment and flavour, which should also attract a younger drinker who are used to drinking lager and craft."

"We've got high hopes – we put it through its paces at the Wainwright Fan Park at The Boat Race back in April to showcase it to the thousands of fans who descended there – and the feedback was great."

The chilled ale is set to be a great success, with research commissioned by Marston's showing that 59% of lager drinkers choose it because it is served chilled, and 61% of people that drink ale at home prefer to keep it in the fridge.

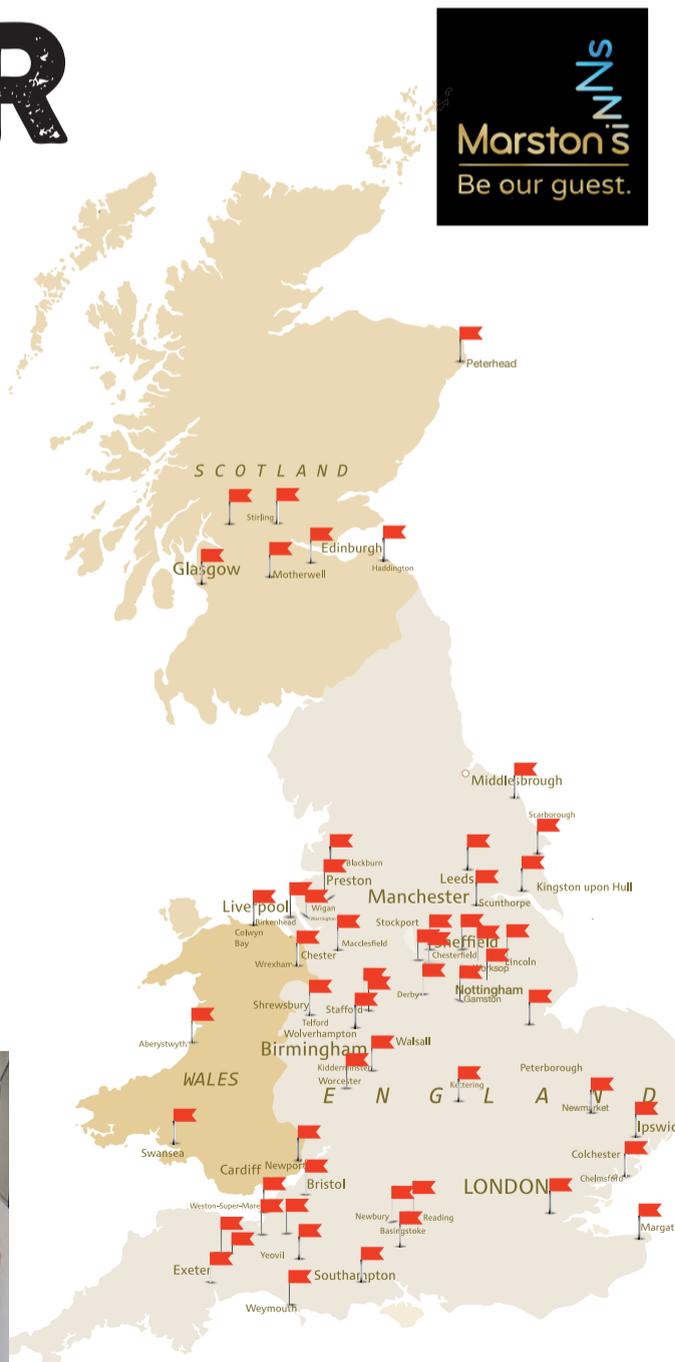
## BE OUR GUEST

Do you know we've got 60 hotels up and down the UK? And we're about to add a brand new one to the collection in July.

The Paisley Pear in Brackley is a 46-room hotel with a great Rotisserie pub right on the doorstep. It's got everything you'd expect from one of our hotels: a bright, fresh interior, free parking and Wi-Fi, and a super comfy Hypnos bed that even regulates your body's temperature. Plus, if you want to bump into the Mercedes Formula 1 team, this is the place to be! Our new hotel is a stone's throw from their home in Brackley and less than two miles from Silverstone.

As well as great new openings like this, we're investing in our existing rooms to make sure they offer the same comforts. It's all about making sure our hotels are places to relax, refuel and leave refreshed.

Search our hotels and book direct at [www.marstonsinns.co.uk](http://www.marstonsinns.co.uk) for the best rates. And remember, teammates get 20% off their stay with a privilege card – just book a flexi room online and show your card to the team when you check-in (for terms, visit <http://privilegecard.marstons.co.uk/>).



## Creature comforts

Teammates at The Old Hall at Timperley found a great way of recycling the pub's old furniture after it was looking a little ruff around the edges...

They donated them to a local doggy day-care service, and they've gone down a treat!



"We're a doggie friendly pub and I follow Dogs and Divas Daycare on social media, so I thought it would be a great idea to offer them the furniture," General Manager Daniel Birchall told us. "It's saved me the cost of having to hire a skip to get rid of them myself, and it's helping the community."

Dogs and Divas have been sharing pics of their canine guests enjoying the furniture on Facebook and Instagram, and Daniel has plans to make the most of the images.

"I'm going to get them blown up and framed, and put them around the pub."

"The idea to donate to them wasn't rocket science and it's made a big difference – I'm sure every site has an animal day-care or a charity nearby that can benefit from old furniture."

## LEGAL DISCOUNTS



**In need of some legal advice or support? We know that legal fees can be costly, but Linder Myers Solicitors is offering Marston's teammates and your family members a special discount across its range of services.**

The team has five offices across England and is made up of experts who take time to really understand what matters to you, so you know you're truly protected. They can support with anything from mortgages and family matters (i.e. divorce, child support, prenups and civil partnerships), to wills and power of attorney.

To find out more about the range of services available and the discounted prices, visit the Linder Myers website: <http://www.lindermysers.co.uk/marstons>. Alternatively, call 0800 0420700 or email [legalsupport@lindermysers.co.uk](mailto:legalsupport@lindermysers.co.uk). Make sure you quote 'Marston's' when you get in touch so your discount can be applied.

# BEE-UTIFUL DESIGN

## We're excited to reveal Brakspear's brand new look!

Brewed at our Wychwood Brewery since 2002, the beer is steeped in Oxfordshire heritage. The new look takes inspiration from textile designer and poet William Morris, who graduated from Oxford University, and lived and worked at the nearby Kelmscott Manor. It's fresh and modern, but has an all-important nod to the brand's heritage, featuring the famous Brakspear bumblebee at the centre.

As part of the rebrand, Brakspear Bitter has been renamed 'Gravity', to champion the unique double drop brewing system that's been used since 1779. After 16 hours fermenting, the beer flows naturally from vessels in the roof eaves to wooden fermenters below for a second fermentation. We're one of the very few brewers still using this traditional method!

The refresh launched earlier this month with special 'Brakspear Day' celebrations at stockists up and down the country. And, we'll be showcasing the brand new look at this year's Countryfile Live (1-4 August at Blenheim Palace). As an official sponsor, we'll be serving our beers and selling heaps of merchandise to more than 100,000 visitors across the weekend.



## Better shared

We've partnered with Samaritans to launch a tasty new sharing dessert in our Pitcher & Piano bars.

We're giving the charity 30p from every order of our hazelnut chocolate filled mini doughnuts.

Samaritans responds to over five million calls for help each year and this support will go towards funding their life-saving helpline which is available 24 hours a day, 365 days a year, to anyone struggling to cope.

Over 20,000 volunteers run Samaritans' branches and all P&P bars are less than three miles from a Samaritans branch!

Kat Schofield, Brand Manager, said: "We're proud to support Samaritans to be there for people when it matters most. Samaritans does such important work in all of the towns and cities where our bars are based, so we're confident our customers will get behind this partnership and make a positive impact.

"We chose our brand new sharing dessert for the partnership as a reminder that whether it be a bowl of chocolate doughnuts or seeing through a tough time, everything is better shared!"



## MANAGERS OF THE FUTURE

We're super proud of Sophie Coles (pictured right) and Charlotte Ingle (pictured left) at The Ash Tree in Rugeley for passing their personal license exams.

A personal licence allows you to authorise the sale of alcohol and is a necessary requirement to run your own pub.

After six-hours of intensive training at our Talent Academy in Wolverhampton, they sat a multiple choice exam that covers everything from the sale of alcohol and complying with the law, to the role and duties of a license holder.

Sophie said: "I'm so happy because it means I'm one step closer to my ultimate dream of running my own pub!"

General Manager Sasha is keen to support her team members and makes sure they have opportunities to develop their skills. She said: "It's really important to support the rising stars of our pub industry. Sophie and Charlotte have so much potential, and to see them go from strength-to-strength is priceless."

Charlotte added: "It's great to have such a supportive manager who cares about my future career!"

## The Summer 'Eatwave

It's going to be a long, hot summer (and no, we're not talking about Love Island!). This year's summer offer is set to be bigger and better than ever before. So get ready for a drizzle of ketchup with hotdog coming in from the east....

The Summer 'Eatwave will be running across 220 of our Carvery, Two for One, Firebrand and Generous George pubs from 22 July to 31 August. It's all about getting together with friends and family for those memorable moments - and there's no social occasion quite like a BBQ!

We've partnered with Heineken to re-create the BBQ spirit in our pubs. We'll be offering customers a range of BBQ foods - from hot dogs, to Hawaiian chicken skewers and king prawn tacos - alongside Bulmers and Fosters for the five weeks. Plus, there'll be a special online game where customers can play to win (if you were a Super Mario fan, you'll love this!).

It's a great reason for customers to pay us a visit this summer, so get talking about it and look out for more info over the next few weeks.

Now just keep your fingers crossed for a bit of sunshine to top it off!



THE SUMMER  
**'EATWAVE**  
22<sup>ND</sup> JULY TO 31<sup>ST</sup> AUGUST

# Pedal power

A team of Area Operations Managers from our town centre pubs got on their bikes and cycled 100 miles in memory of a brave young boy whose parents are regulars at one of our pubs.

**They set off from Marston's House, Wolverhampton, and made their way to The Malthouse in Thornbury, raising £3,000 for a charity that was initially set up to support Lee Belgium, who sadly lost his fight with a rare form of cancer. The money will now be used to support other youngsters with serious illnesses.**

Their efforts build on a brilliant relationship that teammates at The Malthouse have with Lee's family.

"We first heard about Lee two years ago," landlords Julie Walker and Mike Wilson told us. "A friend of ours ran from the pub to the Bristol's children's hospital dressed as Spider Man to raise money for his treatment. Then we heard that a local girl was looking for a venue to hold a fundraising event for him so we offered her a room.

"We wanted to do more to help so we organised



events, and met regularly with Lee's mum Clare. We've had a clairvoyant evening, bingo nights, sports days and a family fun day - raising over £3,000."

The Malthouse moved to the Toast format earlier this year and the leadership team were blown away when they heard about the pub's efforts to support the family. They wanted to get on board, so Keith Palmer, James Bancroft, Adrian Grant, Matt Watts and Chris Wilkinson decided to take on the ten-hour challenge.

Keith said: "We were keen to come together as a team and do all we can to help one of our customer's families. The plan was to raise money so Lee could get treatment abroad. Sadly he passed away, but the cycle has given us an opportunity to support other children with similar conditions."

# Stars of the stage

**Our Legal team has been on a mission to make sure that all of our contracts across the business are securely and effectively managed. And they've done such a great job that they were asked to speak at a high-profile conference, sharing their best practice with other companies across the world.**

Just a few years ago, our supplier and customer contracts created a huge admin task for us. They weren't stored centrally, so there was a lot of back and forth to keep on top of them, as well as to track down important information.

We've come a long way since then with the help of a system called Scanmarket. We've worked hard to make sure that all of our contracts and agreements are uploaded onto the platform, and that teammates are trained on the system, so they can manage their own agreements.

Legal Project Coordinator Sam James said: "We've now got more than 4,600 contracts stored and around 300 users trained on Scanmarket. The system's helped reduce the financial and legal risk for the business because we can quickly establish who's liable if there's a dispute and verify things like payments. It also means we stay GDPR compliant and don't miss things like expiration dates."

The team's hard work was recognised as 'best in class' when Sam and Senior Solicitor Bethan Raybould were

asked to share their experiences at the recent Scanmarket Summit in Copenhagen.

Sam said: "It was a bit nerve-racking at first. I've never spoken in front of so many people before, but it went really well!

We had so many people coming up to us afterwards to find out more about what we've done and the difference it's made. And we've made some great contacts for the future, too - people who are using the system in different ways to us. It's great to be leading the way at Marston's!"



# Top marks

**Two determined head office apprentices have become the first Marston's teammates to get distinctions on our customer services programme.**

Angelo Palmiero and Claire Rosser aced their Level 2 Customer Service Practitioner qualifications, which they studied alongside their roles as Maintenance Helpdesk Advisors.

The helpdesk supports 1,600 sites, with hundreds of calls and emails about maintenance received every day. Claire and Angelo did a fantastic job of juggling their studies with their busy roles and home lives and we're super proud of them!

"Our roles are fast-paced but, with the help of our helpdesk managers, I was able to take myself away at quieter times to focus on my apprenticeship work," said Angelo.

"It's given me a deeper understanding of my role, and of the wider business. From the communication styles that I use, through to the different policies and legislations that we have at Marston's."

Claire added: "It's given me a lot to be proud of! It's given me more confidence in my job and as a person. To finish with a distinction feels amazing, it shows that all my hard work and commitment really paid off."



## Have Angelo and Claire inspired you?

VISIT [MARSTONSAPPRENTICESHIPS.CO.UK](http://MARSTONSAPPRENTICESHIPS.CO.UK) TO FIND OUT ABOUT APPRENTICE ROLES IN PUBS AND LODGES, OR EMAIL [APPRENTICESHIPS@MARSTONS.CO.UK](mailto:APPRENTICESHIPS@MARSTONS.CO.UK) IF YOU'RE INTERESTED IN BREWING, LOGISTICS OR SUPPORT SERVICE POSITIONS.

# CRAZY IDEAS REALLY DO PAY OFF!



**The Red Lion Hotel in Newburgh has a new bunch of locals, and they're drawing in a crowd!**

The pub opened its land to a local animal sanctuary - Bella and the Brave - bringing a host of furry friends to the site.

The partnership with the non-profit means that the public can now visit the sanctuary's animals, and pop in to the pub at the same time. It all came about after the sanctuary spotted the Red Lion Hotel's animal-conscious menu and got in touch.

"They needed a new home for their animals, and they liked that we offered vegan meals," team member Nichola Scott told us.

"Our once abandoned field is now beautifully fenced off and is home to 14 sheep and two goats. We've tidied up the site and are also offering the field out for marquee events, like weddings.

"We've already got a booking of 200 people for a reception next year. Hard graft and crazy ideas really do pay off!"

Ahead of the move, the team hosted Goatchella, a festival with music and guest appearances from the sanctuary's goats. They even raised money by raffling off prints by a world famous artistic pig - called Piggasso - at the festival. They raised more than £1,000, which will be used to support the animals.

# GETTING YOUR LOCAL SPORTS CLUBS INSIDE

Quick-thinking teammates at The Clarendon nabbed a great result after teaming up with nearby football club Wolverhampton Wanderers.

**The teammates are helping the community through the partnership, as they've committed to supporting the club's charitable trust. The pub is getting some great publicity as a result – with its fundraising efforts set to be shared in the club's match-day programme next season!**

It's first encounter with Wolves happened by chance, after a teammate picked up a call from one of the club's directors in April. They were looking to surprise fans by sending former player Steve Bull OBE into Wolverhampton pubs to buy them a drink before a match. The Clarendon was selected – but General Manager Sarah O'Donoghue didn't want the relationship to end there.

"Our customers loved Steve's visit, so we called them back to see if we can do more with them," she told us. "They put us in touch with the Wolverhampton

Wanderers Foundation and we now have regular meetings."

Last month the foundation – which supports community groups in the city – donated a signed football which was raffled to customers, and it's now planning to get a player to visit the pub to present the prize to the winner, an event that is sure to pull in a crowd. Sarah believes that linking up with local clubs is a no-brainer.

"A lot of teams have charities that support local communities. Marston's is an attractive name to have on board and the publicity generated from partnering with sports clubs is massive. If your pub is close to a sports ground then you should definitely get in touch to offer your support."



Last year The Clarendon sold a rebranded Wolves version of Banks's Amber Ale, which went down a storm with fans.

## MORE REASONS TO LEARN

Marston's online learning platform has a host of new features to make it even better for teammates!

You can now pin your favourite pages on Talent Academy Online, translate text into different languages and change the background on some of the courses to make them more accessible.

The new 'pin' feature is super useful as you can now save important pages and quickly revisit them – perfect if you want to recap something before an end of course test!

The language translator is available on all CPL branded courses, and lets you choose from 66 different languages, which appears alongside the English text.

Meanwhile, the background colour feature has been introduced to help people with dyslexia and visual impairments. A handful of key courses – including health and safety, food safety, allergens, fire safety, APLH and first aid awareness – all have the feature, which lets you change the background to blue, cream and pink for easier visibility.

Head to [www.marstonsacademyonline.co.uk](http://www.marstonsacademyonline.co.uk) to check out the new features and get learning!

## CREATING A BUZZ

**Teammates at The Honey Bee are on a mission to improve their TripAdvisor reviews – and they've done an un-bee-lievable job so far! The pub's moved up by 116 places in less than two years, and is now ranked 67/227 places to eat in Aylesbury. The team even managed to get 30 5\* reviews in just one week! So how are they doing it?**

Customer reviews are the first things people check before trying somewhere new. That's why good TripAdvisor scores are so important – but it can be tough getting customers to leave a review once they've left. So team Honey Bee came up with the great idea for visitors to post their feedback before walking out of the door.

General Manager Mary Breen has a wealth of experience from her 13 years at Marston's. And since taking over The Honey Bee in December 2017, she's built up a hum-dinger of a team and knows how to get them buzzing.

She told us: "It's about knowing what works at your pub. A competition always works really well here – and our customers get into the competitive spirit, too! I set the team the challenge to get more reviews and offered a prize that I knew would go down a storm. The person with the highest number of positive reviews got Mother's Day off, paid for. The team loved it and it created such a buzz – they were bartering with each other, and our regulars joined in with the fun as well!"

Mary added: "When they left their reviews, I made sure I jumped online and replied. People want to know they've been listened to, so I always respond to feedback, whether it's good or bad. Plus, potential customers don't just look at the reviews; they look at the replies, too!"

Take a look at The Honey Bee on TripAdvisor and you're met with headlines like 'lovely breakfast', 'over the moon', 'excellent service' and '5\* - would definitely recommend'. Huge congratulations team Honey Bee – and keep up the great work!



## GET THE LOW DOWN ON LOW TIDE

We're creating waves with our new low-alcohol pale ale, Shipyard Low Tide. It's now available in Morrisons, as well as 300 of our managed pubs.

The rise in demand for low and no alcohol drinks isn't showing any signs of slowing down – it's a category that's in 28% growth.

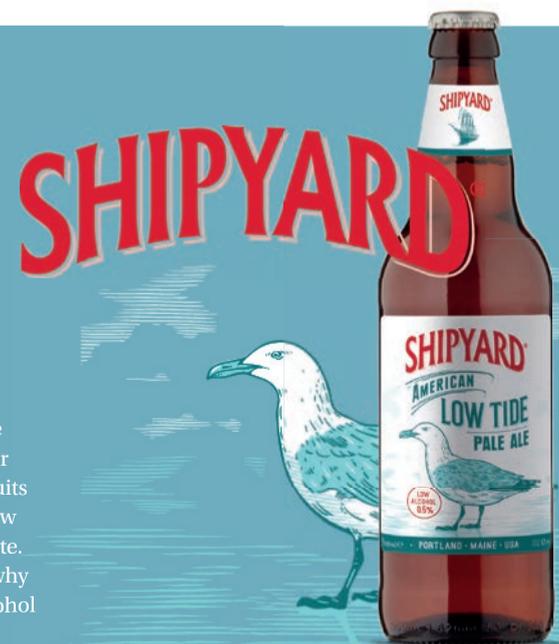
We know that a third of Shipyard's current drinkers are the same as those looking for low and no alcohol options. This means Low Tide is a great addition to our portfolio that taps into a growing

customer trend.

The new beer is a juicy, tropical pale ale with an ABV of 0.5%. Generous quantities of hops are added throughout the brewing process to deliver its rich and fruity hop character, with tropical fruits and notes of subtle citrus and blueberry. It's a low alcohol pale ale that doesn't compromise on taste.

Available in a 500ml bottle from this month, why not give it a go yourself or suggest it as a low alcohol alternative for your customers?

Style	Low Alcohol American Pale Ale
ABV	0.5%
See	Golden yellow
Smell	Mango, stone fruits
Taste	Fragrant exotic tropical fruits, sweet citrus hop
Bitter	3
Sweet	2.5





## FANTASTIC FEEDBACK

Here are some of the great things people have been saying about us:

### Top marks for the team at The Old Ash Dene in Ashington:

"I love coming to the Old Ash Dene. The food is always delicious, but the best thing is that teammates are all so lovely and friendly. They make people feel really welcome."

### Well done to The Willow Beck, Northallerton!

Nicky Jones and the team received some flowers from a very grateful family for making their first wedding anniversary a special one.



### Credit to the team at The Greyhound, Old Higham Village, for making memories:

"We had our first date here back in 2016 as we really liked the place. We've been back many times in the last few years, and we've also had Christmas lunch here with our family. We like the service, the helpfulness of the team, and the food. We always look forward to coming up to The Greyhound, and we love it when we can sit in the seats we sat in when we started dating."

# LIFE SAVERS

**Heroes at The Seven Woods, Warrington, are raising money for a defibrillator for their pub, just weeks after helping to save a customer's life.**

The teammates are planning a family fun day in August to raise the cash, after a serious incident in April highlighted the importance of the equipment.

A customer went into cardiac arrest and was unconscious for more than 15 minutes. Five dedicated teammates came to his aid – General Managers Lez and Vicki Anders, Head Chef Marc Russel, Supervisor Paige Corbett and front of house team member Ange Martin.

"It was a horrible, difficult, experience," said Vicki.

**“** He was with his family and his son was giving him CPR, so we all did our bit to help. **”**

"The road outside was closed so we cleared a path for the ambulance. We ran to a nearby shop to grab a defibrillator, and we continually reassured the family.

"There wasn't space in the ambulance for all of the customer's family, so I drove his wife to the hospital."

The team has been inundated with gifts from the family since the event, where they truly demonstrated how much they care. A huge well done to the team for their quick thinking during a difficult situation!



# CHAMPION BY NAME. CHAMPION BY NATURE.

A massive congratulations to the Eagle brewery team – McEwan's Champion is a gold medal winner in the strong ale category at the International Brewing and Cider Awards 2019!

Over 1,000 beers and ciders from 50 countries were submitted for judging, and an International Brewing and Cider Awards medal is considered among the industry's most coveted awards.

It follows an extremely successful rebrand of the malty beer last year, which has moved it up to 5<sup>th</sup> place in the national bottled ale market share rankings, and grown the Champion brand by 35.3%.



  
**WE ARE  
 MARSTON'S**

# JOIN OUR COMMUNITY

Want all the latest news delivered straight to your newsfeed? Our new Facebook page is where it's at! And it's a great way to have your say, too. Follow @wearemarstons to get involved.

# COMMUNITY HEROES

Smashed it!

From barrel rolling to car washes, ice buckets to family fun days – teammates from across Marston's came together and did great things for great causes last month. £45,000 was raised for charities as part of this year's Community Heroes Week, which ran from 29 April – 6 May. Take a look at just some of the excellent examples of our people showing just how much we care!



## Keep on rolling!

We saw a peak performance from our Old House at Home stars, in Pelsall, who pushed a barrel of Pedigree up Mount Snowdon.

They braved new heights and raised more than £1,400 for Birmingham Children's Hospital and Charity.

## Raising a bucket load

The Lion and Snake team in Lincoln raised £550 with their family fun day.

Teammate Owen braved the Ice Bucket Challenge to help them hit their target!



## Super Ted

The Community Formats East team joined up with Adam Slater and his team at the Horseshoe, Tatenhill, to support a great local family, whose son Ted suffers from a rare medical condition.

They raised over £5,300 through pub quizzes, a family fun day and a hugely successful charity auction. The cash will go towards Ted's care.

## Bringing the pub to the people

Head Office teams at Marston's House got in on the action, with cake sales, car washes, quizzes, barbecues, mocktails, raffles and more - bringing in nearly £5,000!

The Great Locals team brought the spirit of the local to the office, selling packed lunches while hosting a pub games tournament.



## Take a hike

Teammates at The Barn, Llantrisant, hiked to the top of Pen y Fan to raise money for Follow Your Dreams.

They trekked up South Wales' highest peak to help support young people with learning disabilities.



## A pint with... SARAH TAYLOR



Floods, fires, and wind-swept roofs. Sometimes our pubs face the unexpected.

Fortunately Marston's has its own internal emergency services on-hand to deal with serious issues. That team is led by Sarah Taylor, Senior Surveyor.

Hi Sarah, tell us more about your team!

We're there for our pubs in their time of need. The estates team gets 1,400 jobs a week to its helpdesk, and we deal with the ones that aren't routine. It could be reroofing a pub, or putting in a whole new sewage system.

Is it always reactive?

We do a lot of planning to make sure our buildings are safe and legal, and we keep up to speed with new legislation that might affect our pubs. I also look after the energy team, who are always for looking for ways to make Marston's greener.

Our aim is to ensure that we maintain our sites well, and prevent anything major from happening in the first place. We've had examples where pubs have caught fire, but are up and running just hours later because we've planned ahead.

“We're there for our pubs in their time of need.”

How did you get into your role?

I joined as an apprentice in 1996, and my role focused on technical drawing. I'd left school and didn't know what I wanted to be, and then the opportunity came up so I gave it a go. I went to college to get my qualifications but then moved away with family after five years.

Leaving Marston's gave me a good understanding of how other businesses operate, but it also helped me realise that I enjoyed the industry and wanted to come back. I returned in 2004 and have been here since!

What drew you back?

No two days are the same! One day you've got the discovery of asbestos, the next day you are dealing with a car driving into a building. We almost have to look at the weather to know what kind of issues we'll face. Too much heat affects refrigeration, wind affects roofing, and the cold affects boilers and pipes!

What do you enjoy most about your role?

Our teammates work really well together and everyone is very supportive. Whenever there's a problem you never feel that it is your problem, it's the team's problem. This makes it easy to focus our efforts on our pubs, so they can run smoothly.