



Gault&Millau

Korian and Gault&Millau form unprecedented partnership for quality and pleasurable dining

For Korian, expert in senior care and support services, meals are a key aspect of caring for patients and residents.

Charles-Antoine Pinel, the Managing Director of France Seniors, points out that *“Korian opted for on-site meal preparation at all its facilities back in 2014. Now, more than a thousand staff prepare 21 million home-made meals from raw ingredients every year. This major shift has required Korian to introduce a unique set-up and apply a continuous improvement process”*.

Now, Korian is teaming up with Gault&Millau to take things one step further. This partnership is the first of its kind in the industry and was inspired by the Korian Group's desire to improve the dining experience at their long-term care nursing homes. Gault&Millau food experts audit the entire catering process against a list of 245 criteria that assess the meals (preparation of raw ingredients, how they are cooked, flavour and texture), the service (presentation of the dish, crockery used, table linen) and the overall setting of the dining experience.

After the assessment, the auditors issue establishments with recommendations for any improvements required, which are then verified during a subsequent audit. Facilities that meet the criteria are awarded an endorsement from Gault&Millau. Eight establishments were audited during the pilot phase in France, with three obtaining the Gault&Millau endorsement¹: Bollée-Chanzay in Le Mans, Villa d'Albon in Roanne, and Yvan Roque in Issigeac. A fourth nursing home, Villa Janin in Saint-Etienne, gained special recognition for the quality of service.

Forty establishments will be audited in 2018 in an endeavour to attest to the quality of their catering services.

“Pleasure, quality and health are Korian's watchwords when it comes to meals. Eating well is a vital part of our residents' care and well-being. By auditing our facilities, Gault&Millau will help us to improve the quality of our catering services, reward the hard work our teams provide on a daily basis, and prove yet again to our clients that we are fully committed to providing excellence of care” emphasizes Christophe Parrot, head of Catering and Hospitality for Korian France.

Côme de Chérissey, Director of the Gault&Millau guide, adds *“With this partnership, Korian and Gault&Millau want to prove that it is possible to provide good quality meals at care facilities for the elderly”*.

1. Gault&Millau endorsement awarded for one year.

ABOUT KORIAN

Korian, the expert in providing care and support services for seniors, with 740 facilities, operates Europe's largest network of long-term care nursing homes, specialised clinics, assisted-living facilities, home care and hospital home care services. The Korian group has the capacity to accommodate around 75,000 beds in four countries (France, Germany, Belgium and Italy) and employs around 49,000 people. www.korian.com

ABOUT GAULT&MILLAU

The Gault&Millau guide is one of the two most influential food guides. Every year, it awards a rating out of 20 to several thousand restaurants in 22 countries. The guide has been released every year for the last 45 years and is named after its two founders, Henri Gault and Christian Millau, the food critics famous for introducing *nouvelle cuisine* in the 1970s.

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