**Baking a Better Career**

Tuesday 2 February 2021

Chat (edited)

Find full details and a video of the event here: [www.sustainweb.org/webinars/jan21-baking-a-better-career/](http://www.sustainweb.org/webinars/jan21-baking-a-better-career/)

[www.realbreadcampaign.org](http://www.realbreadcampaign.org) [www.rootstowork.org](http://www.rootstowork.org)

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| **Speaker at time of comment** | **Comment by** | **Comment** |
| **Laura Bullock** | Abi @ Sustain | Please check out Sustain's good food job platform at www.rootstowork.org |
|   | Abi @ Sustain | Laura's bakery here: www.sevenhillsbakery.co.uk |
|   | Paul Dobson: | How did you start off? |
|   | Emma Parkin: | Is there a training/apprenticeship wage? |
|   | Martin King: | What's the age group of staff? |
|   | Joyce Country Bakery (Ireland) - Anya: | thank you! how many staff do you employ at the moment? |
|   | anne baber: | what is the accreditation to? |
|   | Dineke van den Bogerd: | Laura, what are benefits of getting accreditation? |
|   | Sarah Thornber: | What is the pay difference between the bakers and the serving staff |
|   | Pat Hinton: | What lessons have you learnt from the process that you would use if you were starting seven hills now? |
| **Mel Darbyshire** | Laura bullock: | I’ll try and get these answered! I employ 10 at the moment but in real times around 15. |
|   | Sarah Sustain: | https://www.livingwage.org.uk/become-a-living-wage-employer |
|   | Laura bullock: | We have an older age range. Most in their late 20s - early 30’s which helps with the retention I think. |
|   | Abi @ Sustain | Mel's bakery here: https://www.grandcentralbakery.com/ |
|   | William Russell: | We have a Brewkery where we train people with learning disabilities to bake bread and brew beer. Is anyone doing similar? |
|   | Laura bullock: | Bakers earn the same as managers. Minimum now is £8.65p/h for the newest FOH. Bakers get salary which works out about £11p/h |
|   | Laura bullock: | There is no apprenticeship wage. Through the accreditation you agree to pay not just staff but everyone that works for you, so tradespeople etc. |
|   | Abi @ Sustain | https://bcorporation.net/directory/grand-central-bakery |
|   | Laura bullock: | Not so many ‘benefits’ as such you get on a national register and they do media for you quite a bit. |
|   | Laura bullock: | It did take a while for us to get there - 4 years or so, so I would love to but I certainly couldn’t have at the start of SHB. I would love to think I could though. |
| **Ryan Morgan** | Abi @ Sustain | Ryan's bakery: https://sixteenbricks.com/ |
|   | Brian Lance--Atticus Bakery, New Haven, CT: | We have the same kind of woman that is the backbone of the oven shifts. She’s been at it for 20 years. |
|   | William Russell: | What does you training programme involve for new recruits to the bakery? |
|   | Egoitz Fernandez: | Glad to hear about the importance of ergonomics. |
|   | William Russell: | How do you judge the success of your training? |
|   | Chris Young: | Reading for after the event - Cindy touches on women in baking, and her new Women Bakers Project in this blog post https://www.sustainweb.org/realbread/articles/jan21-sustainability-essential-ingredient-people/ |
|   | valentina marella: | In Italy, unfortunately, the bakers world is totally different. There is still an old-fashioned system, unhealthy and for sure no so many women are allowed to bake or to work in a bakery. |
| **Cindy Zurias** | Abi @ Sustain | Cindy's website: https://www.26deg.com/ |
|   | The Bread Factory: | Ryan, you mentioned your efforts to reduce dust in the bakery to create a safer place to work. What were the outcomes and benefits to your people. |
|   | Abi @ Sustain | For bakery owners in the UK: Limiting employees' exposure to flour dust is required by law - https://www.sustainweb.org/realbread/articles/jan21-sustainability-essential-ingredient-people/ |
|   | Anna Herbert Hobbs House Bakery: | Ryan it’s great how you are able to be totally transparent with your team about your dreams, goals and your business. How do you do this? In person, through email etc ? Thanks |
|   | kimberley bell: | We have recently (for the first time) had a baker leave to have a baby, she is currently on Maternity leave and we hope very much she will decide to return to us when the time is right. Speaking to other small bakery owners around the world, it seems a common problem that many female bakers often don't end up returning to the mixing and oven work once they have children. Do any of the panelists have advice or experience on creating favourable conditions to help passionate female bakers who are also mothers to stay in the role of baker? |
|   | Laura Ohm: | @Anna Herbert Hobbs Grand Central Bakery is an open book company. We share monthly P&Ls with our crews. |
|   | Raheel Shaharyar: | In a wholesale environment where you want to deliver bread and pastries at it's freshest and by 6-7am how do you eliminate the night shift? |
|   | anne baber: | Very impressed Cindy Can you give us a practical example of what you did change to move away from the night shift? |
| **Q&A / general chat** | Abi @ Sustain | Real Bread Week 20-28th Feb, details here: https://www.sustainweb.org/realbread/national\_real\_breadmaker\_week/ |
|   | Abi @ Sustain | How to join the Real Bread Campaign here: https://www.sustainweb.org/realbread/join/ |
|   | Abi @ Sustain | Advertise your UK good food (including Real Bread) jobs for free at Roots to Work: https://www.rootstowork.org/ |
|   | Paul Dobson: | WhatsApp groups are good for this |
|   | Dawn Woodward: | if the pandemic hadn't started, would you have been able to get rid of the nightshift? |
|   | anne baber: | how much did having to repay business loans stand in the way of paying equal/decent wages? |
|   | Gina Langley: | @kimberley bell We have had great success bringing new moms back into the baking fold. The biggest thing is understanding that their daily schedule needs to be accommodated for things like pumping. We are flexible with the number of days working based on their needs. It is mostly about really talking to the mom about what they need and thinking creatively. |
|   | Euan Carter: | This is such a good point. Got a call in the middle of my shift once from my boss at an old place, just to pass on a compliment. Really unexpected and made my day |
|   | Euan Carter: | Sorry, no mic here. I'd like to ask if any of the panel are affiliated with trade unions? |
|   | Michael Engler: | As someone who suffers with some allergies that have developed over the years in the bakery id be interested to hear more from Ryan about any tips he may have to help me improve the bakery environment. Rye flour inhalation is the main issue. Many Thanks |
|   | Paul Dobson: | Ahhh yes. Melanie has a good point - A local organisation has done a risk free experiment time, This could translate to quality improvement, different breads etc. |
|   | Brian Lance--Atticus Bakery, New Haven, CT: | Half of our function at Atticus is to run as a test bakery where we get to test out people’s ideas. Some make it into production, some don’t. But we are constantly coming up with ideas and testing them in the shop. |
|   | Laura Ohm: | We include things like treating co-workers with respect and kindness in our job descriptions, so we can hold people accountable. |
|   | Juli Hammonnd: | I notice the younger generation bakers want to move up the ladder faster. Besides creating goals and being transparent in real time, how best can you mentor their enthusiasm without it seeming you are showing favoritism for the particular employee. |
|   | Ryan Morgan: | I run the Instagram page for @sixteen\_bricks feel free to follow and message me ill do my best to get with you asap |
|   | Emma Parkin: | Does anyone work in a Workers Co-operative or social enterprise? Might be called something different in USA but basically self managing |
|   | Chris Young: | Find us on Instagram: Cindy @zpcindy Laura @7hillsbakery Mel @meldarbyshire @grandcentralbakery Ryan @sixteen\_bricks Chris @RealBreadCampaign |
|   | Laura Ohm: | It's also very hard to live in US West Coast cities these days. Wealth inequity is real. I think people don't know where to lash out. |
|   | Cindy Zurias: | My website is 26deg.com you will find my email there |
|   | William Russell: | We are a social enterprise - Community Interest Company- Equal Brewkery We have managed to get funding for equipment - ovens dough mixer plus. We work with adults with learning disabilities |
|   | Morgan Williams: | it's interesting to hear the American viewpoint on unionisation. in the UK it's not a radical or controversial act at all. |
|   | Michael Engler: | What are peoples thoughts on 4 day working weeks and how you balance it without making shifts too long but still giving employees hours and staffing the bakery sufficiently? Has anyone made it work and be sustainable? |
|   | Chris Young: | How was it for you? What did you like and find useful? Should we run another one of these? What topic should we cover? Would you like to be on the panel? Let me know here >> https://www.surveymonkey.co.uk/r/baking-a-better-career |
|   | Mahala Le May: | Hi I’ve worked at a bakery in London where this was introduced - 4x 10 hour shifts. it’s been pretty successful. I think it really depends on what suits staff. |
|   | Chris Young: | For those of you in the UK who need to advertise – or find – a Real Bread job opportunity, please do add the details to Roots to Work, our free, good food jobs site. www.rootstowork.org |
|   | Abi @ Sustain | And best of all its free to advertise! https://www.rootstowork.org/post/ |
|   | Chris Young: | If you don’t know already, Real Bread Week starts in less than three weeks. This is our annual, international celebration and people who make it. You can find full details on our website. https://www.sustainweb.org/news/jan21-get-ready-for-real-bread-week-2021/ |
|   | Chris Young: | If you’re not a Real Bread Campaign supporter, please do join us today! The only way we can keep flying the flag for Real Bread and helping to join the dots between bakers like you is with your dough. The details are on our website. https://www.sustainweb.org/realbread/join/ |
|   | Nadim Othman: | … back to the point of unions and attitude of staff (and excuse this coming from someone stepping out of a corporate world / considering a vocation in baking) to try to ensure staff understand what it means and takes to point in the same and desired direction, a section in a staff handbook that sets out bakery / bake-house values, principles and required behaviours can help mitigate less-than-great behaviour and also act as a point of reference should there be a situation. It can also be a great motivational tool. |
|   | Gina Langley: | Sitting down with employees and going through bench and succession planning has been good for us. With the employee analyzing current strengths and competencies, talking about career goals and creating a tangible plan to reach those career goals and then making a list of steps. There isn't always room to move up necessarily but creating a path and being on the same page about career desires is important. Keeping the job engaging is critical and feeling part of the growth of the business. |
|   | valentina marella: | YES! More Women in Bakeries! |
|   | valentina marella: | We are trying here in Italy too! Fighting racism and getting more women as bakers not just in FOH |
|   | Marilyn Scott: | I'm starting a baking program for students all female |
|   | William Russell: | Maybe all participating bakers could commit post covid to employing someone, even part time with a learning disability |