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BE-A-STAR 2015

*Spotlight On Us*

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## Welcome to the 2015 Be-A-Star Program: *20th Anniversary of Compass Group*

To succeed we have to look forward, set goals, imagine possible challenges, and take steps to meet them. By thinking ahead, we can plan for any outcome and avoid those surprising bumps in the road. Trying to anticipate the future isn't easy, but it's essential for success. That's why we're calling this year's Be-A-Star program *20th Anniversary of Compass Group*.

The Be-A-Star program gives you goals that will help you be successful, while offering you the opportunity to be recognized for being the best. *Star Achievements* are tasks aligned with your division's MAP objectives and other goals. The program consists of 3 Star periods, aligned with the first three quarters of the fiscal calendar. In the fourth quarter, results are tallied, and national winners are determined. Challenge yourself and your Above & Beyond to exceed expectations, and you may be among the winners!

You can access your program instructions, find support, upload submissions and claim Stars right here on the Be-A-Star website. We've done our best to make it simple and to give you links to everything you'll need. Please help us keep it 'green' by completing and submitting all reports and forms electronically.

### How to get started:

- Read the Introduction and Stars 1, 2 and 3; prepare a plan for completing all the requirements on time.
- Introduce the Program to your Above & Beyond:
  1. Read your leader's message aloud.
  2. Play the Program Kickoff Video.
  3. Share the support document "Mapping Our Way Forward" with your Above & Beyond - an overview of Compass Group's Management & Performance Framework.
  4. Order Be-A-Star merchandise to build enthusiasm, or to keep on hand for individual recognition at a Above & Beyond meeting or event.
  5. Print and hang each Star poster to track the progress of each Star period.

### Introduction Resource Links:

- Leader's Message page
- Program Kick-off Video
- *Mapping Our Way Forward* support document
- Program Support

Welcome to Be-A-Star!

Be-A-Star is TouchPoint's premier recognition program that provides associates and teams with a variety of great opportunities to be recognized nationally for their outstanding achievements.

This year Be-A-Star is celebrating the 20th anniversary of Compass Group providing hospitality services in North America. With the theme of "*Spotlight On Us*", the Be-A-Star program is emphasizing the inclusive word "Us". It says that every Above & Beyond member is essential to our company's growth and prosperity. We can all share the spotlight and enjoy the rewards of the Above & Beyond approach what has helped Compass lead the industry for two decades. In just three years, TouchPoint has been recognized as a major success story within the Compass family. This year there is an increased spotlight on recognizing our great people through the *Above and Beyond* award program (formerly named TEAM Award).

Be-A-Star has 3 Star achievement periods, aligned with the fiscal calendar. The Be-A-Star website allows you to keep track of your Be-A-Star program and get information – all in one place. We hope 2015 will be a terrific and fruitful year for Be-A-Star and TouchPoint. Let's put the Spotlight On Us and celebrate our innovations, associate engagement, enhanced hospitality services and community involvement.

For 2015, the TouchPoint Be-A-Star criteria will continue to reinforce our "top of mind" commitments critical to our success focusing on:

## **Safety**

- Performing safety audits
- Keeping the focus on safety
- Accounts operate below the Incentive Plan criteria

## **Unity**

- Staying involved in our communities through Compass in the Community and Core 4 events
- Collaborating with our various services to create one TouchPoint identity
- Account demonstrates one modification to the Standard Operation Procedures in which all services have modified their individual process to achieve a unified process that drives improved outcomes
- Participation in local community programs as a group. Examples: Homeless Outreach Program, Human Trafficking meetings/seminars, speaking or choosing books on healthy lifestyle topics at the local/ community library, charity projects, mentoring, etc.

## **Innovation**

- Increasing patient/resident satisfaction results using innovative approaches
- Incorporating new tracking and accountability programs
- Operational budgets to be favorable to budget by finding innovative ways to save money

## **People**

- Continuing to recognize great associates through ABOVE & BEYOND Awards or similar program
- Developing associates through diversity and inclusion
- Increasing associate engagement scores over previous year

We look forward to celebrating your accomplishments as you work toward becoming a Three-Star account and being named *regional or national* Account of the Year. Best wishes for continued success to all of our participants and future, distinguished winners for a job well done!

Sincerely,



Scott MacLellan, CEO

# Star 1

DUE DATE: DECEMBER 26, 2014

## **Star 1 Due Date: December 26, 2014**

You have **three** Star Achievements to complete for Star 1 – **Two** business goals and one associate recognition nomination.

**You must complete all three of the activities to receive credit for Star 1.**

### **Star Achievement Links:**

- Assign a Be-A-Star Champion
- Top of Mind Challenge-UNITY
- Above & Beyond Award

# Star 1 - Achievement 1

DUE DATE: DECEMBER 26, 2014

## Star 1 Due Date: December 26, 2014

### Assigning a Be-A-Star Champion

Be-A-Star is the Compass Group program recognizing associates and teams for achieving business initiatives with excellence. The Program is divided into three “Star” periods, beginning now and ending June 20, 2015. By completing all three Stars, your Account will achieve business initiatives for the 2015 fiscal year. By meeting all of the Star Achievement criteria and completing all three Stars by their due dates, your Above & Beyond exemplifies the Be-A-Star spirit of “going above and beyond” and may earn the opportunity to attend the Be-A-Star Awards Celebration!

TouchPoint Support Services will be combining Food Nutrition and Support Services together as ONE TEAM PER HOSPITAL (UNIT) to complete each Star.

1. For Achievement 1, each Account must select a Be-A-Star Champion to lead and submit each “Star”. **This will be the designated person to log in to the website, upload and submit the criteria to claim each star each quarter for both service lines.** The Champion needs to be selected and submitted to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com) by **December 5, 2014** to receive credit for Star 1.

**Submissions saved anywhere other than the Be-A-Star website will not be accepted.**

#### How to get credit:

1. Submit name and contact information using the TouchPoint Support Services Champion Submission Form by uploading it to the Be-A-Star website.

#### Star Resource Links:

- TouchPoint Support Services Champion Submission



## Star 1 Achievement 1 Form – TouchPoint Support Services Champion Submission

Account Cost Center	Account Name	Champion's Name	Champion's Phone	Email Address
FNS RDO	EVS RDO	Account Mailing Address		

Upload completed form and save it under your account on the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com) by **December 5, 2014.**

Submissions saved anywhere other than the Be-A-Star website will not be accepted.

# Star 1 - Achievement 2

DUE DATE: DECEMBER 26, 2014

**Star 1 Due Date: December 26, 2014**

## **Top of Mind Challenge-UNITY**

To receive credit for this star, participation by members from all TSS departments in a local community program as a group is required. Examples: Food bank, walk-a-thon, or any charity volunteering time. Submission of pictures, total number of hours, and a description of the event is required.

### **How to get credit:**

1. To receive credit for this achievement, submissions must be uploaded and saved to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com) no later than **December 26, 2014**.

**Submissions saved anywhere other than the Be-A-Star website will not be accepted.**

# Star 1 - Achievement 3

DUE DATE: DECEMBER 26, 2014

## Star 1 Due Date: December 26, 2014

### ABOVE & BEYOND Award

ABOVE & BEYOND Award is an employee recognition program that honors employees who go above and beyond while on the job. Programs similar to ABOVE & BEYOND have been shown to increase both patient satisfaction and employee satisfaction. The ABOVE & BEYOND award is also one way that TouchPoint helps build a winning company culture; we are creating an environment where we recognize outstanding contributions, and creating a workplace culture that is unparalleled in our business.

The ABOVE & BEYOND Award is open to all **hourly** Food Service and Support Services associates, even if they are not on TouchPoint payroll.

ABOVE & BEYOND Award nominations should be submitted each month and 2 winners will be selected by a team of Support Center associates. Monthly ABOVE & BEYOND winners (one from Support Services and one from Food Service) will receive a \$50 gift card, a custom lapel pin, a signed certificate from Scott MacLellan and will be featured in the monthly corporate newsletter.

#### How to get credit:

Submit at least one ABOVE & BEYOND Award nomination per department (SuS and FNS both) during the quarter. Complete ABOVE & BEYOND Award nomination form. We are looking for stories about associates who provide outstanding service to patients, customers or other Above & Beyond members.

#### Award:

\$50 gift card, a custom lapel pin, signed certificate from Scott MacLellan and featured in the monthly corporate newsletter.

#### Number of awards:

One for Food Service **AND** one for Support Services monthly

#### Award dates:

Nominations must be submitted for October by 10/24/2014, November by 11/28/2014 and December by 12/26/2014

#### Star Resource Links:

ABOVE & BEYOND Award Nomination Form: <https://transition.compass-usa.com/SiteCollectionDocuments/Forms/AllItems.aspx?RootFolder=%2FSiteCollectionDocuments%2FShared%20Information%2FBe%2DA%2DStar&FolderCTID=0x0120000252C9D44DA5D346B997D712E00D8194&View={732446E1-5394-4D32-B7D9-D476DDEE00F80}>

**Submissions sent anywhere other than this Be-A-Star website will not be accepted.**



# Star 2

DUE DATE: MARCH 27, 2015

## **Star 2 Due Date: March 27, 2015**

You have **three** achievements to complete for Star 2 – **Two** business goals and one associate recognition nomination.

**You must complete all three of the activities to receive credit for Star 2.**

### **Star Achievement Links:**

- Top of Mind Challenge-UNITY
- Compass in the Community
- ABOVE & BEYOND Award Nomination

# Star 2 - Achievement 1

DUE DATE: MARCH 27, 2015

**Star 2 Due Date: March 27, 2015**

## **Top of Mind Challenge-UNITY**

**Both service lines** must collaboratively demonstrate how a process or outcome has been improved through unity across TSS as well as other hospital departments (e.g. how Patient Transport, EVS and Admissions worked together to improve throughput). An essay, PowerPoint presentation, video or any other creative form of submission is acceptable.

### **How to get credit:**

1. To receive credit for this achievement, submissions must be uploaded and saved to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com) no later than **March 27, 2015**.

**Submissions saved anywhere other than to the Be-A-Star website will not be accepted.**

# Star 2 - Achievement 2

DUE DATE: MARCH 27, 2015



**Star 2 Due Date: March 27, 2015**

## **Compass in the Community**

Compass Group recognizes its responsibility to make a positive contribution and impact in our communities through outreach initiatives. This can easily be achieved by leading, participating, or supporting a community outreach project that also contributes to meeting MAP 1, 2 or 3 goals and objectives:

- Partner with your client(s) and customers to lead an outreach project.
- Assist with programs your client and customers are already hosting via in-kind, financial, or volunteer support.
- Collaborate with area Compass Group accounts in facilitating a community action event.
- Individually lead activities to meet a societal need.
- Recognize and aid with associate-initiated community outreach.

\*If you need help getting started, refer to the Compass in the Community “Ideas and Suggestions” resource document.

### **How to get credit:**

Complete and save the Compass in the Community Form to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com) by the Star 2 due date, **March 27, 2015**.

### **The Purpose of Completing a Compass in the Community Star Achievement is...**

It demonstrates Compass Group’s value of Responsibility in making positive contributions to the health and well-being of associates, customers, and the communities in which we work and live. These activities can potentially strengthen associate, client, and customer relationships which in turn will result in higher retention levels with all groups. Other positive outcomes include unit organic business growth, opportunities for additional sales with other Compass Group companies, and access to greater supply savings.

### **Note:**

Consider participating in the optional **Compass in the Community North America Awards**. Refer to the “Awards” section and click on the optional ‘Compass in the Community Awards’ link to review the additional guidelines.

### **CITC Resource Links:**

- CTIC Star Achievement form
- CITC Ideas and Suggestions PDF



## Star 2 Achievement 2 Form - Compass in the Community

Operation Number	Operation Name	Manager Name	Operation Phone	Email Address
Region	District Manager	Operation Mailing Address		

Save completed to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com).

**Submissions saved anywhere other than the Be-A-Star website will not be accepted.**

**(NOTE: see the Awards section to submit an entry for the Optional CITC North America Awards)**

What Organization(s) and/or Community Activity did your Outreach Initiative support (example: American Cancer Society, George Washington School, Diabetes Walk, etc.)?

Who or what are the benefactors (students, homeless shelter, hurricane survivors, etc.)?

How did you support this project (financial, in-kind, or participation activities)?

Did your project collaborate with other Compass Group accounts, your client(s), customers, vendors, or any other non-Compass groups? If yes, which ones?

Please provide measurements for the following, where applicable:

- \_\_\_\_\_ Total number of associates in account
- \_\_\_\_\_ Total number of associates involved in outreach activity
- \_\_\_\_\_ Number of non-associates participating in activity on behalf of Compass Group (family, friends, etc.)
- \_\_\_\_\_ Total number of man-hours/time donated by Compass Group associates to activity
- \_\_\_\_\_ Total financial contribution by Compass Group associates or account

# Star 2 - Achievement 3

DUE DATE: MARCH 27, 2015

## Star 2 Due Date: March 27, 2015

### ABOVE & BEYOND Award

ABOVE & BEYOND Award is an employee recognition program that honors employees who go above and beyond while on the job. Programs similar to ABOVE & BEYOND have been shown to increase both patient satisfaction and employee satisfaction. The ABOVE & BEYOND award is also one way that TouchPoint helps build a winning company culture; we are creating an environment where we recognize outstanding contributions, and creating a workplace culture that is unparalleled in our business.

The ABOVE & BEYOND Award is open to all hourly Food Service and Support Services associates, even if they are not on TouchPoint payroll.

ABOVE & BEYOND Award nominations should be submitted each month and 2 winners will be selected by a Above & Beyond of Support Center associates. Monthly ABOVE & BEYOND winners (one from Support Services and one from Food Service) will receive a \$50 gift card, a custom lapel pin, a signed certificate from Scott MacLellan and will be featured in the monthly corporate newsletter.

#### How to get credit:

1. Submit at least one ABOVE & BEYOND Award nomination per department (SuS and FNS both) during the quarter. Complete ABOVE & BEYOND Award nomination form. We are looking for stories about associates who provide outstanding service to patients, customers or other Above & Beyond members.

#### Award:

\$50 gift card, a custom lapel pin, signed certificate from Scott MacLellan and featured in the monthly corporate newsletter.

#### Number of awards:

One for Food Service **AND** one for Support Services monthly

#### Award dates:

Nominations must be submitted for January by **01/23/2014**, February by **02/27/2014** and March by **03/27/2014**

#### Star Resource Links:

ABOVE & BEYOND Award Nomination Form: <https://transition.compass-usa.com/SiteCollectionDocuments/Forms/AllItems.aspx?RootFolder=%2FSiteCollectionDocuments%2FShared%20Information%2FBe%2DA%2DStar&FolderCTID=0x0120000252C9D44DA5D346B997D712E00D8194&View={732446E1-5394-4D32-B7D9-D476DEE00F80}>

**Submissions sent anywhere other than this Be-A-Star website will not be accepted.**

# Star 3

DUE DATE: JUNE 19, 2015

## **Star 3 Due Date: June 19, 2015**

You have **five** achievements to complete for Star 3 – **Four** business goals and one associate recognition nomination.

**You must complete all five of the activities to receive credit for Star 3.**

### **Star Achievement Links:**

- Diversity and Inclusion
- Budget Compliance/Financial
- Patient/Resident Satisfaction
- Associate Engagement
- ABOVE & BEYOND Award Nomination

# Star 3 - Achievement 1

DUE DATE: JUNE 19, 2015



**Star 3 Due Date: June 19, 2015**

## **Diversity & Inclusion**

Diversity & Inclusion is important to us because of you, our great people. All together we win. The unique backgrounds, talents, skills and abilities our associates bring to our clients and customers make us the leader in foodservice and support services management. That's why we want to hear from you, our valued associates, about how you embody diversity & inclusion within your unit or team.

### **How to Get Credit:**

Simply complete the Diversity & Inclusion form and upload it to the Star Claims page on the Be-A-Star website.

### **Activity:**

Diversity & Inclusion Training Programs

Complete the checklist on the form listing the types of diversity & inclusion training programs your associates have attended, and complete the short description.

### **Star Resource Links:**

- Star 3 Form – Diversity & Inclusion
- Diversity page on AltogetherGreat.com - <http://www.altogethergreat.com/Pages/DiversityAndInclusion.aspx>
- Diversity Page on MyCompass - <https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion.aspx>
- Diversity & Inclusion Training Page on MyCompass - <https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion%20Training.aspx>



### Star 3 Form – Diversity & Inclusion

Unit, Department and/or Be-A-Star Team Name      Operation or Cost Center Number(s)      Manager or Site Contact Name      Manager or Site Contact Phone      Manager or Site Contact Email Address

Sector & Region

District Manager

Contact Mailing Address

Save completed form and upload to the Star Claims page: [beastar.compass-usa.com](http://beastar.compass-usa.com).

#### Diversity & Inclusion Training Programs

Note how many associates have completed the following Compass Group Diversity & Inclusion training classes:

Name of Training Class	Number of Associates
<i>Diversity CHAT</i>	
<i>Appreciating Differences™</i>	
<i>Managing Inclusion™</i>	
<i>Training during New Hire Orientation/New Manager Orientation</i>	
<i>PASSPORT/Port of Call 5</i>	
<i>Training during Compass College</i>	
<i>Other training - enter course name:</i>	

In the space below, describe what your unit/team members have learned from each of these training classes, and provide examples of how your unit or team embraces diversity & inclusion throughout the year. **NOTE: If you select “Diversity CHAT” from the list above, please provide your attendance sheet to confirm the session. All other information will be verified using your Operation/Cost Center number(s).**

Check here if your unit/team would like to ‘go above and beyond’ by applying for this year’s *Five Jewel Award for Best Practices in Diversity & Inclusion*.



# Star 3 - Achievement 2

DUE DATE: JUNE 19, 2015

## Star 3 Due Date: June 19, 2015

### Budget Compliance/Financial

Ensure your account meets budget Quarters 1st-3rd for fiscal year 2015, for both Food Nutrition and Support Services.

Demonstrate continuous focus on cost savings for both TouchPoint SuS and/or Ascension Health (as verified by RDO)

Necessary documentation maintained for audit purposes (as verified by RDO)

**Winners will be selected internally based on performance to budget measures, cost savings focus, and audit preparation. Please attach the Be-A-Star Financial Requirements form with each submission and save it to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com).**

**Due June 19, 2015.**

**Submissions saved anywhere other than the Be-A-Star website will not be accepted.**

### Financial Requirements:

#### 1. FY15 Budget achievement:

June 2015 YTD Budget: \_\_\_\_\_

June 2015 YTD Actual: \_\_\_\_\_

*(Budget may be adjusted for approved change orders)*

#### 2. CONTINUOUS FOCUS ON COST SAVINGS INITIATIVES (either TSS or Ascension, or both):

List ideas that have been researched by this candidate, to address potential cost savings:

Were any of those ideas approved and/or implemented?

3. Has candidate maintained documentation necessary for favorable audit? \_\_\_\_\_ (as reviewed by RDO)

# Star 3 - Achievement 3

DUE DATE: JUNE 19, 2015

**Star 3 Due Date: June 19, 2015**

## **Patient/Resident Satisfaction**

**Both service lines** must collaboratively demonstrate what best practices were used to increase patient/resident satisfaction scores over the previous year. An essay, PowerPoint presentation, video or any other creative form of submission is acceptable.

### **How to get credit:**

To receive full credit for this achievement, submissions must be uploaded and saved to the Be-A-Star website no later than **June 19, 2015**.

**Submissions saved anywhere other than the Be-A-Star website will not be accepted.**

# Star 3 - Achievement 4

DUE DATE: JUNE 19, 2015

**Star 3 Due Date: June 19, 2015**

## **Associate Engagement**

**Both service lines** must collaboratively demonstrate what best practices were used to increase associate engagement scores over the previous year. An essay, PowerPoint presentation, video or any other creative form of submission is acceptable.

### **How to get credit:**

To receive credit for this achievement, submissions must be uploaded and saved to the Be-A-Star website at [beastar.compass-usa.com](http://beastar.compass-usa.com) no later than **June 19, 2015**.

**Submissions saved anywhere other than the Be-A-Star website will not be accepted**

# Star 3 - Achievement 5

DUE DATE: JUNE 19, 2015

**Star 3 Due Date: June 19, 2015**

## **ABOVE & BEYOND Award**

ABOVE & BEYOND Award is an employee recognition program that honors employees who go above and beyond while on the job. Programs similar to ABOVE & BEYOND have been shown to increase both patient satisfaction and employee satisfaction. The ABOVE & BEYOND award is also one way that TouchPoint helps build a winning company culture; we are creating an environment where we recognize outstanding contributions, and creating a workplace culture that is unparalleled in our business.

The ABOVE & BEYOND Award is open to all hourly Food Service and Support Services associates, even if they are not on TouchPoint payroll.

ABOVE & BEYOND Award nominations should be submitted each month and 2 winners will be selected by a team of Support Center associates. Monthly ABOVE & BEYOND winners (one from Support Services and one from Food Service) will receive a \$50 gift card, a custom lapel pin, a signed certificate from Scott MacLellan and will be featured in the monthly corporate newsletter.

### **How to get credit:**

1. Submit at least one ABOVE & BEYOND Award nomination per department (SuS and FNS both) during the quarter. Complete ABOVE & BEYOND Award nomination form. We are looking for stories about associates who provide outstanding service to patients, customers or other Above & Beyond members.

### **Award:**

\$50 gift card, a custom lapel pin, signed certificate from Scott MacLellan and featured in the monthly corporate newsletter.

### **Number of awards:**

One for Food Service **AND** one for Support Services monthly

### **Award dates:**

Nominations must be submitted for April by **04/24/2014**, May by **05/29/2014** and June by **06/19/2014**

### **Star Resource Links:**

ABOVE & BEYOND Award Nomination Form: <https://transition.compass-usa.com/SiteCollectionDocuments/Forms/AllItems.aspx?RootFolder=%2FSiteCollectionDocuments%2FShared%20Information%2FBe%2DA%2DStar&FolderCTID=0x0120000252C9D44DA5D346B997D712E00D8194&View={732446E1-5394-4D32-B7D9-D476DEE00F80}>

Submissions sent anywhere other than this Be-A-Star website will not be accepted.

# Awards

DUE DATE: JUNE 19, 2015

This is your opportunity to be recognized for your growth and success this year.

Accounts that earn all three Stars are ***Gold Accounts!***

Accounts that earn two Stars are ***Silver Accounts!***

Accounts that earn one Star are ***Bronze Accounts!***

You may also choose to participate in two optional Compass Group North America Awards: the **Compass in the Community North America Awards**, and/or the **President's Five Jewel Award for Best Practices in Diversity & Inclusion**. Click on the links for each to learn more.

## **Awards Resource Links:**

- [Link to Be-A-Star Program Awards page](#)
- [Link to optional Compass in the Community National Awards page](#)
- [Link to optional President's Five Jewel Award page](#)

# Be-A-Star Awards

DUE DATE: JUNE 19, 2015

**Award:**

Account of the Year

**Judging Criteria:**

If you achieved 3-Star status by meeting all eligibility requirements.

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**Award:**

Regional Director of Accounts (RDO) of the Year

**Judging Criteria:**

This award will be awarded to one Food Services RDO and one Support Services RDO with the highest score based on measurements outlined in the Bonus Plan.

# Compass in the Community

DUE DATE: JUNE 19, 2015



**Due Date: June 19, 2015**

## **Compass in the Community North America Awards (Optional Participation)**

Giving back to the communities we serve is the right thing to do. Compass Group is proud of the time, energy and financial resources our businesses and associates contribute to help build stronger, healthier communities. The Compass in the Community North America Awards program recognizes those associates and accounts who best demonstrate this guiding principle.

### **How to get credit:**

- 1) Complete the Star Achievement's Compass in the Community form, **adding a brief essay (maximum 500 words)** description of the project should include:
  - Community initiative(s) and their goals and objectives
  - Level of support from operation/team associates
  - Outcome of the project's efforts with information about its effect on outreach recipients, as well as account associates, client(s), customers, and vendors (where applicable)
  - Any public acknowledgement received
- 2) The submission should be exhibited in presentation format. This can be a scrapbook, electronic presentation (such as PowerPoint), or a video\* (on CD/DVD or provide link address if posted on web). **\*Note: Videos can be no longer than 5 minutes in total length and not professionally produced.**
  - Include documentation of planning, execution and results (pictures, meeting notes, volunteer sign-ups, diagrams and graphs, press releases, newspaper articles, pictures, flyers, thank you notes, etc.).

### **How to Submit:**

Mail your form and submission to your Regional Be-A-Star Contact **Friday, June 20, 2015.**

### **Due Date for Division Entries:**

Each program/division (Canteen, Eurest, Flik, Chartwells Higher Ed, Chartwells Schools, Morrison, Corporate, etc.) may submit up to three (3) projects for CITC North America Awards consideration. **Awards submissions must be received by April Morton, Community Relations Coordinator, by no later than Friday, July 11, 2015.**

### **Number of Awards: Five**

One Gold award: \$8,000 for charities and attendance at the Be-A-star Recognition Celebration!

One Silver award: \$6,000 for chosen charities

Three Bronze awards: \$2,000 each for their respective charities

**Judging Criteria:** Winning submissions have the following criteria in common:

- Outreach appeared to be a “way of doing business”
- Activities promoted sustainability for the recipient(s) and/or cause
- Activities made a significant and assessable impact
- Activities promoted Above & Beyond building and there was significant associate involvement
- Collaboration with other Compass and/or non-Compass groups
- Goals of the community activity were clearly defined and focused
- Activities were well-planned, executed and outcome(s) measured and presented

*The North America Awards judging committee consists of executive officers, managers and at least one representative from a non-profit partner organization. **(It is suggested that divisional judging groups have a similar make-up, though each program can decide how to choose their Awards submissions.)***

**Award Date:**

District and Unit Managers/Contacts of winning submissions will be contacted by the Diversity & Community Relations department by the end of **August 2015**.

**CITC Awards Resource Links:**

- CITC Star Achievement form
- CITC Ideas and Suggestions PDF
- CITC Judging form
- CITC Participation Certificate



# Diversity & Inclusion

DUE DATE: JUNE 19, 2015



**Due Date: June 19, 2015**

## **Five Jewel Award for Best Practices in Diversity & Inclusion (Optional Participation)**

**Due:**

(Due dates to be determined by at the program level by Sector Be-A-Star Representatives in conjunction with DAC/DIAC chairs. Sector winning submissions must be received by July 17, 2015.)

**Mail sector winning submissions to:**

Compass Group  
c/o Diversity & Inclusion Dept.  
2400 Yorkmont Road  
Charlotte, NC 28217

**Diversity & Inclusion: Road Map to Innovation, Sustainability and Growth**

Compass Group believes a diverse and inclusive environment supports innovation and collaboration, and benefits our associates, clients and customers.

**Our Commitment to Diversity & Inclusion is good for us because it allows us to:**

- Deliver positive business results.
- Build a highly skilled workforce that reflects our diverse client and customer base.
- Provide innovative products and services to our customers and clients.
- Seek new business opportunities while we retain our client base.
- Give back to the communities we touch and serve.

Visit [AltogetherGreat.com](http://AltogetherGreat.com) to learn more about Diversity & Inclusion at Compass Group.

**Description of Activity:**

**Diversity & Inclusion at Work**

Does your unit or team embrace diversity & inclusion on a regular basis? If so, we want to hear from you! In the space below, describe how your unit or team brings the power of diversity & inclusion to your fellow teammates, clients and customers. Here are some examples:

- Create newsletters about events, activities and associate achievements that are shared with your associates, managers and clients
- Involve members of the community in your events or engage with community groups to enrich your understanding of the diverse communities we serve

- Learn about the guests and clients you serve and provide unique offerings to cater to their needs
- Host a regular summit with your associates to learn more about them and adjust your daily operations to provide a more inclusive environment
- Host regular cultural awareness or appreciation events. Not only should the event be exciting, but educational by creating a theme/topic for the event, featuring menu items and sharing information that goes along with the theme/topic (i.e. County Fair, The 1960's, or cultural event, like Cinco de Mayo, St. Patrick's Day, Bastille Day, etc.).
- Use client surveys to help your unit or team understand the unique needs of your client and how you plan, have and/or are addressing them.
- Provide an opportunity for associates to proudly share their distinctive characteristics.

**Create a report, video or scrapbook that answers the following questions:**

1. How many associates are in your unit(s), department(s) or Be-A-Star team?
2. How many associates participated and/or were involved with presented diversity & inclusion initiative(s)?
3. What did your team learn about the importance of teamwork and how did/does the diversity of your team make a difference when promoting diversity & inclusion in the workplace?
4. Describe how your unit or team embraces diversity & inclusion on a regular basis and how diversity & inclusion helps to promote team awareness and teamwork.

**NOTE:**

**To qualify for the 2015 Five Jewel Award, you must:**

- **Step 1: Complete the Star 3 Diversity & Inclusion achievement.**
  - Be sure to complete the Star 3 form.
- **Step 2: Complete the Five Jewel "Diversity & Inclusion at Work" activity.**
  - Ensure that all questions are answered and the completion criteria is met.
- **Step 3: Submit an essay, scrapbook or video** following the guidelines below.

**How to submit for award consideration:**

Along with a copy of your Star 3 Diversity & Inclusion Achievement Form, provide above information in one of the below acceptable formats:

- An essay of no more than 1000 words
- A scrapbook displaying photos, associate testimonials, a summary, etc.
- A video with photos, associate testimonials, a summary, etc. not to exceed 5 minutes. **THE VIDEO CANNOT BE CREATED AND/OR PRODUCED BY A PROFESSIONAL COMPANY OR ORGANIZATION. YOUR TEAM/UNIT MUST CREATE AND/OR PRODUCE THE VIDEO.**
- Submissions are to be sent to Jessi Moffitt, 5801 Peachtree Dunwoody Road, Atlanta, GA 30342 by June 19, 2015.

**IMPORTANT:** *Your team may only submit one item listed above. Sending more than one will deem the entry ineligible.*

**Five Jewel Resource Links:**

- Diversity & Inclusion Star Achievement form
- Mapping Our Way Forward PDF
- Diversity page on AltogetherGreat.com - <http://www.altogethergreat.com/Pages/DiversityAndInclusion.aspx>
- Diversity Page on MyCompass - <https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion.aspx>
- Five Jewel Award page on My Compass (featuring past winners) <https://mycompassnew.compass-usa.com/compassinthecommunity/Pages/Diversity%20and%20Inclusion/Five%20Jewel%20Award.aspx>
- Five Jewel Award Process and Judging Criteria PDF

# Program Support

If you have questions regarding any of the achievements or support materials, please contact the TouchPoint Be-A-Star Committee at [beastar2@iamtouchpoint.com](mailto:beastar2@iamtouchpoint.com).

# Website Support

Your BE-A-Star Program is all in one place.

You will find your 2015 sector Be-A-Star program materials, upload any necessary submissions and, if required, claim Stars for your operation all on one website – [beastar.compass-usa.com](http://beastar.compass-usa.com).

# Official Rules

## I. General Rules

**Introduction:** Compass Group (“Sponsor”) is sponsoring the Be-A-Star 2015 Program (“The Promotion”) for each of its companies — Bon Appétit, Canteen, Chartwells, Corporate Office, Eurest, Flik International Corp., Foodbuy, Morrison, and TouchPoint (“Companies”). The Promotion involves three “Stars.” Each Star consists of a series of activities and skill-based Achievements (“Action Items”). There are also three Special Awards. These general terms and conditions (“General Rules”) apply to all Achievements and Special Awards. In addition, each Achievement and Special Award may be subject to specific terms and conditions (“Action Items Rules” or “Special Award Rules,” respectively), as discussed below. The General Rules, Component Rules, and the Special Award Rules together form these Official Rules. The Promotion begins August 2014 and ends June 2015. The specific timing for each Achievement is set forth in the Achievement Rules. The timing for each Special Award is set forth in the Special Award Rules.

**Eligibility:** Must be 18 years old or older. Each participant must comply with all terms and conditions set forth in these Official Rules, and winning is contingent upon fulfilling all such requirements. Entries must be original work and must not have been previously published or have won any other award. Participants are eligible only if they are actively employed with the company at the time of award payout. Active participants will receive a prorated award based on the number of weeks worked in the eligible position. Vacation will be considered weeks worked for the purpose of eligibility. If a participant’s employment with the company is terminated either voluntarily or involuntarily, or if a participant engages in conduct which gives rise to a suspension or some other form of disciplinary action, then notwithstanding any other provisions of the Be-A-Star Recognition Program, the participant shall automatically become ineligible to receive all or part of an award, subject to the sole and absolute discretion of Compass Group hereinafter known as the “Company,” to decide otherwise.

**Prizes:** Prizes, selection process, timing, and prize value details are set forth in the Achievement Rules and Special Award Rules. No substitution or transfer of prizes permitted except by Sponsor, who, in the event of prize unavailability or any other reason, reserves the right to substitute any prize with another prize of equal or greater value. All taxes, fees, and surcharges, and any other expenses not listed as included in a prize are the sole responsibility of the prize winners. Acceptance of a prize constitutes permission for Sponsor and its advertising and promotional agencies to use winner’s name and likeness for advertising and promotional purposes in any media without additional compensation unless prohibited by law. Decisions of Sponsor or judges grading submissions for any Achievement or Special Award are final and binding in all matters relating to the Promotion. In the event of a tie in any Achievement or Special Award that requires judging or evaluation, duplicate prizes will be awarded. For prizes exceeding \$7500 in value, potential winners will be required to sign and return an Affidavit of Eligibility, Liability Release, and where lawful, a Publicity Release, within fourteen (14) days of notification. If a potential winner does not return such release within the (14) day time period, such potential winner will be disqualified and another winner selected in the place of the disqualified person at random from all eligible entries. If any prize or prize notification is returned as non-deliverable, the potential winner will be disqualified and another potential winner will be selected in the original potential winner’s place. A cash payout is prorated based on full time equivalence. Forty hours equals one full share, thirty hours equals ¾ share, twenty hours equals ½ share, etc., based on the normal work week at the time of payout.

**Miscellaneous:** By participating in the Promotion, participants agree to release and hold harmless Sponsor, its parents, subsidiaries, divisions, related companies and their respective officers, directors, employees, and agents from and against any and all claims or causes of action arising out of participation in the Promotion or with awards provided hereunder. All entries become the property of Sponsor. Sponsor is not responsible for late, lost, illegible, incomplete,

stolen, misdirected or postage due entries. If for any reason the Promotion is not capable of running as planned including due to tampering, unauthorized intervention, fraud, technical failure, human error or any other causes beyond the control of Sponsor that corrupt or affect the administration, security, fairness, integrity, or proper conduct of the Promotion, Sponsor reserves the right in its sole discretion to disqualify any individual who tampers with the entry process, and to cancel, terminate, modify or suspend the Promotion. The Sponsor assumes no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft of destruction or unauthorized access to, or alteration of, entries.

Submission of entry grants Sponsor and its agents the right in perpetuity to reproduce, publish, use, edit, adapt and/or modify such entry in any way, in any and all media, without limitation and without compensation to participant. Any and all disputes, claims, and causes of action with Sponsor arising out of or connected with this Promotion, other than determination or validity of claims, shall be resolved individually and exclusively by arbitration under the Commercial Dispute Resolution Procedures of the American Arbitration Association in Charlotte, North Carolina. Any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with participating in this Promotion, but in no event attorneys' fees. Participants hereby waive all rights: (i) to claim or be awarded any punitive, direct, indirect, incidental and consequential damages and any other damages, other than for actual out-of-pocket expenses; and (ii) to have damages multiplied or otherwise increased. All issues and questions concerning the construction, validity, interpretation and enforceability of these Official Rules, shall be governed by, and construed in accordance with, the laws of the State of North Carolina. Sponsor reserves the right to cancel or modify this program as determined by Sponsor in its sole discretion. Any modification of these Official Rules shall be communicated to the participants via mail and/or e-mail. Void where prohibited.

Winners List: For a list of prize winners, send a self-addressed stamped envelope to:

Be-A-Star Winners  
c/o Engagement & Recognition  
Compass Group North America  
2400 Yorkmont Road  
Charlotte, North Carolina 28217

# Star Due Date Calendar

□ Squares Indicate Fiscal Calendar Quarter-end Dates

★ Stars Indicate Star Due Dates

## August 2014

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## September 2014

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## October 2014

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## November 2014

S	M	T	W	T	F	S
						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## December 2014

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## January 2015

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## February 2015

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

## March 2015

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## April 2015

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## May 2015

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## June 2015

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## July 2015

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



**Our Vision** — To be a world-class provider of contract foodservice and support services, renowned for our great people, our great service, and our great results.

**Our Mission** — Everyone in Compass is committed to consistently delivering superior service in the most efficient way, for the shared benefit of our customers, shareholders and associates.

## Our Guiding Principles

**Safety, Health and Environment First** - never to compromise on the health and safety of our customers and our people, and to manage responsibly the impact that our business has on the environment.

**Delivering for Clients and Consumers** - to earn the continued loyalty of our customers by consistently demonstrating why we are the first choice for quality, service, value and innovation.

**Developing our People and Valuing Diversity** - to value and recognize the diversity and contribution of our people. We create a work environment that is challenging and provides the opportunities and support for everyone to develop, learn and succeed.

**Profitable Growth** - to deliver shareholder value through disciplined, sustainable growth, underpinned by strong governance, that contributes to and leverages the benefits of our global scale.

**Constant Focus on Performance and Efficiency** - to deliver the highest quality and performance, while relentlessly driving to be the lowest cost, most efficient provider.

## Our Values

**Openness, Trust and Integrity** - we set the highest ethical and professional standards at all times. We want all our relationships to be based on honesty, respect, fairness and a commitment to open dialogue.

**Passion for Quality** - we are passionate about delivering superior food and service and take pride in achieving this. We look to replicate success, learn from mistakes and develop the ideas, innovation and practices that will help us improve and lead our market.

**Win Through Teamwork** - we encourage individual ownership, but work as a team. We value the expertise, individuality and contribution of all colleagues, working in support of each other and readily sharing good practice in pursuit of shared goals.

**Responsibility** - we take responsibility for our actions, individually and as a Group. Every day, everywhere we look to make a positive contribution to the health and well-being of our customers, the communities we work in and the world in which we live.

**Can-do** - we take a positive and commercially aware “can-do” approach to the opportunities and challenges we face.



Openness, Trust and Integrity



Passion for Quality



Win through Teamwork



Responsibility



Can-do

## Our Performance Framework

**Management and Performance (MAP)**  
To optimize short-term and long-term performance by focusing on:

**MAP1 - Client Sales & Marketing Costs** - Deliver profitable growth from existing and new clients in our chosen markets.

**MAP2 - Consumer Sales & Marketing Costs** - Deliver profitable growth from existing and new consumers in our chosen markets.

**MAP3 - Food Costs** - Deliver optimal quality and range of food to consumers for the lowest cost.

**MAP4 - Unit Costs** - Efficient management of labor to reduce costs; reduce unit overhead cost.

**MAP5 - Above Unit Costs** - Reduce costs not associated with the unit.

## Our PEOPLE MAP

People focus to support MAP and deliver **great results**  
**Attract** - source great people; selection process; diversity  
**Retain** - induction; reward policy & practices; Safety, Health and Environment First, governance & good people practice

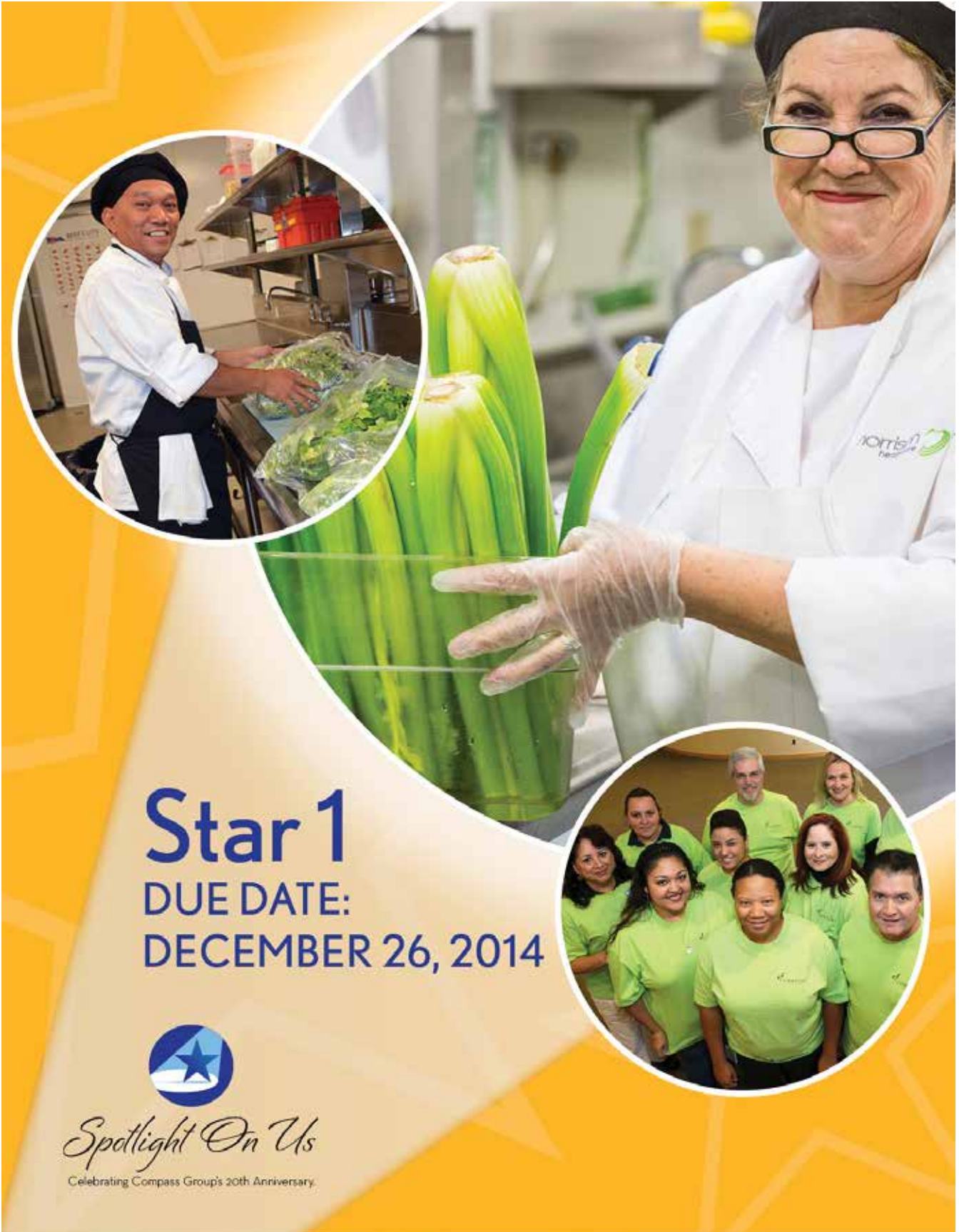
**Develop** - training; career planning; succession & talent management

**Engage** - two way communication; associate relations; recognition

**Perform** - performance review; in-unit operational excellence; organizational development



# Star Tracking Poster - Star 1



# Star 1

DUE DATE:  
DECEMBER 26, 2014



*Spotlight On Us*

Celebrating Compass Group's 20th Anniversary.

# Star Tracking Poster - Star 2



**Star 2**  
DUE DATE:  
MARCH 27, 2015



*Spotlight On Us*  
Celebrating Compass Group's 20th Anniversary.

# Star Tracking Poster - Star 3



**Star 3**  
DUE DATE:  
JUNE 19, 2015



*Spotlight On Us*

Celebrating Compass Group's 20th Anniversary.