Welcome to the 2017 Be-A-Star Program:
SUPERHERO SUPERSTAR: BAM ZOOM POW PERFORMANCE

As a Compass Group associate, YOU HAVE THE POWer:
The POWer to do extraordinary things.
The POWer to see your talents and contributions recognized and celebrated.
The POWer to lead the world in foodservice management and support services.

It’s in you.
It’s in all of us.
We’re Altogether Great, and each of us is simply...SUPER.

When we band together to share our powers, we find the Superhero in each of us. And with the heart of a Superhero, we can achieve Superstar results – for our company, for our clients, for our careers, and for each other.

That’s why this year’s Be-A-Star theme recognizes everything it takes to be a SUPERHERO SUPERSTAR. Because of your efforts and commitment, we can raise the bar for excellence into the stratosphere.

It’s as easy as
BAM. ZOOM. POW.

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 sector’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 team 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 – beastar.compass-usa.com. We’ve done our best to make it simple and to give you links to everything you’ll need.
Here’s 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 team:
  1. Read your CEO’s or President’s Message aloud.
  2. Play the Program Kick-Off Video – SUPERHERO SUPERSTAR.
  4. Order Be-A-Star merchandise to build enthusiasm, or to keep on hand for individual recognition at a team meeting or event. Visit the MyCompassCatalog website at www.mycompasscatalog.com.
  5. Print and hang each Star Poster to track the progress of each Star period.

Introduction Resource Links:

- CEO’s or President’s Message page
- Program Kick-Off Video
- Mapping Our Way Forward support document
- Program Support
The 2017 Be-A-Star program is an opportunity for Flik associates – ordinary men and women – to let the Superheroes within us shine through. The following pages detail the program goals, how to get credit and show you how you can recognize your Platinum Staff. Keep these key dates and program goals at hand as you work toward your goals:

January 13 – Star 1 Due (complete two achievements)
1. Launch your program in a way that gets everyone engaged and excited.
2. Recognize a Platinum Spotlight Associate

April 17 – Star 2 Due (complete three achievements)
1. Help Flik Hospitality ‘Seed and Orchard’ or as many as we can as a sector!
2. Refresh Your Business
3. Recognize a Platinum Spotlight Associate

June 16 – Star 3 Due (complete three achievements)
1. Diversity and Inclusion.
2. LRA Audit Improvements!
3. Nominate and UNIT or MANAGER

Your unit can compete for Compass Group National awards too, including the Compass in the Community North American Award for community service and the Five Jewel Award for Inclusion Excellence.
I have no doubt we can all complete the achievements and not only recognize and reward, but also increase our year over year BAS participation as a sector! Only we have the power!

Best regards,
Scott Davis
Due Date: January 13, 2017

Star 1 - All dates are rolling - complete all stars by June 16, 2017

ONCE ALL THREE ACHIEVEMENTS ARE COMPLETED AND UPLOADED - CLAIM YOUR STAR!

ALL BACK DATED STARS WILL BE ACCEPTED
UP, UP and AWAY! Program Rollout & Picture

Just like the man of steel, everything you need to rollout the program is here. We've made things simple so you can FLY through the program with ease and create excitement so all associates become involved.

How to get started:
• Schedule a team meeting to roll out the program.
• While the whole team is already gathered for your roll-out, get that staff picture completed. Make sure everyone is in uniform and positioned where we can see everyone, uniforms are neat and clean, with no aprons or hair nets. You can also take a second picture with your group having fun – maybe holding utensils or making funny faces. This doesn’t have to be a boring task – make it fun!
• Introduce the program to your team.
• Print and read Scott Davis’ Message to your team.
• Ask everyone to suggest ideas on how to achieve all 3 stars.

How to get credit: Upload the Staff photos to the BAS website under Star 1.

Due Date: January 13, 2017
Platinum Service Spotlight (Hourly Associates Only) - This award is designed to recognize those hourly associates who consistently utilize Platinum Service and exemplify the standard each and every day.

How to get credit:
• Complete the Platinum Service electronic form, and upload it along with a JPEG photo of your nominee to the Star Claims page of the Be-A-star website by January 2016. Describe a scenario when this associate displayed Platinum Service to a client or associate. Please be specific.

Award:
• One associate per region (per star) will be chosen from the entrees to receive a note from the sector president and to redeem a platinum service gift from the 25 point category. The winning associate’s gifts will be mailed to the Account Director so that he/she can present the winning associate with their Platinum Service Spotlight recognition in front of their peers at a team meeting.

Number of awards:
• One award per Region (Soguero, Salem, Russo, Nelson, Donohue, Gardner, Mazzella) per Star will be given.

Due Date: January 13, 2017
Due Date: April 17, 2017

Star 2 - All dates are rolling - complete all stars by June 16, 2017

ONCE ALL THREE ACHIEVEMENTS ARE COMPLETED AND UPLOADED - CLAIM YOUR STAR!

ALL BACK DATED STARS WILL BE ACCEPTED
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 and upload it to the Star Claims page of the Be-A-Star website at beastar.compass-usa.com by the Star 2 due date.

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:
- CITC Star Achievement Form
- CITC Ideas and Suggestions PDF
Due Date: April 17, 2017

Compass in the Community - Seed an Orchard

The Fruit Tree Planting Foundation (FTPF), is a nonprofit organization that partners with corporations to fund the planting of orchards that serve communities worldwide.

As part of Be-A-star, Compass in the Community, we have chosen “Trees for Tribes” as the foundation’s initiative that we will support. “Trees for Tribes” plants community orchards in Native American communities across the country. Food insecurity, where consistent access to adequate food is limited, runs at 23% for Native American households, the highest among any ethnic group in the U.S.

Our goal within Flik Hospitality Group, including Schools & Lifestyles, will be to raise $100 per unit. We will coordinate our fundraising activities during the Compass in the Community Achievement (ending March 31, 2017) and time the presentation our gift to the FTPF with Arbor Day, April 28, 2017.

This is a wonderful and worthwhile cause. We encourage your active participation to meet, and hopefully exceed our stated goals.

Manager’s Guide will be sent out in January 2017, so that you can start planning your fundraising activities.

How to get credit: Conduct a fundraising event in your unit (manager’s guide will have suggested ideas). The goal is to raise $100 per unit. This money will then be deposited along with your any of your regular deposit on or before April 1, 2017. In the manger’s guide there will be a form to upload to the BAS website once your deposit is made, along with a copy of your deposit slip. The monies should be allocated to G/L code #212103.

***NON CASH COLLECTING UNITS – information will be detailed in the Manager Guide.
**Refreshing Your Business**

As a business (whether P&L or fee accounts), your customers are the livelihood of your business. Refreshing your business with small changes tells them that you’re making improvements to the business to extend the levels of customer satisfaction.

Changes that impact the business can be small or large. Are all of your tongs matching? Does the lighting make your food or station pop? Do you need a new front to your serving lines? Are new Bon Chef or Bugambilia needed to make your offerings look more appealing? Choose a part of your business to refresh. You can choose a station, a front entrance or revamping all of your signage and frames. Ensure your changes are adhering to the Flik Hospitality standards and you are using the M. Tucker site to make your marketing or merchandising purchases.

How to get credit:
- Complete the Refreshing Your Business electronic form and upload it along with JPEG photos of “before” and “after” to the Star Claims page of the Be-A-star website by April 2017. Be sure to give a brief description of what was done to enhance the station or area and the impact it has had on the residents. Please be specific.

Due Date: April 17, 2017
Due Date: April 17, 2017

Platinum Service Spotlight (Hourly Associates Only) - This award is designed to recognize those hourly associates who consistently utilize Platinum Service and exemplify the standard each and every day.

How to get credit:
• Complete the Platinum Service electronic form, and upload it along with a JPEG photo of your nominee to the Star Claims page of the Be-A-star website by January 2016. Describe a scenario when this associate displayed Platinum Service to a client or associate. Please be specific.

Award:
• One associate per region (per star) will be chosen from the entrees to receive a note from the sector president and to redeem a platinum service gift from the 25 point category. The winning associate’s gifts will be mailed to the Account Director so that he/she can present the winning associate with their Platinum Service Spotlight recognition in front of their peers at a team meeting.

Number of awards:
• One award per Region (Soguero, Salem, Russo, Nelson, Donohue, Gardner, Mazzella) per Star will be given.
Due Date: June 16, 2017

Star 3 - All dates are rolling - complete all stars by June 16, 2017

ONCE ALL THREE ACHIEVEMENTS ARE COMPLETED AND UPLOADED - CLAIM YOUR STAR!

ALL BACK DATED STARS WILL BE ACCEPTED
Diversity & Inclusion

Diversity is “the presence of differences that make each person unique and can be used to differentiate groups and people from one another.” These differences can be our personality, culture, values and preferences.

Inclusion, on the other hand, is “the action or state of including or of being included within a group or structure”. At Compass Group this means that every associate is included, despite their differences. Inclusion helps associates engage in every part of the company culture. If diversity is the mix, then inclusion is getting the mix to work together. It’s like a jigsaw puzzle—each piece is different, but when the pieces come together it makes a beautiful picture. By being inclusive, the unique aspects of all individuals are appreciated and leveraged, so our company is even more successful.

We’d like to further our discussion around inclusion. We’ve provided some tools for you to share with your team that help to define inclusion and explain in more detail, why it’s important to our business. Take some time to review this information with your associates and perhaps spark some dialogue around what inclusion means to your team members.

How to Get Credit:
Review the “Why Inclusion Matters” PDF with your team utilizing the provided script and complete the attached form. Be sure to upload the form to the Star Claims page on the Be-A-Star website by the Star’s due date.

Activity:
What’s Inclusion?
Inclusion can be a complex concept to understand, but it’s extremely important to the success of our business. Inclusion creates an environment of belonging, involvement and connection. Complete the Diversity & Inclusion Star form, providing a few key takeaways from the “Why Inclusion Matters” lesson.

Star Resource Links:
- Star 3 Form – Diversity & Inclusion
- Why Inclusion Matters Star 3 Learning Lesson (PDF)
- Why Inclusion Matters Manager’s Guide including support scripted learning session
- Diversity & Inclusion page on AltogetherGreat.com: [http://www.altogethergreat.com/people/diversity-inclusion/#d-i-overview](http://www.altogethergreat.com/people/diversity-inclusion/#d-i-overview)
- Diversity & Inclusion page on My Compass: [https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion%20Training.aspx](https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion%20Training.aspx)

Due Date: June 16, 2017
Due Date: June 16, 2017

Flik Hospitality LRA Audit Improvements

You must score a minimum of 80% on your Audit to get credit. If you score below 80% you are responsible for increasing your score a minimum of 10% over your last recorded audit score.

How to get credit: Upload your email confirmation from LRA with your 80% or higher grade. If you scored below 80%, also upload your last recorded grade as proof of your 10% audit over audit increase.
Due Date: June 16, 2017

Nominate!!

You can nominate outstanding salaried manager or a unit that works together well. Please make sure in the first field, you specify who or what unit you are nominating. Please use these fields as appropriately as possible, fill in as much information that you can. You only need to complete one nomination for the program and you can submit your nomination during any of the stars.

How to get credit:
Use the form through the link for all nominations, hourly, salaried manager or unit. A minimum of one nomination has to be completed by June 17, 2016.
This is your opportunity to be recognized for your growth and success this year.

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

Gold Accounts that also achieve budget through the 3rd Quarter are **Platinum Accounts**!

Gold Accounts will be rewarded with a certificate of achievement and publication in an internal newsletter. Platinum accounts will be rewarded with a plaque of achievement and publication in an internal newsletter.

Click on **Be-A-Star Program Awards** and follow the instructions to submit your operation and star associates for Regional and National Awards.

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 **Five Jewel Award for Inclusion Excellence**. Click on the links in your online Be-A-Star Program to learn more.

**Awards Resource Links:**
- Be-A-Star Program Awards page
- Optional Compass in the Community National Awards page
- Optional Five Jewel Award page
Year-end Awards:

- Regional Account of the Year (Per region)
- National Platinum Service Spotlight Winner – Hourly (Per region - Attend National Banquet)
Compass in the Community North America Awards
(Optional Participation)

Due Date: July 14, 2017

Description of Activity:
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: Send your form and submission to your Be-A-Star Contact by Friday, June 23, 2017 (suggested date to all for top selections).
Due Date for Division Entries: Each program (Canteen, Eurest, Chartwells Schools, Morrison, Corporate, etc.) may send up to three (3) submissions for CITC North America Awards consideration. **Chosen submissions for Awards consideration must be received by Kristina McCarter, Inclusion Generalist, by Friday, July 14, 2017.** Kristina’s address is as follows:

Compass Group  
Attn: Kristina McCarter  
Diversity & Inclusion  
2400 Yorkmont Road  
Charlotte, NC 28217

Number of Awards: Five  
One (1) Gold award: $8,000 for charities and attendance at the Compass Night of Stars Celebration!  
One (1) Silver award: $6,000 for chosen charities  
Three (3) 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 team 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: Site Contacts and Managers of winning submissions will be contacted by mid-August 2017.

CITC Awards Resource Links:

- CITC Star Achievement Form  
- CITC Ideas and Suggestions PDF  
- CITC Judging Form  
- CITC Participation Certificate
2017 Five Jewel Award for Inclusion Excellence
(Optional Participation)

Submission Due Date: July 14, 2017

Forward by Mail To: Flik Hospitality Group
Attn: Sherri Holmes
2 International Drive
Rye Brook, NY 10573

Or, Email To: Sherri.Holmes@compass-usa.com

Due Date for Division Entries: Each sector (Canteen, Eurest, Chartwells Schools, Morrison, Corporate, etc.) may send up to three (3) submissions for Five Jewel consideration.

Chosen submissions for Awards consideration must be received by the Diversity & Inclusion Department by Friday, July 14, 2017. The address is as follows:

Compass Group
Diversity & Inclusion Department
2400 Yorkmont Road
Charlotte, NC 28217

Inclusion in the Workplace

Diversity is “the presence of differences that make each person unique and can be used to differentiate groups and people from one another.” These differences can be our personality, culture, values and preferences.

Inclusion, on the other hand, is “the action or state of including or of being included within a group or structure”. At Compass Group this means that every associate is included, despite their differences. Inclusion helps associates engage in every part of the company culture. If diversity is the mix, then inclusion is getting the mix to work together. It’s like a jigsaw puzzle—each piece is different, but when the pieces come together it makes a beautiful picture. By being inclusive, the unique aspects of all individuals are appreciated and leveraged, so our company is even more successful.
Ignite Inclusion Submission Criteria:

How are you igniting inclusion in the workplace; within your team, with your clients/customers, in your community, etc.? Have you implemented a program, process or practice that engages our people, leverages our uniqueness or breaks down barriers to inclusion? Well, we want to hear your great ideas! This year’s Five Jewel Award submission should highlight one great idea you’ve implemented that helps create a more inclusive workplace. Provide a bit of background information on your idea, tell us how it “caught fire,” show us how you engaged or “fired up” your team (clients, customers, community, etc.) with your initiative and share with us the impact it has had and how it “fuels” inclusion.

Completion of the Diversity & Inclusion Star 3 Component of Be-A-Star is a prerequisite to entering a 2017 Five Jewel Award for Inclusion Excellence submission. Be sure to claim the Star 3 component and submit the associate sign-in form provided.

Create a video (Maximum 5 minutes) that addresses the following:

Participation

1. How many associates are in your unit(s), department(s) or team?
2. What percentage of the account’s associates participated and/or were involved in this inclusion initiative?

Result

1. What was the result of your inclusion project/solution/initiative?
2. How do you think the project/solution/initiative impacts inclusion?
3. How did your project/solution/initiative affect change?

Video

1. Your video submission should provide responses to all of the questions posed in the submission criteria.
2. Your video should also include a “WOW” factor. Get creative! A wow factor isn’t limited to the production value of your video, but could include a creative way of sharing your great idea.

NOTE: Submissions must be individual unit or department submissions. Region and division submissions will not be accepted.
To qualify for the 2017 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 Award activity outlined above.
  - Ensure that all questions are answered and the completion criteria is met.
- **Step 3:** Submit a video following the guidelines below.

To submit for award consideration:
Along with a copy of your Star 3 Diversity & Inclusion Achievement Form, provide above information in the format outlined below:

A **video** with photos, associate testimonials, a summary, etc. *THE VIDEO CANNOT BE CREATED AND/OR PRODUCED BY A PROFESSIONAL COMPANY OR ORGANIZATION. YOUR TEAM/UNIT MUST CREATE AND/OR PRODUCE THE VIDEO.*

Five Jewel Award for Inclusion Excellence Resources:

- Star 3 Form – Diversity & Inclusion
- *Why Inclusion Matters* Star 3 Learning Lesson (PDF)
- *Why Inclusion Matters* Manager’s Guide including support scripted learning session
- Diversity & Inclusion page on AltogetherGreat.com:
  [http://www.altogethergreat.com/people/diversity-inclusion/#d-i-overview](http://www.altogethergreat.com/people/diversity-inclusion/#d-i-overview)
- Diversity & Inclusion page on My Compass:
  [https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion%20Training.aspx](https://mycompass.compass-usa.com/hr/Pages/Diversity%20and%20Inclusion/Diversity%20and%20Inclusion%20Training.aspx)
If you have questions regarding any of the Star achievements or support materials in your sector Be-A-Star Program, see the contact list below.

Sherri Holmes
Sherri.Holmes@compass-usa.com
Your Be-A-Star Program is all in one place on the Be-A-Star website at
beastar.compass-usa.com.

The Be-A-Star website contains your sector’s 2017 Be-A-Star program materials. On the website, you can upload any necessary submissions and, if required, claim Stars for your operation.

To log into the Be-A-Star website, you must know your Operation Number and Password.

If you need assistance with the Be-A-Star website, send an email to your Regional Be-A-Star Committee or Be-A-Star Champion. See the Program Support section for a list of contacts.