



It's that time of year again.

Log on to www.SSCGEM.com now to award your September and October GEM winners.

On October 17th each site will be able to award one **\$250** Account GEM of the Year. The Account GEM of the Year must be awarded by October 31st to be eligible for Regional GEM of the Year—an additional **\$500** award. The Regional GEM of the Year winners will be eligible for two Divisional GEM of the Year awards, another **\$1000** on top of the **\$250** and **\$500** they already received.

Make sure your site doesn't miss out on these opportunities, and visit www.SSCGEM.com regularly to recognize birthdays, years of service, and to send appreciations to our frontline staff for a job well done.



In This Issue

- Safety First
- Cage Free Commitment
- Safety Excellence
- Recruiting
- September GEM Stars
- Grounds Tips for your Home
- Employee Showcase
- New HR Phone Number

Safety Updates

HAZARD RECOGNITION...

I've never met a worker who *intentionally* injured himself or herself. This should go without saying. Unfortunately, many workers are seriously injured each year and many people still believe that accidents "just happen." But, accidents do not just happen!

What Goes Wrong? Usually, an error that is *within the control* of one or more people is at the bottom of things. Often, several errors take place, at the same time, for an accident to occur. So when we analyze accidents, we should focus on which aspects of a task were controlled and which were not. Assuming that workers have been properly trained and all the proper materials and tools were available, what else can go wrong? A lot! Accidents are most frequently due to haste and poor planning.



Don't Take Safety Shortcuts: When workers get out on the job with a supervisor monitoring their output, they are expected to achieve production goals. If they feel their job is on the line, they may take pay less attention to safety than to production, in order to look better in the eyes of the boss. This often means poor choices are made that put them and co-workers at risk. Many accidents happen in just this manner. And these incidents have a negative impact on production, because dealing with them requires valuable time and money.

Plan Ahead! It is an employee's responsibility to work safely, and that means taking time to review what is to be done--and what could go wrong. All employees should make it a habit to check out the site and assure the work can be done without mishaps **AND REVIEW TSA's!**

It helps to remember the Five Ps: *Prior Planning Prevents Poor Performance!*

Identify Hazards! The following questions should be asked, to help predict what could go wrong and how risks might be controlled:

- Are the necessary materials available to perform the work?
- Does everyone have the proper tools to perform the tasks at hand?
- Are there enough workers to handle the job? Have they all had safety training?
- Are environmental conditions such as light, noise and weather a factor?
- Are there too many people in the area to work safely?
- Have other sub's on the job been notified about hazardous tasks or materials?
- Don't wait for accidents to occur! Think and plan ahead!
- Anticipate, Evaluate and Control Hazards!

Compass Group Commits to Source 100% Cage Free Eggs

Compass Group is proud to announce a significant expansion to its existing cage free egg policy with a commitment to source 100% cage free eggs (both shell and liquid) globally by 2025. As part of the commitment and building on the considerable progress made to date in our US business, we have committed to achieving this throughout our US operations by 2019. Nicki Crayfound, Director of Group Health, Safety and Environment at Compass Group PLC, commented, "Improving the welfare of farm animals is a key focus for our business and we've supported the sourcing of cage free eggs since 2009. This commitment marks the next step in our journey and we look forward to continuing to work with partners such as Compassion in World Farming, Humane Society International and The Humane League who provide invaluable support and guidance."

Compass Group operates in over 50,000 locations across 50 countries, resulting in a diverse and complex supply chain. Our global Supply Chain Integrity Standards give us a robust framework to manage our supply chain and work towards sourcing products in a more sustainable way. Our industry leading position on animal welfare issues was recognized by our inclusion in Fortune's Change the World list of 50 companies that have had a positive social impact through activities that are part of their core business strategy.

Safety Excellence



We are pleased to announce Brian Addington at Middle Tennessee State University won our 1st Annual Safety Excellence Award.

Brian and his team have a 0% IFR and have not had a claim since August of 2015.

When asked how his team of over 80 employees was able to accomplish this impressive goal Brian said, "Safety is the cheapest accident. We follow a solid and consistent new hire safety training, always have monthly safety minders and monthly chats, and pizza parties for incident free quarters."

NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH

The National Disability Employment Awareness Month (NDEAM) was declared as the first week in October over 70 years ago. In 1988 it became month long.

Did you know? In the 2010 US Census, 19% of the population reported having a disability. That's nearly 1 in 5 people. Some of these disabilities are visible, some are not.

Evaluate your behavior. Is it possible that it could be exclusionary? Think about how your actions might disable others. The barriers many with disabilities face begin with attitudes often rooted in misinformation and misunderstandings about what it's like to live with a disability.

Consider these inclusive behaviors:

Ask before you help

People desire to be independent and treated with respect

Don't be afraid

Ask questions when you are unsure what to do.

Don't make assumptions

People are the best judge of what they can or cannot do

Respond graciously to requests

An accommodation is not a complaint



Recruiting Spotlight

External applicants:

www.compassgroupcareers.com

Internal applicants: www.altogethergreat.com

Did you know our critical open positions come with a referral bonus? Well now you do! If your referral leads to filling a high need position you could receive up to a **\$750** bonus.

Critical Open Positions under recruiter Julie Nelms:

Julie.Nelms@Compass-USA.com

| Position | Location | Requisition # |
|-----------------------------------|---------------------|---------------|
| Electrical Engineer | College Station, TX | JN10041667559 |
| Project Manager | College Station, TX | JN06201663372 |
| Project Manager | Corpus Christi, TX | JN08221665831 |
| MEP Supervisor | Stephenville, TX | JN08241665950 |
| Construction Inspector | College Station, TX | JN05111661861 |
| Unit Director | Richmond, VA | JN09141666794 |
| Asst Facilities Director | Kingsville, TX | JN09091666608 |
| Unit Director | Yuma, AZ | JN09191666953 |
| Unit Director | Midlothian, VA | JN08051665210 |
| Director of Facilities | Canyon, TX | JN09151666849 |
| Unit Director (Maint) | College Station, TX | JN09281667334 |
| Regional Manager | TX | JN09091666611 |
| Unit Director | Bristol, VA | JN09261667262 |
| Unit Director | Columbia, SC | JN09271667320 |
| Environmental Services Supervisor | College Station, TX | JN09191666951 |

Standouts From September GEM Awards

- ⇒ Graciela has demonstrated leadership skills in organizing a cleaning committee among her peers for situations when we are short handed. She has led by example by being pro active and ensuring we have a clean school.
- ⇒ Donnie is a hard worker completing 26 work orders this month as primary tech. Donnie volunteers to work at the football games. Customers have let me know that he does a great job. Shows great leadership skill in showing others how to put together shut-downs when necessary. Donnie is always on time and is one of the last ones to leave making sure work is done.
- ⇒ Sheryl goes above and beyond her typical duties. She will lend a hand with any and all maintenance, grounds, and custodial activities whenever she is needed. Besides working in her office, Sheryl can be found making keys in the lock shop, conducting inspections in campus buildings and grounds, or weeding a mulch bed before a big event. Sheryl always puts the customer and the team first.
- ⇒ Jeremy goes above and beyond in making sure our buildings are well maintained, he tackles any assignment given to him professionally and with a fantastic attitude. He wired the entire Southside Middle School greenhouse with little guidance and did it in a highly efficient manner. He is always friendly and is willing to assist his peers on anything they may need assistance with.
- ⇒ Eddie has an impeccable attendance record and is a GEM to work with. He shows dedication to his work and always there to help his co-workers.
- ⇒ Ralph goes above and beyond the call of duty. He brightens up the office with his positive personality. All customers have spoken highly of his dedicated customer service.
- ⇒ Construction ran right up to the day before school started at St. James-Santee Elementary. Ida worked extremely long days to get the school ready for the 1st day. She went in and would not leave until everything had been done at her school.
- ⇒ Tamica's attendance has been perfect, but she also goes above and beyond by helping cover multiple other areas when other custodians quit without notice or call in.
- ⇒ Gary was awarded for having his team "manage a nearly impossible schedule with integrity and patience - all while staying safe."

Grounds Tips for your Home:

Water is critical for this time of year with the exception of Texas which has been soaked.

You will see this from me every fall – water, water, water, no matter how much water you got from rainfall this summer, fall is the most important time to water your ornamental plants. This is a time when they are storing nutrients before they go dormant and need maximum uptake this time of year. So just when you think you have watered enough, water again!

Keep this in mind during winter months for ever green plants, when it is sunny & windy it pulls moisture out of the plant, if winter is dry, water you plants.

Do not turn on your irrigation if you have already drained the system—water manually where feasible. WATER!

—George Bernardon

Regional VP of Grounds Management for SSC

Employee Showcase




I wanted to share with you the quality staff we have at our site, University of Michigan Dearborn.

Adela Mustful, who works in the UC building and cleans the cafeteria and other office areas, found a wallet with \$1000.00 cash in the café. There was no ID in the wallet and no papers to identify the person who owned the money. Adela turned the wallet and cash to the campus police so they could locate the owner and return the missing property.

Adela is an awesome, honest, and hard working person who is greatly valued by customers and co-workers alike.




One HR Number Quick Reference Guide – Compass Group

The front of this document contains a list of HR departments and the topics they address. On the back of this document is a script of the prompts associated with calling the One HR Number at 877-311-HRHR (4747). In order for HR to better assist you, please refer to the department list below prior to calling the One HR Number.

| Department | Topics Addressed by Department |
|--|--|
| Benefits Section 1 | <ul style="list-style-type: none"> Medical, Dental, Vision, Life Insurance, Disability Insurance, Flexible Spending Status Changes • Health Care Provider • Health Advocacy/EAP • TeleDoc COBRA • Benefit Cancellations • Voluntary Benefits • Converter Benefits 401(k)/Retirement & Savings • Total Compensation Statements • Service Awards |
| Leave of Absence (LOA) Section 2 | <ul style="list-style-type: none"> Family Medical & Leave Act (FMLA) • Disability Leave • Intermittent Leave Americans with Disabilities Act (ADA) • Leave of Absence Compliance Training Personal Leave • Military Leave • Ancestry Disability Plans |
| HR Service Center (HRSC) Section 3 | <ul style="list-style-type: none"> Policies & Procedures • Conduct & Work Rules • Progressive Counseling Conflict Resolution • Termination Support • Workplace Violence • Theft Performance Management • Retaliation • Discrimination • Harassment Handbooks • Health/Safety/Security |
| CHAT/MyAMS/Performance Appraisal Support Section 4 | <p>Please send an email to chat@compassusa.com for:</p> <ul style="list-style-type: none"> Training Access • Reporting • Technical Support <p>Please send an email to performance@compassusa.com for:</p> <ul style="list-style-type: none"> Training Navigation • Course/Program Status • Training Completion Technical Support |
| CHRC/MyOpportunity Hourly Recruiting & Onboarding/HR/HR Background Check Support Section 5 | <ul style="list-style-type: none"> CHRC/MyOpportunity Hourly Hiring, Recruiting, Onboarding, WOTC, Behavioral Assessments, System Training, Applicant Hygiene, Manager Incentives, Technical Support My i/yc Verify Support • In Compliance Reporting Assistance First Advantage Background Check Results First Advantage Background Check Ordering • Technical Support |
| Payroll Section 6 | <ul style="list-style-type: none"> MyCPM • MySTARS • Issues with Associates' Pay • Direct Deposit • W2 Guaranteed Payments (Associates with payroll related issues will be directed back to their Manager for assistance) |
| Labor Relations Section 7 | <ul style="list-style-type: none"> Union • Collective Bargaining • Contract • Labor Dispute |
| The Work Number Section 8 | <ul style="list-style-type: none"> Employment Verifications |
| Sillig/HR Barrett Section 9 | <ul style="list-style-type: none"> Workers' Compensation Claims • Accidents/Injury Accidents General Liability Claims • Property Loss Claims |
| HRSC/HR Service Center Section 10 | |

09.13.18

877-311-HRHR (4747)

Compass Group is pleased to announce the launch of our new **One HR Number!** We have consolidated all our toll-free Human Resource-related telephone numbers in to one centralized number.

Through the **One HR Number**, Associates will be able to contact all of our various centralized HR functions and connect directly with 12 of our trusted support partners, thus eliminating the need to maintain multiple phone numbers. Existing HR phone numbers will not be sunset immediately and will auto-direct to the new **One HR Number**.

Contact Us

Would you like to contribute to next month's newsletter? Please contact us with your idea!

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