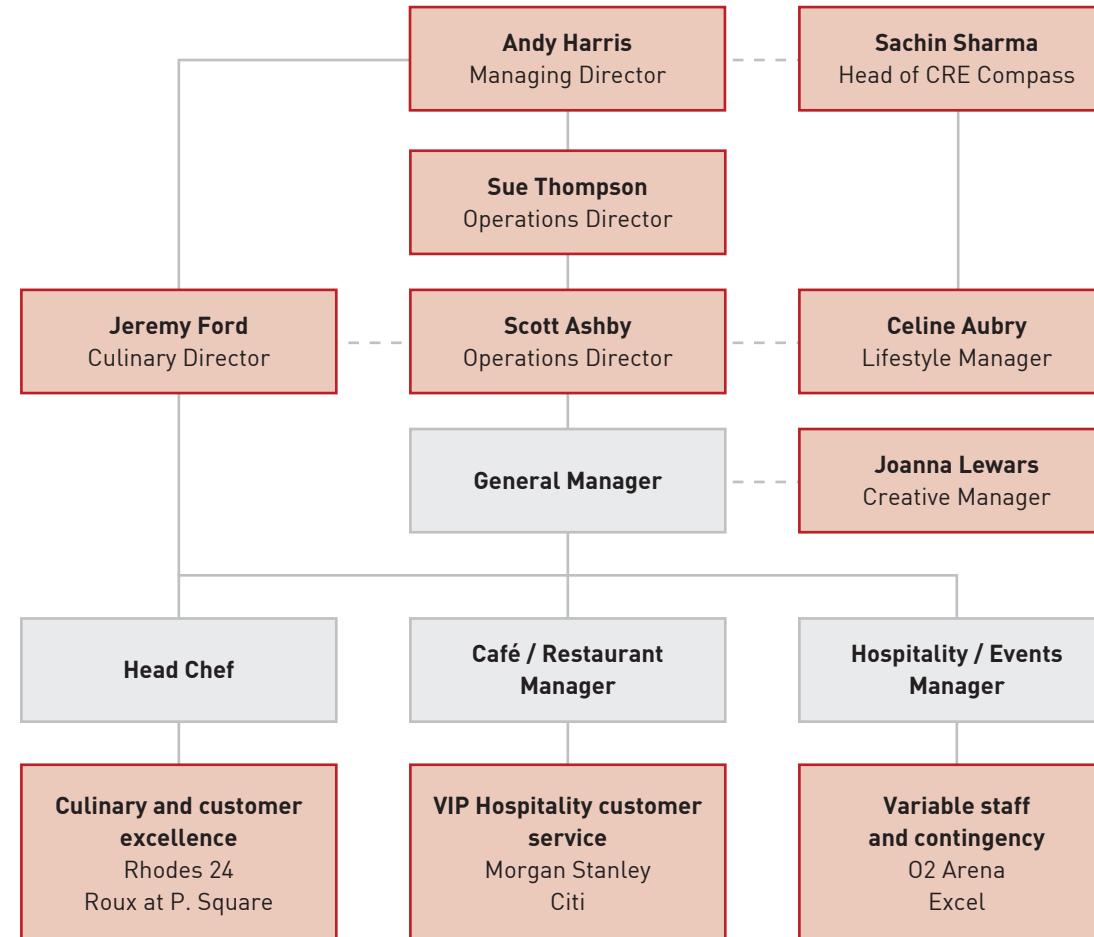


# Management



As displayed by the resource and support organisational chart below we propose that the service is overseen by an Operations Manager that is supported by our Culinary Director, Head of Corporate Responsibility and Environment, Commercial Operations Director and overseen by Managing Director.



## Scott Ashby

*Operations Manager*



Scott Ashby is our proposed Operations Manager for Siemens. Scott has excellent commercial experience in the London iconic venues market and knows what it takes to develop a multi-outlet catering service. Scott currently looks after 7 contracts and therefore has the capacity to give this project the attention needed to make it a great success.

Unlike a lot of Operations Managers, Scott holds a BA in Hospitality and Business. He is a big foodie and provides the right balance of skill, experience and enthusiasm needed to not only deliver great financial results, but a café,

restaurant and events service that will be market leading.

Scott will be hands-on during mobilisation, ensuring the service gets off to the best start and will a great business partner for the Continuum and Siemens team. He will have all the resources available to him of Restaurant Associates and Compass Group and will be able to shape an on-site team that will deliver.

### Background

Scott started his career in 1998 by gaining a diploma in Sports Science where he achieved a distinction and an academic student of the year accolade. Scott then continued his studies at the University of Gloucestershire where he studied BA hons degree in Hospitality and Business Management where he graduated in 2004 with a 1st class degree and an academic accreditation for excellent performance.

After spending 5 years in the private hotel sector Scott pursued a career within events by joining Whitbread/Marriott Hotels at the Brewery Conference and Events Centre. After two successful promotions his next move saw him join Sodexo where he

headed up their private catering division whilst supporting with their major events calendar, including; the Open, Ryder Cup and Chelsea Flower Show.

Future career progression took him to Elior group where he gained experience in the leisure and stadia sector as Head of Operations at Kempton Park Racecourse. After a successful two years Scott then joined CH&Co at the Honourable Artillery Company as Head of Commercial Business. After two years developing this contract Scott was promoted to General Manager for ZSL London Zoo where he then joined the Company's commercial venues brand Ampersand. Successful contract retention resulted in him moving onto No.11 Cavendish Square where he spent two years developing and retaining the contract before more recently joining Restaurant Associates in a regional capacity.

Now overseeing a diverse business portfolio Scott's passion for food and commitment to service is paramount to our commercial business approach. Driven by providing quality food solutions coupled with operational efficiencies Scott's specialism lies within our commercial business ventures.

**Sue Thompson**  
*Operations Director*



Sue Thompson's key role within Restaurant Associates is to ensure that our commercial operations have the support and focus needed to not only be successful financially but stay abreast of industry trends. Sue holds the key relationships with Albert Roux, Gary Rhodes, Michel Roux Jnr, Bryn Williams and Greg Wallace; among other.

Sue's role at the Siemens will be to support Scott by using her industry networks and consultant chefs to stimulate industry interest in the catering service that is a key part of this exciting new building. Sue will be

able to leverage her contacts in Canary Wharf also to great affect, ensuring we reach the largest and most sought after target market.

Sue also works closely with the marketing team that will be responsible for creating a quality café offer and the merchandising associated with it. Sue will provide excellent feedback when on-site as her understanding of service stretches far beyond food. Together with Scott, Sue has an excellent understanding of high profile service.

#### **Background**

Sue's experience is certainly strong in the commercial field. After qualifying with an HND, Sue was recruited by Brian Turner for his restaurant "Turners" in Knightsbridge, to manage his Michelin rated establishment. She then ran Albert Roux's City restaurant, Le Poulbot in Cheapside, which she joined in November 1989. She was promoted to General Catering Manager at our contract for the British Academy of Film and Television Arts in 1993. During this time she has worked with many senior chefs, including Gordon Ramsay, Albert Roux and Roger Naylor.

In January 1995 she took up the position of Operations Manager, a role that developed into Business Director managing key strategic clients such as Merrill Lynch, Coutts, Morgan Stanley and UBS. In January 2010, Sue became the Business Excellence Director where she now ensures that our Clients get the very best of our support teams including Culinary, Marketing and Energy Teams.

**Jeremy Ford**  
*Culinary Director*



Jeremy is the Culinary Director responsible for driving the food concepts that we have proposed within our proposal. Jeremy fully endorses the 'Pop-up' restaurant concept and will support the on-site General Manager, Head Chef and Scott Ashby in making it happen.

Jeremy is very involved in the development of our 'Adopt a School' program, as well as supporting our relationship with the East London Business Alliance. He proactively supports the development of cooking and

kitchen craft skills and therefore enjoys promoting on-site 'foodie' sessions for schools and youngsters keen to make a career in catering. He is personally overseeing the development of this project and would absolutely love to be involved with such a Corporate Social and Environmental focused catering service.

His enthusiasm for chef development is underpinned by his experience as a chef. He understands the important balance of quality, expectation and value. Jeremy understands the local market, farming as a profession and can offer the Siemens catering service a real point of difference.

His role will be to fine tune the menus in collaboration with the Operations Manager and Project Manager. Jeremy will be responsible for trade testing the Head Chef and Sous Chef and providing their training plans. He will support in the formulation of the kitchen training schedule and ensure that the Head Chef has plenty of support in the final stages of mobilisation and the service launch. Jeremy will be involved in the launch and showcasing of the service.



## Background

Jeremy started his career with the Academy of Culinary Arts, where he received classical training under some of the industry's top chefs including Brian Turner. After spending 3 years at the 3 star Michelin Chez Nico restaurant working for Nico Ladenis, Jeremy joined Roux Fine Dining, part of Restaurant Associates in 1997.

Jeremy was previously responsible for the 80 cover 2 AA rosette 'Restaurant Twentyfour' - considered to be amongst the top city restaurants and also 'Vertigo' champagne - seafood bar and other catering outlets at Tower 42 here he received many positive reviews through various publications and critics.

Truly passionate about food, Jeremy is often involved working alongside Albert Roux in dinner presentations, judging competitions and other activities to inspire and motivate other chefs within the company. He can often be found visiting the markets and suppliers with his team where he sources the very best possible ingredients in order to continually

develop his style of food and maintain the very high standards that he sets.

Dedicated to training and coaching others, he has helped to develop a number of chefs up to the next level in their careers and also works closely with students and colleges in conjunction with Albert Roux.

Jeremy is also committed to developing his own knowledge and often works at other top establishments to keep up to date with current food trends and to inspire new ideas. In 2004 Jeremy successfully completed a Bachelor of Science degree in International gastronomy at Thames Valley University.

In 2005 Jeremy was awarded membership to The Academy of Culinary Arts, part of which will involve 'adopting' his local school introducing taste education, teaching the children about food provenance and cooking as a life skill.



## Corporate Responsibility and Environment Team

As we take the issue of Corporate Responsibility and Environment (CRE) very seriously and continuingly give greater focus to our Lifestyle (CRE) strategy, we see this opportunity at Siemens as a potential Centre for Environmental Excellence.

As a business, we contribute positively to the long-term sustainability of the community and environment we live in through schemes like Truly Local, Truly British, Adopt a School and our ongoing support of the East London Business Alliance.

To support our strategy at Siemens, we have appointed a dedicated team with representatives throughout the company.

### Sachin Sharma

*Head of Corporate Responsibility and Environment, Compass Group UK & Ireland*



Sachin will become the figure head of CRE on behalf of Restaurant Associates at Siemens. Sachin is often presenting and working on panels of experts, focussing on the betterment of not only our CRE position, but the CRE position of the catering industry.

Sachin's career at Compass has seen him carry out a number of different roles including financial management and most recently as executive support to the UK & Ireland Group Managing Director.

In his current position as Head of Corporate Responsibility and Environment (CRE), Sachin is responsible for our businesses CRE strategy and ensuring environmental best practice. He is a graduate and qualified accountant Sachin and is currently participating in the University of Cambridge – Programme for Sustainability Leadership. His passion and enthusiasm for this part of our service is unwavering and we believe that his personal involvement with this project, together with our Lifestyle Manager, will deliver on Siemens sustainability objectives.

## Celine Aubry

*Lifestyle Manager, Restaurant Associates*



Celine joined Restaurant Associates in 2010 after graduating from an MBA in Hospitality Management at ESSEC-IMHI, Paris, France. Celine has an extensive experience in catering with a particular focus on sustainability and the environmental impact that results from commercial catering.

Celine will be the day-to-day contact for the on-site General Manager for all things environmental. Celine has relationships with Newham City Farm,

As well as leading the Lifestyle team, who constantly seek to develop CRE targeted initiatives to reduce our impact on the environment, support the community around or improve customers and employees wellbeing , Celine provides a day to day support to our units. The Lifestyle team is also supported by Jane Wakeling, our Regional Sourcing Manager, who works with our suppliers to ensure traceability and sourcing are both high on the agenda at all levels.

## Joanna Lewars

*Creative Manager*



Having taken the time to attend the tender briefing in Frimley and Royal Victoria Dock, Joanna has gained a great insight into the nature of the look and feel of the catering service.

When developing a catering service with the objective to strike the best balance between quality, sustainability and style it is important that a creative specialist is involved from outset and can continue to work and nurture the service during the mobilisation and the launch. This is the responsibility of Joanna and she does it extremely well.

Together with Scott and Jeremy, Joanna will present the team with qualitative targets with the aim to develop consistent impact and customer facing improvement. Crucially this will be following the areas of innovation, customer service, sustainability and efficiency.

Joanna will provide the team with key updates in terms of new light equipment that may add value and style to the food service. She has a keen finger on the pulse of the High Street and will support Scott and the team to ensure that they are updated with new ideas and different food presentation techniques; this part of the industry moves extremely fast.

### Background

Joanna's career to date started in the publishing industry in sales management. Always with a passion for the food industry she decided to move over and now has over 18 years experience successfully managing profitable operations within a variety of quality branded restaurants, large VIP event hospitality & retail operations at senior operational management level.

Joanna has owned two restaurants in Bloomsbury and Surrey, which is where she gained valuable experience in trouble shooting and analysing food service business. More recently she has spent 5 years with Compass Group working her way up across sectors in a variety of roles from operations, strategic project management, and mobilisation and business development.

Joanna's latest role involves the development of Restaurant Associates Centres for Excellence. She developed these skills in New York during the summer where she spent time working alongside our US colleagues in some our most innovative business.

**Andy Harris**  
*Managing Director*



Andy is an industry leading Managing Director who is passionate, committed and very experienced in driving catering, and indeed Facilities Management based, commercial business. Best of all as a leader within the Compass Group, he loves what he does!

Andy joined Compass in November 1995 from Sutcliffe Catering where he had been working in Operations and Sales since 1990. His career within Compass has seen Andy enjoy a number of periods in Sales and Operational roles, moving from a Sales Director role in the Midlands to becoming Managing Director for Eurest Central, Wales and North in 2004/5. Senior operational roles in Eurest England and Wales followed where Andy managed large operational businesses and was responsible for significant national account portfolios. Andy joined the UK&I Board in 2008 as Sales and Retention Director responsible for driving net growth before returning to operations and taking up his current role as Managing Director, Restaurant Associates in March 2011.

Andy is a great advocate of the partnership approach to business. He likes to see our service as an extension to the client organisation; not just another contractor waiting to be told what and how to do things. Andy ensures that our operations teams have the tools to maintain this proactive partnership approach and that we present relevant solutions in driving client business recognition

and the subsequent support and enhancement of client facility and venue profile.

Andy's involvement is central to the success of the Restaurant Associates service at the Royal College of General Practitioners. He understands commercial catering in unique buildings whereby client industry, trade and core business is showcased and that the catering is used as an experience enhancing service within the building. Andy has detailed knowledge of commercial catering at all levels and will be a key driver how Restaurants Associates utilises the wider Compass group resources for the betterment of Royal College's core business objectives; to promote General Practitioners, enhance their industry experience and provide a centre for excellence that is not only home to UK based members and professionals but known to the worldwide community of General Practitioners.

We recognise the challenges associated with Greenfield site development. Therefore we have created a mobilisation plan and strategy that is tailored specifically to the unique needs of the Urban Sustainability Centre.

The structure of our mobilisation strategy is cross referenced with our ISO accredited (ISO 9001) and central mobilisation process; and therefore is considered a robust plan that provides the best basis for a successful launch of new catering services.

With a robust patch of local business and an Operations Manager that not only has the capacity to mobilise effectively, but has the backing and support of the central Compass mobilisation unit, we are ideally placed to manage the project ramp up.

From a client perspective, Scott Ashby, Operations Manager would be the one point of contact for all activities. He would have the full support of all Restaurant Associates managers and directors.

Our organisational size means we can engage two steady streams of recruitment; internal and external. Our resourcing team is well connected within various areas of London and will be able to liaise with ELBA and the Newham City Council, as well as local job centres and colleges, in order to recruit the team and meet our community involvement objectives.

We have a few Catering Managers already in the waiting for succession planning roles and we would get these people in front of the Siemens and Continuum teams should we be selected. We have budgeted for the General Manager and Head Chef to be recruited 1 month prior to service commencement and the full catering team one week prior to opening.

## What is our Mobilisation Strategy?

Our mobilisation strategy is to;

1. Get the right people involved in the project.
2. Surround the project team with the right quality and level of resource and support
3. Plan a structured approach with regular update meetings and reviews
4. Constantly ask ourselves one simple question; does this action enhance the Urban Sustainability Centre experience?

Within this section we have shown a critical path plan for the mobilisation process along with the quarters that we anticipate these activities to fall within. Specific dates and a more detailed timeline will be created on at the first mobilisation meeting.

Scott Ashby, Operations Manager, is responsible for overseeing the process. Scott is supported by a Project Manager who we will employ to work in a hands-on approach for the first three quarters. The Project Manager will in essence be Scott's assistant in making things happen; but not a substitute for Siemens main contact.

In the last 2 years, we have helped a number of clients mobilise new catering services. This includes;

- Bloomberg
- Clifford Chance
- Lawrence Graham
- KPMG
- Lloyds Banking Group
- BNP Paribas
- Macquarie Bank
- Nomura

One of the most notable Case Studies, and certainly most relevant, comes from our most recent project with Nomura.

Restaurant Associates were we awarded the first Nomura contract in 2009 when they were located in Canary Wharf. In the Summer of 2010 we took part in a competitive tender process that was to result in the successful caterer being awarded the contract to cater at their brand new building on the Thames at One Angel Lane in London.

The catering mobilisation (service agreement, recruitment, commissioning of equipment etc) was a 16 week process to be taken in 2 phases which included the building of a brand new facility that aimed to create a fresher, innovative approach to what is seen as a very important staff benefit.

This new approach included the development of a completely open kitchen with a large proportion of made to order hot meals; mainly grills and hot wet dishes. The challenge at Nomura was heightened by the fact that their original service wasn't necessarily poor or tired.

The total migration of Nomura staff took a few months to complete and from the beginning of 2011 we have enjoyed a full service at Nomura with sales growing steadily as the facilities settles into its first full year of service.

There are certain important factors which are critical to a successful mobilisation. These include:

### Relationship development

Scott will be the one single point of contact in leading the mobilisation. This will ensure communication is clear and consistent.

### Recruitment and training

All Siemens USC catering staff will take part in our award winning induction and skills development programme to ensure employees are highly motivated from day one. Scott, , Jeremy, Joanna, Sachin, Celine and the rest of the RA team involved in this project will play a part in trade testing, recommending and liaising with the team.

### Technical integration

Forums, presentations and workshops will be used as standard to familiarise site users. These will also be designed to bring the contract resources together and engender team spirit and a common method of operation.

### Supply chain integration

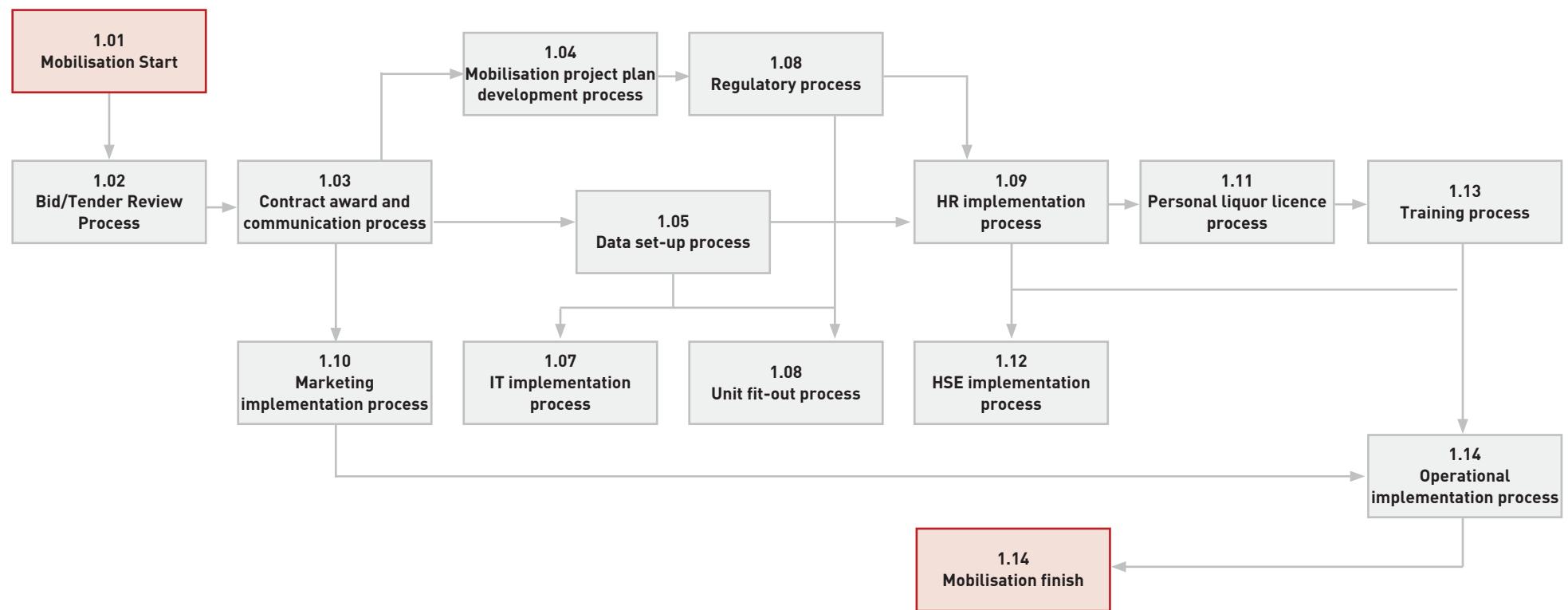
We will ensure that any sub-contractors fully understand the requirements, objectives and logistics associated with the contract; especially any foreseen delivery challenges during the Olympics.

### Risk management

Scott and Jonathan Perkins, HSE Manager will conduct a site specific review of insurances, health and safety and quality plans to ensure statutory compliance in respect of health and safety, building regulations, COSSH regulations and environmental legislation.

The following pages detail the Gantt Chart that forms our mobilisation Critical Path Plan. It is a working document and is typically updated following each meeting with the mobilisation process. Rachel takes full responsibility for the management of this document and can therefore provide it for review at any stage during the process.

## End to End Mobilisation Process



# MOBILISATION PLAN

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Key Milestones</b>									
Main Building Activity									
Build introduction website									
Recruit Project Manager									
Recruit General Manager									
Recruit Head Chef									
Review project build requirements (eg cashless Systopia)									
Build initial website									
Agree and engage marketing / PR plan									
<b>Mobilisation Plan Development</b>									
Structured meetings to review milestones (can be a conference call)									
Weekly meeting set up and timings agreed with mobilisation team									
Confirmation of launch dates									
Confirm stock, inventory of equipment, leased equipment									
Mobilisation team to review Standards of Procedure Manual and update									
CRE team to review plan									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Regulations</b>									
Review all required licenses									
VAT status									
Register Food premises with local authority									
<b>Build and Fit out</b>									
Mobilisation delivery team co ordinate with builders									
Commissioning of equipment									
Electrical PAT Testing and Gas Safe certified									
Signage and branding to be installed									
Diversey to do site visit									
Diversey to install									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Health and Safety</b>									
HACCP action plan implemented by HSE team									
Review and obtain copies of Duct, Deep clean, Waste, Pest control certificates									
Bespoke HACCP to services									
Order Probe and price guns									
Diversey Audit completed and sent off									
COSHH chemicals and cleaning items ordered for weekend									
Order HSE posters									
Confirm Risk Assessments and Method Statements									
New unit assessment form completed									
HSE Manuals available									
First aid procedures on site and order if required									
HSE Notice board installed (with relevant notices and certificates)									
Client to provide security passes and site keys									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Information Technology</b>									
Set-up unit network and email accounts with Siemens USC									
Confirm Broadband option A,B, C or D and order Broadband (12 weeks)									
Telephone and ADSL line number acquired									
BT lines installed									
Complete Nexus order form with Capex number									
Order 3g Card, Blackberries, PDQ and mobiles									
Till survey to be completed by Systopia									
Till training ordered Systopia									
Order Tills									
Confirm delivery and install dates for above									
Inform team, Siemens and Security team of delivery and install									
IT team to delivery and install equipment									

# MOBILISATION PLAN

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Human Resources</b>									
HR to request due diligence									
HR and Operations to liaise on recruitment needs									
1-1 's completed, uniform sizes to be given to mobilisation team to order uniforms									
HR to commence recruitment where required									
HR and Ops to carry out pre employment checks									
Team to develop rosters									
Issue of security passes, site keys to employees as necessary									
Induction of team									
Alert team of mobilisation weekend team required									
Confirm mobilisation team working weekend and inform security team etc.									
Brief team on weekend work, dress, hours, travel									
HR Notice board installed (with relevant notices)									
Payroll set up									
Personnel paper files to be set up									
Weekend and launch week signing in sheets set up									
Travel, accommodation and staff feeding set up for mobilisation weekend									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Training</b>									
Conduct site specific and Compass induction									
Conduct training needs analysis									
Departmental Systopia Training									
Value alignment training									
Barista training									
COSHH training									
Book training for Nexus, shrink school, Portal, customer care									
Training team on Silver Standards HSE HCAPP									
Brand training through L&D									
Site specific inductions									
Profit protection training									
One Compass Welcome									

## MOBILISATION PLAN

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Marketing</b>									
Agree overall Marketing and PR Plan									
Marketing detail form filled in and sent to Marketing team									
Finalise design for C&B Menu packs with Continuum									
Culinary and Marketing to provide first period menus									
Bespoke signage signed off and ordered									
Teaser campaign installed and Comms plan agreed with Siemens									
Set up Plannograms									
Produce Brand Standard manual									
Installation of Café Marketing									
Delivery of printed menus and marketing collateral									
Delivery of menu holders etc									
Check all material received									
Organise on site marketing									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Bespoke Branding</b>									
Ascertain specific signage and POS requirements									
Confirm installation dates with supplier and client contractors									
Confirm Coffee offer									
<b>Pricing</b>									
Obtain and Agree tariffs									
Produce Café menu templates									
Tills updated with new products and tariff									
C&B trial / soft opening									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Catering Operations</b>									
Mobilisation delivery team to order light equipment									
Light equipment, uniforms, stock and supplies delivered									
Hospitality Implementation and Training									
Mobilisation delivery team to develop rosters (if applicable)									
Confirm key procedure									
Confirm team meal allowance									
Stock control set-up									
Team to order light equipment									
Team to order uniforms (bespoke 12 weeks)									
Team to order Food and sundry stocks									
Light equipment, stock, sundries, marketing delivered									
Stock taking procedures agreed and implemented									
Send Unit number to team									
Send full address and contact details to team									
Purchasing to set up NEW suppliers and vendors if required									
Team to set up nominated suppliers									
Confirm all suppliers set up for team to place orders									
CRM updated and Head office mailing list updated									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Finance</b>									
Track Capex spends									
Admin pack to be completed and sent off									
Agree Capex and Sign Indemnity									
Determine level of floats and change required for all tills, safe etc.									
Confirm purchase of Float									
Profit protection audit									
Is Safe suitable, tills drawers able to fit									
Order safe									
Contact Treasury to set up G4S for collections									
Order bank books etc from RRD									
Is PDQ machine required, order manual as back up									
Installation of PDQ machine									
Track and report all sales following opening									

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sept
<b>Business Lounge and Pantry Points</b>									
Confirm food and beverage offer									
Assist list of equipment									
Light equipment.									
<b>Lifestyle and CRE</b>									
Agree company and client approach									
Check all lifestyle marketing is in place									
Recycling									
<b>Launch Day</b>									
Ensure all current promotional material is prominently displayed									
Team briefing									
Plannograms photos taken									
<b>Post Launch</b>									
Ensure unit is added to Monthly promotions mail out list									
Brand Standard Manual completed with bespoke photos									
Team picture taken for Loop and Forum									



Resourcing and delivering during the Olympics will be challenging; and the key challenge is around human resources. We understand this because we have key people in our business who have first hand experience in working in and during an Olympic Games.

Kate Isaac is one of our HR Business Partners. Based at the O2 Arena, Kate is responsible for managing and developing our network of people 3500 strong temps in preparation for the Olympics. Kate has experience in working at the Sydney Olympics and knows the importance of beginning recruitment preparation now.

In developing this people network, Kate is pulling on other Compass people from other sectors, including Chartwells, Eurest Services and our Defence Sector.

Supporting Kate is a London based recruitment team. They work out of Martin Lane, our Restaurant Associates office in Monument. Not only do they search externally but are also organising the contracts, particularly in Canary Wharf and the City that are due to be quiet with extremely low business volumes. A lot of our City clients are recommending their staff work from home and avoid the City and Canary Wharf if possible.

In terms of our strategy for Siemens, we will be able to tap into this resource ensuring that we have plenty of staff trained, vetted and ready to work on an ad-hoc basis.

The actual delivery of events will be executed by the Restaurant Associates teams and supported by Payne and Gunter when required; similarly to how the Gala Event can be delivered.

All Compass Group services have access to what is called 'The Resource Network'. It is the Compass Group' internal one-stop support function for supplying temporary employees. In essence, we supply short term labour cover for our operations where our employees are unable to attend work, (through circumstances beyond their control) or where a manager is faced with planned short-term absences.

It allows us to retain the management of its most important asset: its people. With our vast database of over 32,000 casual workers throughout the UK, Resource Network offers unrivalled support to our business and shields our operations from the hassle and stress usually involved in managing casual labour. With one phone call, all aspects of labour management will be handled by the centre, including recruitment, training, deployment, the payment of salaries and administration of wage controls.

On top of this, the O2 Arena share a temporary pool of trained staff with Excel 1000 strong. We will certainly be able to tap into this at Siemens and create an even stronger network of temporary labour.

On average we recruit 100 great people each week in readiness to deploy into our operations across the country. We recruit over 1,000 people each year, conduct over 2,000 hours of training per year, support over 2,400 units.

We also employ a fixed team of over 100 chefs and unit managers to cover highly skilled roles with trained, committed and quality people developed by Compass. We currently fill between 500 to 1,200 positions per day, with our current fill rate at over 98% and deploy over 1,000 great people each week into our units to support our unit colleagues, which allows our unit managers to focus on delivering great service

### How does it work?

A catering Manager calls the Resource Network when they require additional temporary labour support. The team then uses our database management system to identify and allocate the correct person using address and skill search criteria along with travel and public transport links between their home address and the location of our unit. We then send someone to their site whose skill and experience match the requirements of the role, taking into account additional security vetting and site requirements such as CRB checks. This system means we can provide short-term cover (anything from 4 hours to 40 days) at extremely short notice.

We have a team a team of 22 employees responsible for handling all calls (approx 1,400 per day, incoming and outgoing) and also for the deployment and management of our workforce. Based in Birmingham and London, the teams work closely with sectors so they understand their needs and specialist requirements and can provide a fast and effective service.

## Employment Vetting

To join the Resource Network team employees must complete the following to make sure we select the highest quality employees.

1. Online application
2. Face to face interview
3. Skills assessment
4. Two references
5. Our award winning online Induction (One Compass Welcome)
6. Provide documentation that confirms their right to work in the country.

## How it benefits your business

The Resource Network is, for practical purposes, a highly effective temp agency able to source and supply qualified employees at short notice. Having the facility to respond quickly and efficiently to unforeseen circumstance allows us to drive and deliver both a great service and an uninterrupted service. All of which should give you the peace of mind of knowing that your business and service is in safe hands.