



# L'utilizzo di piattaforme digitali per l'applicazione di un contratto di FM internazionale

**Claudio Rossi**, Real Estate Manager, Shell Italia

**Roberto Limentani**, Direttore Centrale Commerciale, Compass Group Italia

# Compass Group

- Compass Group è leader mondiale nella Ristorazione Collettiva e nei Servizi Integrati - Support Services
- Fatturato annuo di oltre 14 miliardi di Euro
- 400.000 dipendenti diretti
- Copertura territoriale - 55 paesi
- In Italia:
  - 9.000 dipendenti
  - Fatturato annuo di 500 milioni di Euro

- Servizi di Supporto
- Ristorazione
- Buoni pasto



Milano 4 e 5 novembre 2009



# Shell & Compass Group: la globalizzazione dei servizi di supporto

**In Europa: Shell è passata da più di 700 fornitori a un solo fornitore**



Ciò è stato possibile grazie al know how di Compass Group, supportato dal CSF, uno strumento che ha generato:

- la possibilità di gestire i Servizi di Supporto in tutto il mondo con un unico contratto
- valore per il Cliente (*win*)
- profitto per Compass Group (*win*)



Milano 4 e 5 novembre 2009





# Il contesto

- Valore del contratto: inizialmente 50 milioni di Sterline/anno
- Durata: 5 anni + 2 dal 1° febbraio 2007
- Multi-Country, multi-site
- Facility Services Integrati
- Priorità di Shell:
  - HSE
  - Riduzione dei costi
  - Eccellenza operativa





# Le esigenze

- § Serviva uno strumento di interfaccia per far dialogare Shell e il suo partner
- § Shell ha un'organizzazione globale per gestire tutti i servizi ed è un unico Team
- § Era importante trovare un partner che potesse avere lo stesso approccio di Team globale

La soluzione di Compass è uno strumento che si chiama Compass Service Framework, che tende all'eccellenza dei servizi



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# Le soluzioni: consolidamento dei fornitori

## SOFT SERVICES

### Foodservice

Staff Restaurant  
Vending Services  
Hospitality & Conference Room Catering

### Office Services

Mailing Services  
Convenience Copier Management  
Audio-Visual Services  
Reception & Concierge Services  
VIP Services  
Floor Walkers / Support Stewards  
Fitness Centre Management

### Cleaning / Janitorial Services

Cleaning / Janitorial – Internal  
Cleaning – External / Fabric  
Window Cleaning  
Pest Control  
Waste Disposal  
Internal Flowers & Plants  
Landscaping, Grounds Maintenance

### Help Desk

## HARD SERVICES

Space Planning  
Office Moves  
M&E  
HVAC Maintenance  
Lift Maintenance (inc. inspections)  
Critical Systems Maintenance  
Building Fabric / Civil Maintenance  
Minor Projects  
Security System Equipment Maintenance

## In Europa:

**Shell è passata da più di 700 fornitori  
ad un unico fornitore**

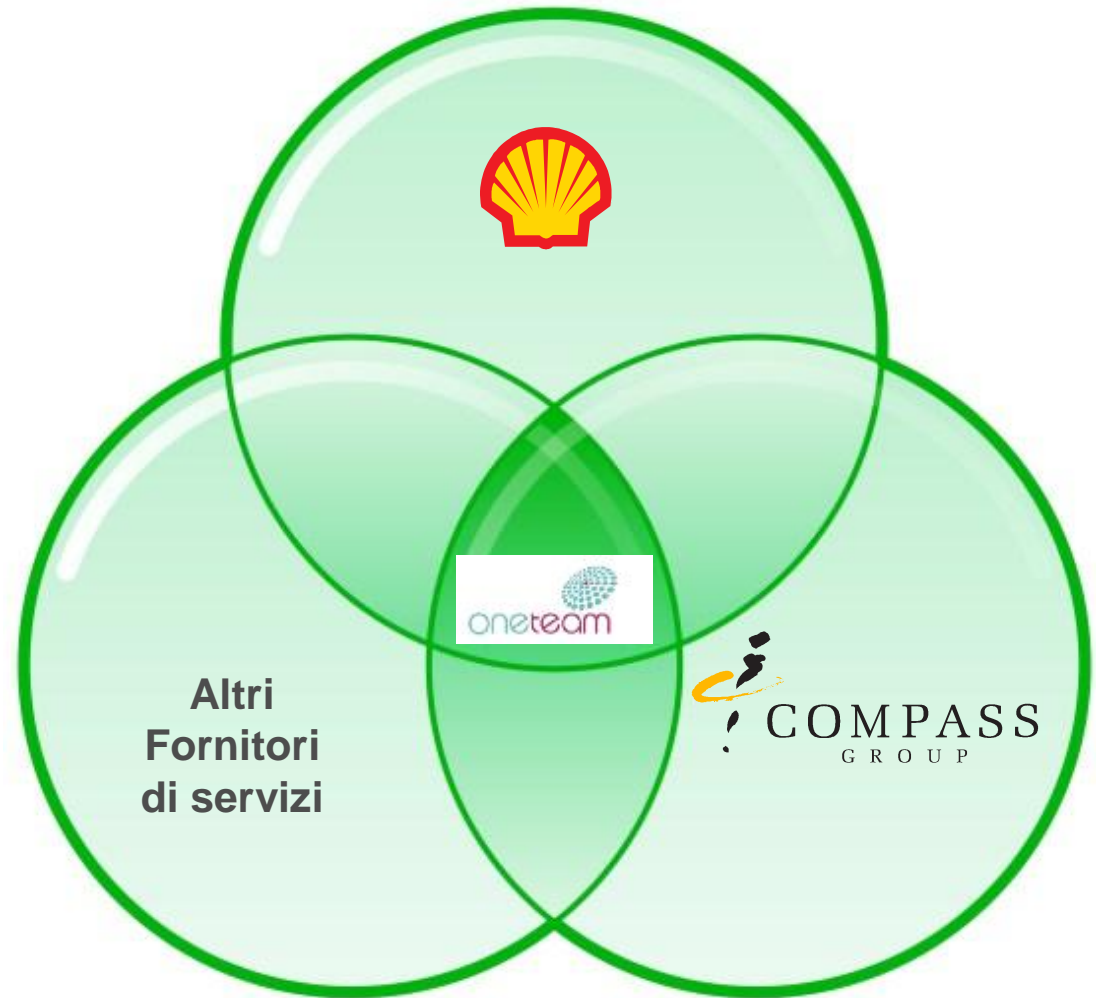


# Consolidamento dei fornitori

## Struttura di supporto

### Tre elementi di successo:

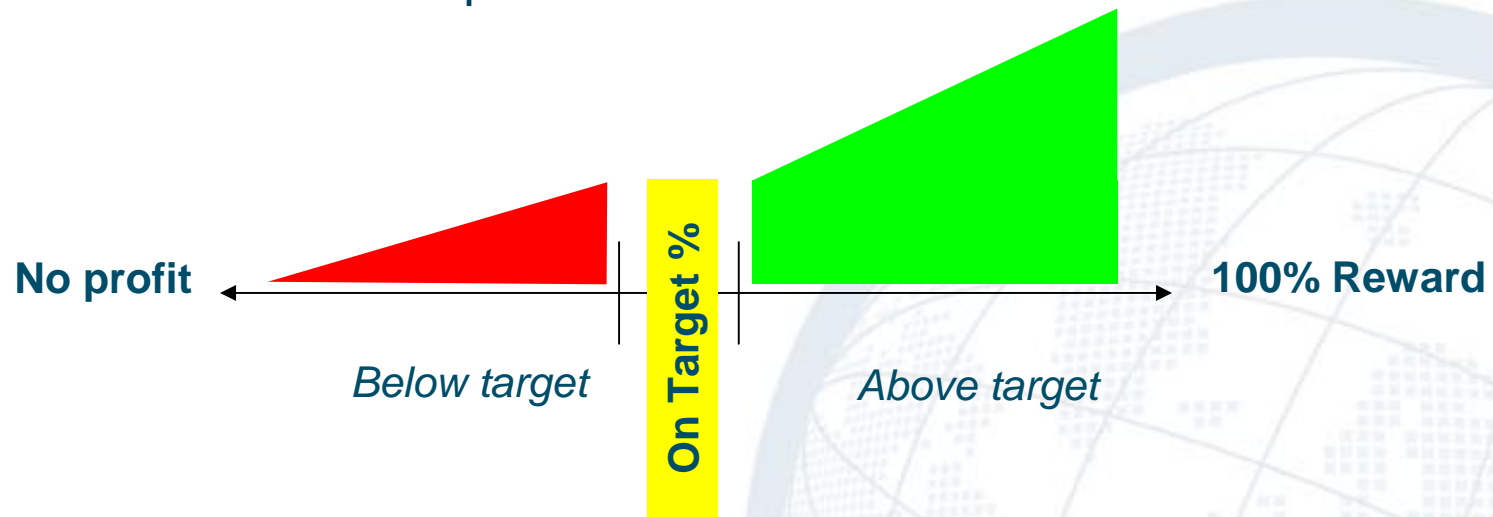
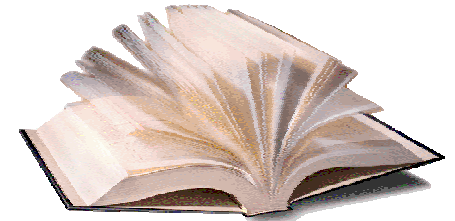
- Fornitura diretta di servizi di supporto, con personale Compass
- Subappalto a partners specializzati per la fornitura di servizi ad alto contenuto tecnologico
- Il Compass Service Framework (CSF) garantirà l'eccellenza operativa tramite una piattaforma globale



# Il contratto “open book” è legato alla performance

Compass Group è incentivata in cambio di:

- Riduzione graduale dei costi (in relazione al target)
- Miglioramento del grado di soddisfazione del cliente
- Attenzione a salute, sicurezza ed ambiente (Goal Zero)
- Servizio ed eccellenza operativa





# Scorecard

Input	Sheet name	Definition
Qtrly	OE	Operation Excellence - agreed at site level
Qtrly	SE	Service Excellence - agreed at site level
Qtrly	HSE	Health & Safety Excellence - agreed at site level
Monthly	TRCF	Data input of actual's in the month (used for scorecard)
Monthly	Compass KPI's	Internal monthly reporting requirement

## Italy - Cusano Milanino

### FM Service Provider Performance Scorecard - Scoring Template for Judgemental Measures

Service Excellence	Service / Activity	Scorings rationale	Description of measure	Site specific	Poor	Near Poor	Below Expectation	Just off Target	On Target	Just above Target	Above Expectation	Near Excellence	Excellent	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec)
Catering	Restaurant	Conal report and satisfaction survey	number of actions and evaluation L-M-H	10,5%										5	6		
	Banqueting on demand	Satisfaction survey	evaluation L-M-H	3,0%										6	7		
	Vending machines	Satisfactory survey	Number of claims	1,5%										5	5		
Cleaning	Offices, Meeting room, rest area	QTR survey	evaluation L-M-H	9,0%										5	5		
	Igienic services	QTR survey	evaluation L-M-H	5,3%										5	5		
	Window cleaning	QTR survey	evaluation L-M-H	0,7%										5	5		
Site maintenance	Small Fixing	response time	nr of day to fix	3,0%										5	6		
	Electrical: llighting etc.	response time	nr of day to fix	4,0%										5	5		
	Internal moves	according to plan	deviation	4,0%										5	5		
	Meeting rooms care	user satisfaction	Number of claims	5,0%										5	5		
	Workstations care	user satisfaction	Number of claims	4,0%										5	5		
Office service	Stwichboard operation	Quality of answer	Number of claims	4,0%										4	5		
	Mailing from/ to	Backlog	Quantity and nr. of error	8,0%										5	5		
	Courier services	Time delivery	service response	4,0%										5	5		
	Contract registration	Service avilability	nr of missing deliveries	2,0%										6	6		
	Archiving & scanning	Document avialbility and backlog	Responce time and quantity	15,0%										5	5		
	Stationary and copies	Response time	Number of claims	5,0%										5	5		
	Taxi; deliveries; news paper..	user satisfaction	Number of claims	2,0%										5	5		
Minor Project	Request on demand	By project	compliance with plan	10%										6	6		
100%													Average Score	5,11	5,32	0,00	0,00

# Scorecard Summary

YEAR 1 SCORECARD SUMMARY		QTD POSITION		
Italy - Cusano Milanino				
Q2 SCORECARD				
		Target Cost / Qtr	EUR	
		Actual Spend Qtr	EUR	
		# Near Misses		
		Recordable Incidents		
		Hours worked Qtr	6.24	
		OE Audit Items Closed		
		OE Audit Items Total		
		HSE Audit Items Closed		
		HSE Audit Items Total		

YTD POSITION		
Target Cost / YTD		EUR
Actual Spend YTD		EUR
# Near Misses		
Recordable Incidents		
Hours worked YTD		6.24
OE Audit Items Closed		
OE Audit Items Total		
HSE Audit Items Closed		
HSE Audit Items Total		
Q1 YTD SCORE	Category	Score * Weight
6	100%	5,0%
0,00	200%	25,0%
5,25	100%	2,5%
0,00	100%	5,0%
100%	200%	10,0%
0%	100%	20,0%
0,00	100%	12,5%
5,07	100%	12,5%
0,00	100%	15,0%
5,55	125%	9,4%
85%	100%	2,5%
		119,38%

Note: Where a 0 score has been given, this indicates there is no data in the input sheets. A score of 0 generates a PAR Category & % Weighting

ottobre 21, 2009

Signature Compass Site Manager

Enrico Stancarone

Signature Shell Site Manager

Claudio Rossi

Milano 4 e 5 novembre 2009

# Un approccio “win-win”



10%

Riduzione dei costi

€5,5m

Riduzione dei costi  
ottenuta tramite  
iniziative ‘OneTeam’



€830k

Year 2 scorecard bonus

€75m

Nuove opportunità di  
business per il 2009



Milano 4 e 5 novembre 2009








# Shell Milano

## I benefici del CSF nella pratica

Sector Industry Customer Compass Brand	B&I Oil Sector Shell Italia Eurest Services		<b>Contract Facts</b> § T/O = € 1,7 mil § Contract 2009 - 2012	§ Staff = 25 § Users = 400
<b>Services Delivered</b>		§ Vending & water dispenser § Taxi § Archiving and Scanning § Cleaning § Security system access control § Hsse emergency services § Fax maintenance § Electrical grounding control		
§ <b>BOS</b> ; Switchboard, mailroom, catering services, site and electrical maintenance. § Fire extinguisher § Stationery & reprographic § X ray system maintenance				



<b>CSF Deployment Progress</b>	1	2	3	4	5	6	7	8	9	10
<b>The CSF 10-Step journey</b>										

### Contract Features

- § Eurest Services Italy provides Support Services at Shell Italia Head Office at Cusano Milanino as part of the Shell International Client Contract, with opportunity to expand the scope of delivered services in other Shell Italian locations.

### CSF Deployment Features

- § Pilot Site for the deployment of the CSF in Italy
- § Review of SLA for each service delivered and relative operational procedures.
- § Matching the local OSP with the master requirements
- § OSPs and Audit tool were still being developed throughout the deployment period

### Improvements Delivered

- § CSF to be added to Sales & Marketing process
- § Incorporated Best Practices into daily work processes.
- § Systematic process for managing 3° parties
- § Road-map for new start-up tool for Eurest Services

### Quotes

# Compass Service Framework

**Federico Garavaglia**, Area Manager Support Services,  
Compass Group Italia



- È un sistema gestionale per i contratti multi-servizi di Compass (Global, Local and Site Level)
- È un sistema che consente di fornire i servizi in maniera sicura, efficace, coerente, garantendo valore aggiunto a tutti i livelli
- È un sistema che garantisce la fornitura di Servizi di Supporto in un modo strutturato, professionale, efficace e concreto



# Il nostro modello operativo

## Compass Service Framework

### Service Management Model



Un approccio integrato che definisce come introdurre, organizzare, fornire e gestire i nostri servizi

### Operational Service Procedures



Linee guida accessibili via web che raccolgono tutte le procedure e gli strumenti per fornire Servizi di Supporto

### IT Systems

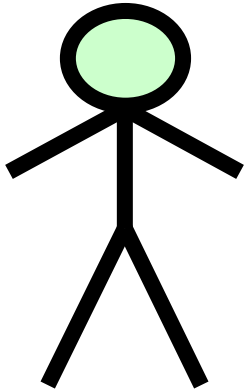


Applicazioni informatiche  
Sistemi per la gestione di Servizi di Supporto  
CSF System/CAFM

**HSE**

**Performance & Management Information System**

# Il CSF è costruito e gestito da chi lo usa



Deployment Lead

**Primary Role:**

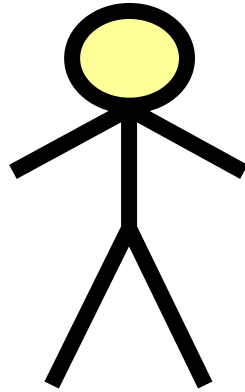
- Manages country deployment of CSF
- Contributor to SMM development community

**Key Responsibilities:**

- Localise and amend SMM content for local country and keep up to date
- Must understand use of CSF
- Implementation of CSF (OSP/SMM)
- Collaborates with other DL's and CPEs to implement CSF

**CSF Rights:**  
Edit & Approve country SMM content

DLs see the latest **draft** pages in preference to published pages.



CPE

**Primary Role:**

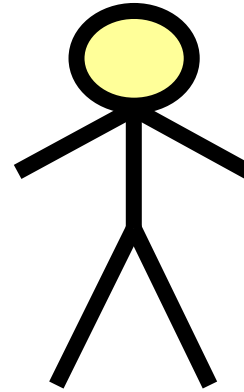
- Country Service Group Expert
- Contributor to CPE Community

**Key Responsibilities:**

- Keep country CSF up-to-date
- Localisation of Master OSPs
- Creating country specific OSPs
- Collaboration with CPE Lead
- A *Webmaster!*

**CSF Rights:**  
Edit & Approve OSP pages at country level

CPEs see the latest **draft** pages in preference to published pages.



CPE Lead

**Primary Role:**

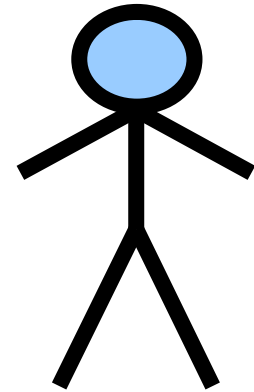
- Service Group Subject Expert
- Leader of CPE Community
- Master OSP Editorial Control

**Key Responsibilities:**

- Service Group Owner
- Originator of Master OSPs
- Communication to CPEs
- Policing of Country OSPs

**CSF Rights:**  
Create, Edit & Approve OSP pages at Master and Country

CPE Leads see the latest **draft** pages in preference to published pages.



Site Manager

**Primary Role:**

- User of the CSF System

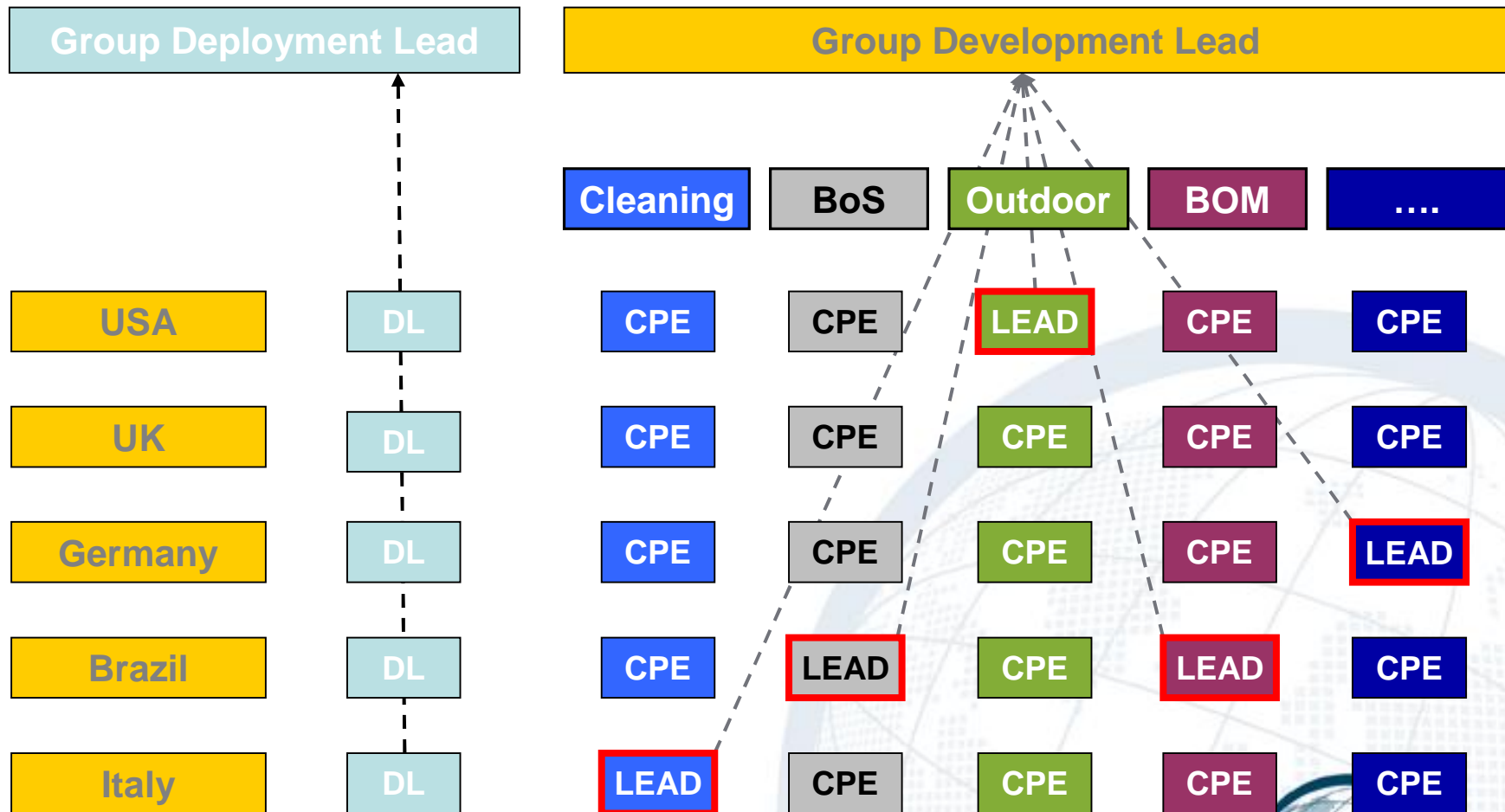
**Key Responsibilities:**

- Must understand use of CSF
- Distribution of OSPs
- Implementation of OSPs

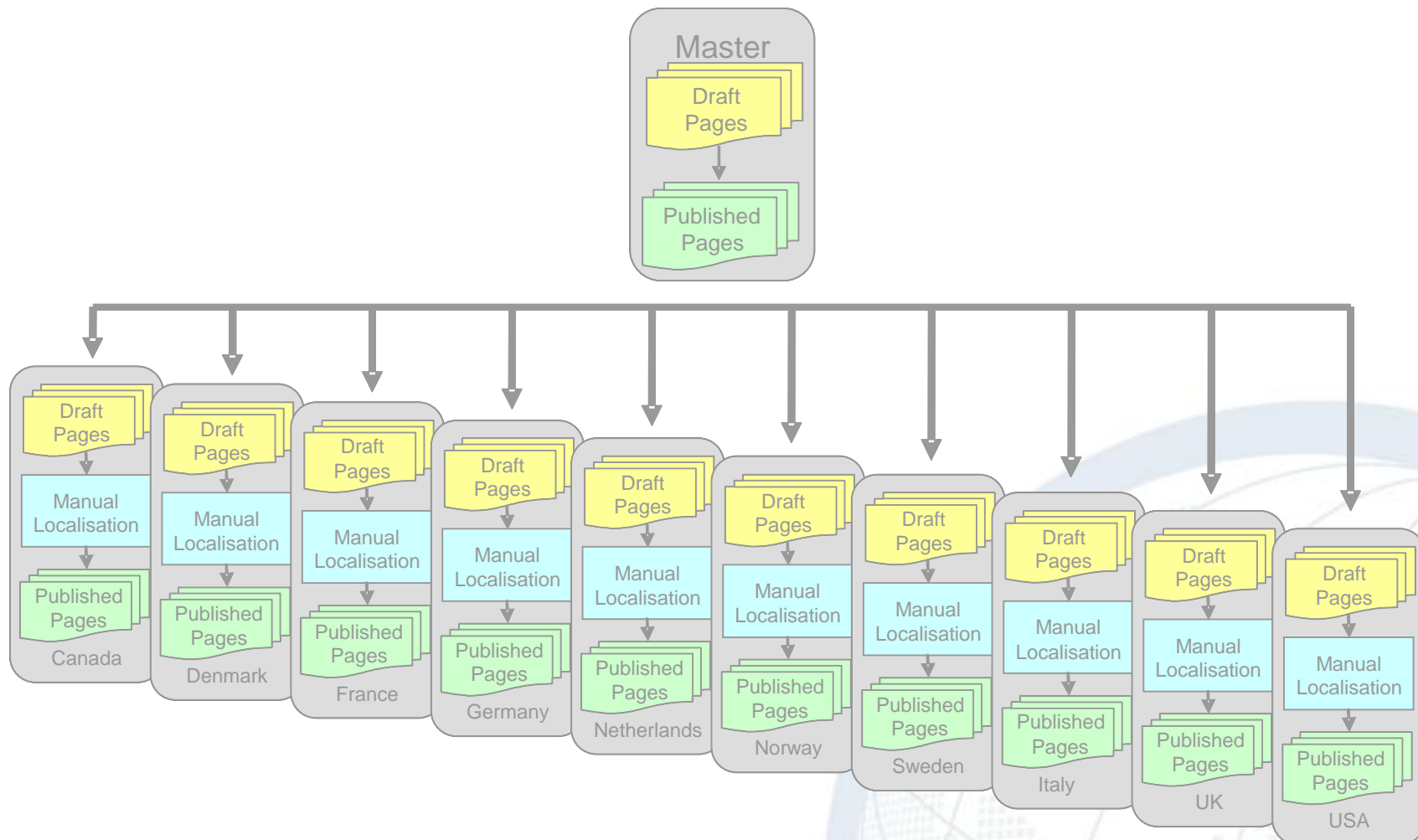
**CSF Rights:**  
Read, Search and Print/Configure pages

Readers can only see **published** pages and are **blind** to draft pages.

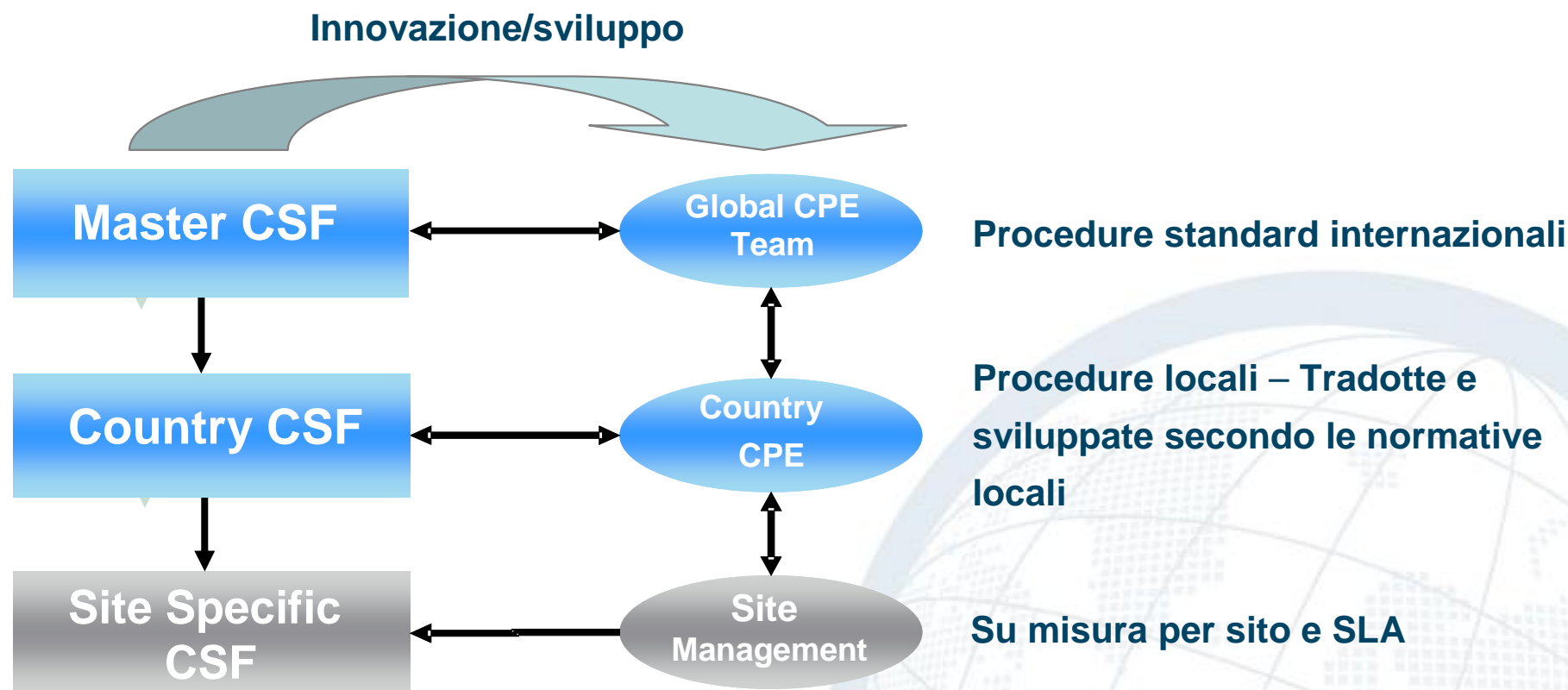
# Il CSF è uno strumento globale...



# ...applicato a livello locale



# Condivisione grazie a una comunità globale





## Welcome to the Support Services Compass Service Framework (CSF)

The Compass Service Framework is the Compass way of achieving operational excellence in support services by applying best practices and standards across the world. It encompasses a suite of processes, procedures and HSE guidelines allowing us to consistently and efficiently deliver support services to our clients.

Please click here to enter the CSF Master site

Or alternatively select the country below to enter your Country CSF site



If you would like further information about the CSF or obtaining access to the site, please contact [groupsupportservices@compass-group.co.uk](mailto:groupsupportservices@compass-group.co.uk)



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CSF

COMPASS  
SERVICE  
FRAMEWORK

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Calendar

Discussion Boards

Image Gallery

Shared Documents


Glossary of Terms



Recycle Bin

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Compass Service Framework > Master





Welcome to the Compass Service Framework

The Compass Service Framework (CSF) is our Standard Operating platform developed to deliver high quality and efficient support services.

In addition, the CSF facilitates continuous improvement, by giving us a way of embedding innovations from one area of our business into many others. Simply put, it is our "Support Services toolkit" which outlines the services we offer, how we do them and what management processes we need to have in place to ensure the services are meeting our customer's expectations.

The CSF is made up of 3 key pillars:-

Service Management Model (SMM) which allows us to deliver our range of services to Customers (Clients & Consumers) within a repeatable and consistent framework (from Contract Management to Request Management)

Operational Service Procedures (OSP) which outline the best practice methods for performing our services (from Cleaning to Security) including relevant HSE guidance.

IT Systems that include our Knowledge Management System which hosts the CSF and a Computer Aided Facilities Management (CAFM) system underpinned with the processes and procedures defined in the SMM and OSPs

All Draft Documents

(Blank)

A5.1.6 Scabies  
2009-05-22 06:08:55

6.01 After Hours Access to the Facility  
2009-05-21 04:35:18

6.02 Armed Hold Up Response  
2009-05-21 04:38:40

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2009-05-21 04:41:55

6.04 Bomb Threat Response  
2009-05-21 04:45:12

6.05 Code Black Responses  
2009-05-21 04:48:14

6.06 Communication with NSW Online

All Checked Out Documents

Charles Gover

Door maintenance  
2008-09-23 11:43:22

KMSAdministrator

Client Management  
2008-09-12 22:06:38

Mike Bullock

Audio Visual - General Duties and Responsibilities  
2009-06-29 11:42:45

Smartcube Author

A 1.1 Linen Replacement Service  
2008-11-04 10:16:17

A 1.3 Cleaning of Charles Gover

All Checked Out Documents - Use to display a dynamic view of content from your site on a web page

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# CSF COMPASS SERVICE FRAMEWORK

Master Service Management Model Operational Service Procedures Community Glossary of Terms Site Actions

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- Business and Industry »
- Healthcare »
- Offshore & Remote »

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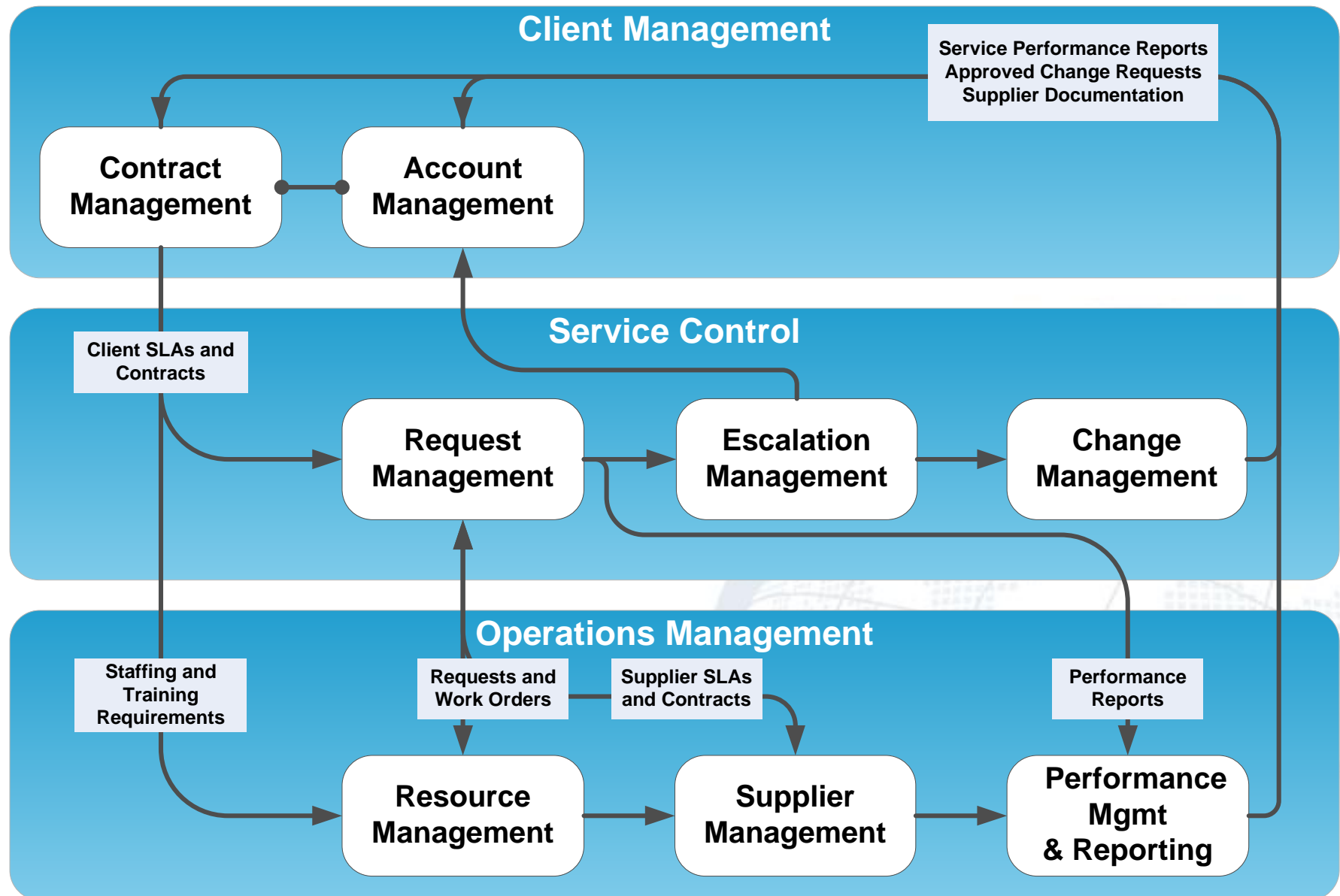
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2008-11-04 10:16:17
- A 1.2 Cleaning of Charles Gover

# The Compass Service Management Model (SMM)







## Service Management Model

### Client Management

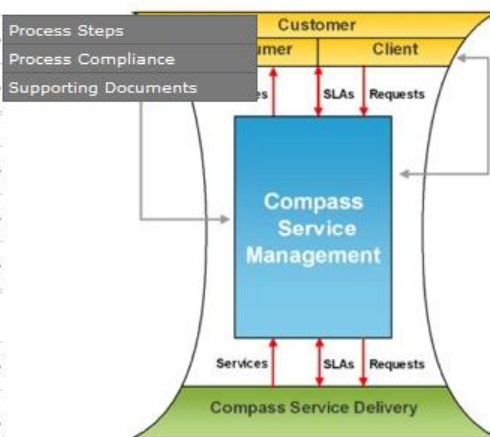
- 01 Contract Management
- 02 Account Management

### Service Control

- 03 Request Management
- 04 Escalation Management
- 05 Change Management

### Operations Management

- 06 Resource Management
- 07 Performance Management & Reporting
- 08 Supplier Management



The Service Management Hour Glass

This is the standard framework used to explain our service management approach. Our Customers are represented at the top as two distinct groups: consumers and clients. These groups have different needs that are channeled through Service Management before reaching Service Delivery. This represents how Compass Service Management can provide control and structure to contacts between our Customers and our Service Delivery teams to reduce unplanned or unmanaged events.

## Welcome to Service Management!

### What is Service Management?

It's our service-focused approach to managing Compass operations. It provides management processes to help us deliver high quality, cost effective services that meet the current and future needs of our business and Clients.

[Click here to open the Service Management Model Training Guide.](#)

### Who needs to know about Service Management?

Everyone can benefit from understanding our service management approach. This Service Management Model is targeted specifically at Compass Site/Unit management. However, other Compass business specialists will also benefit from learning how their areas of expertise forms part of our wider service management approach.

### Why do we need Service Management?

We traditionally have a good focus on operational service delivery. Service Management builds on this by adding a management focus on consistency, quality and efficiency across all service lines. The Compass Service Framework brings service delivery and service management together to provide a platform for business growth.

### How do I use the Service Management Model?

Use the SMM to build your service management capability for the Site/Unit and Contract. The SMM provides you with the following:

- An overview of each service management functional area
- A description of each service management process and key roles
- Detailed process steps
- Supporting documents including templates and examples
- Compliance checks for process implementation, self-check audits and process improvement activities.

For queries on the SMM toolkit please contact us at: [GroupSupportServices@Compass-Group.co.uk](mailto:GroupSupportServices@Compass-Group.co.uk)

https://csf.compass-group.com/Global/SMM/ClientMngt/ContractMngt/Pages/Process%20Steps.aspx - Microsoft Internet Explorer provi

https://csf.compass-group.com/Global/SMM/ClientMngt/ContractMngt/Pages/Process%20Steps.aspx

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CSF COMPASS SERVICE FRAMEWORK

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You are here: Master > Service Management Model > Client Management > 01 Contract Management > Pages > Process Steps.aspx

## Process Steps

### Process Overview Diagram

The diagram illustrates the Contract Management Process Overview. It starts with Key Inputs on the left, followed by a central flow of seven process steps, and ends with Key Outputs on the right. The process steps are numbered 1.1 through 1.7.

Key Inputs	1 Contract Management Process Overview							Key Outputs
Successful Tender/ Proposal	1.1 Confirm Requirements and Scope of Services (SLA)	1.3 Communicate Contract Knowledge	1.5 Manage Contract Documents and Deliverables					Client Contract
Appropriate and Complete Contract Framework	1.2 Agree and Sign Contract with Client	1.4 Monitor Contract Compliance	1.6 Manage Contract Disputes					Client Service Level Agreement (SLA)
			1.7 Manage Contract Amendments					New Contract Information Summary
								Contract Amendment Report

### Process Steps

1.1 Confirm Requirements and Scope of Service

1.1.1 The Contract Management process starting point is a successful Compass tender/proposal that has been accepted by the Client and approved by Compass leadership. This applies to both new Contracts and renewals of existing Contracts.

1.1.2 A Contract Manager is typically assigned to support the contracting process and work with the Sales Lead and Client to confirm requirements and agree the scope of service. This activity is often carried out by a central Business Development or Sales team who are responsible for the Contract negotiations and handover upon Contract signature to operational management (Area Manager or Site/Unit Manager as appropriate).

1.1.3 The Contracting process (confirming requirements and scope of service) may also include:



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<https://csf.compass-group.com/Global/SMM/Pages/ServiceManagementModel.aspx>

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## Service Management Model

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## Process Compliance

### Process Compliance Checks

The following compliance checks apply to this process area. These can be used to help you self-check your deployment of the SMM and monitor your steady-state service management practices.

#### Contract Management Process Compliance Checks

Compliance Reference	Contract Management Process Compliance Check	Process Step Reference
PCC1	Where Client Contract or Client Service Level Agreement is still under negotiation, there is a clear scope of work and requirements that have been validated by Compass operators and can be delivered.	1.1
PCC2	There is a Client Service Level Agreement signed by both parties as part of the Contract.	1.1
PCC3	There is an appropriate and complete Contract for work at this Site/Unit signed by Compass and Client.	1.2
PCC4	There is a complete handover of Client Contract knowledge and documentation from Compass business specialist to Site/Unit Manager for all new Contracts, renewals or amendments.	1.3
PCC5	All Contract related correspondence is logged and a record kept on file in the Compass central repository and at the Site/Unit throughout the duration of the Contract.	1.3
PCC6	There is a New Contract Information Summary created and maintained to communicate key Client Contract knowledge to all appropriate Compass business specialists throughout the duration of tExpandableArea	1.3/1.4
PCC7	There is a Contract Deliverables Matrix implemented and maintained to track compliance with contractual obligations throughout the duration of the Contract.	1.3/1.4
PCC8	There is an internal contract compliance review on a six-monthly basis to ensure scope of service delivered meets contractual obligations and identify any amendments required.	1.4
PCC9	There is an identified Compass employee responsible for managing control and storage of all contract documentation and deliverables throughout the duration of the Client Contract.	1.5
PCC10	All contractual documentation is kept up to date and held securely in a Compass central repository and copies are stored securely at the Site/Unit.	1.5
PCC11	There is an agreed local procedure for logging Client Contract issues to be raised and dealt with by the appropriate Compass representative; the issue resolution is documented and agreed with the Client.	1.4/1.6
PCC12	There is an agreed contract amendment and change procedure in place with the appropriate Compass business specialists; all affected parties are notified of authorised amendments/changes.	1.7
PCC13	All contract amendments or changes are reviewed and approved by the authorised Compass and Client representatives	1.7

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## Supporting Documents

### Documents

Type	Name	Description	Modified	Modified By
<b>Document Type : 1. Recommended Templates: (6)</b>				
	CCT_Client Service Level Agreement_template	Template Service Level Agreement	08/04/2009 18:25	Andrew Targell
	CCT_Contract Amendment Report_template	Template Contract Amendment Report	20/02/2009 14:40	KMSAdministrator
	CCT_Contract Deliverables Matrix_template	Template Contract Deliverables Matrix	20/02/2009 14:40	KMSAdministrator
	CCT_Contract Issue Log_template	Template Contract Issues Log	20/02/2009 14:41	KMSAdministrator
	CCT_New Contract Information Summary_template	Template New Contract Information Summary Form	20/02/2009 14:41	KMSAdministrator
	GEN_Local_Procedure_template	A standard procedure template that can be used to create your own site/unit level procedures	20/02/2009 14:41	KMSAdministrator
<b>Document Type : 2. Service Management Procedures: (5)</b>				
	CCT_Client_Service_Level_Agreement_SMP	Procedure for completing the Template Service Level Agreement	20/02/2009 14:42	KMSAdministrator
	CCT_Contract_Amendment_Report_SMP	Procedure for completing the Contract Amendment Report Template	20/02/2009 14:42	KMSAdministrator
	CCT_Contract_Deliverables_Matrix_SMP	Procedure for completing the Contract Deliverables Matrix Template	20/02/2009 14:42	KMSAdministrator
	CCT_Contract_Issue_Log_SMP	Procedure for using the Contract Issues Log Template	20/02/2009 14:42	KMSAdministrator
	CCT_New_Contract_Information_Summary_SMP	Procedure for creating the New Contract Information Summary Template	20/02/2009 14:43	KMSAdministrator
<b>Document Type : 3. Example Documents: (4)</b>				
	CCT_Contract Management Plan_example	Example Contract Management Plan from Compass UK&I. For more information contact niall.mcclure@compass-group.co.uk	20/02/2009 14:43	KMSAdministrator
	CCT_Contract Variance Sheet_example	Example Contract Variance Sheet from Compass Australia. For more information contact justinwhitely@compass-group.com.au	20/02/2009 14:43	KMSAdministrator
	CCT_Request for Legal Contract Review Execution_example	Example from Compass Asia Pacific. For more information contact justinwhitely@compass-group.com.au	20/02/2009 14:44	KMSAdministrator
	CCT_Service Level Agreement_example	Example complete Service Level Agreement from UK&I. For more information of for additional SLA examples contact groupsupportservices@compass-group.co.uk	20/03/2009 11:12	Andrew Targell
<a href="#">Add new document</a>				

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Home

Compass Service Framework

Welcome to the Compass Service Framework

The Compass Service Framework (CSF) is our Standard Operating platform developed to deliver high quality and efficient support services.

In addition, the CSF facilitates continuous improvement, by giving us a way of embedding innovations from one area of our business into many others. Simply put, it is our "Support Services toolkit" which outlines the services we offer, how we do them and what management processes we need to have in place to ensure the services are meeting our customer's expectations.

The CSF is made up of 3 key pillars:-

- Service Management Model (SMM)** which allows us to deliver our range of services to Customers (Clients & Consumers) within a repeatable and consistent framework (from Contract Management to Request Management)
- Operational Service Procedures (OSP)** which outline the best practice methods for performing our services (from Cleaning to Security) including relevant HSE guidance.
- IT Systems** that include our Knowledge Management System which hosts the CSF and a Computer Aided Facilities Management (CAFM) system underpinned with the processes and procedures defined in the SMM and OSPs

All Draft Documents

(Blank)

- A5.1.6 Scabies  
2009-05-22 06:08:55
- 6.01 After Hours Access to the Facility  
2009-05-21 04:35:18
- 6.02 Armed Hold Up Response  
2009-05-21 04:38:40
- 6.03 Biological and Chemical Threat  
2009-05-21 04:41:55
- 6.04 Bomb Threat Response  
2009-05-21 04:45:12
- 6.05 Code Black Responses  
2009-05-21 04:48:14
- 6.06 Communication with NSW Deline

All Checked Out Documents

Charles Gover

- Door maintenance  
2008-09-23 11:43:22

KMSAdministrator

- Client Management  
2008-09-12 22:06:38

Mike Bullock

- Audio Visual - General Duties and Responsibilities  
2009-06-29 11:42:45

Smartcube Author

- A 1.1 Linen Replacement Service  
2008-11-04 10:16:17
- A 1.2 Cleaning of Client's Service

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Tools and Resources
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Cleaning
Logistics and Transportation (LT)
Outdoor
Project Management
Security Services
Recycle Bin

The diagram shows 'Compass Core Services' at the center, surrounded by nine service areas, each with a core value:

- Cleaning Housekeeping** ("Hygiene")
- Food services** ("Food")
- Business & Office Services** ("Hospitality")
- Outdoor** ("Environment")
- Security Services** ("Trust")
- Logistics & Transport** ("Efficiency")
- Building Operations & Maintenance** ("Reliability")
- Project Management** ("Innovation")

## Welcome to Business & Office Services

Imagine visiting a Client to deliver a presentation and on arriving at the office there is no one to give you a warm greeting on Reception. There is no Concierge to host and take you to your meeting room and, when you locate the meeting room, no Audio Visual technician has set up the presentation facilities.

It is the "Business and Office Services" (BOS) which takes care of this situation by providing a professional Front and House support function.

BOS provides Reception, Concierge, Helpdesk, Mailroom, Clerical and Administration services, ensuring a seamless integration with the Client's business, enhancing the Customer Experience from the moment you walk in the door.

Find out more below:-

- What are the BOS services

The Business & Office Services

Soft Service functional elements
Reception
Concierge
Helpdesk
Meeting & Event Management
Mailroom & Postal
Clerical & Administration
Personal Appearance

Hard Service (normally Supplier performed)
We aim to self perform all Business and Office Services.

- How are the BOS services delivered

The Community of Practise Experts lead for Business & Office is:-

**Kay Driscoll**

**Useful Links**

**BIFM** British Institute of Facilities Management

BIFM Mission: "To advance the facilities management profession"

**Institute of Hospitality**



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CSF COMPASS SERVICE FRAMEWORK

Front of House Receptionists Role during a Building Evacuation

Master Service Manag

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- Hospitality Services
- Mailroom and Postal Services
- Meeting and Conference Management
- Portage
- Reception
- General Guidance
- Tools and Resources
- Risk Assessments
- Concierge
- Helpdesk
- Records Management
- Reprographics

Cleaning

Logistics and Transportation (LT)

Outdoor

Project Management

Security Services

Recycle Bin

Reception - Entry of Children & Young Persons

Executive Floor - Reception Procedure

Generic Telephone Procedure

Reception - Beverages

Reception - Opening and Closing Procedure

Reception and Switchboard - Dealing With Complaints

Photocopier Services

Reception - Telephoned Bomb Threat

Reception Services

Portable Info Loop

Parcel Delivery

1.1 Reception - Welcoming

1.2 Reception - Hosting

1.4 Customer and Client Meeting Rooms - Reception Set-up

1.7 Booking Centre - Telephone Booking for On the Day Bookings

1.20 Reception and Switchboard - First Contact

1.21 Reception and Switchboard - Communication Skills

1.22 Reception and Switchboard - Visitor Care

1.23 Reception and Switchboard - Looking Your Best

1.24 Reception and Switchboard - Reception Appearance

1.25 Reception and Switchboard - Telephone Skills

1.26 Reception and Switchboard Service - AVS Risk Assessment

1.10 Reception - Fire & Evacuation Process (to be amended locally)

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## Welcome to Business & Office Services

Imagine visiting a Client to deliver a presentation and on arriving at the office there is no one to give you a warm greeting on Reception. There is no Concierge to host and take you to your meeting room and, when you locate the meeting room, no Audio Visual technician has set up the presentation facilities.

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Find out more below:-

- What are the BOS services
- How are the BOS services delivered

Practise Experts lead

Useful Links

ute of Facilities Management

To advance the facilities management

hospitality

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https://csf.compass-group.com/Global/OSPs/BI/BO/Reception/Pages/Reception-IndemnityProcedure.aspx

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AV and Video Support

Clerical and Admin Services

Hospitality Services

Mailroom and Postal Services

Meeting and Conference Management

Porterage

Reception

- Front of House Receptionists Role during a Building Evacuation
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- Reception - Opening and Closing Procedure
- Reception and Switchboard - Dealing With Complaints
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- Portable Info Loop
- Parcel Delivery
- 1.1 Reception -

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## 2.34 Reception - Entry of Children & Young Persons

### Purpose

The purpose of this procedure is to outline the actions required to ensure the safety of any children and young people who visit the site. They need particular care because of their lack of training, experience and awareness.

### Process

**Safety first-before starting any task refer to HSE Precautions below**

- Our Client's guidelines must be read, understood and adhered to
- Occasionally children and young people are employed as part of work experience or work placement schemes. It is very important to individually assess their capabilities, limitations and communicate with them what they will be allowed to do and what they will not be allowed to do. The risk assessment below may help you with this process.
- Consider providing a higher level of supervision during their work. Perhaps a 'buddy' can be nominated to work along side the child or young person.

As a general rule under 18s must NOT be allowed to do work which:

- exceeds their physical or mental capacities;
- exposes them to substances which are toxic or cause cancer;
- exposes them to radiation;
- involves extreme heat, noise or vibration;
- involves risks that they are unlikely to recognise or avoid because of their lack of experience or training or their insufficient attention to safety.

The parent or representative and, where possible, all children must sign in and out.

Where not possible the parent or representative should sign the child(ren) in/out.

### HSE Precautions

No tasks shall be performed unless:

- those employed are competent - this is particularly important when deciding which tasks



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Threat

- Reception Services
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- 1.10 Reception - Fire & Evacuation Process (to be amended locally)

Concierge

Helpdesk

Records Management

Reprographics

Recycle Bin

HSE Precautions

No tasks shall be performed unless:

- those employed are competent - this is particularly important when deciding which tasks children and young people can safely undertake.
- training has been documented
- equipment has been checked that it is fit for task and safe for use.
- the equipment is used within specification and design parameters
- an assessment of any significant risks has been undertaken, so that adequate controls are in place (See Risk Assessment Guidance).
- work procedures are clearly understood by those employed to undertake the task.
- those employed are empowered to stop any job they feel is unsafe. Where those employed raise HSE concerns the task must be discussed with the line supervisor or HSE advisor.

Reference must also be made to:

- Local regulations which apply to the procedures to be undertaken.
- Personal protective equipment (PPE) must be provided for employees and/or the wearing of PPE must be supervised where an assessment has identified such a need.

Other considerations

- Often there is a regulatory requirement that background checks are made on those who work with children. For further details contact your Human Resources manager.

Relevant Guidance

- Children and Young Persons Risk Assessment
- Children and Young Persons Factsheet
- Children & Young Persons Permitted and Restricted Tasks
- HSE Guidance - Manual Handling (sensible solutions)
- General Guidance

Last Modified Date: 11/07/2008 Last Modified By: Darron Rathbone

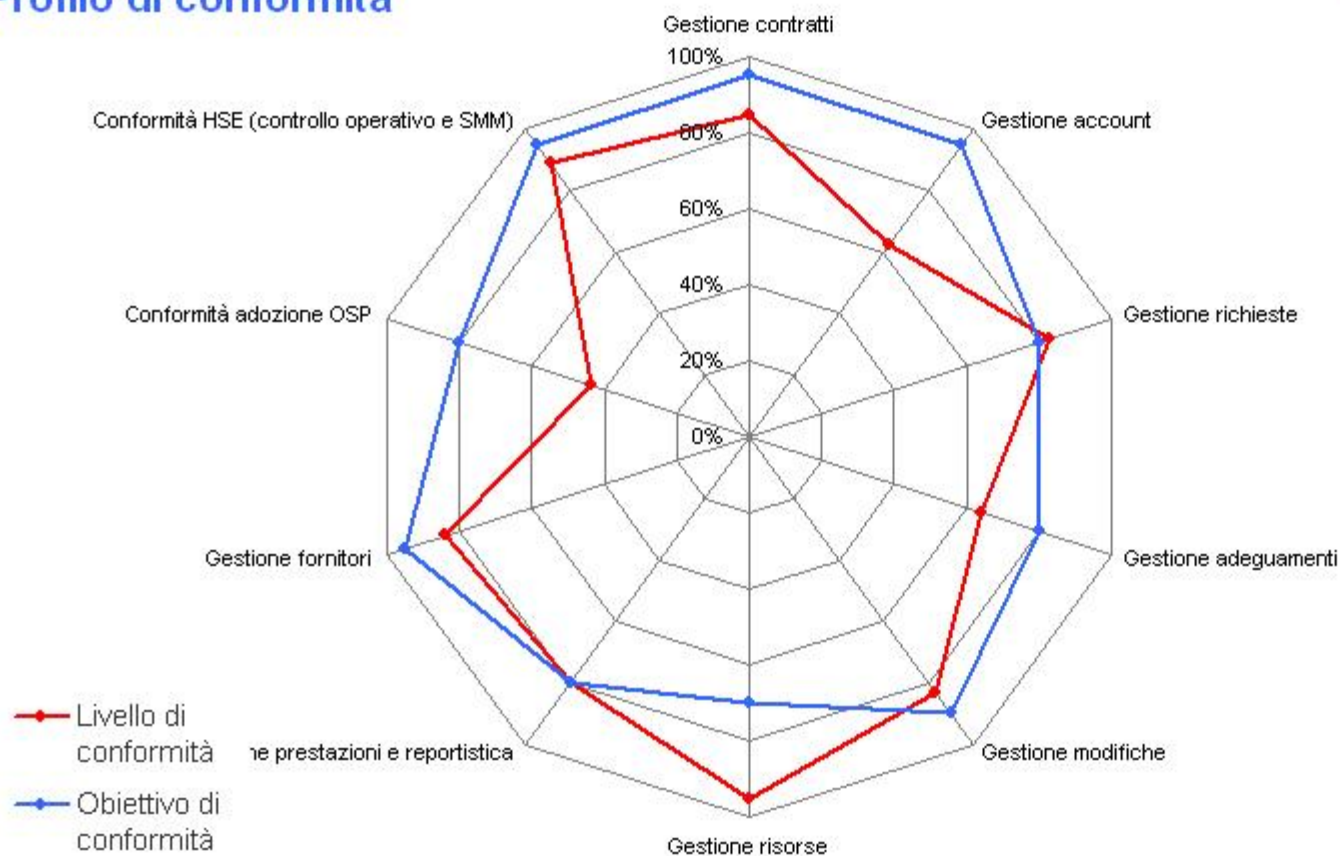
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File Modifica Visualizza Inserisci Formato Strumenti Dati Finestra ?					
<div> <div> </div> <div> <div>90%</div> <div>Arial</div> <div>11</div> <div>G C S</div> </div> <div> <div>Rispondi con modifiche...</div> <div>Termina revisione...</div> </div> </div>					
E20	fx				
	A	B	C	D	E
1	Controlli di conformità del processo SMM (Gestione contratto)				
2	Sito		Nazione		
3	Riferimento di conformità	Gestione contratti Controllo conformità processo	Riferimento al passo del processo	2 = Soddisfa gli standard richiesti	Commenti
4				1 = Non formalizzato, soddisfa	
5				0 = Non soddisfa	
6				N/A = Non pertinente	
7	PCC1	Se il Contratto con il cliente o il Contratto del livello di servizio con il cliente è ancora in fase di negoziazione, vi è un'esplicita prospettiva di lavoro e di requisiti convalidati dagli operatori Compass e l'operazione può essere inviata.	1,1	2	
8	PCC2	Vi è un Contratto di livello di servizio con il cliente sottoscritto da entrambe le parti come parte integrante del contratto.	1,1	1	SLAs have been presented to the Client. Those have to be checked and signed.
9	PCC3	Compass e il cliente hanno sottoscritto un contratto appropriato e completo per operare in questo sito/unità.	1,2	2	
10	PCC4	L'operatore commerciale di Compass ha trasferito completamente la comprensione e la documentazione del contratto con il cliente al responsabile del sito/unità per tutti i contratti nuovi, rinnovati o modificati.	1,3	2	A copy of the docs is present at site
11	PCC5	Tutta la corrispondenza relativa al contratto è registrata e archiviata nell'archivio centrale di Compass e del sito/unità per tutta la durata del contratto.	1,3	2	
12	PCC6	È stato creato e aggiornato un Riepilogo delle informazioni del nuovo contratto per comunicare a tutti gli specialisti commerciali Compass i punti chiave del contratto con il cliente, in vigore per tutta la durata del contratto.	1.3/1.4	1	
<div> <div>Benvenuti! / Segnapunti / Diagrammi dei punteggi / OSP</div> <div>1. CON / 2. ACC / 3. RIC / 4. ADE / 5. MOD / 6. RIS / 7. GPR / 8. FOR / HSE</div> <div>Foglio1</div> </div>					

## Profilo di conformità





# CSF – Compass Service Framework



Welcome  
to the  
Support Services  
Compass Service  
Framework (CSF)

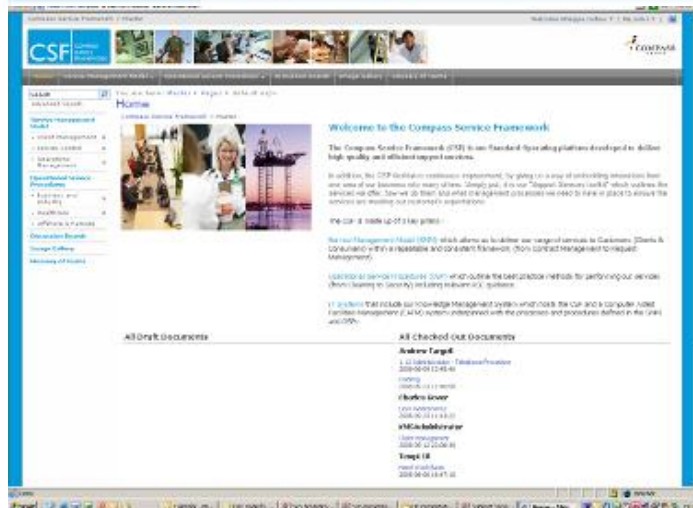
The Compass Service Framework is the Compass way of achieving operational excellence in all services by applying best practices and standards across the world. It encompasses a set of procedures and HSE guidelines allowing us to consistently and efficiently deliver support services.

[Please click here to enter the CSF Master site](#)

Or alternatively select the country below to enter your County CSF site



If you would like further information about the CSE or obtaining access to the site, please contact [groupsupportservices@cims-oss-group.co.uk](mailto:groupsupportservices@cims-oss-group.co.uk).

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## Milano 4 e 5 novembre 2009

# Domande



Milano 4 e 5 novembre 2009



# Grazie per l'attenzione

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**Milano 4 e 5 novembre 2009**

