



SUCCESSION PLANNING IN FACILITIES

ARAMARK OFFERS THE ONLY COMPREHENSIVE SUCCESSION PLAN THAT PROVIDES FIELD-READY FACILITY MANAGERS IN HIGHER EDUCATION. OUR PROGRAM RECRUITS, TRAINS AND DEVELOPS THE FINEST TALENT, ENSURING CONTINUITY FOR YOUR CAMPUS OPERATION.

THE ARAMARK NATIONAL RESOURCE READY PROGRAM PROVIDES CAMPUSES WITH SEAMLESS SUCCESSION

PLANNING, the most talented professionals, and thought leaders as well as greater consistency in our services – with experienced, employed and fully trained “ready to go” Aramark Managers.

The 2010 APPA Thought Leadership Symposium revealed some sobering issues facing today’s leaders in higher education. Among these issues was the critical need to prepare for a shortage of skilled workers, especially in facilities management. As participants warned: “Many of the most highly skilled and experienced tradesmen are nearing retirement age. When backlogs approach capacity in 2013 and 2014, the industry will have lost expertise and be in need of skilled workers.”

But losing the best talent to retirement isn’t the only concern for higher education institutions. As APPA participants stated, not only is there a shortage of skilled staff to fill positions created by retirements, the current economic slump has resulted in job freezes that prevent colleges and universities from being able to hire and train the next generation of workers.

Only Aramark has the resources to keep your campus ready. Proactive talent acquisition and development has become an integral part of Aramark’s commitment to superior measurable outcomes for campus facilities management. This unique approach recruits and maintains a living database of managers covering all geographies. It also includes life cycle recruiting from posting to training. Job placement ensures that managers at all levels fully understand our programs and resources, so they can meet the campus’s needs from day one, and throughout the life of our partnership.

The best facilities management strategies and tactics can be severely disrupted if a senior manager must be replaced for any reason. It can take months before qualified candidates can be recruited, trained and get up to speed with the needs, policies and mission of each campus.

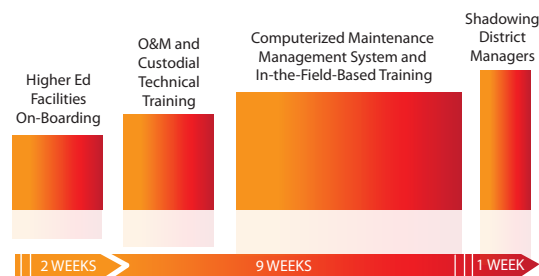
continued on back page



THE ARAMARK RESOURCE READY PROGRAM OFFERS A CONTINUOUS RESOURCE FOR YOUR FACILITIES MANAGEMENT NEEDS. Our program continually recruits and develops talent, providing higher education with a consistent pool of highly-trained facilities managers and staff.

“SENIOR FACILITIES OFFICERS DO MUCH MORE THAN MAKE SURE THAT THE LIGHTS STAY ON AND THE PLUMBING REMAINS OPERATIONAL. They assess and interpret the mission and vision of their institutions and translate those intangibles into concrete, plaster, brick, and wood.”

ASSESSING AND FORECASTING FACILITIES IN HIGHER EDUCATION: APPA THOUGHT LEADERS SERIES 2010, APPA AND CENTERS FOR FACILITIES RESEARCH



SUCCESSION PLANNING IS ESSENTIAL TO EFFICIENCY AND EFFECTIVENESS.

Aramark replaces the inconsistent, reactive approaches of the past by attracting early career professionals and training them so they can become an integral and productive member of your facilities management operation from day one.

Aramark Resource Ready Program offers unique advantages. A rigorous recruitment process brings in the most talented and dedicated individuals from the facilities management industry as well as from the finest universities across America. Aramark does not outsource training, so we are able to develop each individual's abilities to ensure that they meet the specific demands of today's institutions of higher learning. The Aramark Innovation Center, Computer Labs and Custodial Lab provide hands-on training in a classroom setting.

Because we can offer candidates the opportunity to work with one of the nation's premier names in campus facilities management, we are able to compete successfully with compensation packages often available in other industries.

A 12-week process of continual learning and hands-on training. Each facilities management candidate spends 12 weeks in a proprietary training program that combines classroom learning with intensive field supervision. The goal of the Resource Ready Program is to produce facilities managers who can make substantive and valuable contributions to campus operations as well as deliver the highest quality of day-to-day service supervision.

The program exposes managers to a diverse and in-depth level of training which includes:

Operations: Facility operations, custodial programs, cleaning technologies and Operations & Maintenance (O&M) Programs, grounds and landscaping programs

Quality Control: Operations Excellence (OPX) Innovations, supply chain management, and benchmarking

Sustainability: Green and Blue Cleaning, our Green Thread Environmental Stewardship Program, energy management

Campus Communication: Campus education and engagement programs

Organization Design: Customer service response and human resource management for higher education, and human resource management

Engineering solutions: Including energy management, construction project management and commissioning, and asset preservation

Safety: Including code compliance and risk management

Information Technology: To improve performance reporting, decision making, and communications

Performance Management: Including finance, accounting and budgeting, performance measurement, and reporting.

THE FINAL WEEKS ARE SPENT LEVERAGING CLASSROOM LEARNING BY APPLYING IT TO HANDS-ON EXPERIENCE IN EVERY CHANNEL AND LEVEL OF FACILITIES MANAGEMENT. Each individual is carefully shadowed and monitored by a national Aramark coach at our strongest program sites before receiving final certification.



ARAMARK TALENT IS AVAILABLE ON DEMAND.

The Aramark Resource Ready Program continually recruits and develops a diverse pool of the highest-caliber professionals, representing a breadth and depth of educational background, specialist knowledge, and experience.

A SEAMLESS TRANSITION. When a senior manager at Mercy College needed to take an unexpected leave of absence, Aramark was able to immediately fill the position with another senior manager who was thoroughly familiar with the campus and its facilities needs.



It is essential for higher education institutions to be proactive with succession planning and ongoing talent recruiting to assure consistency in facilities management, provide continuous opportunities for our managers and assure the institution has the right person to meet their facilities management needs on campus.