WHAT WILL HAPPEN TO MY DINING AND/OR FACILITIES EMPLOYEES DURING A P3 TRANSITION?

Ensure your loyal staff remains in good hands

You're considering outsourcing your dining services to better appeal to Gen Z students with the menus and retail brands they prefer. Or maybe you'd like to increase on-campus dining participation.

Or maybe you want to outsource your facilities management to better capitalize on modern technology and cost savings, or to revamp the marketing appeal of your campus landscaping.

But you have one major worry: What will happen to the people who work here now?

"The single biggest reason why any college or university in America decides not to outsource is the fear of the unknown as it relates to the people," says Dave Amorine, senior director of premier partnerships at Aramark.

> ***"In some cases, you have three or four generations of families who have worked at the university in various capacities. Now the administration has to make a hard decision to go out to bid and, perhaps, give all the employment decision control to a corporate entity."***

However, the reality is the opposite. "It's a major misconception that a company will come in, terminate existing staff and bring in their own people," Amorine explains. "This is completely untrue."

What will happen to your loyal employees once you initiate a public-private partnership (P3)? Here we break it down.

They will be offered career advancement opportunities.

One big benefit of partnering with a private-sector company is the ability to offer your students and staff vast room for career advancement. For example, 10 years ago, one gentleman was an hourly paid supervisor at a major southern university.

"Today, he is Aramark's regional safety champion in a salaried role and supports a $400 million region and 82 schools," Amorine shares. "This ability to move up the ladder at a corporate organization has done wonders for his career, for his income and for his family."

This career advancement also applies to students, who may be looking to their college or university to provide access to internships and post-graduate career opportunities. Being "able to get a better job" was the top-ranked (86 percent) reason to attend a particular college, according to The Chronicle of Higher Education and The American Freshman 2014 Norms. And Vital Source Technologies shared that 73 percent of students said a guaranteed full-time job is more important than zero student loan debt (28 percent) after graduation.

Creating a P3 agreement can actually improve your school's ability to offer professional development options, including internships, as well as part- and full-time employment, to help your students during and beyond their time on campus.

Great consideration is given to the transition and employee wages.

"At Aramark, we work closely to align with each institution to transition employees to our payroll seamlessly. It is always our objective to maintain current wage rates and assure our new team members there will be no loss of wages," says Phil Garcia, director of business development.

Employees will continue to receive full benefits plans.

While benefits packages differ across entities and organizations, your employees will be offered a competitive benefits package that takes into account healthcare, savings and vacation time.
The wellbeing of students, staff and all faculty members is also taken into account, as new hires undergo a background check to ensure a proper, safe fit with the current team.

Your managerial team will include experienced professionals.

Carnegie Mellon University was looking for a company capable of re-energizing its facilities management employees, according to Director of Facilities Operations Steven Guenther. "We wanted to equip them with the right tools and training both in terms of the technical cleaning skills, but also from a hospitality, customer service, 'get excited about what I'm doing here' kind of way," he says.

To quickly promote change without alienating staff, often a highly trained manager is brought in from your private entity partner. "In order to expect the same people to do something different," Guenther explains, "they needed a reason to do something different."

Full efficiency will still be the goal.

If you staff 100 people in your facilities department, but an outsourced partner can supply an even better program with 85 employees, your bottom line dictates this change. With the right partner, the path to reducing 100 employees to 85 can be a painless process, Garcia says. "We often provide a thorough attrition model where no one loses their job, but the institution ultimately reaches full efficiency."

The Bottom Line

If one of your primary concerns is your people, work with a partner that embraces these same values. No person should lose his or her job due to outsourcing. Rather, it should be a shared priority to continuously generate employee success stories, school success stories and an overall prosperous partnership.

Choosing a proven leader in the space can help your school transition to a fruitful P3 agreement, where your organization—as well as your people—benefit every day. **Discover the Aramark difference.**

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