

Philadelphia SHRM

November/December 2010

News

A World-Class Partnership Helps Build World-Class Operations Within a Remote Wilderness

**Staffing and Constructing the Largest
Remote Camp in North America**

Pages 6-7



WE ARE SEEKING VOLUNTEERS TO SERVE ON OUR NEW THOUGHT LEADERSHIP COMMITTEE.

This Committee was formed to provide e-resources to Philly SHRM members, featuring best practices on a range of people management issues by building knowledge sharing communities focusing on various HR disciplines.

We are seeking several volunteers to join and build our team in the following capacities:

Committee Members

in the following HR discipline:

1. *Talent Management*
2. *Compensation & Benefits*
3. *Diversity & Inclusion*
4. *Legal Affairs*

*There is also an opening for a **Virtual Librarian**.*

*For more details visit www.phillyshrm.com click on the **Thought Leadership** tab.*

Interested volunteers can email hrthoughtleadership@yahoo.com



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THE PRESIDENT'S CORNER



Welcome to the C-Suite!

As SHRM National continues to place efforts in putting HR into C-Suite conversations, this year's first Professional Development Series for the Philly Chapter is designed just for you! At our national conference in June in San Diego, Steve Forbes, President and CEO of Forbes, headlined this discussion of HR being aware of the conversations of top executives in the organizations. We are continuing this theme this week on Wednesday, Nov 10 at Loews Hotel in Philadelphia as we look to our regional leaders to bring us insight and generate dialogue about this "top of the mind" issue. It is not too late to register and attend - we invite you to come out and learn for industry experts about the affect and effect of having HR leaders integrate with business line drivers in order to see human capital leveraged to its fullest capacity.

Join us as we enter the C-Suite and hear from local executive, Joseph Tinney, President, ARAMARK Business & Industry Group, Facility Services as well as other local HR executives about the personal and professional agility needed to move HR business forward within the overall organizational strategy. We will also discuss how to sustain as an HR professional as we look beyond 2010. Our expert panelists will broaden our scope of thinking and properly align us as we plan our strategy and decision-making tactics for the next 6 – 12 months within our organizations.

Register today for this morning of engagement, strategy, and high-level connectivity! I'll meet you in the C-Suite!

Regards,

A handwritten signature in blue ink that reads "Kelley F. Cornish".

Kelley F. Cornish, MA, CCDP
President, Philly SHRM

BECOME A MEMBER OF PHILLY SHRM

(OR REFER A MEMBER AND EARN REWARDS!)

The 2010-2011 season is off to an exciting start for the Philadelphia SHRM Chapter! Our first Professional Development Seminar is quickly approaching and the chapter has several events scheduled for every HR Professional. In order to take advantage of the FREE webinars and discounted admission to the programs, why not become a member?

If you are a member of SHRM National becoming a member of Philly SHRM is easy!

Visit our 'Join' page under 'Membership' to get all the details.

If you are already a member, tell your friends and co-workers about us! Referring new members during now through the end of the year has several benefits:

- *Refer one new member to PSHRM and get a free PSHRM portfolio*
- *Refer three new members to PSHRM and get a free pass to an upcoming Professional Development Series*
- *Refer five new members and get a \$50 AMEX Gift Card*

Spread the word and we'll see you at the next event!



Emerging HR leaders are invited to attend:

Philly SHRM Idol

@

**Yakitori Boy Bar and lounge
Wednesday, December 15th
5:30 - 8:30 pm • Yakatori Boy**

**211 North 11th Street • www.yakitoriboy-japas.com
www.phillyshrm.org**

A WORLD-CLASS PARTNERSHIP HELPS BUILD WORLD-CLASS OPERATIONS WITHIN A REMOTE WILDERNESS STAFFING AND CONSTRUCTING THE LARGEST REMOTE CAMP IN NORTH AMERICA



Joseph J. Tinney, Jr, President, ARAMARK Business & Industry Group, Facility Services

As President of ARAMARK Business and Industry Group – Facility Services, Joseph Tinney played an integral part in ensuring a collaboration between the Business and Industry Group’s Remote Workplace

Services, Facility Services, Business Dining and other group resources to staff and manage a team of more than 400 on the G8 project, including culinary staff, housekeepers, maintenance people, project managers and firefighters.

To hear more from Joe Tinney and Aramark’s strategies, attend Philly SHRM’s C-suite event Wednesday November 10th where he will discuss how as HR Business Leaders, we need to have the organizational savvy and strategic ability to lead and respond to the changing landscape.

Is your Executive Team relying on you to lead employees through changes?

To find out more about this event or to register to attend, visit www.phillyshrm.org

The Royal Canadian Mounted Police (RCMP) faced an operational challenge that tested its ability to provide national security at an international meeting being hosted in Ontario. The high-profile G8 Summit would require the deployment of 4,500 of its elite members to maintain the safety of eight world leaders gathered to discuss global issues. However, there was no place to house or support the “Mounties” during their two week mission. All that existed was a 50-acre gravel lot located three miles from the small resort town of Huntsville, where the dignitaries would stay and meet June 24-26, 2010.

The RCMP needed a Temporary Accommodation Facility built within the District of Muskoka, just over a two hour’s drive north of Toronto. Not only would construction turn-around times be

tight, the camp would require sleeping quarters, bathrooms, a dining hall the size of a football field, a branded coffee shop, banking conveniences and internet capabilities. Plus, the RCMP needed the staff necessary to support its technologically sophisticated security force. Additionally, the reason why the camp was called “temporary” was the RCMP’s expectation was that everything would be deconstructed shortly after the G8’s close, leaving only the gravel lot behind.

The RCMP needed a fully integrated service solution provider and issued a competitive bid in December 2009. When the contract was awarded in early January 2010, there were only five months to build and staff a mini-city complete with potable water, sewage systems, and fire-fighting capabilities.

According to John Dampf, Vice President, Remote Workplace Services, “We were successful in winning this bid because of our demonstrated ability to create and execute comprehensive technical and staffing solutions. We’ve managed such large-scale events as feeding Olympic athletes and created a

At construction’s peak, there were 175 workers, representing five Ontario unions on a project-specific labor agreement on the site. By early June the camp’s construction was safely completed and about a week later, RCMP members started to move into the camp. The mini-city remained operational until June’s end. On July 5, the contractors began deconstruction and by August 30, the site was returned to its original state as a gravel lot.

home-like environment for those working on off-shore oil rigs and in isolated regions of North America. For this project, our goal for the RCMP was to create

the environment that would allow the Mounties to focus entirely on their mission.”

The remote location – and volumes of people in the area for the G8 – created some unique food supply challenges, as well. “We had contingency plans in place to make sure we were self-sufficient for at least two days at all times,” said Greenway. The team had to plan for food procurement competition from nearby hotels and restaurants, as well as potential service disruptions by G8 Summit protesters.

CULINARY EXCELLENCE REQUIRED

Meal service was to begin on June 18 and early arrivals were asked to frequent the local restaurants for their meals. With more RCMP members arriving daily, the local eateries were straining to keep up. “They didn’t have enough seats and were running out of food because of the amount of people descending on the town,” said Rodney Shiga, Vice President of Operations, Business Dining – Canada West. “So we started serving a few days early.”

A culinary staff of more than 220 was responsible for serving 16,000 meals each day and the quality of the food was essential to supporting the RCMP. “Food was so important,” continued Shiga. “The Mounties were spending a lot of time away from home and the same people had just finished working for two months during the Vancouver Winter Olympics.” Over the course of about two weeks, the ARAMARK team provided breakfast and dinner in the 35,000 square-foot dining room which seated 2,500, served lunches from a mobile facility and served staff at a nearby conference center.

The chefs built their menus around different Canadian regions and provinces and even sourced Pacific salmon from British Columbia. They worked with berries from Saskatchewan, lobster from the East Coast, and specialty cheeses from Quebec. On June 22, the team even served more than 11,000 pieces of sushi made by Sushi & Bento restaurant.

Room Service:
Each dorm room and bathroom facility was cleaned daily which added up to:
5,000 towels laundered daily
4,500 beds made daily
14,000 linen changes during operations.

KEEPING FOCUS ON THE MISSION

“The G8 was an ideal example of how we provide comprehensive, quality of life service solutions in sometimes challenging environments,” said Roger Peterson, Regional Vice President, B&I Facility Services. ARAMARK managed a team of more than 400 on the project, including culinary staff, housekeepers, maintenance people, project managers and firefighters.

More than 150 of those team members were responsible for making sure the RCMP had the best accommodations possible. Housekeeping staff provided linen, janitorial and other hotel services for the sleeping quarters and kept the camp’s common areas clean. Others provided maintenance for plumbing and other systems, fixed equipment, refilled water storage tanks, oversaw sewage removal, maintained generators and managed outside contracts, such as wastewater removal.

MISSION ACCOMPLISHED

“One of the most important things for any project is to have people at all levels who can think on their feet and understand the overall intent of the project,” said Osman Ismail, Vice President, Remote Workplace Services. “A lot of different people from all parts of the company worked together and it was inspiring to see that we were able to enhance the work environment and deliver quality services, which enabled the RCMP to successfully engage its team members and fulfill its important mission of maintaining national security.”



HR EXECUTIVES - NAVIGATING THE C-SUITE

WEDNESDAY, NOVEMBER 10, 2010 LOEWS HOTEL · 1200 MARKET STREET
PHILADELPHIA, PA 19107-3615 · 7:30AM-10:30AM

Organizations are changing at the speed of light. As HR Business Leaders, we need to have the organizational savvy and strategic ability to lead and respond to the changing landscape. Is your Executive Team relying on you to lead employees through changes? Whether you are dealing with mergers and acquisitions, expanding internationally, going through a major transformation, or leading other strategic imperatives, the stakes are higher and the demand for higher performance is ever greater. Human Resource Professionals responsible for developing strategy and executing change in their organizations will benefit from attending this event.

COST:

\$50 MEMBERS | \$65 NON-MEMBERS | \$30 STUDENTS

Keynote Session: Why does HR Matter? A C-Level Executive's Point of View

Speaker: Joseph J. Tinney, Jr,
President, ARAMARK Business & Industry Group, Facility Services

This highly interactive session will use an actual case study of a strategic initiative at Aramark and demonstrate the partnerships between C-Level executives and Human Resources necessary for success. This session will focus on what the executives are thinking and how you can stay one step ahead. There will be a discussion of specific concepts, strategies, and approaches Human Resources professionals should take to ensure they are viewed and included as necessary leaders who are part of the Executive Suite, and whose insights and skills are required to lead and manage a successful organization.

Where do we go from here? Panel Discussion (With Executive HR panelists)

Join us for a lively discussion around business changes and the impact on human capital within organizations. Senior HR Executives will lead this interactive panel discussion focusing on the actions and behaviors C-level executives expect of Human Resources Executives, and vice versa.

Register to attend at: www.phillyshrm.org

PHILADELPHIA SHRM

NOVEMBER 2010 – JANUARY 2011

CALENDAR OF EVENTS

TOPIC	DATE	TIME	LOCATION	CATEGORY
C-Suite Event: HR Executives - Navigating the C-Suite	Wednesday, 11/10/10	7:30am- 10:30am	Loews Hotel 1200 Market Street Philadelphia, PA 19107-3615	Professional Development
Keeping it Real: Building a Culture of Engaged Employees.	Friday, 11/19/10	12:00pm- 1:00pm	GoToMeeting	Webinar
Emerging Leaders Karaoke Event	Wednesday 12/15/10	5:30am- 8:30 pm	Yakatori Boy 211 N. 11th Street Philadelphia, PA 19107	Social Event
Show me the money: 10 Executive Compensation Issues that all HR Professionals need to know	Friday, 12/17/10	12:00pm- 1:00pm	GoToMeeting	Webinar
Is there a doctor in the house? Healthcare Reform: What will Employer Based Healthcare look like in 2014 and Beyond?	Friday, 01/07/11	7:30am- 9:30am	Loews Hotel 1200 Market Street Philadelphia, PA 19107-3615	Breakfast Meeting
Knowledge Transfer: Optimizing Performance in Strategic Talent Planning	Friday, 01/21/11	12:00pm- 1:00pm	GoToMeeting	Webinar

Temple University SHRM

Message from the President

Lydia T. Bailey

I am very proud to be the President of the Temple University Chapter of the Society for Human Resource Management. Temple SHRM is the student professional organization of the Fox School of Business at Temple University which educates and informs students about Human Resources as a major and a profession. Each week our chapter hosts weekly meetings in which various HR professionals come to speak about relevant HR topics. We also engage in community service events, corporate company visits and many events within the Fox School of business. We are off to a great start this year!



"Why I Became a Student Leader"

Temple SHRM Officers

*Donna Mullville
Communications Director*

I chose to become a student leader because I wanted to be more than just a student at Temple University; I wanted to get involved. I wanted the chance to work closely with other students that chose to be active as well. I like going above and beyond and I feel like being a student leader gives me the opportunity to do this. Acting as a student leader also presents me with other ways to get involved. For example, I have been to networking events, social gatherings and community service events that I would never have done had I not chosen to join SHRM. I feel like I have more of a purpose at Temple now rather than just being one of its thousands of students. I feel important that I have responsibilities that benefit others as well as myself. All in all, I chose to become a student leader to make my college experience more than what it is set up to be and so far I am loving it!

*Kelly-Jean Rainford
Finance Director*

I became a student leader in SHRM because I wanted to get involved. I decided to go into the HR field as a career and knew the best way to learn more about it was joining a student professional organization. Last year, as a member I had fun going to the meetings and events. I felt that if I became a leader in the organization, I would become part of a family dedicated to advancing our careers. I am glad I did. I love all the other leaders, and honestly do feel that they are part of my family!

*Matt Neri
Corporate Relations Director*

For as long as I can remember leadership has been a huge part of my life. From sports, to school, to extracurricular activities, I've always found myself in some sort of leadership role. To me, leadership isn't just about going above and beyond your own abilities, its inspiring and motivating others around you to do the same. As future leaders of the business world, it is imperative that we, as students, give ourselves as much experience as possible. Being a student leader lends itself to this and is an excellent way to build on your talents. Furthermore, my military experience has been an invaluable tool in honing my abilities, and is certainly one of the main reasons I am a student leader today.





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We are looking for HR related topics, case studies or articles to
publish in the Philly SHRM Newsletter

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