

Case Study:

Compass Group North America

How **ComplianceMate™** made it possible to enforce food safety across 14,000 acres with *fewer* staff, *greater* accuracy, and *smoother* operations.

Every four years some forty thousand enthusiastic young people from around the world descend on a 14,000-acre wonderland of outdoor activities and natural American beauty. Participants bring with them a strong spirit of international fellowship, a readiness for adventure, and the prodigious appetites of active and growing young people. Most recently held from July 22 through August 2, 2019, this massive event brings together people of all ages from 152 nations.

Feeding those forty thousand hearty appetites falls to **Compass Group North America**. Known for its delicious meals and well-run food operations, Compass Group takes the meals they serve as seriously as the event participants take their pursuit of adventure, service, and learning.

But managing that many meals across such a large event introduces huge operational challenges. Foodservice facilities include snack and beverage bars, multiple dining halls, grocery store-like “concessionaires” – an innovative approach that allows participants to “shop” for their own meals and meal ingredients – and an amazing selection of International Food Houses that showcase the native cuisines of participating nations. Upholding Compass Group’s stringent quality and safety standards with so many disparate, moving pieces is no easy task. So how does Compass ensure every meal it serves is as safe for consumption as it is delicious?

Enter ComplianceMate.

“We realized we didn’t need to deploy as many people if we could get the ComplianceMate system in place, saving costs and labor.”

– Jean Edsall

Director, Food Safety Programs
Compass Group North America





With the ComplianceMate system, Compass Group could automatically monitor temperatures everywhere at all times, easing and simplifying food safety during an otherwise operationally complex event.

The scale of the event boggles the imagination. Over the ten-day period, Compass Group provisioned nearly a million bread products; half a million eggs; 20 tons of rice; 19,000 gallons of milk, and more. Simultaneously, they serve meals and foods across dozens of locations spread throughout a parcel of land that is, for comparison, nearly as large as the entirety of Manhattan and more than 100 times larger than the Magic Kingdom at Walt Disney World.

Before ComplianceMate, Compass Group laboriously monitored and manually logged temperatures in cold-holding units at each and every individual site every couple of hours. Though Compass Group was always rigorous about this process, it was tedious and stole time from staff who had other pressing duties too.

By contrast, ComplianceMate wireless temperature sensors live inside freezers and other cold-holding units and relay real-time temperatures to a central cloud-connected gateway. From there, the temperature data uploads to a dashboard that authorized users can access at any time. Additionally, if temperatures go out of spec, or if a checklist isn't completed appropriately – automated alerts can notify personnel that action is required. One reason the ComplianceMate system worked so well for Compass Group is the innovative technology used. LoRa-based sensors can communicate readings over a *much* larger area than wireless communication protocols like Bluetooth. With LoRa sensors, Compass Group could deploy sensors everywhere they were needed across 14,000 acres with only a handful of gateways connecting them.



The ComplianceMate Solution

ComplianceMate has streamlined HACCP compliance checklist and cooler monitoring for **thousands of restaurant locations across the US, Canada, the EU, and the UAE**. Wireless sensors continuously monitor and record temperatures inside any cold-holding units. Using the ComplianceMate app, users can also complete checklists for literally any HACCP or brand-specific compliance benchmarks, even incorporating visual documentation with photos and videos.

ComplianceMate™ strengthened food safety, saved time, and eased maintenance for Compass Group.

1

Identifying facilities ready for use

To avoid wasted resources

Because many of the now-permanent facilities were still in construction in the lead-up to the event, Compass Group didn't necessarily know which coolers and freezers would be ready in time to start preparing meals.

So, they put sensors into cold-holding units. That way, once the newly constructed building was released to Compass Group, they'd know if the equipment was ready. "It was worth it to us to know ahead of time so we wouldn't stock those units unnecessarily," says Jean Edsall, Director of Food Safety Programs at Compass Group North America. "That was a real plus."

Otherwise, they might have been forced to move all that inventory *again* into functioning units.

2

Triaging equipment problems

To speed and ease service

As part of the on-site facilities crew, Compass Group had a two-person team responsible for maintaining equipment like the walk-in coolers and freezers.

The automated temperature readings and alerts allowed them to (1) identify which coolers had issues and, even better, (2) triage the seriousness of the issue. "It was so useful to be able to say, hey, we have an issue with this cooler, and then be able to triage how urgent it was," says Edsall.

Since they knew what inventory was in each unit, how many compressors were in each cooler, and how the temperatures had been running up to the point of the issue, they could generate a priority list of equipment needing immediate attention.

3

Catching one-off safety issues

To ensure food safety

Compass Group had people stationed at each venue, but those staff had many duties other than logging temperatures. With ComplianceMate, they didn't have to divide their focus. They received automated temperature alerts if needed, and Edsall herself could monitor from anywhere.

"I could look at the data on my phone every few hours and see right away if something wasn't right," she says. Then, she could simply call personnel at that location to ask what was going on.

Edsall was able to catch potential issues from anywhere in the park at any time, simply by observing the real-time temperature readouts produced by the remote ComplianceMate sensors.

"With ComplianceMate from my phone, I'd often know if there was an issue, like a door left open, before the on-site attendants did."

— Jean Edsall

Director, Food Safety Programs, Compass Group North America

About



CM Systems, LLC & ComplianceMate™

CM Systems, LLC provides monitoring systems for food safety compliance and operational effectiveness in various industry segments. Their principal product offering, ComplianceMate, offers real time monitoring, both of equipment and Standard Operating Processes within a restaurant operation including temperature monitoring (using wireless sensors), HACCP control, real time reporting/list completion and remote management. Customer's staff can efficiently work

through the variety of procedures they conduct daily, gathering all the required data in a digital, time stamped format. This data is transmitted via "the cloud" whereby it can be reviewed in real time using a web enabled device. The system incorporates a variety of alerting options, so staff can complete within the time required. With the advent of cloud technology, ComplianceMate leads in moving paper check list to the electronic format and bringing food safety monitoring into the 21th century.

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Compass Group North America

Compass Group is the foodservice company you've never heard of that's quietly changing how you eat—in ways that are better for your health and the planet. Based in Charlotte, NC, Compass Group

North America is the leading foodservice and support services company, building a family of experiences for all of our customers. Our reach is constantly expanding to shape the industry and create opportunities for innovation. We strive for the highest quality while treating our associates, suppliers, and the local communities we engage with respect.

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