



FROM ORE TO EXPLORE

Compass India Deliciously Transforms Mining Site Meals!

BACKGROUND

Since January 2022, one of the world's largest mining and metal company, has entrusted Compass Group India with its food and beverage services across 17 sites in Rajasthan and Uttarakhand. Serving a workforce of over 19,000 employees, Compass India manages operations to ensure seamless dining experiences.

CHALLENGES AND SOLUTIONS

Compass Group India faced the challenge of consolidating services across multiple locations while managing complex operations. To address this, the team deployed 425 employees, marking the largest manufacturing deployment for Compass India. This strategic move aimed to ensure uninterrupted service delivery, uphold high standards of quality, and foster an ethical partnership with our client.

85%+

Client Satisfaction Score

17 Remote Sites

Served across Rajasthan & Uttarakhand

19000+

Client's staff managed

425

Staff Deployed
(Largest Manufacturing Deployment of Compass)

85%+

Audit & Compliance score for Q1 FY 22

ZERO

Outages and Severity

ADDITIONAL VALUE ADDS

To enhance operational efficiency and elevate the client experience, Compass implemented several location-specific improvements:

SUSTAINABILITY



- Introduced a proposition to replace paper cups and plastic meal trays with eco-friendly alternatives like stainless steel cups and plates, promoting sustainability.
- Implemented pre-portioned meals to minimize food wastage, aligning with sustainability goals.

EXPERIENCE



- Redesigned the Udaipur HO Cafeteria to optimize space and enhance ambiance, ensuring a pleasant dining environment.
- Provided end-to-end food, facility, and guest house management services with swift mobilization, ensuring seamless operations across all sites.

ACHIEVEMENTS

In this valued partnership, Compass Group India achieved significant milestones:



COMMITMENT TO EXCELLENCE

Maintained a robust client satisfaction score of over 85%



ADHERENCE TO INDUSTRY STANDARDS

Secured an impressive audit and compliance score of 85%+ for Q1 FY 22.



CAPACITY TO HANDLE LARGE-SCALE OPERATIONS

Effectively executed the largest manpower deployment in manufacturing.



CONCLUSION

This partnership between Compass Group India and India's leading mining and metal company exemplifies Compass's ability to handle complex operations across multiple locations while prioritizing client satisfaction and compliance. Through ethical practices and innovative solutions, Compass has solidified its position as a trusted partner in the mining and metal industry, poised to deliver tailored services and drive operational excellence.