

# ON THE FRONTLINES

## WITH ATIOM

### HOW COMPASS GROUP SINGAPORE DECREASED YEAR-ON-YEAR LOST TIME INJURIES AT THE FRONTLINES WITH ATIOM



In ever-challenging times of the pandemic, how do managers ensure that health and safety standards, changing policies and messages are delivered to the frontlines?

Serving 5.5 billion meals globally per year, safety-first is a core value at Compass Group. The world's largest contract foodservice company, Compass Group operates in 45 countries. In Singapore, the company has 600 staff serving over 60 clients across business, education, offshore and oil and gas sectors.

We spoke with Julianna Amin, Learning and Development Manager at Compass Group Singapore, who detailed her experience in shaping health and safety performance at the frontlines through Atiom.

#### How did you come across Atiom, and what prompted you to look for a mobile workplace solution?

It was March 2020 when Covid-19 hit Singapore, and Atiom came in very timely for us.

Compass Group had just completed a company-wide employee survey, and it became clear that learning and engagement were two top employee needs in our company.

Prior to Atiom, training and engagement initiatives were all done face-to-face. Getting a team of 20 people to attend a two-hour training was a costly, time and resource-heavy operation.

We ran two to three training sessions per month, ranging from 8 to 24 hours of classroom-style training.

Booking hotel meeting rooms for each session had become costly. Reaching 70 business units was extremely difficult, even with daily emails and constant reminders.

As for employee communication and engagement, there was simply not enough reaching the frontline teams. From company announcements to promotions, information was not properly cascaded down as we relied mainly on emails. Frontliners, like the catering assistants who do not use computers at work, were not informed.

So, when we spoke to our team in China, who was already using Atiom at that time, it was just perfect timing.

#### How did Atiom benefit you personally and professionally?

Without a doubt, time management and productivity.

Back in 2017, to get people to attend training, I kept an iPad with me at all times and knocked on the doors of all the business units! Eventually I managed to complete all of the training, but needless to say, having Atiom had made life much, much easier.

We also worked with the Atiom team to incorporate custom push notifications, which has been a remarkable addition to our learning and communications strategy. Through this we've been able to reach our frontline teams easily - especially important in times of the pandemic, where safety regulations change daily.

Gamification really works. We've had teammates come up to us asking for a new training program after the first six months!

“ Getting a team of 20 people to attend a two-hour training was a **costly, time and resource-heavy operation.** ”



**Health and safety is very important in your industry. Have you seen any decrease in accidents?**

Safety is extremely critical at Compass Group. Through Atiom we have put in place an extensive program, from health and safety education to customer service training. We saw a year-on-year decrease in lost time injuries - that is, incidents that are severe enough to cause absence from work. In 2019, the total number of lost time injury was at 6 while in 2020, the total was at 3. It was clear there was a decrease since we started using Atiom.

**Employee engagement was another priority for you. Any positive case studies?**

With daily engagement, there has been an upward movement in professional development. We have seen a few star chefs and managers accelerate in their role by developing their skill sets. Having a comprehensive training and engagement program on the app motivates our employees to

understand our business operations and make personal progress.

**One last question: What's one thing you'd say about Atiom? Would you recommend us to anybody?**

Amazing platform. Ever since we learned about Atiom and met the team, it has been a breeze from day one. From the platform to the onboarding of materials, to communications with the team, I've never worked with a service provider where I truly felt listened to and had our needs met.

I'd wholeheartedly recommend Atiom to anyone who needs it - in fact, I've already been doing that!

Photo Source: Compass Group

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Julianna Amin is the Learning and Development Manager at Compass Group Singapore. To learn more about what they do, visit: [compass-group.sg](https://compass-group.sg)