

TO: Earlham College Community

FROM: Doug Bennett

RE: Completion of the Housekeeping Decision-making Process

DATE: December 9, 2003

Acting on the recommendations of Assistant Vice-President for Business Operations Cherie Dolehanty and the Housekeeping Search Committee, I approve selection of Aramark as our new housekeeping company. Aramark will assume management of housekeeping on January 1 and representatives will be on campus soon to meet with housekeeping staff.

As agreed, Aramark will offer employment to all current employees at or above current levels of compensation. We will monitor compensation and wage levels and employee turnover to ensure that the housekeepers are fairly treated in the future

When we make a decision such as this, it is important that we both follow and document the proper decision making processes. In this case there were two decisions. The first was the decision about whether or not to outsource housekeeping services. This decision was made by Cherie Dolehanty and Dick Smith following consultation with housekeepers, senior staff of the College, and others. For more on that process see <http://www.earlham.edu/~pres/content/housekeeping.html>.

The second decision concerns the selection of a firm to assume management of housekeeping. For this decision we charged a Housekeeping Search Committee to explore our options and make a recommendation to Cherie. This committee, which included student, faculty and staff members, sent out a request for proposals that included necessary criteria for an acceptable contract – including an offer of employment to all current employees at or above current levels of compensation. From proposals they received, the search committee selected three firms to interview, visited sites where they are under contract, conducted on-campus interviews with the firms, weighed input from others in the campus community, and made their recommendation.

Of the two firms recommended by the Search Committee, Sodexo and Aramark, Cherie recommended that we contract with Aramark. Before signing a contract, we wanted to be confident that Aramark meets the standards of our Vendor Relations Policy. The Vendor Relations Committee (VRC) is currently drafting the ‘social audit’ that will provide ongoing operational guidance for the work of the committee. As a first, important step, the VRC approved a statement by which we will ask any major vendor to affirm that it complies with our standards. Aramark has signed that affirmation.

We took two further steps. We contacted Aramark’s references (other places they are under contract) to ask whether these other institutions know of any problems, at their location or elsewhere, with respect to our vendor relations standards. Finally, students in a Monteze Snyder class compiled and reviewed information about Aramark’s performance

available from an array of public sources. Neither of these further steps disclosed concerns that should, in my judgment, lead us away from selecting Aramark.

If you have questions or concerns, I encourage you to take a look at the above web address or contact me with questions.