Our 2020 Gender Pay Report

Compass Group UK



Foreword

Without a doubt 2020 was one of the most challenging years for our business and our people as we managed the impact of the Coronavirus pandemic. While many of our frontline teams formed part of the national response to mitigate the impact of Covid, for example in healthcare, defence, offshore and in education, many parts of our business have been closed or much reduced (sports & leisure and workplaces). However, I have been immensely proud of how all of our colleagues have responded and risen to the many challenges the crisis has presented.

It has been widely reported that the pandemic has only further magnified challenges for working women, largely owing to the increase in responsibilities of childcare and at times home schooling. I want to ensure that we are doing all that we can to support women in our business. We have always been an employer that promotes flexible working, whether that be offering office and home-based working or through a range of flexible shift patterns for our frontline. We continue to work hard to ensure that employees are well supported and provided with opportunities to develop, while recognising the challenges of juggling home life.

We have introduced a number of measures to support our people during the past year. This has included welfare calls; setting up of an emergency financial fund; introducing a nurse helpline; enhancing our employee assistance programme – providing access to mental health and financial guidance; and also providing our frontline workers with access to food and essential items at the outset of the crisis, when access to food in supermarkets was limited.

The median* pay gap for Compass Group UK in 2020 was 12.9%. This compares favourably with the national median pay gap of 15.5**%

Our Operational Management graduate programme continues to grow and we are pleased to report that over 60% of our 2020 intake are women. We have made major strides in representation among our executive and management populations, where we have seen an increase in women from 36% to 42% and 41% to 48% respectively. Within these figures are some fantastic success stories, which you can read about, such as Noelle Jones our Chartwells Independent Managing Director (page 14) and Jayne Byrd (page 12) our recently appointed Managing Director of Compass Cymru.

Increased representation of women on our executive team from

36% to 42%

Increased representation of women among our management population from

41% to 48%

Introduced Real Living Wage⁺ 60%

of our workers who received a pay increase as a result of moving to the real living wage are female.

Over 60% of participants on our Operational Management programme are

women.

+ Compass has committed to the UK and London Living Wage paid to directly employed staff. Additionally, as a Real Living Wage Accredited Service Provider, Compass is proactively providing prospective clients with information about paying the Real Living Wage to staff employed

The real Living Wage is the only rate calculated according to the costs of living. It is a voluntary benchmark that is higher than the National Living Wage rate.

Our progress is not by accident, despite the challenges Covid presented, our continued focus on development programmes is resulting in year on year change. It was great to see many of our female colleagues graduate from our talent development programmes last year and while we have been unable to roll out new programmes in 2020, in 2021 we will be working to develop further tailored development for women across all levels of our business. Development will continue to be a key part of our strategy.

Our other key area of focus is pay. In October 2020, we were proud to become a Recognised Service Provider of the Living Wage. As part-time workers are more likely to be paid below the real living wage compared with full-time workers, and a lower share of men in the UK work part-time compared with women, this commitment will positively impact our gender pay gap.

In February 2021, we also launched our social mobility strategy which sets out our ambitions to support colleagues in progressing their careers in our industry, regardless of background or education. The food and support services industry is uniquely placed to support people with their development and with the right framework, learning and development, I believe we will be able to progress the careers of thousands of individuals as we come out of the pandemic.

I remain optimistic about the future and with the commitment of my executive team, we are focused on doing all that we can to reduce our gender pay gap. As we continue to work to create a diverse and inclusive culture in our organisation, we can ensure the women who are looking for career progression are able to achieve it.

MM

Robin Mills
Managing Director
Compass Group UK & Ireland

March 2021



^{*}The median figure is the middle point of a number set, in which half of the numbers are above and half are below. This is different to the mean, which is the sum of all the numbers in the set, divided by the amount of numbers in the set.

Section 1 Our Gender Pay Gap

Across all Compass Group UK entities* (circa 28,000 colleagues**)

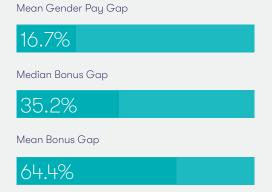




The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 require relevant organisations comprising multiple legal entities to report each relevant entity separately. Turn to page 15 for a breakdown of our legal entities.

*Excludes Northern Ireland but includes Compass Group PLC and Compass Group Holdings PLC.

** Employess on furlough are excluded from the figures.











Section 2 Divisional reporting

The Equality Act 2010 (Gender Pay Gap Information) Regulations require organisations comprising more than one legal UK entity to report each relevant UK entity separately.

The below reflects the data for Compass Services Ltd



Women

Mean Gender Pay Gap

15.4%

Median Bonus Gap

34.3%

Mean Bonus Gap

59.6%



- *Exclusions are:-
- -Northern Ireland
- -Compass Group PLC
- -Compass Group Holdings PLC
- * The Bonus gap is improving both for Compass UK and all entities. In 2020, a higher proportion of our frontline teams received a bonus. We awarded 7500 frontline healthcare colleagues a bonus following their work supporting the Covid pandemic. There are a higher proportion of female workers than male frontline workers.

Additional Reporting

69.3%

Ouadrant*

Pay Distribution

Upper Middle Quartile

Lower Middle Quartile

> Lower Ouartile

> > * Quadrant is a joint venture between Compass Group UK & Ireland and Royal Mail

Men

Number of employees	365
Median Gender Pay Gap	5.6%
Mean Gender Pay Gap	2.7%
Median Bonus Gap	0.0%
Mean Bonus Gap	0.0%
Pay Distribution: UQ Women/Men UMQ Women/Men LMQ Women/Men LQ Women/Men	73.4% / 26.6% 74.5% / 25.5% 81.1% / 18.9% 83.3% / 16.7%
UQ Women/Men UMQ Women/Men LMQ Women/Men	74.5% / 25.5% 81.1% / 18.9%

The data in this report is accurate and in line with government reporting regulations.

MI

Robin Mills

Supporting our people during the pandemic

While our support was available to all colleagues, we are aware that the Covid crisis has led to women being disproportionately impacted by the pandemic. We have had a very focused people support programme throughout the crisis, to ensure our people are getting the help that they need through this difficult time.



3,000 welfare calls

made to our frontline colleagues (the majority of whom were female)



10,000 support parcels

(food and essentials)
to frontline colleagues



Launched

Nurse Advocate Helpline

our medical enquiry helpline, which also reduced strain on the NHS 111



Enhanced

Employee Assistance Programme

providing access to mental health and finance guidance



Launched

Helping Hands

an emergency finance fund, providing access to grants to support for bill payments and covering food costs



Mental Health - Launched

'You Matter'

our mental health support programme, encouraging people to lookout for each other and remove the stigma of mental health

2020 Gender Pay Gap Round Up



Our gender pay gap reflects the average paid to men and women across our UK business. It is not a comparison of pay rates for men and women doing work of equal value.

We continue to address our gender pay gap by:

- Supporting women in our business at all stages of their career, including early career hires such as apprentices and graduates
- Enabling more women into leadership positions through targeted development interventions for female talent we are pleased to report that since 2019, the percentage of women in professional grade has increased by almost 7%, 5% of which is in senior leadership roles
- Providing access to talent development programmes which have a strong representation of women
- Implementing a tailored development programme for returning mothers with a focus on those in management roles.

These actions are part of a long-term, sustainable approach that is focused on improving the representation of women in senior roles and forms an integral part of our diversity and inclusion strategy.

This strategy also supports our aim to improve diversity and inclusion across many dimensions so that our workforce represents the rich diversity of the consumers and clients we serve, as well as society as a whole, and enables everyone in our business to be themselves and have an equal opportunity to progress their career.

Our Talent Programmes

We were proud to see that many of our women focussed development programmes saw colleagues graduate in 2020, despite the challenges Covid presented. Speaking to those who completed their courses, there are many common themes around what these programmes bring:

- Generate confidence
- The value of mentorship
- Learning how to break down barriers; no longer seeing barriers
- Benefits of building a network of people in a similar position

Women in Leadership Programme

Eight colleagues successfully graduated from our Women in Leadership Programme and we continue to actively support their leadership development through active mentorship and on-going networking.

This is a dedicated programme made up of a series of modules including resilience, political savvy and career planning. As part of the programme these women will also receive external coaching and development alongside senior internal sponsorship to help them progress their career and reach their full potential. To support this programme, we provide active career planning, which includes increased exposure to a range of senior stakeholders and review and monitoring by our UK Executive team.

The course saw a selection of women in management positions from across the business given the chance to have a mentor from another sector as well as comprising of four modules hosted by Talking Talent, three 1:1 coaching sessions, three 1:1 sessions with their mentor and two networking events.

Helen Craddock, Head of Commercial Development, Levy UK Graduate of our 2020 Women in Leadership course.

"The course was so helpful for many reasons, the modules were designed to make you think about your career aspirations and what, as a woman, did you think might be holding you back. They included topics such as building empowering beliefs, political savvy, presence and impact and helped you to understand the reasons why women think differently in the workplace and how this can change to assist in getting more women into exec and C-Suite roles on an equal level.

Following this programme, I have been picked to be one of the mentees from across Compass taking part in the 30% Club external mentoring programme which started in November last year and has so far been incredibly insightful and empowering. The support I receive from these programmes, my mentors, manager and colleagues provides me with the confidence and clear path I need to succeed onto the next level of my career."

Support for Working Mothers

Our pioneering partnership with Corndel and Mumsnet proved to be a great success. The feedback on the Leadership Accelerator programme has been incredibly positive and we had 9 colleagues complete the course in 2020.

We teamed up with Corndel to create a bespoke apprenticeship qualification, tailored to parents who are ready to focus on their careers after having children.

The programme combines Leadership training with masterclasses on key topics identified by Mumsnet users, such as stress management and finding a balance balance between work and home life.



mumsnet by parents for parents

"Evidence shows that women take a considerable career hit when they become mothers, falling behind in both wages and seniority. The Leadership Accelerator Programme helps to tackle this by offering focused training and support, for returning mothers to re-ignite their careers."

Justine Roberts, CEO, Mumsnet "It is so important for loyal working parents to be offered opportunities like this. I am learning things that not only help me in my current role, but have set me up to move onto other roles when I am ready."

Kate Edgecombe,

New Product Development Manager, Steamplicity, part of Compass Group UK & I

Enhancing our maternity benefits

Recognising that returning mothers require as much support as possible to transition back to the workplace, we enhanced our maternity benefits including extended leave and additional holidays in the first year post-maternity.

Additionally, to celebrate the milestone of motherhood we send a baby gift to all new mothers when their baby arrives through our partnership with the charity From Babies with Love.





From Babies with Love is a Social Enterprise, a purpose-led brand. Their vision is that every child grows up in a loving family, and together, because of the purchases made, 7,319 children around the world have been helped.

The charity's profits goes to the children, via its parent charity, the From Babies with Love Foundation. Purchases support orphaned and abandoned children around the world.

These children have lost their parents through war, famine, disease or poverty. The charities that From Babies with Love partner with help children who have nobody to turn to. They provide family homes, education, healthcare and support to overcome trauma.

This enables children who would otherwise be left to fend for themselves to have a second chance in life. The children's circumstances are not their fault, and by being loved, cared for and educated, they go on to lead independent lives, breaking the cycle of poverty.

Engaging with colleagues on maternity leave

We have plans to enhance our maternity communications and engagement by piloting an app dedicated to improving pre and postnatal maternal health. We will be measuring the impact and evaluating whether our colleagues felt it brought benefits to them.

Mentoring | Our partnership with the 30% Club

As part of our ongoing focus on gender inclusion, we're proud to be supporting female talent into leadership positions. This is part of our wider work to build our pipeline of female colleagues for the future and ensure appropriate representation at every level of our organisation.

We have recently joined forces with the 30% club – which aims to achieve at least 30% representation of women on all boards and C-suites globally. We now have 14 participants on their mentoring scheme. These colleagues are working one-on-one with mentors and mentees from other industries and organisations, helping each other to grow and build on their career success for the future, sharing ideas and experiences. Some of our participants explain why they have got involved:



Mentors

Barbara BaccellieriFinance Director ESS UK & Ireland

"I strongly believe that diversity and inclusion is the key to unlocking potential in the workplace and that confidence is the first step in the right direction. I'm looking forward to supporting my mentee in her journey."

Janet Wigley,

Business Development Director-Eurest

"Improving gender diversity and all underrepresented groups at board and senior levels is vital to the future success of any business and supporting Compass and my mentee on this journey is incredibly exciting."

Mentees

Harjeet Moore, Head of People, ESS

"Mentoring is so important as not only does it create a culture of learning, it also promotes personal and professional development. This is something that I am passionate about and feel I can benefit from to develop my skills and knowledge further."

Bal Dhillon-Davda,

People Business Partner, Eurest

"I'm hoping to gain an understanding of how to develop my skills to take my career to the next level. This programme will provide me with the opportunity to build my connections and network and learn from the experience of others as well as build my confidence in a new environment."

Role Models: Celebrating our female leaders

We know from speaking to our colleagues as well as published research that role models play an important role in shaping the aspiration and confidence of under-represented groups. We have therefore focussed on improving the visibility of our female role models. Participation in mentoring programmes like the 30% club and annual events such as International Women's Day provide great opportunities to showcase great female leaders within our business.

In early March 2020, we hosted an event for women from across the industry to start to create a network of women who can support, educate and sponsor each other. Participants included our MD, Robin Mills and Chief People Officer, Donna Catley alongside our Women in Food ambassadors, external speakers and college students.

Jane Byrd was appointed Managing Director, Compass Cymru in 2021. She is also one of Levy UK's Operations Directors.

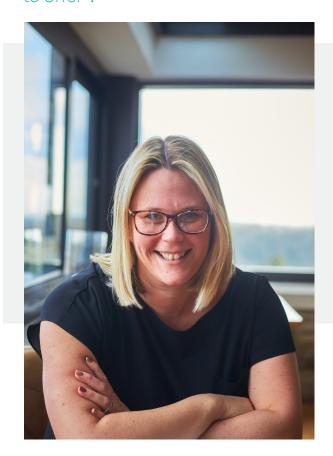
As Managing Director of Compass Cymru and Operations Director in Levy UK, Jane has worked with Compass for 20 years. She leads across several highprofile sports, leisure and hospitality clients; oversees the smooth running of catering, events and hospitlaity; and manages large teams.

She joined Compass on a University placement, progressing to General Manager by the age of 26. In 2010 Jane received a coveted Acorn Award, which is The Caterer's Top 30 under 30 in the industry and has worked across some of the UK's most high-profile sports stadiums and events during her career.

Jane is passionate about challenging the preconceptions of being a working mum and wants to encourage others to help parents, by being flexible and making it work – believing you can have the best of both worlds.

During the pandemic, she has demonstrated how important it is to be adaptable. She has been managing her full-time job with two young children at home, home schooling her seven-year-old, whilst also supporting her team and clients through these unchartered waters.

Jane says: "Don't let preconceptions about an industry or a job role put you off – if you want something enough you can make it work. Challenge the norm – it isn't always right. Have confidence in yourself and know your worth – be true to yourself and know that you have so much to offer".



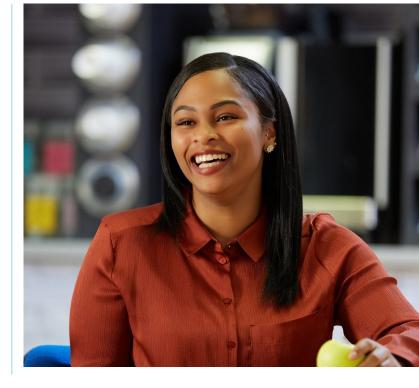
Launch of Within

Breaking down barriers for women is one of the most important elements to support progression. Women within ethnic minorities often find that they face additional challenges.

2020 saw the launch of our Cultural Diversity Employee Network, Within, made up of around 20 employees from a range of ethnic backgrounds and representing different areas of our business. The aim of the Network Group is to design and develop plans, solutions and ideas on how to improve our diversity within Compass Group UK & I and be a voice for our employees.

We have partnered with Inclusive Employers who will be helping us develop a strategy for this year, including a Reverse Mentoring programme, and will also hold training sessions for our employees to help educate and inform on key diversity topics.

To help us fully understand the challenges and opportunities, we hold 'listening sessions' in which we talk to our ethnic minority employees and listen to their experiences, opinions and suggestions. We believe that this dialogue is essential to making change happen in the right areas and in the right way.



One of our employees and member of our Within network, **Sharelle Witter** was selected for **WiHTL's** inaugural **Ethnic Minority Future Leaders programme.** This is a 6-month learning programme that invests in high potential employees, to support their progression into management.

"As a young, black woman, it can sometimes feel as though there are several barriers to success. This programme is a chance to be involved in a bottom-up approach to tackle issues of racial and gender inequality to create real change. In the future, I would like to play an influential role, to inspire young people of colour with their own self-belief and progresssion".



Women in Hospitality, Travel and Leisure (WiHTL) | Women to Watch

Our Compass Group CEO, Dominic Blakemore is a member of the advisory board of WiHTL and our Head of D&I Rak Kalidas, sits on the Race & Ethnicity HTL Committee.

We have been involved in shaping the agenda, participating in programmes and research as well as masterclasses on key topics, as we seek to break down barriers in the sector.

We were delighted that our Managing Director of Chartwells Independent, Noelle Jones, was named in the WiHTL Women to Watch index.

The index features the profile of 90 exceptionally talented and inspiring women from diverse backgrounds, nationalities, education, ethnicities, experiences and ages. Nominations for inclusion in the Index were for those women who stand out from their peer group and excel in any of the following areas: leadership, commercial impact, entrepreneurialism and innovation.

Noelle Jones

Noelle Jones has been with Compass Group UK & Ireland for the past nine years. Her appointment to Chartwells Independent 2020, follows on from her previous role as Business Director within ESS Government Services. Noelle's current role as MD of Chartwells Independent sees her tackling the evolving impacts that Covid-19 has had on the education market, and overseeing the unique considerations that back to school brings for the 2020/21 academic year. She has harnessed insight from the local and global Compass networks, which has allowed her to establish emerging trends as they appear and make more educated and safe choices for her clients and the children Chartwells Independent serve in the UK. Commenting on how she supports other women in the sector, Noelle says:



"I mentor young women to give them the confidence to try new things. We need to champion each other, giving our time and effort to make sure everyone's voice is heard. One of the biggest challenges facing women in the sector is not getting your face out there - we need to fly our own flags rather than shying into the background. There's a perception that you won't come back all guns blazing after maternity leave, but your lifestyle choices shouldn't curb your career opportunities – we need great succession plans so we don't lose great women."

Apprenticeships



Our apprenticeships continue to support female talent in the business; currently 50% of our apprentices are women.

With over 300 apprentices studying across a range of hospitality and management functions, the business offers the opportunity to gain skills and qualifications up to degree level. In many ways, the apprentice programme is the lifeblood of the organisation and in the last three years over 1,000 have graduated through the programme and kickstarted their careers.

Whilst apprenticeships are often associated with 16-24-year-olds, Compass has a successful track record of also supporting colleagues of all ages who are looking for a career change or to realise life-long dreams.

We were delighted to see Izabelle Ginter win junior chef of the year at our annual Compass Chef of the Year competition – flying the flag for the 40% of women who make up our culinary apprenticeship cohort. Although hosted in a different environment due to Covid-restrictions, the competition wasn't any less fierce. Izabelle produced an outstanding meal, wining her the coveted award.



Izabela completed her L3 Chef de Partie apprenticeship last January. It was a great year for her, as she also won awards at Salon Culinare in March 2020.

Reacting to her success, Izabela said:

"When I started my journey in hospitality I never thought I would be in the place I am now, having the opportunity to be part of incredible events and become Young Chef of the Year. I'm so proud of this achievement, which has been possible thanks to the support from the fantastic ESS team".

Looking forward 2021



Donna Catley,

Chief People Officer, Compass Group UK & Ireland

Our Chief People Officer sets out why social mobility continues to be a key priority for 2021 and how we will increase access to career opportunities across the UK.

"I come from a family of frontline workers — cleaners, dinner ladies, chefs, porters. Having grown up on a council estate in Birmingham, I'm passionate about this because it is personal.

At Compass we believe deeply that everyone must have the opportunity to develop and progress – regardless of where they grew up or what their parents did. The very people who power our company every day and have quite literally kept our country going through the pandemic.

Our business and the hospitality industry as a whole are uniquely positioned to affect positive change for our colleagues and communities. We don't have the educational barriers of other industries and as the UK's largest food and support services company, we have scale and geographic breadth to offer thousands of opportunities across our country.

We offer the precious "First Rung" on the ladder – the first job that enables a colleague to gain confidence and skills – as well as the chance to progress through our ranks. Every day across thousands of sites we see people whose career has grown with us and our business. Every job is an opportunity to develop skills and confidence."

Our focus on social mobility

Working in partnership with the Social Mobility Pledge, we launched our **social mobility report** in February 2021 – which sets out our aspirations and plans to help our colleagues progress and build long term careers in the food services sector. As the economy looks to rebuild post-Covid, this agenda has never been more important.

With 70% of our frontline made up of female colleagues, our social mobility focus and Career Pathway launch noted below, will also further enhance our work addressing gender pay.

Rt Hon Justine Greening,

Founder of the Social Mobility Pledge said:

"That's what Compass Group UK and Ireland can show how to deliver – essential worker careers, often including providing careers for people who were not necessarily looking for one, and who initially had little confidence to pursue one. But once they were on the Compass career pathway they were able to get the support they needed to think about moving up and managing their career going forwards.

Through this approach, Compass is reframing how 'low-skilled' work is perceived and is finding the pathways and progression that eradicate dead-end jobs."



"First Rung" on the Ladder

We have ambitions to end dead-end jobs – to reframe what jobs look like and what we offer. Every job – big or small, permanent or temporary – is an opportunity for someone to learn new skills and place a foot on the first rung of a career ladder. Our commitment is to widen access to career opportunities to all in society, regardless of their background.

We are delivering social mobility through investing in apprentices, offering career pathways and reaching out to those who are socially and economically disadvantaged; all underpinned by a culture that is uniquely inclusive and supportive.

Career Pathway Launch

In 2021, we will be launching our "career pathways" where we clearly set out the different development routes for colleagues whatever their role in the business – from entry level through to management. By having clearly identified pathways, employees are able to see how they can progress within the business and what learning and development we will deploy to support them in their journey.





Natasha Smith

As far back as Natasha could remember, food was always her passion. In secondary school she was a member of a business enterprise, where she baked and sold cupcakes to raise money for charities. She continued to make cupcakes and celebration cakes after she left school, going on to supply a local bakery.

Natasha joined Compass in 2016, first working in the HR department, but her love of cooking took her back into the kitchen in 2019 when she started her Commis Chef apprenticeship. Being an apprentice is invaluable for Natasha because she wanted the flexibility of being able to study at college, as well as on-the-job training. She spent a year working in the kitchens at the O2, where she ran her own section – making desserts for the whole of the catering operation.

In her short time as an apprentice, Natasha has won Bronze in an impressive debut at the Compass Chef of the Year 2019 competition, was a finalist at the SOMO Awards in the Rising Star category and is shortlisted in the Retail, Hospitality and Tourism category of The BAME Apprentice of the Year Award 2020.

Since Covid Natasha has moved into a new role at a primary school, where she is experiencing another sector, working to school meals guidelines with different budgets and numbers to that of the O2.

This was only possible because of the breadth of business that comes from working for the UK's largest foodservice company, Compass. Being able to work across a number of sectors, some of which have been playing a critical role throughout the pandemic, has provided redeployment opportunities to Compass apprentices and key workers.

Rafia Iram

Over two years ago, Rafia began her career with Compass by working at King's College Hospital as a Customer Service Assistant. She quickly progressed to Retail Administrator and then into her current role of People & Payroll Administrator, in which she is working towards a Level 3 Accounting qualification within the Apprenticeship Finance Academy.

During her two years she has felt immensely supported by her managers, who have helped her push boundaries and introduce the apprenticeship programme she is on. Her Finance Manager has helped put her learnings from the course into practice and answered any questions along the way.

Rafia is learning new things every day, splitting her time between the Payroll and HR fields of work, learning and studying side-by-side, which is exactly what she was looking for. Because of her positive experience, Rafia wants to work towards an Assistant Accountant role at Compass in the future.

Future programmes



Women in Food Programme

Our successful Women in Food network is now in its fifth year and was originally set up to target the development of our female chefs. The number of women chefs across the country continues to be lower than men, and although Compass Group UK is well represented relative to the industry - we will continue to be at the forefront of promoting gender diversity in culinary. It has been great to see that our up and coming female apprentice chefs have featured strongly in competitions, with the Apprentice of the Year being won in the last two years by women and this year Izabela Ginter securing the Junior Chef of the Year winner – this is a great advert and inspiration to others in our business and beyond!

2021 will see the Network being broadened to support women across the business in all job roles – both culinary and non-culinary. The continued focus will be:

- Attracting Diverse candidates
- Creating a safe & supportive environment where everyone can thrive
- Developing women at all levels

To support this programme, we provide active career planning, which includes increased exposure to a range of senior stakeholders, and review and monitoring by our UK Executive team.

One of our Women in Food Ambassadors is well-known Chef and Leon Founder, **Allegra McEvedy MBE**, who has been providing mentoring and support to our women:

"The hospitality and food service industry has been hit so hard this past year as a result of Covid and it's both sad and wrong how this has disproportionately impacted on women. Now more than ever it's vital that women are encouraged to develop careers in our industry, and the barriers to progression are brought down.

I am delighted that the Women in Food programme is being expanded across Compass: the more support provided to women exploring opportunities in the culinary sector the better it is all round: everyone benefits from diversity in the workplace. I believe attitudes are changing, but more can always be done, and I'm really proud of the role that Women in Food is playing in levelling our historically unlevel field".

