COMPASS GROUP | UK&I

OUR SOCIAL PURPOSE

CORPORATE RESPONSIBILITY REPORT 2018



ABOUT COMPASS GROUP, UK AND IRELAND

We're one of the UK's leading food and support services provider: the people behind the food, hospitality and services that brighten your day and make you smile. Operating in some 10,000 locations across the UK and Ireland.

We're over 60,000 talented people bringing you the delicious food, memorable experiences and vital support services that can transform every day into a great day. We're here to inspire, protect, nourish and energise.

We are part of Compass Group PLC which has operations in around 50 countries and annual revenue of £23 billion in 2018. Compass Group PLC's headquarters are in the UK.

OUR SECTORS

Our operations are divided into different sectors which allows us to manage our diverse client base as effectively as possible. These sectors are supported by Foodbuy, our procurement company.



BUSINESS & INDUSTRY

24
Eurest
Instore
Quadrant
Fulfill
Rapport
Radish
RA & Levy Leisure
14Forty
ESS Government Services
The conference collection



SPORTS & LEISURE

Payne & Gunter
Leith's
Levy UK
Keith Prowse
LSS
Lime Venue Portfolio
The Jockey Club



DEFENCE, GOVERNMENT, OFFSHORE & REMOTE

ESS Support Services Worldwide



HEALTHCARE & SENIORS

Healthcare retail
White Oaks
Medirest
Medirest Signature



EDUCATION

Chartwells
Chartwells Independent

Contents

About Compass Group UK&I	2	Our Social Purpose Strategy	5	Health & Wellbeing	12
Message from Chris Garside	3	Our People	6	Environmental Game Changers	16
Our Business Approach	4	Safety Culture	10	Better for the World	20



Chris Garside, Managing Director
Compass Group, UK and Ireland Ltd

Every day, we see that great food, great service and great experiences have the power to transform everyone's day. Up and down the country, our amazing people create outstanding restaurant experiences, fuel busy workers, enhance sporting events and feed many thousands of schoolchildren, patients and military personnel.

We have the opportunity to enhance the wellbeing of millions and deliver services to make everyone's day that little bit brighter.

And we are committed to doing all of this responsibly. Nurturing our environment, delivering the highest levels of safety, taking an active role in creating healthier food for healthier lives and ensuring we manage essential resources carefully, source sustainably and ruthlessly reduce waste.

As a people-powered business, having a diversity and inclusion strategy that can live and breathe within our organisation is really important to us. We want to create a workforce which reflects the rich diversity of the consumers and clients that we serve, as well as society, enabling everyone in our business to be themselves and have an equal opportunity to progress their careers.

This report outlines some of the work we have undertaken throughout 2018, highlighting some great achievements and core areas of focus for the year ahead.

This year, we will also be aligning our approach with Compass Group PLC's new strategic framework for corporate responsibility and sustainability (see page 5). As a global organisation and the world's largest foodservice company, we have the scale, expertise and ability to positively impact both people and planet and I'm excited about the role we can play here in the UK and Ireland, and the opportunities for sharing best practice with Compass businesses around the world.



Chris Garside
March 2019

OUR APPROACH TO CORPORATE RESPONSIBILITY

OUR BUSINESS APPROACH

We are focused on delivering positive results in three core strategic areas: People, Performance and Purpose.

People are essential to our business, with over 60,000 talented colleagues in the UK and Ireland providing delicious food, memorable experiences and vital support services every day. We aspire to be an inclusive employer that treats people well, and provides the training and tools for them to grow happily with us.

Performance is key to a successful business. As one of the leading catering companies in the UK and Ireland, we recognise the impact we have on our local economy as an employer of choice and as a trusted partner for our clients and for our suppliers.

Purpose is about making a positive difference to: our people, wider society and the world by focusing our energy on the things that are important to us as a business, and essential to our stakeholders.

OUR SOCIAL PURPOSE

In 2018, we refreshed our corporate responsibility strategy, working with key stakeholders to better understand and address current and emerging sustainability matters. In this fast changing environment, we wanted to review our priorities and focus on areas that are both material to our business and important to our key stakeholders. We considered macroeconomic trends to help better understand the forces that are impacting our business and wider society.

The aim of our refreshed strategy is to embrace our business responsibilities and drive healthy changes amongst our people and consumers, support our local community, and minimise our impact on the environment. We call it our Social Purpose.

Our Social Purpose strategy is built around three priorities: people, safety and sustainability. Each of these priorities have action platforms that are areas where we can make an enhanced impact and deliver the most benefits.

Our core areas of focus for sustainability are:

Health & Wellbeing with nutrition, health and happiness at the heart of our value proposition.

Environmental Game Changers with targeted actions where we can make an enhanced impact.

Better for the World is about leveraging our scale and purchasing power to create a positive impact in the wider world.

We support the United Nations' Sustainable Development Goals (SDGs) which were agreed by world leaders in September 2015.

In the coming year, we will be working towards further developing our targets whilst constantly improving our reporting capabilities to achieve a deeper level of granularity for our stakeholders.

Whilst our new social purpose strategy is forward looking, this report looks back at our achievements in the financial year ended in 2018.

Compass Group PLC participates in the following sustainability indices:

OUR SOCIAL PURPOSE STRATEGY

People

- Developing our people
- Engaging our people
- Creating a diverse and inclusive workforce

Safety Culture

- Safety leadership
- Sharing learning
- Simplification

Sustainability

Health & wellbeing

- Better nutrition choices
- Mental health
- Healthy lifestyle

Environmental game changers

- Food waste
- Single-use plastics
- Plant-forward meals

Better for the world

- Sourcing responsibly
- Enriching local communities
- Collaborating for big change

OUR PEOPLE

We rely on our people to deliver great service to our clients and consumers, so it is important that they are well-trained and well looked after.

We support Sustainable Development Goal (SDG) 5 on gender equality and are working towards increasing the number of women in leadership roles.

As part of our contribution to SDG 8 on providing decent work for all, we partner with Springboard, a social enterprise to create opportunities for marginalised groups in society.



2018 HIGHLIGHTS

- OUR PEOPLE COMPLETED MORE THAN 90,000 COURSES ONLINE
- 50% OF OUR APPRENTICES ARE FEMALE AND 28% ARE FROM BLACK, ASIAN, AND MINORITY ETHNIC GROUPS
- OUR MEDIAN GENDER PAY GAP IMPROVED FROM 12.3% IN 2017 TO 9.9% IN 2018

DEVELOPING OUR PEOPLE

This year, we have invested in upgrading and transforming our people development programme to make it more dynamic and engaging.

We have modernised our digital platform, enabling the majority of our employees to log in to a personalised profile, see what training is available to them, book courses and track their learning history. We now offer a greater number of webinars, saving time and carbon emissions linked to transport. The 250 courses can be completed online at the learner's convenience.

We have reduced the time it takes our new starters to complete the mandatory health and safety compliance courses from 16 hours to 6 hours by tailoring the training to meet the needs of individual job roles. In the last financial year, our people completed more than 90,000 courses online and 1,000 people attended a face-to-face training workshop.

This year, we have invested in upgrading and transforming our people development programme to make it more dynamic



APPRENTICESHIPS

Over the past year, we have enhanced our apprenticeship programme to ensure that we are helping our people to develop the skills they need to enjoy a long and rewarding career with us. We also attract new talent to the business through hiring into apprenticeship vacancies. As well as providing our apprentices with plenty of on-the-job experience, we work in partnership with specialist training providers to ensure we are offering high quality, relevant teaching, learning and assessment. Over the course of the 2018-2019 financial year, we look forward to increasing the number of people we bring on to the new apprenticeship programme.

ENGAGING OUR PEOPLE

As a diverse organisation, with a huge geographical spread, colleague engagement is absolutely critical to ensuring we attract, retain and develop great people who understand our goals, vision and values.

WE ENGAGE OUR PEOPLE IN A NUMBER OF WAYS:

EMPLOYEE SURVEYS

We carry out employee surveys both within our sectors and more broadly as an organisation. This year we will be reviewing our UK and Ireland employee survey to ensure a robust and holistic approach to understanding our employees' views.





REWARD AND RECOGNITION

We have a number of recognition schemes within our sectors such as the WOW awards within our specialist front of house business, Rapport, Levy Legends our sports, leisure and hospitality business. We also have a UK and Ireland wide recognition scheme – Be a Star - which recognises those colleagues who go above and beyond to deliver exceptional service to our clients and consumers.

COMMUNICATIONS

We use a range of tools to communicate and engage with our people including, e-magazines, buzz sessions, social media, weekly unit communications, townhalls and conferences. This year we are also planning to introduce a number of regional roadshows for our unit managers.

We have enhanced our apprenticeship programme to ensure that we are helping our people to develop the skills they need to ensure a long and rewarding career with us

CREATING A DIVERSE AND INCLUSIVE ENVIRONMENT

This year, we updated our Diversity and Inclusion Strategy. This strategy aims to create a workforce which represents the rich diversity of the consumers and clients we serve, as well as society as a whole, enabling everyone in our business to be themselves and have an equal opportunity to progress their career.

WOMEN

Women make up the majority of our UK workforce (62%), and over a third of our UK Executive team.

The median pay gap in 2018 for Compass Group UK is 9.9%. This is an improvement from 12.3% for the same period last year and compares favourably with the national median pay gap of 17.9%.

Our mean gender pay gap has also decreased from 14.8% in 2017 to 14.3% in 2018. We are pleased that there has been positive progress, but we are not complacent whilst any gap exists.

We have developed a number of actions to ensure that we have a sustainable approach that is focused on improving the representation of women in senior roles. These include:

- Attracting more women into 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
- Launching a suite of talent development programmes which have a strong representation of women on them
- Implementing a tailored development programme for returning mothers with a focus on those in management roles

The median gender pay gap in 2018 for Compass Group UK is 9.9%. This is an improvement from 12.3% for the same period last year

GENDER PAY GAP

	2017	2018
Compass UK Median	12.3%	9.9%
National Median	18.2%	17.9%
Compass UK Mean	14.8%	14.3%

Find our Gender Pay Gap Report at:
www.compass-group.com/en/acting-responsibly/gender-pay-gap.html





BLACK AND MINORITY ETHNIC GROUPS

The ethnic mix of our workforce reflects wider society, but we have work to do to increase representation at the most senior levels of the organisation. We are therefore continuing to build a strong pipeline of black and ethnic minority (BAME) talent at all levels of our business. We support the BAME Apprenticeship Alliance, an organisation which aims to promote the diversity of apprenticeships. Last year, 28% of the people hired into our apprenticeship scheme were from BAME groups and we will ensure that people from minority groups are appropriately represented on our talent development programmes.

BAME Apprenticeship Alliance

OUR PARTNERSHIP WITH SPRINGBOARD

Springboard promotes careers in the hospitality, leisure and tourism industry, showcasing it as a vibrant, dynamic and great place to work.

We are working in partnership with Springboard to create employment opportunities and attract new talent. We provide funding to enable Springboard to run two-week long courses for unemployed people where they are helped to prepare a CV and hone their interview technique. At the end of the programme, we guarantee each participant the opportunity to interview for a vacancy at Compass. Successful candidates are placed on our apprenticeship scheme to ensure their continued growth.

THE Springboard CHARITY
Helping young people: reducing unemployment: alleviating poverty

28% of the people hired into our apprenticeship scheme were from BAME groups



"Two months in and I am loving life at Restaurant Associates. I just received a standing ovation from all the chefs, front of house and senior management teams for my hard work and positive attitude. I have never experienced that before and it was a nice feeling. They call me the 'ideas man' now."

David Bates, Chef Apprentice via Springboard

SAFETY CULTURE



Whether in a kitchen, office or oil rig, keeping our people, clients and consumers safe remains of paramount importance to our business. We take great care to minimise the risk of accidents and injuries in the working environment, and to make sure that we maintain the highest standards of food safety.

We want best practice to be standard practice. Over the last year we have further developed and simplified our processes, making it easier for the people working on our front line to understand the standards we expect them to meet. We support Sustainable Development Goals (SDGs) 3 and 8.



2018 HIGHLIGHTS

- WE RETAINED 16 ROSPA GOLD AWARDS THIS YEAR
- OUR LOST TIME INCIDENT RATE (LTIR) DROPPED BY ALMOST A THIRD THIS YEAR TO 1.42
- WE MADE IT EASIER FOR OUR PEOPLE TO IMPLEMENT THE GOOD HYGIENE PRACTICES REQUIRED TO DELIVER SAFE FOOD

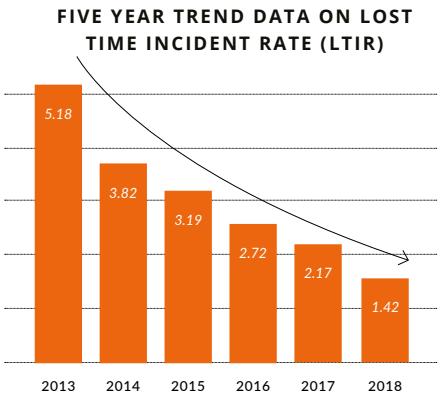
SAFETY LEADERSHIP

We are proud to retain a number of RoSPA gold awards this year and have worked hard to meet the certification criteria for the new International Standards for Quality (9001) and Environmental Management (14001).

Another highlight is our new partnership with Luton Borough Council as our primary authority for food safety. Together we are working to develop best in class systems for the management of food safety.

We maintain an exemplary record on food hygiene by conducting regular internal audits and inviting third party auditors to make unannounced site visits. We expect all our sites to achieve at least a 4-star rating (out of a possible 5) in the FSA's Food Hygiene Rating Scheme.

The impact of our hard work to improve our safety record is best illustrated by a steady drop in our Lost Time Incident Rate over time: down by almost one third this year.



Compass Group UK LTIR

EXTERNAL RECOGNITION

- Six of our sectors and two of our clients won RoSPA awards in 2018 for ongoing positive health and safety performance
- ESS Support servicess Worldwide achieved the RoSPA Order of Distinction Award having received 16 consecutive Golds Awards
- We deliver the catering services at the Royal School of Military Engineering which achieved Merit in the British Safety Council awards for occupational safety
- Our operations in the IBM building in Ireland received a Q Mark award for hygiene and food safety catering level 2
- Compass Group Ireland was awarded Higher Distinction in the National Irish Safety Organisation Safety Awards 2018

Our Lost Time Incident Rate has dropped by almost a third in 2018

SHARING LEARNING

A number of our clients require our people to undertake specific food safety training and to hold nationally recognised certificates.

Highfield is the leading supplier of compliance, work-based learning. In 2018, Compass became an accredited learning centre as well as a registered examination provider for Highfield Qualifications. To date, 40 people have passed the Level 3 e-learning course on Supervising Food Safety in Catering – 17 with distinction.

Allergen awareness and safety for our consumers is at the forefront of our food delivery process from farm to fork. We work very closely with our suppliers to ensure that we have a full understanding of the ingredients in their products, of what is in our recipes and to ensure that allergen information is available front and centre to our consumers. We recently launched an allergen awareness campaign with new training materials and aids so that all of our colleagues, whatever their role in food production, understand what is required to provide a safe environment. In 2019, we will be looking to invest further in technological solutions in order to better understand risk and prevent inadvertent allergen incidents.



PREPARING FOR CRISIS SITUATIONS

We operate catering facilities in venues which host high-profile events. It is therefore important that our colleagues are trained in counter terror measures. To date, more than 2,500 people have attended a counter terrorism workshop and we have reached many more via information provided on our intranet. We also provide workbooks and videos to train new starters. This awareness-raising programme was created in partnership with the National Counter Terrorism Security Office and received a commendation at the 2018 Counter Terror Awards.

In addition to providing training, we have a Crisis Management Team whose role, in an emergency, is to assess the severity of an incident and the wider implications. They are responsible for agreeing a strategy and response and, from a business continuity perspective, creating a plan of action.

We recently launched a new crisis management guide for managers. This sets out the steps to be taken if an incident was to occur at a unit or place of work.

In 2018, Compass became an accredited learning centre as well as a registered food safety examination provider

SIMPLIFICATION

In June 2018, we chose to form a Primary Authority Partnership with Luton Borough Council. This means they approve our food safety policies and procedures on behalf of all local authorities and provide assurance to other enforcing authorities.

We sought their advice on our new, simplified Food Safety Management System which makes it easier for our people to understand and implement the good hygiene practices required to deliver safe food. As part of this, we piloted a Good Hygiene Practice Guide containing practical advice on what the control measures are for our system. Following a successful trial in twenty sites, we refined the guide ready to share with all sites in early 2019.

HEALTH AND WELLBEING

We prepare, cook and serve more than one million meals every day. At every meal occasion, we make sure there is a healthy choice designed around what our consumers tell us they like.

In addition to serving nutritionally balanced meals, we are helping to educate people about a healthy diet and lifestyle in our restaurants. We educate consumers of all ages from nursery right through their lives, in their workplace, be it in an office, the military, a hospital and later in life, in care homes. Our Nourished Life website provides a great medium to ensure we can reach all our customers with accurate up to date nutrition and wellbeing information. We support Sustainable Development Goals (SDGs) 2 and 3.



2018 HIGHLIGHTS

- SINCE 2014, WE HAVE REMOVED OVER 350 MILLION CALORIES FROM OUR CONSUMERS' MEALS
- NOURISHED LIFE SITE AND SOCIAL MEDIA PAGES HAVE RECEIVED OVER 100,000 VIEWS
- OUR WELLBEING EDUCATION PROGRAMME REACHED 140,000 CHILDREN LAST YEAR

BETTER NUTRITION CHOICES

Our team of in-house nutritionists and dieticians works closely with our culinary and procurement teams to provide our consumers with a wide range of delicious and nutritious meals.

REDUCING CALORIES, SUGAR, FAT AND SALT

For a number of years, we have been reformulating our recipes and switching ingredients with a view to reducing the amount of salt, fat and calories in the meals we serve. In 2014, we set ourselves a target to remove 50 million calories from our consumers' diets. Since then, we have removed more than 350 million and counting. We have also taken out 41 tonnes of fat and 6 tonnes of salt in that time.

CHANGING BEHAVIOURS

A full-time worker is likely to consume around a third of their daily calories at work. The decisions they make about what to eat are therefore important for their overall health, which is why we make sure there is always a healthy option available.

During 2018, we participated in a large-scale experiment to find the most effective ways to encourage people to make healthier choices at work. The project was led by the IGD, a research and training charity which sits at the heart of the food and grocery industry. The project was also supported by researchers at the University of Cambridge and involved 17,000 people in a variety of workplace restaurants including offices, factories and depots.

As well as being a member of the advisory group for the project, Compass was one of 14 companies which tested a series of interventions to see what was well received and what made the most difference. The research concluded that adapting the food offer to be healthier and reducing portion sizes both led to a reduction in the number of calories consumed. Communicating calories did not result in an overall reduction in calories purchased but was popular with consumers nonetheless.

The full report is available to view on the IGD's website:
www.igd.com/charitable-impact/healthy-eating/healthy-eating-in-the-workplace

MANAGING ALLERGENS

Food safety is our top priority and, in 2018, we launched an allergen campaign to raise awareness amongst our colleagues. Managing allergens takes more than just clear communications: behind the scenes, we ensure that our people have received the training they need to understand the importance of handling allergens carefully and avoiding cross-contamination in the kitchen. We have implemented detailed procedures to ensure compliance with the Food Information Regulations and have created processes to suit the wide variety of environments in which we operate. We are constantly looking for ways to improve these processes to ensure that we can provide our consumers with live, accurate information on allergens to remove risk.

MENTAL HEALTH

In 2017, we signed the Time to Change pledge, which is a movement that aspires to change how people think about mental health.

We provide our people with an employee assistance programme. The confidential service is available 24 hours a day and provides support on both practical and emotional concerns. It can be accessed over the phone or through an online portal which contains practical, impartial and independent resources on a wide range of work-related or domestic topics.

In partnership with Young Minds, Chartwells, our education business, trained 260 employees on mental wellbeing. The course looks at how to encourage good mental health by safeguarding colleagues' wellbeing, addressing problems before they become severe, and supporting colleagues when challenges do emerge.

Our Medirest business operates in healthcare facilities such as hospitals and care homes. To support our people to cope with difficult situations, employees were provided with a booklet with advice on what to do and where to seek help.

For example, they helped to mark Mental Health Awareness Week in May and World Mental Health Day in October. A number of sites ran activities including 'Tea and Talk' tables where colleagues could chat openly about mental health over a cup of tea, and a 'Curry and Chat' quiz night which raised funds for the Mental Health Foundation.

YOUNGMiNDS



HEALTHY LIFESTYLE

We have a wealth of knowledge about nutrition and wellness in our business and aim to share that with the millions of consumers that we interact with.

NOURISHED LIFE

In 2017, we launched Nourished Life to provide valuable expert information and advice on health and wellbeing. The website and related social media channels focus on a number of key areas including food and nutrition, recipes, healthy lifestyle and sleep, as well as allowing visitors to the site to contact one of our nutritionists with a question.

Collectively, our Nourished Life site and social media pages have received over 100,000 views. Recipes and nutrition advice attract the most interest with our no added sugar recipes being the most popular. These recipes include apricot and seed flapjacks, almond berry bites, date cookies and hazelnut truffles.

We have received many emails from consumers asking for advice on topics as diverse as weight loss, seasonal produce, different superfoods and the best way to get certain vitamins and minerals from food. Our team of experts aim to answer each of these queries personally.



NOURISHED • LIFE





HELPING CHILDREN EAT BETTER

As the largest provider of school meals in the UK and Ireland, we are committed to giving school children the best possible start in life. We know that a good diet improves both health and wellbeing which, in turn, supports young people's ability to learn and thrive.

In addition to providing nutritionally-balanced meals, our education business, Chartwells continues to deliver its holistic wellbeing education programme, Beyond the Chartwells Kitchen. We have a team of 60 food ambassadors and 16 registered nutritionists and chefs who visit schools across the country to deliver engaging, educational sessions on diet, health and wellbeing. The programme is structured around six different modules which cover topics such as physical wellbeing, mental health, food sustainability, and the importance of eating a well-balanced diet. The sessions are adapted for different age groups and are delivered as an all-day workshop or through shorter sessions spread throughout the school year.

In 2018, we delivered more than 1,400 sessions to almost 140,000 students

In 2018, we delivered more than 1,400 sessions to almost 140,000 students. To help increase the benefits of the sessions, we sent out questionnaires to assess their overall impact. The children tell us they are better informed about what they should be eating and have made changes to their diet and lifestyle as a result.

SUPPORTING HOLIDAY PROVISION

Since spring 2018, Chartwells nutrition and education teams have partnered with local councils and charities like Kitchen Social in London and Transforming Lives for Good (TLG) to support children and their families during the school holiday. Last year, the team delivered workshops to over 700 children aged 1-14 years and their parents.

"We're committed to going beyond what's on the plate, to provide healthy and nutritious meals, but also all round health and wellbeing activities for children."

Richard Taylor, Managing Director Chartwells

ENVIRONMENTAL GAME CHANGERS

We have a responsibility to manage our impact on the environment and are continually looking for more efficient ways of working. We are focused on four priorities: food waste, single-use plastics, plant-forward meals, and reducing carbon emissions.

Everything we do to reduce our impact is underpinned by our **Environmental Management System (EMS)** and delivered using our award-winning Environment Toolkit, which we refresh annually. In February 2018, we successfully completed the transition of our EMS to the revised ISO 14001:2015 standard.

This year, we have been working more closely with industry partners. We also formed a new network to recognise 50 of our outstanding Environment Champions, who have gone above and beyond to deliver best practice and engage in environmental initiatives, campaigns, and product trials throughout the year. We support Sustainable Development Goals (SDGs) 12, 13, 14 and 15.



2018 HIGHLIGHTS

- TRANSITIONED OUR ENVIRONMENTAL MANAGEMENT SYSTEM TO THE REVISED ISO 14001:2015 STANDARD
- COMMITTED TO MILESTONES LAID OUT IN THE NEW INDUSTRY FOOD WASTE REDUCTION ROADMAP TO TACKLE FOOD WASTE IN THE UK
- LAUNCHED AN ELECTRONIC GUIDE TO HELP OUR SITES TACKLE SINGLE-USE PLASTICS COMMONLY USED IN FOODSERVICE
- DEVELOPED ROOT KITCHEN, OUR VEG-CENTRIC CONCEPT

ENVIRONMENT

FOOD WASTE

Compass Group PLC was one of 90 early adopters to commit to ambitious milestones laid out in a new ground-breaking industry Food Waste Reduction Roadmap, developed by IGD and WRAP to halve UK food waste by 2030. We have agreed to adopt the principles of Target, Measure, Act within our own operations, and will be engaging with our suppliers and consumers to help reduce their food waste too.

Compass Group, UK and Ireland is also a signatory of WRAP Courtauld 2025, a 10-year voluntary agreement that brings together organisations from across the food supply chain to work towards collective targets for 2025 (vs 2015). These are:

- 20% reduction in food and drink waste arising in the UK
- 20% reduction in the Greenhouse Gas (GHG) intensity of food and drink consumed in the UK





2018 ACHIEVEMENTS

- More than 250 Compass sites across the UK use Winnow smart metering technology to reduce food waste
- Our distribution centres donated nearly 10 tonnes of surplus food to FareShare;
- Participating sites donated around 2 tonnes of surplus food to local charities and community groups
- Ongoing campaign to switch off food waste macerators across the UK and Ireland
- 3,500 tonnes of food waste were sent for anaerobic digestion, where it is broken down to create biogas and nutrient-rich fertiliser
- Over 500,000 litres of used cooking oil were recycled into biodiesel

STOP FOOD WASTE DAY

On 27 April 2018, we marked Stop Food Waste Day with a series of activities across our head offices, client sites and units throughout the country. This global Compass Group initiative aims to raise awareness around the issue of food waste and encourage industry, and the wider public, to reduce the amount of food thrown away. As part of the campaign, we partnered with environmental charity, Hubbub, to deliver initiatives to reduce food waste at a university, distribution centre, and two high profile sites in Canary Wharf. We also raised awareness through blogs, social media and press releases.

FareShare community food network

Plan ZHEROES zero food waste heroes

STOP FOOD WASTE Day®

SINGLE-USE PLASTICS

Reducing single-use plastics is a top priority for Compass Group, UK and Ireland. We're working closely with industry partners to stay abreast of the issues and address the challenges, and are working with our suppliers to ensure that the solutions we provide are a step in the right direction to make a difference, and not just shifting the problem.

In June 2018, we launched an electronic guide to help our sites tackle single-use plastics commonly used in foodservice and it's been regularly updated each time there are new products and innovations. Our Environment Team is on hand to help sites put together their action plans and answer any questions.

Our strategy is to reduce, reuse and recycle, before considering alternative materials. If a disposable option is required, we favour natural fibres – such as paper, card and wood – once they have been tested for performance and discussed with the waste contractor on site.

SAP'S PLASTICS CHALLENGE

We were one of the global innovation leaders invited to take part in SAP's Plastics Challenge in May 2018 – a three-day intensive design sprint on reducing plastic waste. This work has led to SAP piloting a Plastics Cloud platform to collect data from across the supply chain to help reduce plastic waste.

ELIMINATING BLACK PLASTICS

Black plastic is widely used across the UK for rigid food packaging, but is not currently recycled because the carbon black pigment cannot be detected by the optical sorting systems used in plastics recycling. This year, we have removed 233 tonnes of black plastic from Steamplicity, the steam cooking system, by switching to natural colour trays as part of a trial to see whether they will be easier to recycle within Dry Mixed Recycling collections.

We **removed:**



We **purchased:**



We **planted:**



WORKING WITH OTHERS

- Signatory of WRAP Courtauld 2025 to work with industry to help drive down waste and engage with The UK Plastics Pact to tackle plastic pollution
- Member of the Foodservice Packaging Association to stay informed of the latest developments in foodservice packaging. We were delighted to have been awarded 'Foodservice Operator of the Year' two years running at their annual awards, as voted by members
- Member of Food & Drink Sector Council's working group on packaging and waste, a formal industry partnership with the government

SUPPLY CHAIN PACKAGING

We recognise we have a responsibility for the packaging waste we generate across our supply chain and are finding innovative ways to reduce it. This means working closely with our suppliers to ensure that more of it can be recycled and providing resources to help our colleagues, clients and consumers understand what they can and cannot recycle to make sure it ends up in the right bin.

We have designed an eco-scorecard to review all types of packaging within our supply chain. It uses key criteria to assess the lifecycle of the packaging. As well as informing our purchasing decisions, it's also helping us identify positive environmental messaging.

PLANT FORWARD MEALS

The number of people choosing a vegan, vegetarian or flexitarian diet continues to rise.

To meet this demand, we developed our Root Kitchen concept, which contains a range of delicious veg-centric recipes.

Veg-centric cooking dispels the idea that vegetables are a side dish to meat, putting the focus on the fresh and nutritious elements each fruit and vegetable ingredient contains and maximising those flavours, particularly the natural umami in some of the ingredients.

We partnered with the Humane Society International and their chef, Jenny Chandler, to deliver sessions to further inspire our chefs to get imaginative with plant-based meal options.

This year, we have encouraged consumers to enjoy a Meat Free Monday by promoting meat-free recipes via our Nourished Life social media platforms. We also marked World Meat Free Week in June by communicating the health and sustainability benefits of eating less meat.

Our sites were challenged to go "meat free", engage with their clients and consumers, and communicate the benefits. Our sites also benefited from a cooking demonstration from Quorn, one of our lead suppliers of meat substitute products.

REDUCING CARBON EMISSIONS

ENERGY

During the last financial year, we reduced our total emissions (tCO_2) by 16%, compared to the same sites where we managed the energy last year. However, we won seven new conference centres and hotels, which increased our CRC emissions (tCO_2) by 13%. As we are now in Phase 2 of the ESOS compliance scheme, we will be undertaking activities to review and further reduce our energy consumption over the coming year.

TRANSPORT

We aim to make deliveries and collections as efficient as possible by planning ahead, ordering in bulk, and carefully managing how often we deliver to Compass sites. Our supplier partnerships help reduce food miles and carbon emissions by utilising their national distribution networks.

WASTE

Where we manage the waste, our ambition is to send zero waste to landfill by 2020, which we expect to achieve by sending 75% of it to be recycled, with the remainder being recovered for its energy content. Every site can now receive accurate data in real time through the use of weighing equipment fitted to the refuse collection vehicles and RFID identification chips fitted to the bins. Our efforts were recognised at the inaugural waste2zero awards where we received the prize for best waste management project.

BETTER FOR THE WORLD

We are committed to using our buying power as a force for good and choose to work with suppliers who share our values.

Our work to source our products sustainably contributes to two of the Sustainable Development Goals (SDGs) 8, 14, 15 and 17:



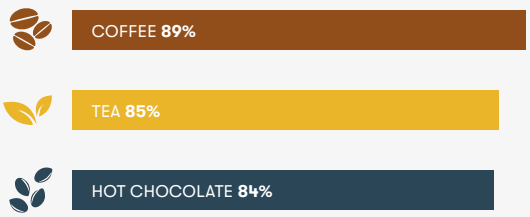
SOURCING RESPONSIBLY

This year, we looked at our product spend across key categories to understand where we can have the most positive impact. We are committed supporters of British and Irish farmers: 82% of the beef we sell is reared in the UK or Ireland.

FAIRLY TRADED INGREDIENTS

When it comes to fairly traded ingredients our most significant commodity is coffee. In 2018, 89% of our coffee was fairly traded, which represents a 10% increase compared with 2017. In addition, at least 84% of our coffee, tea and hot chocolate were from certified fairly traded sources. This represents a 10% increase in comparison to 2017.

PROPORTION PROCURED FROM FAIRLY TRADED PRODUCERS



2018 HIGHLIGHTS

- 89% OF OUR COFFEE WAS FAIRLY TRADED
- WE PAID A FAIRTRADE PREMIUM OF £88,636 TO OUR TEA AND COFFEE GROWERS
- WE RAISED £545,686 FOR CHARITABLE ORGRANISATIONS
- WE USE SEDEX TO MANAGE SUPPLY CHAIN PERFORMANCE AROUND LABOUR RIGHTS, HEALTH AND SAFETY, THE ENVIRONMENT AND BUSINESS ETHICS

Since 2013, sales of Eatfair products have raised more than £166,000 for Fairtrade projects

FAIRTRADE PREMIUM

In 2018, we paid a Fairtrade Premium of £88,636 to our tea and coffee growers. The Fairtrade Premium is an additional sum of money, which goes into a communal fund for workers and farmers to use – as they see fit – to improve their social, economic and environmental conditions.

WOMEN'S SCHOOL OF LEADERSHIP

Compass Group, UK and Ireland co-founded the Fairtrade Africa's Women's School of Leadership which helps empower women by giving them the skills and abilities they need to improve their livelihoods. Last year, 22 participants were trained on 10 modules including: women and leadership, income diversification and strategic negotiation. More importantly, they fought for and won access to land to grow their own crops. Since 2013, sales of Eatfair products have raised more than £166,000 for Fairtrade projects.

FISH AND SEAFOOD

In support of SDG 14 – Life Below Water – we have committed to avoid endangered species of fish and seafood that are red-rated (rated 5) in the Marine Conservation Society's (MCS) Good Fish Guide. We work closely with the MCS throughout the year and update our range of products in accordance with the release of any ratings changes, in line with our Sourcing Standards.

We're continuing to expand our portfolio of certifications and purchase against recognised accreditations such as Aquaculture Stewardship Council, Global Gap and BAP. We have maintained our Marine Stewardship Council certification across 108 of our restaurants, which allows our team to serve certified sustainable fish and seafood and display the blue eco-label on their menus.

In 2018, we reviewed and updated our chef engagement programme. We kicked this off by taking a group of executive chefs to Billingsgate Seafood Training School at London's famous fish market, to learn about the challenge of depleted fish stocks and responsibly-sourced alternatives.





In 2018, we took a group of our executive chefs to Billingsgate Seafood Training School at London's famous fish market, to learn about the challenge of depleted fish stocks and responsibly-sourced alternatives.

MITIGATING DEFORESTATION

Compass Group fully supports the work of the Roundtable on Sustainable Palm Oil (RSPO) and actively encourages key suppliers to do likewise. Whilst we do not purchase palm oil directly, we recognise that we have a responsibility to work with our suppliers to ensure that any palm oil used to produce our ingredients - e.g. in cooking (frying) oil and margarine/ vegetable oil based spreads - is certified sustainable (CSPO).

To ensure the utmost transparency, Compass is looking at palm oil usage within its kitchens at a global level and our approach in the UK and Ireland is therefore, aligned to this. Globally, we have subsequently set out a commitment to achieve transparency on the palm oil that is used in our kitchens to prepare food (cooking oil, margarine and vegetable oil based spreads) and we aim to source 100% certified sustainable palm oil from physical sources by 2022.

ENRICHING LOCAL COMMUNITIES

Each year, we set ourselves the target of donating £400,000 to charity. In 2018, we exceeded that target, raising over **half a million pounds**.

Our colleagues cycled, walked, ran, baked, jumped from aeroplanes and donated surplus food to support their favourite charities.

FareShare
£38,552

10 tonnes of surplus food donated which is enough to create over 23,000 meals

Duchene UK
£126,094

Three Peaks Challenge raised £15,837
Gala Dinner raised over £63K;
Auction and raffle raised over £20K;
other activities: marathon, cycling, karaoke



Cancer Research UK
£42,587



Mater Hospital in Ireland
£44,259

Alzheimer's Society
£100,016

Elf Week: £35,794
London Marathon: £24,000
Dementia Action Week: £16,000
Machu Picchu: £5,000



Other Charities

Great Ormond Street Hospital
Springboard
Payroll Giving
Comic Relief with PG Tips
InKind Direct
Hubbub
Costa Foundation (franchisees)
Caritas
EatFair
Plan Zheroes
Focus Ireland
Women Kind
Young minds
SSAFA
Refettorio Felix

Total £545,686

COLLABORATING FOR BIG CHANGE

PROTECTING HUMAN RIGHTS

Whilst globalisation has created advantages for businesses and individuals alike it has also provided opportunity for unscrupulous businesses to exploit vulnerable people. We continue to develop our understanding of the risks to our business of modern slavery and human trafficking, and the measures available to protect our business and our supply chains.

We require all suppliers and their supply chain to meet our supply chain human rights standards, including the nine-point Ethical Trading Initiative (ETI) base code contained within the Compass Group Code of Business Conduct.

We are members of SEDEX (Supplier Ethical Data Exchange), the world's largest collaborative platform for sharing responsible sourcing data on supply chain.

We use SEDEX to manage our supply chain performance around labour rights, health and safety, the environment and business ethics.

Comprehensive audits are conducted on all our direct suppliers throughout our UK and Ireland supply chain.

To read our full 2018 Modern Slavery statement, visit:
www.compass-group.co.uk/MSAstatement2018

Our partnership for the goals:

foodbuy

Sedex®

ORITAIN™
PROVING ORIGIN, PROTECTING REPUTATIONS

ENGAGING WITH OUR SUPPLY CHAIN

In February 2018, over 320 suppliers and 280 clients attended our annual suppliers' conference. During the two day event, we shared with our suppliers and clients our top business priorities across a wide range of topics.

For example, we updated them on our plan to tackle modern slavery and the importance of growing a safe and sustainable sourcing network through our global supply chain framework and compliance audits.

The event included a suppliers' expo and a gala dinner with an awards ceremony to recognise best practices amongst our supply chain.

2018 FOODBUY CORPORATE RESPONSIBILITY AWARD

During the supply chain gala dinner Oritain, a world leading company specialising in proving the provenance of products, was awarded the Corporate Responsibility Award in recognition of its support to take traceability and product integrity to a new level.

Oritain's innovative scientific traceability goes one step further in assuring the food we provide our customers is true to its origin. We have begun rolling out its service to some of our preferred partners for red meat before moving onto fruit and vegetables, fish and seafood.

SUPPORTING FARM ANIMAL WELFARE

Compass Group PLC co-founded The Global Coalition for Animal Welfare (GCAW), the world's first food industry-led initiative aimed at advancing animal welfare globally. It unites major companies and animal welfare experts in improving animal welfare standards at scale and in meeting consumer demand for food products from animals reared in systems that promote good welfare.

By agreeing to work pre-competitively to improve animal welfare, the GCAW members aim to push the entire industry toward responsible husbandry using efficient market mechanisms that create value across the chain, and at a faster pace than would otherwise be possible.

In 2016, we set ourselves a global target to source 100% cage free eggs (both shell and liquid) by 2025.

In 2018, 25% of our shell eggs and 22% of our liquid eggs were free range. We continue to work with our egg supplier in the UK to achieve our target.

CONDUCTING OUR BUSINESS ETHICALLY



HOW WE GOVERN OUR CR PROGRAMME

Our Compass Group PLC Board has a Corporate Responsibility Committee which meets regularly to set the direction of our global corporate responsibility (CR) strategy, agree targets and review performance.

In the UK and Ireland, we have a Corporate Responsibility Steering Group which decides how the corporate responsibility strategy is brought to life in our market.

The Steering Group is made up of six senior executives from across the business. As needed, this group is empowered to give additional focus to particular topics, such as nutrition or food and packaging waste.

WHISTLEBLOWING

Compass colleagues and suppliers are required to sign and abide by the Compass Group's Code of Business Conduct and Code of Ethics. We operate a whistleblowing hotline, Speak Up, to allow our people to raise concerns about activities at work confidentially and without fear of reprisal. The service is managed by independent specialists and enables our people to flag unethical or criminal behaviour and to report harassment. These concerns are then referred to a central team which reviews the report, determines the necessary action and notifies the relevant managers.



Compass Group, UK and Ireland Limited
Company number 02272248

Parklands Court
24 Parklands
Birmingham Great Park
Rubery, Birmingham
B45 9PZ

COMPASS GROUP | UK&I