OUR PEOPLE ARE AT THE HEART OF OUR BUSINESS

Energetic, ambitious and entrepreneurial, they deliver amazing food and hospitality to millions of consumers worldwide

COMPASS GROUP



“People are at the heart of who we are and what we do. They are essential to our strategy for growth as, together with our caring winning culture and robust MAP framework, our people differentiate us from the competition.”

Dominic Blakemore - CEO

2023 Awards

HEALTHIEST EMPLOYERS

Forbes 2023 AMERICA'S BEST LARGE EMPLOYERS POWERED BY STATISTA

#LivingWageChampions 2023 Living Wage Champions Awards Congratulations Compass Group Recognised Service Provider Champion Award 2023 Supported by

FORTUNE WORLD'S MOST ADMIRED COMPANIES 2023

International Association for Food Protection

MULTICULTURAL APPRENTICESHIP AWARDS a Pathway Group initiative

AMERICA'S GREATEST WORKPLACES FOR DIVERSITY 2023 Newsweek PLANT-A INSIGHTS GROUP



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BUILDING A TRUSTED CULTURE

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Great PEOPLE

Great SERVICE

Great RESULTS

Compass Group is uniquely positioned to create lifetime career opportunities for all and to positively impact and represent the communities in which it operates.

We are creating empowered teams by developing diverse talent and leaders who foster an inclusive culture that enables everyone to be themselves.

OUR PEOPLE STRATEGY





Compass Group operates across 35 countries and employs over 550,000 colleagues globally. We have a decentralised structure with autonomy sitting in our local companies supported by regional oversight.

As a result, we are illustrating our focus on People across four key markets, accounting for c.80% of our revenue.

North America	64%
UK	8%
France	3%
Australia	3%



Our caring winning culture

“We strive to be a collection of businesses everybody wants to join, and nobody wants to leave. Our diverse Compass family is defined by creating careers for life through nurturing and sustaining our people to fulfil their potential.”

Deb Lee – Group Chief People Officer



RECRUITING THE BEST PEOPLE

With people at our heart, we are always looking to attract the best talent. We use innovative recruitment tools to attract new candidates, including digital applications and on-boarding. Candidates are attracted by our flexible working arrangements, opportunities for promotion and competitive benefits.

1

Attract

North America

Digital recruitment

& onboarding of over 160K new associates

France

No CV recruitment workshops

Planète Chef

Bench in North America

Constellation in the UK

Flexibility to build individual working patterns around busy lives

REMOVING BARRIERS FOR ALL

It is our ambition to remove barriers to opportunity - particularly with regard to gender, race, and for those from less advantaged or under-represented backgrounds. Regardless of culture, identity and background, we strive to create environments where all of our colleagues can be themselves.

"Diversity, Equity and Inclusion have long been embedded in the foundation and culture of our company."

Gaetan De L'Hermite – Regional Managing Director, Asia Pacific

1

Attract

North America

c.8,300 associates trained in DE&I

Incorporating cultural competence, building empathy and reducing unconscious bias

UK

Social Promise

"Mission to a million"

to support 1m people by 2030 by providing jobs, training and community outreach

France

Hero Campaign

To challenge discrimination, e.g. disability, equality, ethnicity, gender or sexual identity

CASE STUDY

France: Planète Chef

- Culinary school for apprentices from diverse backgrounds with no previous experience or requirement for a CV
- Opened in Paris in Sep 2021
- 40 apprentices on a two year programme
- 18 further places following extension to all regions of France
- Apprentices graduate with a culinary diploma
- Sponsored by iconic Chef Yoni Saada

We are committed to perpetuating and transmitting our business skills and in turn, contributing to the training and employability of young people in our country.



CASE STUDY

Australia: Indigenous & disability employment

Indigenous employment & training has developed over 25 years.

- Proactively target unemployed Aboriginals - over 400 recruits in FY22
- Focus on communities local to our operations
- Extensive mentoring, buddy and support network
- Cultural appreciation and community support





Work experience and school programme for people with disabilities.

- Programme supported by Australian Government Disability Employment Services
- Training across a broad range of activities
- Focus on skills in demand in local labour market
- Builds individuals confidence
- Potential for participants to enter employment



SUPPORTING OUR PEOPLE

“At a time when living costs are rising and household budgets are under increasing pressure we want to provide support and advice to our people.

We are first and foremost a people powered business – each and every person does an amazing job day in and day out and we appreciate all that they do.”

Robin Mills – Managing Director UK&I



HEALTH & WELLBEING

We prioritise the health and wellbeing of our people and are sensitive to the current economic environment that is putting significant pressure on colleagues' household budgets.

Protecting and promoting employees' mental health should always be a priority for all responsible businesses.

North America

Health is Wealth

Educational campaign focused on mental, physical, financial and nutritional health

Business Group on Health
Best Employers
Excellence in Health & Well-being
2023

UK

You Matter

Programme raising mental health awareness and where to get support

Australia

We've got Your back

Mental health programme

ENGAGEMENT

Compass wants employees to thrive in a fair and inclusive work environment. Understanding their needs and motivations helps to drive business performance and to provide a great place to work.

Engagement takes many forms including surveys, roundtables, townhall meetings, Speak Up, We're Listening reports, internal social media channels and consultative bodies. Areas of focus – health and wellbeing – DE&I – recognition and careers – executive remuneration.

INVEST



In 2023 employees from our largest countries participated in

6 round table open discussions

Lead by Ireena Vittal, designated non executive Director for workforce engagement

Global Engagement Survey

Engagement Score 4.0

Broadly level on 2019 representing 30% of our people globally

2022 Global Leadership Conference

For 300 Senior leaders to share best practice, innovation and insights

PAY & BENEFITS

We are proud of our caring culture and are committed to supporting our people during this challenging period. This support includes a commitment to fair pay appropriate to each market and financial support along with other benefits.

Levy UK, announcement to pay all employees Real Living Wage from 1 Jan 2023.

Jon Davies, Managing Director, Levy UK said: *"Our people are the lifeblood of our business, so paying a fair wage, especially in light of the cost-of-living crisis, is absolutely the right thing to do. We have been working in partnership with our clients over the past two years to move to the position of paying 100% of our workers in the UK the Real Living Wage. We value and care for our people and know that paying the Real Living Wage can make a big difference, allowing them to enjoy a more balanced life."*

North America

Same day pay

c.15,000 colleagues enrolled

UK

Real Living Wage

option given in all client bids

Over 60% workforce paid RLW and above in FY22

UK

Salary advance

Of up to 50% & affordable loan and debt consolidation scheme

CASE STUDY

North America: Same day pay

c.15,000 members and growing

> 20% members are saving for the future

Get paid early, save automatically. Your pay, your way.

Turnover reduced by up to 13% for participants

Popular amongst new associates

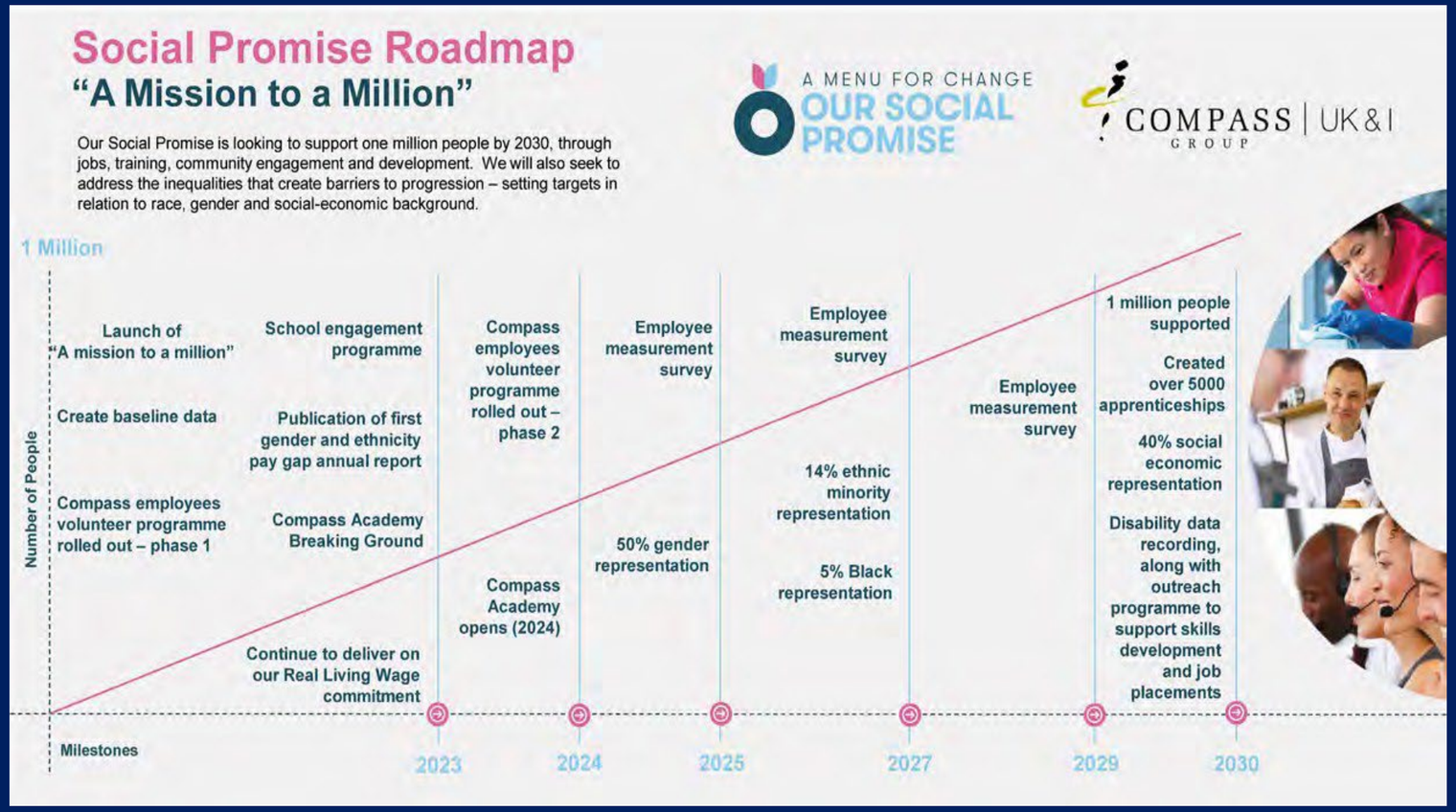
"I love the options and flexibility to get my money early. This is how easy finance should be."
Member since 2022

CASE STUDY

UK: Social Promise

‘Mission to a Million’

to support one million people by 2030 through job creation, education, training, and community and charitable engagement.



- Clear pathways to progression
- Representative of the UK’s working population by 2030
- Targeting hard to reach groups
- Work placements & employment for younger people
- Securing fair pay for all – continuing to advocate for the RLW

CAREER FOR LIFE

“Our people are the absolute best in the industry. They care about what they do, and they serve our customers and clients with heart and purpose. In return, it’s our most important responsibility to give them the runway to grow their career with us. We empower our Associates to think big and set their sights on what’s next, and we support them in every way we can throughout their journey.
That commitment to our people is what makes us who we are today; that’s what makes us Compass.”

Cindy Noble – Chief People Officer



3

DEVELOP

TALENT DEVELOPMENT

Developing future leaders and retaining top talent is crucial to our strategy for growth.

Compass is uniquely positioned to create lifetime opportunities for all.

One Company. Endless opportunities.

Compass North America: Talent and Development

Whether you're at the beginning of your career or a senior leader, Compass Group offers you an extensive range of development opportunities. The key to your career growth is the ability to gain new skills and expand your knowledge.

Our training programs are designed to enhance your performance in your current role and help you advance to your next role.

Global

Talent philosophy

Newly developed framework to identify potential for all and to grow on the job

Global

Retail Excellence programme

Over 800 leaders trained across 10 countries

Australia

Leadership Academy

Development centre for all levels. 300 completed leadership Induction programme

TRAINING & PROMOTION

Our businesses empower their teams to deliver and make decisions using training, tools and knowledge.

Compass UK&I has an annual target for promotions, to improve diversity across middle and senior management gradually, and will track progression rates for employees of different genders and ethnicities to assess the strategy's impact.

Global

Leadership in Action

Trained over 5,000 unit managers in 16 languages, across 35 countries

Global

18,000

Employees completed our signature MAP leadership training programmes

North America

1 in 5 positions

Filled through internal promotion

3

DEVELOP

OPPORTUNITIES FOR EVERYONE

As part of our commitment to ensure inclusion for all, we endeavour to harness the talents of our diverse workforce across every level of the organisation. Work has continued at pace on developing, retaining and promoting our female talent.

UK

58% promotions female

With 13% of workforce promoted in the year

North America

2,000 associates

Attended our signature ‘Be the Difference Conference’ webinar

Australia

50:50

Gender parity across senior management

TRUSTED CULTURE

“We are committed to further strengthening and continuing to embed our policies, codes and ethics and integrity programme in the countries where we operate to ensure business is conducted in an ethical, fair and responsible way.”

Alison Yapp – Group General Counsel and Company Secretary



SUPPORT

OUR CODES & POLICIES

Through our inclusive culture, we promote a workplace where our people and partners can speak up and be heard. Our values, commitments and Codes of Business Conduct and Ethics (Our Codes) guide the decisions, actions and behaviours of our people and serve as a foundation for the way we conduct business.

Click the hyperlinks to read the policies

Group Business Integrity Policy
Business Integrity – May 2023

Code of Business Conduct
Code of Business Conduct-October 2022

Code of Ethics
Compass Group Code of Ethics

Global Supplier Code of Conduct
Global Supplier Code of Conduct

Modern Slavery Statement
Modern Slavery Statement

Human Rights Policy
Human Rights Policy - September 2022

Global Supply Chain Integrity Policy
SCI Policy Statement 2021.pdf

4

SUPPORT

GOVERNANCE

Our Ethics & Integrity programme's purpose is to protect our people, our assets, our reputation and our relationships with stakeholders.

Through communication, awareness and training, we empower, encourage and equip our people to spot red flags and make well-informed integrity-driven decisions.

96% of leaders who completed E&I training

agreed it raised their awareness of E&I principles

12,000 leaders

trained in managing

Speak Up concerns

13,000 leaders

trained in

Modern Slavery

WORKING IN THE COMMUNITY

We believe that our businesses must positively impact their communities. As well as creating jobs within our operations, we support thousands of livelihoods through purchasing, aiming to buy local and to champion social enterprises.

The Compass Group Foundation, a charity established by the Company, makes grants to support disadvantaged communities focusing on areas where the Group has expertise and can make the biggest impact. The Foundation's mission is to improve the lives of people through education and innovation, empowering them to play a key role in the future of food for their communities.

UK

Foodcycle

To lend expertise to those running community kitchens

North America

Carolina Farm Stewardship

To provide advice and support to small farmers, focusing on sustainable practices

c.€500,000

donated to charitable causes in FY22

Great
PEOPLE

Great
SERVICE

Great
RESULTS

COMPASS
GROUP

