

Sustainability Report 2020

COMPASS GROUP

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The images in the Sustainability Report are representative of the services provided by Compass Group PLC and its subsidiaries and partners.

Some of the photography used in the Report has been taken prior to the COVID-19 pandemic.

COMPASS GROUP

Visit our website for related information

www.compass-group.com



About Us

Our Global Reach

Every day we provide food to millions of people around the world. Food is not only our core competence, it is our passion.

We create value for our clients and consumers by providing a bespoke food offer through our extensive portfolio of B2B brands.

As an industry leader, we keep pace with changing consumer trends and focus on culinary choices that are innovative, nutritious and sustainable. We pride ourselves on our best in class health and safety protocols and our scale allows us to provide the best value in terms of quality and cost.

We have a global footprint and manage the business in three geographic regions.

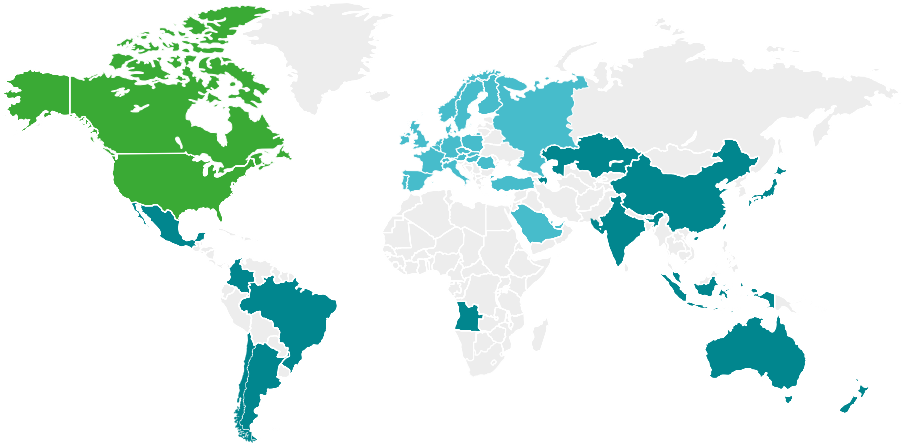
View Annual Report online

NORTH AMERICA
Underlying revenue
£12,746m
(2019: £15,694m)

EUROPE
Underlying revenue
£5,048m
(2019[1]: £6,391m)

REST OF WORLD
Underlying revenue
£2,404m
(2019[1]: £3,067m)

[1]Prior year comparatives have reclassified Turkey and Middle East from our Rest of World region into our Europe region.



Compass Group's value chain

We provide food and support services to clients and consumers around the world. Our impact across the value chain is as follows:



Agriculture and farmers
The raw agricultural commodities that we use in our meals are grown, gathered, reared or fished. We support sustainable practices, aim to increase the resilience of our supply chain and support our communities by choosing local produce.

Processing and packing
These raw agricultural ingredients may require processing, refining or transforming to create a food product suitable for distribution and subsequent consumption.

Distribution and logistics
This product is then transported to distribution centres and, from there, to our different sites. We aim to reduce food miles during this process.

Food service
We operate food service units within our clients' sites, preparing, cooking and serving high quality food and drink. In addition to our top priority of serving safe and nutritious food, we aim to minimise food loss and waste and to reduce the use of single-use plastic packaging.

Consumers
Consumers purchase our products, eating them in on-site restaurants or taking packaged products away to consume elsewhere. We seek to respond to their increasing demands for nutritious and sustainable food options.

Highlights from 2020

Supported our people, clients and consumers in response to the COVID-19 pandemic, forming local crisis management teams, supporting emergency venue operations and implementing enhanced hygiene measures across the globe

Our global Lost Time Incident Frequency Rate has **improved by 42%** since 2016

Achieved our goal of **sourcing 50% of our fish and seafood from certified sustainable sources** in our top 10 markets

Donated over **1,100 tonnes of food**, equivalent to more than **two million** meals to help local communities and avoid food waste during the pandemic

Compass Group joined the **World Business Council for Sustainable Development**

Supported the **UN Global Compact** in calling for a socially just and green pandemic recovery and the **UK Roundtable on Sustainable Soya** for greater action against deforestation





Dominic Blakemore
Group Chief Executive Officer

Message from our Group Chief Executive Officer

2020 was an extraordinary year. Sadly, the COVID-19 pandemic has already claimed over two million lives. Many people have fallen ill or found their daily lives disrupted.

These unprecedented times have tested our people. I am very proud of the way they have risen to the challenges presented by the pandemic, and of the role they have played in carrying out key worker roles and supporting communities across the world. We have thousands of people working in hospitals and care homes, protecting the most vulnerable. Every day, we play a vital role feeding patients and front-line workers who are battling the virus as well as keeping facilities clean and safe. Compass Group has many unsung heroes: they have earned our respect and our deep gratitude.

COVID-19 spread rapidly around the world and we acted quickly to safeguard our people, clients and consumers. In every country where we operate, crisis management teams implemented new processes and training to make our venues COVID-19-secure, or to shut down client sites swiftly and safely when lockdowns were imposed.

Although safety is our priority, our focus on sustainability has remained sharp. When many of our client sites were closed, our teams redistributed food that would otherwise have been wasted, helping to minimise food waste and feed our communities' most vulnerable members.

We have worked hard to support the mental and physical health of our workforce during these testing times, through programmes like Viva Bem in Brazil and Helping Hands in the UK. Recognising that healthy eating is crucial for maintaining good physical and mental wellbeing, our teams found new ways to reach our consumers by creating digital content to support people working or studying at home.

Our commitments to source food and ingredients responsibly and to respect the rights of workers in our supply chain remain our focus. Being an ethical and responsible business making a positive impact remains our highest priority, whatever the circumstances.





Nelson Silva
Chairman of the Corporate Responsibility Committee

Message from our Corporate Responsibility Committee Chairman

COVID-19 has affected all of us and the social and economic impacts have been much deeper and harsher than any of us first imagined. However, it can be during the worst of times that the best in people emerges.

Our teams were required to adapt quickly and work effectively in demanding conditions. Keeping our people and consumers safe has always been a top priority and our people worked tirelessly to implement a raft of measures to help protect our people and consumers from COVID-19. From new deep cleaning regimes to the use of enhanced personal protective equipment and additional hygiene measures.

The nature of our business sometimes changed too. Our food service team at a Navy training base in New Zealand found themselves feeding quarantined nationals who had been repatriated from Wuhan. In India, we put our expertise to new uses: when the sudden lockdown left the government with a huge challenge of feeding vulnerable citizens, we collaborated with charities and the government to prepare and distribute three million wholesome hot meals. In the UK, we devised Super Yummy Kitchen, an online resource that allowed education around cooking, food and nutrition to continue despite lockdown.

I commend the flexibility and adaptability of our people, and the good-natured way they rose to the challenge. Our leaders have been crucial to maintaining morale: as social distancing came into effect, our country managers made it a top priority to communicate with their people often and effectively, acknowledging their hard work and expressing their gratitude. For example, our Canadian leadership created #CompassHeroes, an initiative that allowed them to say thank you to cleaners and food service professionals working on the frontline.

Despite the disruption caused by the pandemic, we have made headway with the three pillars of our sustainability strategy. Looking ahead, we are focusing more closely on the priorities of food waste, our environmental impact – including climate change – and sourcing responsibly from more resilient and sustainable supply chains.

The partnerships we established in 2019 remained strong in 2020 and we are determined to work with others to continue making a meaningful positive difference.



Global Megatrends

We take into account social and environmental trends when pursuing our sustainability strategy



Health and safety

There has been an increased focus on staying well during the pandemic, with safety an absolute priority.



Wellbeing

Lockdowns have led to a renewed focus on the importance of eating well and exercising to maintain good health, both physical and mental.



Climate change

COVID-19 has underlined the world's interconnectedness and vulnerability to systemic risk, and reaffirmed the importance of governments, businesses and people all taking action on the climate crisis.



Waste

Making the most of resources, and reducing waste, in particular creating less food waste has become increasingly important through this year.



Transparency

The expectations of transparency and trust in supply chains has grown this year. Consumers increasingly want to buy locally or be able to trace ingredients back to their source.



Local communities

Government restrictions have forced many people to stay close to home, fostering a stronger sense of local community spirit and support. For businesses this has sometimes meant making supply chains shorter.

Our Priorities

We conduct comprehensive materiality assessments to identify potential environmental, social and governance issues that could affect our business or our stakeholders, and assess the relative importance of each.

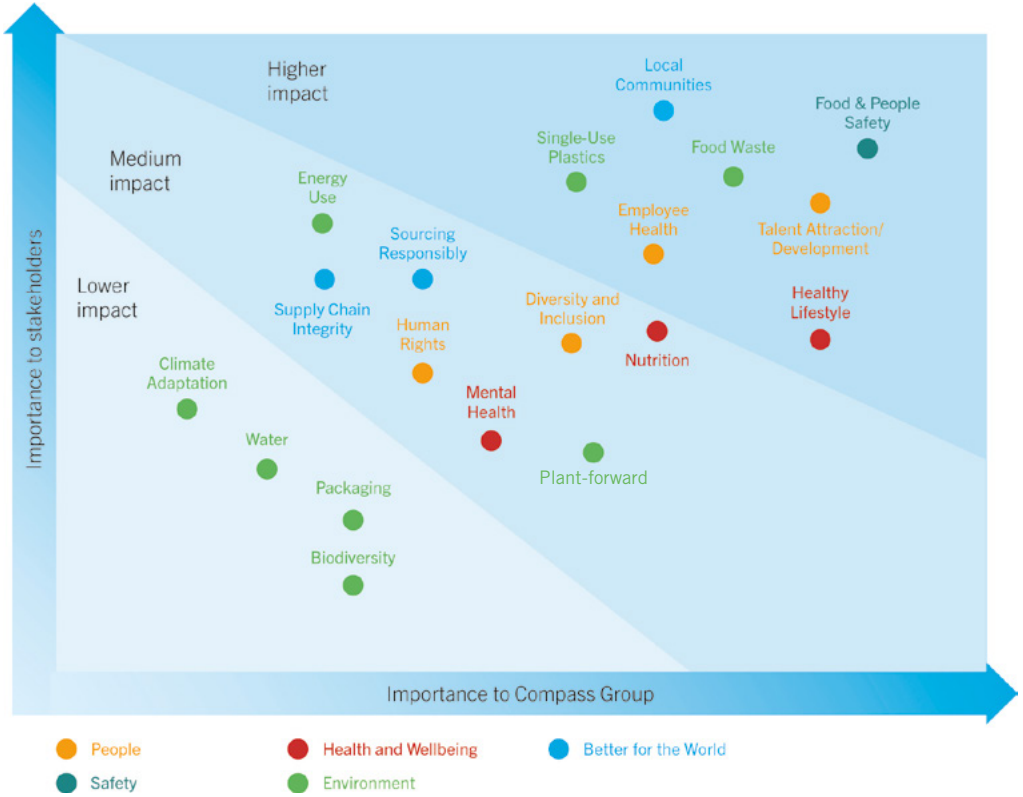
In 2019, we engaged third party experts to support our assessment, gathering internal and external data. This included a review of key megatrends and client and supplier sustainability strategies, consideration of relevant NGO and academic reports, and analysis of various relevant responsible business benchmarks. We also sought input from our senior leadership group comprising several hundred colleagues, and reviewed our existing policies, programmes and practices.

The outcome of our materiality assessment is presented as a matrix. It includes the issues that we concluded were most important to us and our stakeholders. It informed the basis of our sustainability strategy which, in turn, shapes our approach to reporting.

We continue to gather feedback from our stakeholders in order to ensure our priorities remain relevant. For example, in 2020 we conducted an investor survey aimed at understanding the views of investors on key environmental, social, and governance topics. Their responses confirmed that our 2019 materiality assessment remained relevant for 2020.

Since 2004, we have been committed to the UN Global Compact, a corporate responsibility initiative that asks companies to align their strategies and operations with universal principles in the areas of human rights, labour, the environment and anti-corruption.

We continue to report to sustainability indices, including EcoVadis, the Corporate Human Rights Benchmark and the Carbon Disclosure Project (in 2020 we were ranked B in climate change and water and C in forests for all commodities except palm oil for which we ranked B-). We also remain part of the FTSE4Good Index, and have aligned our report to GRI and SASB standards (see pages 55 and 63).



FTSE4Good

CDP SUPPORTER 2020

ecovadis Business Sustainability Ratings

WE SUPPORT UN GLOBAL COMPACT

SUSTAINABLE DEVELOPMENT GOALS

Our Sustainability Strategy

Despite the new challenges presented by COVID-19, we continue to uphold our environmental and social commitments. Our priorities are our people, our clients and our consumers, and keeping them all safe (read more on pages 12 and 18).

Our sustainability strategy focuses on three key pillars:

Health and Wellbeing
Staying healthy – in both mind and body – has been particularly important this year. We continue to focus on providing better nutritional choices and supporting mental health and wellbeing.

Environmental Game Changers
We are taking action to address our impact on the planet, including reducing food waste and increasing plant-based options in our menus. We remain committed to reducing single-use plastics despite usage increasing this year due to temporary hygiene measures.

Better for the World
We are creating more resilience in our supply chain, focusing on responsible and sustainable sourcing, enriching the local communities in which we operate, and collaborating with external partners to maximise our positive impact.



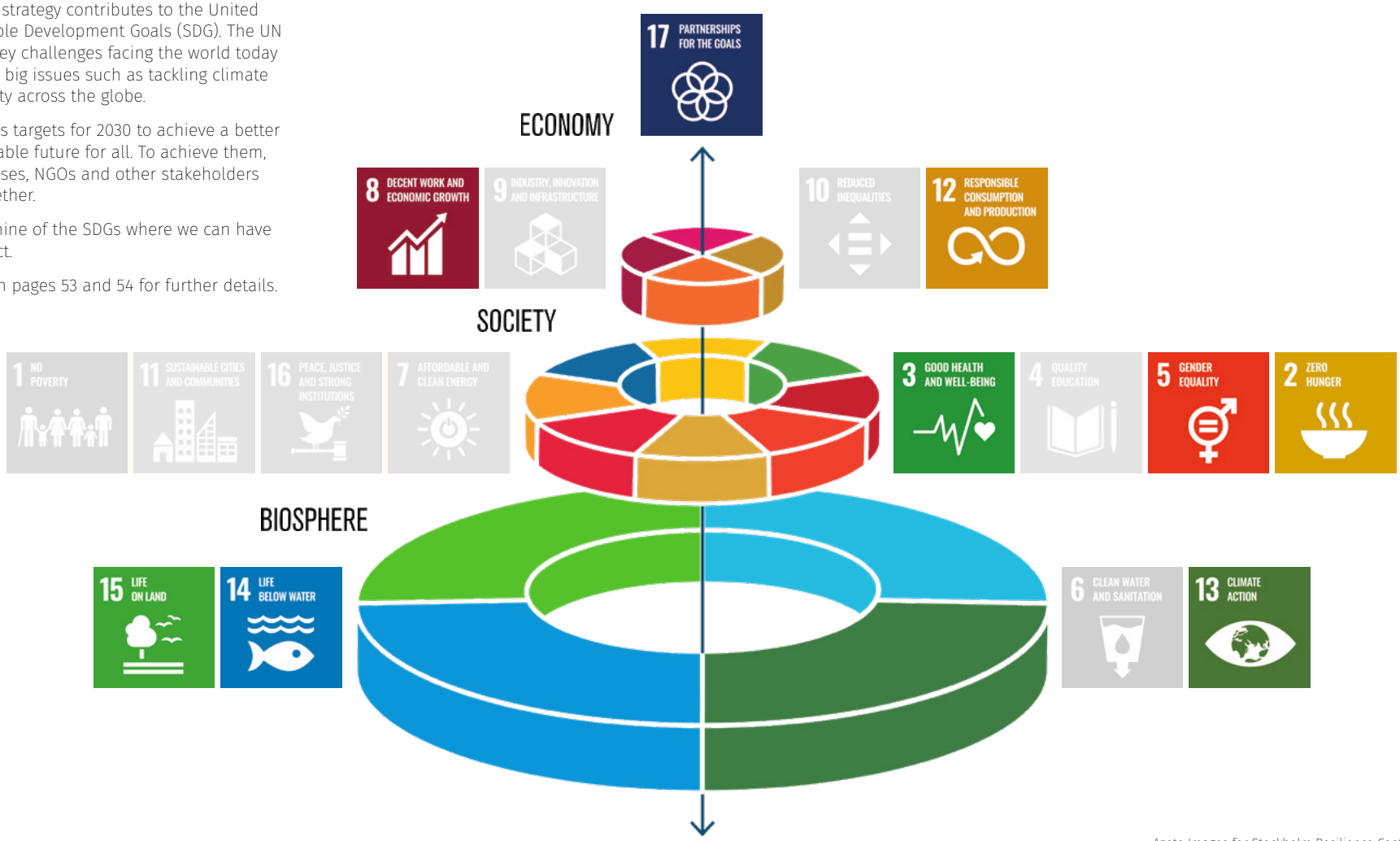
United Nations' Sustainable Development Goals

Our sustainability strategy contributes to the United Nations' Sustainable Development Goals (SDG). The UN has identified 17 key challenges facing the world today and these include big issues such as tackling climate change and poverty across the globe.

Each SDG proposes targets for 2030 to achieve a better and more sustainable future for all. To achieve them, countries, businesses, NGOs and other stakeholders must all work together.

We contribute to nine of the SDGs where we can have the greatest impact.

See our metrics on pages 53 and 54 for further details.



Azote Images for Stockholm Resilience Centre, Stockholm University

Sustainable Development Goal and indicator	Our contribution
2.1 End hunger and ensure access to safe, nutritious and sufficient food 2.4 Ensure sustainable food production and resilient agriculture	We spend billions of pounds on food each year, and help our local communities to tackle food insecurity by donating surplus food through donation programmes. This has been especially important during pandemic lockdowns, when we have taken fast action to avoid tonnes of food waste, benefiting thousands of families. We encourage local sourcing. In the USA, we surpassed our target of purchasing 20% of our produce from local sources, meaning we contribute more than US$75.5 million annually to American family farms. We encourage sustainable agricultural practices through initiatives like Farm to Fork in the USA; and our award-winning Buy Social Corporate programme in the UK. 100% of our shell eggs and liquid egg products will be cage-free by 2025, and 100% of our chicken in North America and Europe will meet the highest welfare standards by 2024 and 2026 respectively.
3.4 Reduce premature mortality through prevention and treatment and promote mental health and wellbeing	The pandemic and accompanying quarantines and lockdowns have raised the prioritisation of safeguarding mental health. For example, we have run campaigns to open up the conversation about mental health, and offered free consultations with psychologists to employees working on the front lines of the COVID-19 pandemic and their immediate families. We also remain committed to supporting our employees and consumers to live a balanced lifestyle through wellbeing and nutrition initiatives, such as providing online cooking demos and virtual 'wellness hubs'.
5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making	We want to empower women to work with Compass. For us, this means investing in our female colleagues through development and training schemes, as well as encouraging women led-suppliers. We are also a lead supporter of Women in Hospitality, Travel and Leisure, a cross industry initiative dedicated to increasing women's representation in leadership positions.
8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 8.7 Take active measures to eradicate forced labour, end modern slavery and human trafficking and end child labour in all its forms 8.8 Protect labour rights and promote safe and secure working environments for all workers	Our people are crucial to our business success. We work with local communities across the globe to offer fair and safe employment and promising career opportunities. To promote work for all, we run diversity and inclusion programmes and action councils and provide skills training to disadvantaged people in our communities. We also work hard throughout our operations and with our suppliers to address any human rights and modern slavery risks, conducting audits and providing training.

Sustainable Development Goal and indicator	Our contribution
12.3 Halve per capita global food waste by 2030 12.5 Reduce waste generation through prevention, reduction, recycling and reuse 12.6 Adopt sustainable practices and integrate sustainability information into reporting	We are actively reducing food waste through measurement and targeted actions in every region. In 2020, Compass Group joined the US Food Loss and Waste Champions to commit to reducing food waste by 50% by 2030. We use environmental management systems at client sites, as well as education and toolkits to help reduce waste through prevention, recycling and reuse. In 2019, we launched our comprehensive sustainability reporting system, gathering thousands of data points across our business to measure and report on our sustainability efforts.
13.3 Improve capacity on climate change mitigation, adaptation and impact reduction	We are preparing to set Science Based Targets to do our part in limiting global warming to 1.5°C. We are working hard to reduce our indirect (Scope 3) greenhouse gas emissions through reducing food waste and increasing plant-based diets. In the USA, we won a SEAL Environmental Initiative Award for our Carbon Foodprint tool to help reduce carbon emissions, water and waste.
14.1 Prevent and reduce marine pollution 14.C Enhance the conservation and sustainable use of oceans and their resources	Due to employee and consumer concerns regarding hygiene and safety during the pandemic, demand for single-use plastics has temporarily increased. However, we remain committed to eliminating unnecessary disposables, which could otherwise make their way into the oceans. Our goal is for 50% of our fish and seafood to be certified sustainable. We continue to promote sustainable and responsibly sourced seafood and have a number of restaurants certified sustainable by the Marine Stewardship Council. Our policy is not to serve fish from the Marine Conservation Society 'fish to avoid' list.
15.1 Ensure the sustainable use of terrestrial and inland freshwater ecosystems 15.2 Promote the implementation of sustainable management of all types of forests, halt deforestation	Throughout our global supply chain, we are working to ensure we source our food and non-food products in a sustainable way, with the least possible impact on the environment. We are a member of the Round Table on Responsible Soy and the Roundtable on Sustainable Palm Oil. We are also increasing our certified sustainable palm oil purchasing, in order to help prevent deforestation and encourage sustainable environmental practices from farm to fork. The palm oil used to prepare food in our kitchens will be 100% certified sustainable from physical sources by 2022. In the UK, this has already been achieved.
17.16 Enhance the global partnership for sustainable development, complemented by multi stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the goals	We want to help address some of the biggest global challenges today. As a responsible business, we understand the importance of partnering with our clients, suppliers, NGOs and other stakeholders to improve our impact. In 2019, we joined the World Business Council for Sustainable Development and are involved in several food related workstreams. In the UK, we joined partners in calling for a socially just and green pandemic recovery, and greater action on deforestation.

Our People

Our people are behind everything we do. During this unprecedented and intensely challenging year, many of our colleagues have been on the frontline responding to the pandemic and have demonstrated exceptional resilience, creativity, optimism and care for one another, our clients and our communities.

2020 Highlights

- Fortune **World's Most Admired Companies** 2020
- We have now **trained over 3,750 managers** across the globe in our flagship management training programme, Leadership in Action
- Forbes **Best Employers for Diversity** 2020 and **Best Employers for New Grads** 2020, USA
- **2,763 graduates** participated in our graduate programme across the globe, allowing us to develop our pipeline of future leaders
- Formed a **human rights working group** and improved in the Corporate Human Rights benchmark annual rankings



Diversity and inclusion

Our people's unique backgrounds, experiences and abilities are at the heart of our vibrant workforce and reflect the diverse communities in which we operate. Building diverse teams at all levels means creating inclusive environments for our colleagues, resulting in innovation and improved performance.

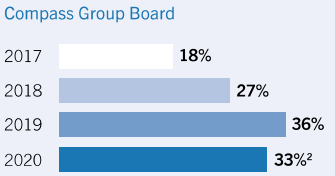
We continue to promote diversity across the business and recognise the Board's commitment to maintain at least 33% female representation on the Board, the Executive Committee and their direct reports, in line with the recommendation of the Hampton-Alexander Review.

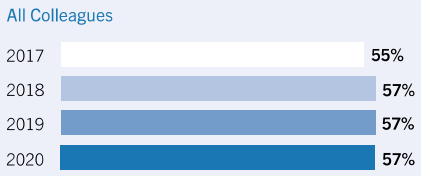


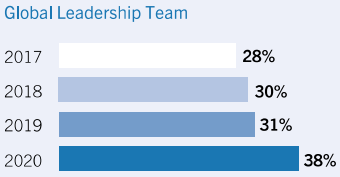
Demonstrating our commitment

- We signed the Race at Work Charter, designed to foster a commitment to improving outcomes for ethnic minority employees in the workplace
- We joined The Valuable 500, putting disability on the business leadership agenda
- We continue to be a lead supporter of Women in Hospitality, Travel and Leisure
- We are an active member of the 30% Club, whose global mission is to reach at least 30% representation of all women on all boards and C-suites globally
- We remain proud signatories of the UK's Social Mobility Pledge
- We have invested in Unconscious Bias training, making training modules available to all People teams
- We maintain our global inclusion index through the incorporation of key inclusion questions into our engagement surveys

Female Representation[1]







Notes:
1. The percentages disclosed for 2020 are stated as at 30 September 2020.
2. Female representation on the Board reverted to 36% when Paul Walsh stepped down from the Board on 1 December 2020.

News in brief:

USA
We extended our Diversity and Inclusion Action Councils with the introduction of an Inclusion Ambassador programme, further promoting diversity and inclusion at all levels of the business.

Australia
Pride is a key pillar in our diversity and inclusion strategy. In 2020, we became a member of Pride in Diversity (PID). Through PID our leaders can access LGBTQ+ awareness training.

Japan
We established a programme which supports the employment and retention of people with disabilities, aimed primarily at those with no prior working experience.

UK
On 1 October 2020, Compass officially became a Living Wage Recognised Service Provider, as recognised by the Living Wage Foundation. We have committed to paying all our direct workers (those who don't work on client contracts) the Real Living Wage or above, which is an important pillar in our strategy to improve social mobility.

Europe
We have driven progress on female representation on our leadership teams through talent development initiatives, such as the Winning Operator Women programme, which supports women to advance to senior positions.

Brazil
We partner with the Chefs Especiais Institute which trains people with Down's syndrome as culinary professionals, to support in the development of training and teaching materials, and provide job opportunities to students.

People Engagement

Our ambition is to be a company where our people feel valued and included. We do this through our three Compass Commitments, Respect, Growth and Teamwork. These were launched last year, after spending time understanding what was important to our people and what helped them to feel engaged and to give their best. The experience our people have when working for us is vital and these Commitments outline what they can expect when working for Compass.



Listening to our people

Over a quarter of a million employees participated in our Global Engagement Survey, rating "I enjoy the work that I do", "I can be myself at work" and "we work together as a team to get the job done" highest.

The responses enabled us to create action plans at individual team, country, regional and Group level to embed our Compass Commitments and build more positive experiences for our people.

Connecting our people

Each year, our US business holds a series of regional meetings bringing people from all our sectors to work together, network, share best practices and broaden their career opportunities. Due to a change in format this year from face-to-face to virtual, attendance was higher than in previous years, attracting 400-800 people at each two-hour session. **"As it relates to our people, staying close is critical so we can continue to build on our Compass family and our Compass community."** Rick Post, Chief Operating Officer, North America

Engaging our people at a time of crisis

At the height of the pandemic, Ireena Vittal, our Designated Non-executive director for workforce engagement hosted a number of online roundtables with employees from around the business. The outcomes of these discussions were shared with the Corporate Responsibility Committee and the Board, providing excellent real time insight on the learnings, challenges and opportunities faced by those involved.

The roundtables reinforced the outcomes from the global employee engagement survey and examined how our leaders have coped and inspired their people during the COVID-19 pandemic, what has been learned and the improvements that can be made as a result.

The sessions highlighted our people's pride in their contribution in the fight against COVID-19, the cross business engagement and the agility, dedication and resilience demonstrated by our people at every level in the organisation.

Our employees' voices are considered as part of our strategic business planning and the ongoing development of our culture, and local plans were adjusted to reflect the new priorities and concerns related to COVID-19.

We will continue to run pulse surveys to enable insight tracking of employee voice and sentiment.

News in brief:

Ireland
To support our people working from home and in quarantine, we introduced regular webinars, online workshops and live demos, relating to health and wellbeing, and learning and development.

UK
In March, we set up a financial support fund – 'Helping Hands' – to help employees with living costs. We also organised a system for welfare calls to check that our people are OK and if they need support.

India
We engage with our employees by providing social activities and emotional support to all colleagues. This includes regular check-ins, an employee helpline and assistance programme, and ensuring our people can reach and engage with our business leaders.

Argentina
Our 'By Your Side' programme engages our people, helping them to develop the skills to cope with uncertainty, fear and anxiety, and by providing emotional support.

Australia
AccessEAP in partnership with Compass is providing specialist support to our Aboriginal and Torres Strait Islander employees and their immediate family, offering three sessions with Aboriginal and Torres Strait Islander Counsellors and Culturally Sensitive Counsellors. New communications materials have also been developed to increase awareness.

Developing Our People

We continue to invest in developing our people at all levels of the business, to equip us to deal with current challenges and opportunities, and to make sure our business is fit for the future.



Exceptional unit managers

Our unit managers are responsible for leading a team and creating positive working environments. In 2019, we introduced a global unit manager development programme, Leadership in Action, which seeks to help managers lead their teams more effectively.

In 2020, we trained 100 trainers and an additional 1,500 unit managers across 25 countries, bringing the total number of participants to over 3,750 since the programme began. In response to the current restrictions around social distancing and travel we have created a digital version of the training to make it more accessible.





Leaders of the future

We believe in the importance of the start of a career and feel well placed to offer exceptional experiences, skills and confidence to launch and grow careers. This year 2,763 graduates participated in our graduate programme across the globe, allowing us to develop our pipeline of managers and future leaders and we have been recognised by Forbes in the USA for the Best Employers for New Grads.

Supporting early careers for school leavers, graduates and young people looking to gain valuable experience is important to us. Across the globe this year we are proud to have 988 new participants join as trainees and apprentices with an additional 7,515 graduates working with us on an hourly basis in the US. These programmes attract a breadth of skills, bring new ideas and help us diversify our talent pipeline.

As part of our commitment to increasing female representation at senior management levels, we are an active member of the 30% Club, whose global mission is to reach at least 30% representation of all women on all boards and C-suites globally. This year we were proud to provide mentees and mentors to participate in the cross-company mentoring programme. In participating, we aim to build the pipeline of female leadership talent and create a step change in the number of women achieving senior leadership roles.



News in brief:

Asia Pacific

Our ‘Art of Leadership’ programme focuses on the crucial leadership skills needed especially in challenging times, including effective communication, leading through uncertainty and building resilience.

Digital training

We continue to expand our digital training offering to extend our reach and support our people’s growth. In September 2020, we onboarded 1,127 people globally to our new online Sales and Retention Excellence Training platform.



Human Rights

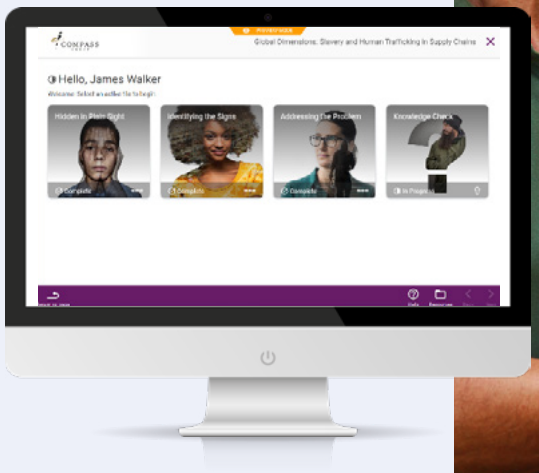
Compass is committed to supporting the dignity, wellbeing and human rights of all our people and the communities around, and affected by, our operations. We have robust policies in place, including our Human Rights Policy, our Code of Business Conduct (CBC) and Code of Ethics (our Codes), as well as programmes to help protect people against issues such as modern slavery, human trafficking, and the exploitation of vulnerable people. Our approach is in line with the UN's Guiding Principles and the core conventions of the International Labour Organization Ethical Trading Initiative. See page 41 for more on protecting human rights in our supply chains.



Training our people on human rights risks

In 2020, we continued training our people to be able to spot signs of modern slavery in our supply chain, and to support potential victims.

We introduced a new e-learning module on modern slavery and human trafficking to our purchasing teams in the UK and Australia, the Human Rights Working Group and other teams around the globe. This e-learning is an important step in helping raise awareness of modern slavery in our supply chain and as part of our strategy we plan to roll the training out more broadly over the course of the coming year. We also conducted a number of human rights risk assessment workshops in the UK and Australia.





News in brief:

Human rights working group
Our cross functional, global human rights working group has led the roll out of our human rights risk assessment and helped to review and update our Human Rights policy and strategy this year.

Call to action
Compass Group joined the World Business Council for Sustainable Development and our Group CEO Dominic Blakemore endorsed its CEO Guide to Human Rights, which urges peers across the business community to raise the bar on human rights performance.

Due diligence
Our UK business requires potential suppliers to present their compliance programmes and controls for modern slavery as part of the due diligence tender process. The UK risk questionnaire is now being developed into a global purchasing blueprint which will, in due course, be implemented around the Group.

Anti-Slavery Day
We marked Anti-Slavery Day in the UK and Europe by raising awareness of the issue of modern slavery. We sent out an internal communication that shared details about our work to help eradicate slavery and respecting our wider human rights.

Our latest Modern Slavery Act Statement is available on our website.

Modern Slavery Act Statement

Safety

Every day, thousands of our people serve millions of consumers, and keeping everyone safe is our top priority. The pandemic has reinforced the critical importance of our safety culture – it has been key to operating successfully.

2020 Highlights

- Introduced assurance schemes for **COVID-19-secure venues**
- Implemented enhanced **hygiene protocols and operating procedures** as well as digital solutions to reduce the need to touch surfaces
- Launched our first **Global Allergen Management Plan**
- **Global Lost Time Incident Frequency Rate** decreased by **42%** since 2016
- **Global Food Safety Incident Rate** decreased by **43%** since 2016



Personal Safety

COVID-19 may have presented us with new challenges but our approach remains the same: keeping our people, clients and consumers safe is always our top priority. We are working closely with clients to implement strict processes for both pre-opening and re-opening, reducing person to person contact and supporting good hygiene practices.



Creating safe workplaces

Our clients in Asia Pacific were the first to be affected by COVID-19 and the first to emerge from lockdown and begin navigating the 'new normal'. We wanted to reassure people that it was safe to return to their workplace restaurant and devised SafeSphere, an internally audited assurance scheme that demonstrates when a site has met a set of stringent safety standards.

"We worked with a team of external partners to devise SafeSphere so that we could offer our clients the gold standard in managing a site safely in the wake of the COVID-19 pandemic. A key part of the programme's success is its visibility to consumers and clients: in these anxious times, it is important to show consumers everything that is being done to keep them safe." Judy Hanson, Health and Safety Leader – Asia Pacific.

The programme has been well received by our clients, with one in India remarking: "SafeSphere is a wonderful programme that focuses on safety without compromising on the ability to 'enjoy the food." A client in New Zealand said: "Compass introduced 21 minimum standards to ensure a safe and sanitised environment so everyone could feel safe and protected at our venues. This has been a really welcome initiative at a time when consumer confidence has been understandably low."

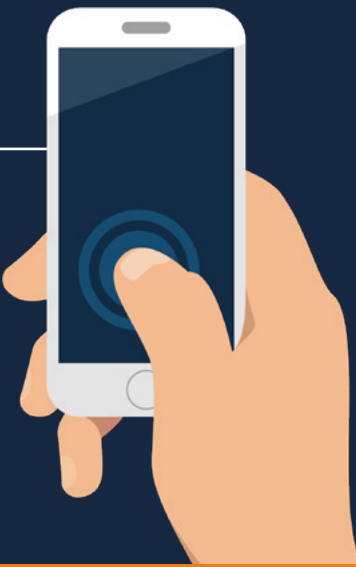
safe sphere

The new scheme empowers our site managers to apply innovative health, hygiene and safety protocols and verification practices, supported with signage, floor markers to promote physical distancing, and visible cleaning and sanitation activity to reassure consumers.



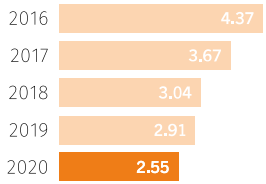
SafeSphere also supports the introduction of culinary services like low contact 'grab and go' meal solutions, or new menus that help to boost immunity and wellbeing.

In india, our inhouse digital team devised Café Pass, an app that allows consumers to check how busy their staff restaurant is, or to order a meal to be picked up or delivered to their desk. We also used digital solutions to reduce touch by replacing paper menus and reducing cash use.



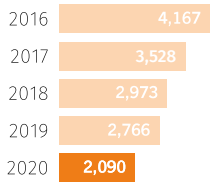
Global Lost Time
Incident Frequency Rate

-42%
(Since 2016)



Global Lost Time
Incidents

-50%
(Since 2016)





News in brief:

Global Safety Standards

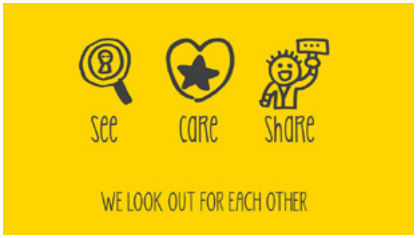
In 2020, we launched our updated and simplified Global Safety Standards across the business. It covers both safety compliance (such as processes, systems and auditing) as well as how to support a safety culture (through leadership, people engagement, and good communications). See page 50 for more on safety compliance.

Norway

Compass Group Norway was awarded Shell's Goal Zero Hero in May 2020 in recognition of our efforts to manage the COVID-19 situation for our client, who cited our focus on safety, and our ability to transition quickly and work effectively, despite demanding conditions.

See Care Share

We remain committed to our See Care Share programme which encourages our leaders to act as role models on safety, and empowers our people to take personal responsibility for keeping themselves and others safe. We are currently rolling this programme out globally.





Food Safety

Food supply chains are increasingly global and complex, but the unprecedented events of 2020 underlined how important transparency and agility are in reducing vulnerability and increasing resilience. We aim to redefine and streamline our supply chains, buying from a smaller number of tried and tested partners, ideally as close to home as possible.



Supply chain standards

We want to provide our clients and consumers with greater transparency about both the food and ingredients we provide, and the integrity of the supply chain through which they are delivered. The purchasing decisions taken by our procurement teams around the world are guided by our Global Supply Chain Integrity Standards. In 2020, we created a simplified version, making it more user friendly in terms of layout and language, and more straightforward for our teams to guide our suppliers to adopt best practice.



Global Allergen Management Plan

When a consumer discloses their potential food allergy, intolerance or sensitivity to us, we have a responsibility to help them make informed, safe food choices.

The regulatory landscape for allergen management differs significantly between regions and countries, as do requirements between global and national clients so, in 2020, we launched our first Global Allergen Management Plan. This framework sets out the minimum required standards within both our own operations and supply chain, with the aim of reducing the occurrence of all substantiated allergen related incidents across the entire business, however minor. It also contains examples of best practice to help our teams to embed the standards and fill any gaps in local regulatory or client requirements by mandating a focus on the 'Big Eight' allergens as a minimum. We are developing a programme of routine audit checks to ensure compliance.



'Big Eight' allergens



News in brief:

China

All our units are now able to create printed food labels on site, enabling improved identification and control. These labels identify different food types plus preparation and expiry dates. We are now testing and expanding the technology to a further six countries in Asia Pacific.

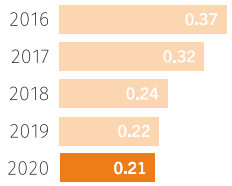
UK

Many of our UK units display allergen information on a tablet screen positioned within the restaurant. We are now testing an app that allows customers to interact with the menu, filtering it by allergen or sub ingredient, and soon hope to make it available to download onto a personal smartphone too.

Global Food Safety Incident Rate

-43%

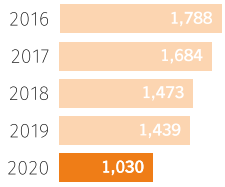
(Since 2016)



Global Food Safety Incidents

-42%

(Since 2016)





Sharing Learning

Although the pandemic unfolded at different speeds around the world, every Compass team was affected. A global crisis management governance system was put in place to manage the rapidly changing situation, and to ensure that good ideas and best practice were shared quickly among our health and safety leaders. Crisis Response Teams were created at the global, regional and local level, with each team holding twice weekly virtual meetings to cascade information through the business quickly.



Establishing protocols to manage COVID-19

In February, the UK government requested our help to create a quarantine centre in Milton Keynes for British people being evacuated from Wuhan. We worked with the NHS and Public Health England to transform Kents Hill Park conference centre into safe and secure accommodation and our healthcare business, Medirest, provided advice on infection control. We introduced a zoning system to help us move food safely between the Compass controlled 'green zone' where food was prepared, into the NHS controlled 'red zone' where medics in full protective clothing were taking care of the evacuees.

Our approach was meticulously documented and then shared so that others could follow our lead.

"Our experience at Kents Hill Park enabled us to establish protocols that we then shared with other teams, both within and outside Compass. In April, we supported the opening of the Nightingale Hospital at the ExCeL Centre in London and were able to apply what we had learned in Milton Keynes to this project." Mark Armstrong, HSE & Technical Services Director.



News in brief:

Global Safety Summit

Every year, our safety leaders are brought together for a Global Safety Summit. In October 2020, 150 participants met virtually to review our safety KPIs, discuss ways to improve performance, and receive a briefing on the updated Group standards.

Safety training

Comprehensive safety training is provided to our people. This includes both structured training – such as workshops, e-learning modules or pre shift training – and manager briefings at the start of each shift (known as Toolbox Talks) which outline specific work related hazards in a given situation or on a particular day.

Turkey

We used an e-learning platform to provide socially distanced training for our teams on new infection control measures. It covered modes of transmission, personal hygiene, and preventative precautions. Participants who passed a test at the end of the training were awarded certification.

For more information about how we manage safety, see page 50.

Health and Wellbeing

Compass is dedicated to helping people live healthier, happier and more productive lives. We want to make it easier for our consumers and our employees to make better choices.

2020 Highlights

- Helped millions of consumers around the world to make **better nutritional choices**
- 87% of our sites offer at least one **healthy option** at every meal occasion
- Initiatives to **support our peoples' mental health**, especially during this difficult year
- Virtual **wellbeing programmes** introduced to reach consumers at home



Health and Wellbeing



What we are doing

We are working hard to guide people towards making more nutritious meal choices, without compromising on quality or flavour. We encourage and help people to reduce their intake of fat, salt and sugar, increase their consumption of fruits and vegetables, and eat appropriate portion sizes.

To boost mental health, we are taking steps to provide supportive and understanding work environments for our people and in our local communities, helping them to identify and address issues of stress, anxiety and depression.

In addition, to support wellbeing, we promote initiatives to help consumers and our employees make achievable, and sustainable, improvements towards adopting a healthier lifestyle.

Why we're doing this

According to the Global Nutrition Report 2020, one in three people is now obese or overweight. As a leader in the food service industry, we believe that we can make a positive impact on people's health and wellbeing.

Mental health is another issue affecting huge numbers of people. The World Health Organization states that, every year, close to 800,000 people die from suicide, with many more attempts made. The impact of COVID-19 on mental health is expected to make this situation even worse. We believe that protecting the mental health of employees should be a priority for all responsible businesses.

The World Health Organization also suggests that physical exercise is important for both good health and wellbeing. Serving millions of consumers each year, and working with thousands of colleagues, we want to use the scale of our business for good, encouraging people to exercise and lead healthier lives.

Encouraging Better Nutrition Choices

We can have a big impact on the diets of millions of people worldwide.



Helping people choose healthier options

It's important that people eat well to live well. We are in a privileged position to help millions of consumers, as well as our people all around the world, make better nutritional food and drink choices.

This means providing options to reduce their consumption of salt, fat and sugar. It also means helping them to increase their fruit and vegetable intake, and eat smaller portions, all without compromising on quality or taste.

We do this through the meals we serve, the recipes we use, educational materials and 'nudging' people in the right direction, for example, by placing healthier options at eye level and within easy reach in our cafeterias.



News in brief:

Turkey
Our Balanced Choices communication boards convey messages on healthy diets, the importance of exercise and looking after mental health.

Choose H_2O
We encourage people to drink more water by offering water infused with delicious fruits and herbs in our cafeterias.

Norway
Our 'Life at Sea' project is helping remote oil sector employees to access more plant-based foods, and encouraging them to eat less meat and foods that are high in salt and sugar.

Belgium
We have developed two revolutionary meal concepts to combat undernourishment in hospitals and care homes. Our 10-Step Approach programme provides up to 1,000 people with nutritious meals every day, 70% of whom manage to maintain a stable weight.

Colombia

In 2020, our **'Dona Calorias'** programme:
donated over 500kg of food
helping to nourish
1,000
underprivileged children
in a single day.

Opening Up the Conversation about Mental Health

2020 has been a particularly difficult year for everyone, with concerns about the COVID-19 pandemic compounded by financial stresses as economies contract across the world.

We want to help people be supported and feel they can talk about mental health issues.



We've #gotyourback

We believe that it is important to reduce stigma around mental health, and promote improved mental health strategies across the Group.

One in five Australians will experience some form of mental illness every year, including depression, anxiety, or substance abuse. In 2019, our Australia business launched the **#Gotyourback** campaign with a video, which helped to open up the conversation about mental health. The campaign won the 2019 AMMA award for best health and wellbeing initiative.

In 2020, we followed this up with campaign shirts, a **#Gotyourback** chill out zone in one of our offices, and a follow up video. This demonstrated that everyone has a story, and that mental wellbeing is like physical wellbeing, going up and down throughout our lives.

"This is something we all need to understand, and we all need to look out for the people around us, so that we can be mindful and help people through these circumstances." Shelley Roberts, Managing Director, Compass Group Australia.

Got Your Back video

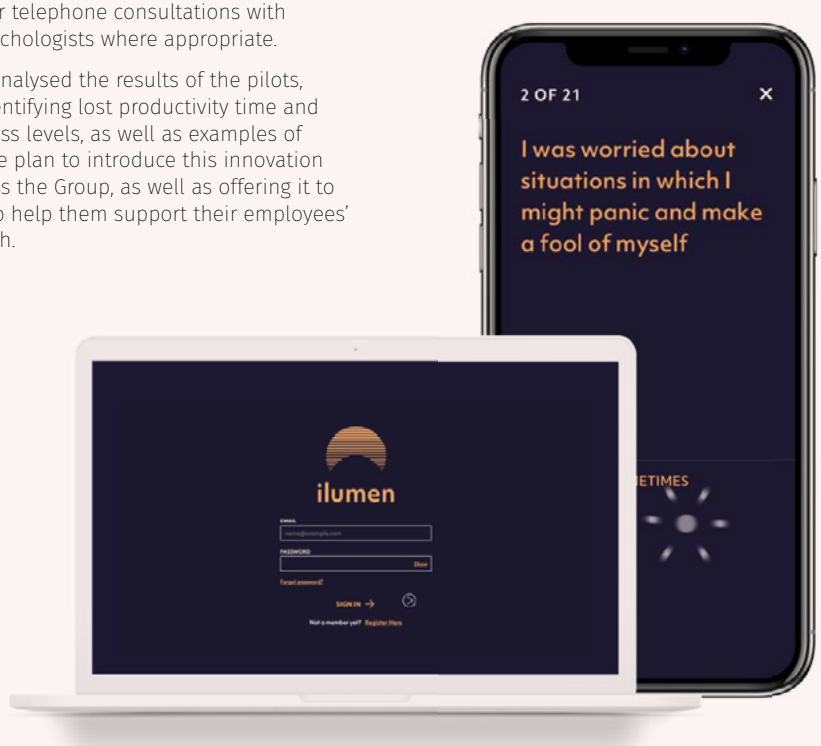
#got**your**back



Medibio

In the UK and Australia, we continued our four pilots with Medibio, provider of the world's first biometric mental health diagnostic product. Illumen™ is a unique app designed to objectively evaluate the mental wellbeing of a workforce. The app helps identify biological markers and patterns to aid in early detection and screening of mental health conditions. It suggests personalised, proactive mental health management strategies and can offer telephone consultations with qualified psychologists where appropriate.

In 2020, we analysed the results of the pilots, including identifying lost productivity time and elevated stress levels, as well as examples of resilience. We plan to introduce this innovation further across the Group, as well as offering it to our clients to help them support their employees' mental health.



News in brief:

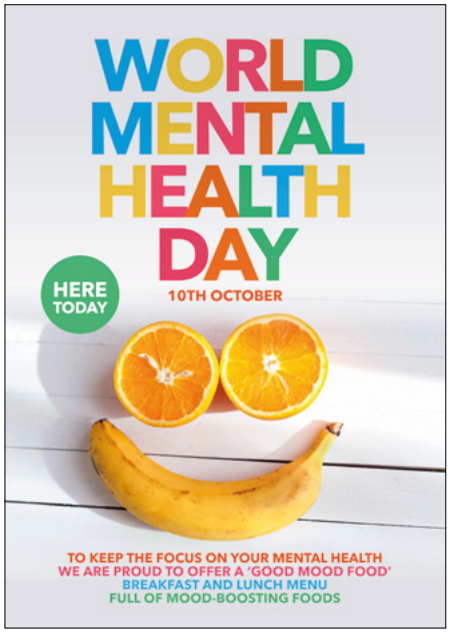
Canada
We launched the 'just now' initiative with a dedicated website providing our people and the communities we serve with resources to support their mental health and wellbeing. Our goal is to inspire everyone to make mental health and wellbeing a priority – not tomorrow or the next day, but just now.

Brazil
Our 'Viva Bem' initiative provides emotional support to employees working on the frontlines of the COVID-19 pandemic, and their immediate families. In its first three months, 126 confidential, consultations took place with a psychologist.

Luxembourg
To help create friendships at work, we initiated the 'TGIF' (Thank God It's Friday) project. Before the pandemic started, on the third Friday of each month, we invited all employees at our head office for a themed lunch, providing an opportunity to meet and get to know new people.

UK
We launched a mental health campaign, You Matter, to encourage openness and acceptance of mental health issues. We are also rolling out mental health awareness training for all line managers.

Ireland
Through workshops, nutritionist consultations, and health promotion pop ups, we convey messages about the importance of sleep, exercise, hydration and 'good mood food' supporting world mental health day.



Making Healthy Living Easy

Despite lockdown restrictions due to the pandemic, we wanted to continue to find ways to support clients to promote the benefits of exercise and eating a balanced diet. We also wanted to help our employees and people in local communities to maintain their physical health and mental wellbeing.



Eating, Living and Doing Well in the USA

With the onset of COVID-19, we quickly transitioned our live and onsite wellbeing initiatives to a virtual platform.

We developed our Eat Live Do Well website into a virtual 'wellness hub', offering wellness and sustainability advice, as well as a series on COVID-19 related topics like preparing for quarantine, food safety, supporting loved ones and boosting immunity.

"The Eat Live Do Well hub has been well received. Content has been used by clients to enhance remote communication with their stakeholders, and it has enabled us to remain connected with consumers." Deanne Brandstetter, VP Nutrition & Wellness, Compass Group USA



Introducing the Super Yummy Kitchen!

Chartwells aims to nourish young minds and bodies in the UK with nutritious food and engaged learning. However, COVID-19 school closures meant we couldn't carry out our work as normal.

So we launched the Super Yummy Kitchen on Facebook, Instagram, Twitter and YouTube. We teamed up with celebrity chefs for a series of fun and educational cook-a-long videos. We were delighted to receive this message from a grateful parent:

"Thanks to the Super Yummy Kitchen, my five year old daughter has been entertained and educated about food and nutrition during lockdown. With the help of Chef Andrew and Chef Allegra, she is beginning to try new things and understand the benefits of eating a balanced diet. Thank you!"

The Super Yummy Kitchen
Chartwells EAT LEARN LIVE | Chartwells INDEPENDENT



Providing Wellness Advice to Clients

Our UK team introduced free 'Wellness Wednesday' webinars to provide easy tips to improve wellbeing. As one ESS team member said, "Wellness Wednesdays are a great way to promote both physical and mental health. They give you thirty minutes out to focus on your own heath in the middle of the working week and I have taken on some of the advice, which is delivered in a practical, realistic way."

Due to popular demand, we've now introduced daily webinars that cover all areas of wellbeing, and we've also launched a series of thought provoking discussions on the future of wellness and sustainability.



News in brief:

Colombia

Our **VIVE SANO** programme ran **over 1,660** educational and nutritional activities at **175 food sites**

reaching more than **231,000 people**

Portugal

We introduced the first ever Eurest Newsletter to engage remotely with consumers, offering healthy living advice every fortnight. We also launched weekly 'Conversations with flavour' webinars, addressing topics like healthy and sustainable eating.

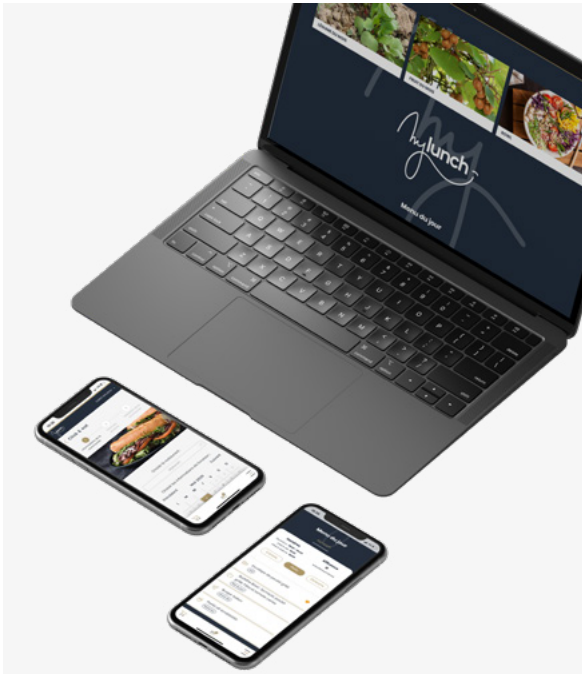


Australia

Between April and November 2020, we provided and served more than one million nutritious and delicious meals to people in quarantine hotels.

Luxembourg

We developed the MyLunch app, providing information about menus and ingredients, offering nutritional scores and individual diet monitoring, as well as allergen guidance.



Environmental Game Changers

As a leading food service provider, we focus on where we can have the biggest positive impact on the global food system and the environment.

2020 Highlights

We **donated more than 1,100 tonnes of food** in 2020. As well as avoiding food waste, this provided the equivalent of more than two million meals for people in our local communities.

Introduced and promoted more **plant-forward dishes** through chef training programmes.

Introduced **reusable meal containers** in several markets to help reduce use of single-use plastics

Won a **SEAL Environmental Initiative Award** for our **Carbon Foodprint tool**, used to reduce carbon emissions in kitchens in the USA.



Environmental Game Changers



What we are doing

We are reducing waste by improving how we order and store food, making use of every edible part of an ingredient in the kitchen, and repurposing food into new dishes. We partner with online and local food redistribution charities and community groups to donate surplus food, and we recycle food waste wherever possible.

We are helping to raise awareness of the positive impact on the planet of eating less meat, and partner with the EAT forum to explore ways to transform our global food system. We incorporate more plant-forward meals on menus and encourage consumption through behavioural nudges, offering more vegan and vegetarian offers.

We recognise the industry wide issue of single-use plastic and work with suppliers to bring more environmentally friendly solutions to fulfil client requests. Where plastic is still used, we encourage the adoption of plastics that can be easily recycled.

We aim to reduce our carbon emissions and are setting Science Based Targets.

Why we're doing this

It is estimated that one third of all food produced globally is wasted every year. By reducing food waste, we are cutting our contribution to climate change, and by donating food surplus, we are helping many families struggling financially, particularly during the pandemic.

Our consumers and clients are demanding more plant-based choices and meat alternatives. Eating more plant-based food is generally agreed to be better for our bodies and reducing meat consumption also has a positive impact on the planet, due to the carbon emissions associated with rearing livestock.

Too much plastic ends up in landfills, incinerators, oceans and waterways, significantly threatening wildlife and the environment. Our actions are helping to reduce single-use plastics.

Food Waste and Beyond

We have committed to reducing food waste by 50% by 2030. In 2020, as COVID-19 spread around the world, we acted quickly to donate significant quantities of surplus food to those in need. Our larger markets collectively donated more than 1,100 tonnes of food, equivalent to over two million meals.



Measurement technology solutions

We continue to invest in metering technology, such as Winnow, to help our kitchen teams measure, monitor and reduce food waste. We now use the system in over 200 sites in nine countries. In the year ahead, we intend to introduce measurement technology solutions to more of our sites across the globe.

We estimate that in 2020 Winnow has helped us:

avoid
2,900 tonnes of carbon emissions

by saving more than
650 tonnes of food
in 2020

enough to create
1.6 million meals

Fast Lockdown Action to Save Food in Canada

The sudden pandemic lockdown across Canada risked the loss of large quantities of perishable food intended for sale. With our close relationship with Food Banks Canada, the country's leading food security charity, and FoodRescue.ca, an online networking platform for food donors and recipients, we avoided 15 tonnes of food being wasted.

"We directly supported 55 local community organisations addressing food security across Canada and prevented over 310 tonnes of greenhouse gas emissions. We are so proud of our teams and of the impact of their fast actions."
Lauren Davey, Chief People and Culture Officer, Compass Group Canada





Waste Not™ 2.0 in the USA

In the USA, we joined the US Food Loss and Waste Champions to help us meet our goal to halve food waste by 2030. We expanded our proprietary, cloud based waste tracking programme, Waste Not™ 2.0 to all Compass sectors in the USA, helping make it easier for our chefs to track and reduce waste.

Our people use tablets to report why products are wasted, how much is going to waste and the destination of that waste. The real time data is helping us to identify opportunities to prevent and reduce waste. The programme has driven behaviour change in more than 3,000 Compass chefs and colleagues and, from 2019 to 2020, sites using it have reduced food waste by 12%. One client, Snap Inc. more than halved its food waste in a year:

"I always knew we should and could be tracking waste but was overwhelmed at how to do it. This programme made it so easy!" Snap Inc.'s General Manager John Leone.

News in brief:

Stop Food Waste Day

High profile social media engagements included the World Wildlife Fund, FAO, The Vegan Society, Danielle Nierenberg (Food Tank), Silverstone and Google UK, generating 2,500 tweets in a single day. Despite the pandemic, 12 North American cities and two US states declared 29 April as Stop Food Waste Day.

Belgium

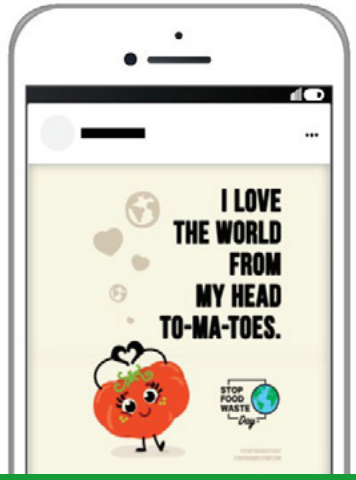
Belfius became our first client in Belgium to launch 'Too Good To Go'. In the first week, 800 consumers registered for the app, which helps to reduce food waste and single-use plastics, and in February 2020 this saved 170 meals and 425kg of CO_2.



STOP FOOD WASTE Day®

Spain

We are setting up a Stop Food Waste committee in each unit, so we can publish daily food waste results, and organise monthly educational activities for children. For every kilo of reduced food waste, we donate one Euro to the San Vicente Ferrer Foundation which supports orphans. In 2020, we donated €5,000.





Plant-Based Goes Mainstream

Flexitarianism, or eating fewer animal products, is on the rise, for health, environmental and ethical reasons. According to The Vegan Society, just under half of all UK consumers will be flexitarians by 2025. We are taking action to meet consumer demand for more plant-based meals.



Google and Compass - a winning combination in carbon emissions reduction

Over the last three years Compass has been supporting Google to reduce the carbon emissions of the food served through plant-forward innovations. Training our culinary teams to make delicious plant-forward food has helped shrink carbon emissions.

With Google's support, SEED (Skills, Enrichment, Evolution and Development) was created: a multi tiered training programme to expand the teams' plant-forward culinary skills and increase awareness of the impact of plant-forward eating on the health of both the planet and people. Approximately 180 participants graduated, from sous chef to culinary director.

Compass Group and Google also partnered with Arizona State University's Swette Center for Sustainable Food Systems to refine an introductory version of the curriculum and provide graduates with ASU certificates.

More than one third of surveyed graduates generated six to 10 new menu ideas as a result of the course and nearly one third said they generated more than 10.

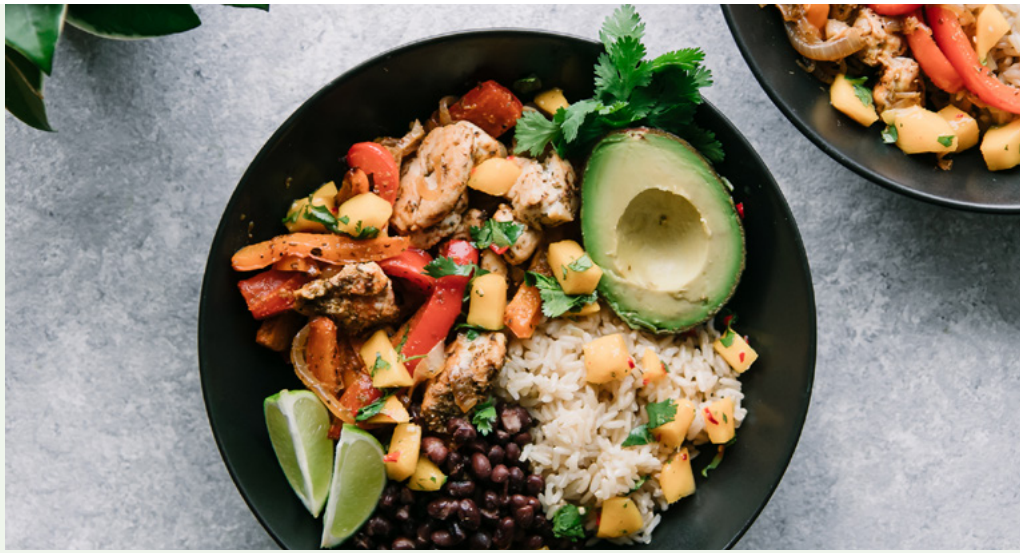
Chefs have adopted a flip/blend/swap approach. These experts 'flip' the traditional portions of meat and vegetables, giving meat a smaller role on the plate; 'blend' meat with vegetables for items like burgers, meatballs and meatloaf; and 'swap' traditional meat items for plant-based alternatives.

Using choice architecture, plant-forward options are presented so they are more likely to be chosen, for example, by ensuring they are in the best line of sight, have tempting dish titles or are positioned at the front of a well lit counter, or at an interactive chef's station.

"Google's bold leadership in reducing greenhouse gas emissions, combined with Compass Group's growing mastery at preparing plant-forward foods, provide a great collaboration for tackling climate change, one delicious meal at a time."
Jonathan Kaplan, Global Sustainability Director for Compass Group at Google.

More than
One third
surveyed **graduates** generated
6-10 new menu ideas
as a result of the course; nearly one third said they generated **more than 10**.





Plant-forward Culinary Collaborative

It has been more than a decade since our Bon Appétit brand launched the Low Carbon Diet and Well-Being Commitments. We serve millions of meals every year and continue to move them in a plant-forward direction, for the health of our guests and the planet.

Our chefs pride themselves on cooking from scratch and with creative freedom, without corporate recipes. 19 plant-forward evangelist chefs participated in our Plant-forward Culinary Collaborative, attending a prestigious hands on culinary conference to receive specialised training. Chef led webcasts and additional resources were then provided to our teams, along with a chef tested and approved supplier network of innovative products, such as plant-based 'seafood' and 'cheese'. This has inspired our chefs to make tempting, plant-forward dishes.

"We put in place ways to measure and report our progress, and we now purchase an average of 19g of beef per guest per meal company wide, and 97g for all meat, poultry, and seafood. We have beaten the target we set ourselves in 2015 (which was less than 28g for beef and less than 100g for total meat, poultry and seafood). We are collaborating with an NGO to study the effect that offering plant-based protein has had on meat-based dishes, and continue to promote plant-forward menu options." Fedele Bauccio, CEO, Bon Appétit

News in brief:

France
On World Food Day in October, we encouraged our corporate catering guests to eat better with a flexitarian diet, incorporating more plant-based options into their everyday choices. Our chef and dietician speak to guests, giving them healthy eating tips and delicious recipes.

Hong Kong
We are working with social venture group 'Green Monday' to raise awareness of a green diet. 90% of our schools and 100% of our Business & Industry sector units offer vegetarian dishes daily.

USA
We have partnered with the Humane Society of the United States to provide plant-forward culinary training.

Germany
Collaborating with vegan NGO Proveg, we launched a client's first food campaign using only delicious, plant-based recipes.

POWERED BY PLANTS
100% PFLANZLICH

Portugal
Eurest's Choose Beans campaign led to a 21% increase in bean consumption compared to the previous year.



Reuse to Reduce

Due to employee and consumer concerns regarding hygiene and safety during the pandemic, demand for disposables has temporarily increased. Despite this, we remain committed to eliminating unnecessary single-use plastics in the long term.



Introducing reusable meal containers to cut plastics

We're introducing deposit schemes for reusable meals containers. In ten units in Luxembourg, for example, guests choose a takeaway dish, pay a €5 deposit for their 'Ecobox' and enjoy their food. When they return the rinsed Ecobox, they can get back their deposit or take a new dish in a clean Ecobox. Between uses, Ecoboxes are sorted and washed with professional equipment, and any broken boxes are recycled.

A similar scheme in Switzerland, using 'reCIRCLE' boxes, has been implemented in 24 units and is introduced in every new unit we open. Where reCIRCLE is used, it has led to a reduction in the use of disposables of more than 40%.

reCIRCLE has driven a **40% reduction** in use of disposables



News in brief:

Turkey
We launched our Zero Waste Project across our Head Office, providing 165 porcelain cups featuring employees' names, 210 reusable water bottles, waste separation units on every floor, and removing dustbins. This is expected to avoid 42,000 single-use cups and 21,500 garbage bags from being used every year.

Norway
As part of our project 'PlastKutt' and WWF's #Plaststafett, our people completed community clean ups in Oslo and Stavanger, removing plastics that would otherwise have ended up polluting the local environment.

Russia
To encourage our consumers to use reusable containers and bags, we started charging for plastic packaging and plastic bags, resulting in an immediate drop in takeaway plastics used.

Singapore
We introduced a plastics education programme in partnership with Bye Plastic and Straw Free Singapore, and almost 90% of our cafés and cafeterias are participating.

STRAW FREE @ I LIGHT SINGAPORE

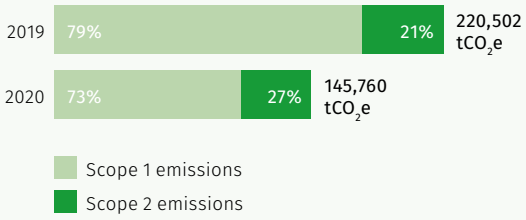
Climate Impact

We recognise the role we have to play in limiting our impact on the environment. We are preparing to set a 'Science Based Target' to reduce the greenhouse gas emissions of our operations, in line with the 2015 Paris Agreement to limit global warming to 1.5°C degrees.

For information about our climate change and water reporting and strategy, view our Carbon Disclosure Project (CDP) reports.



Global Greenhouse Gas Emissions

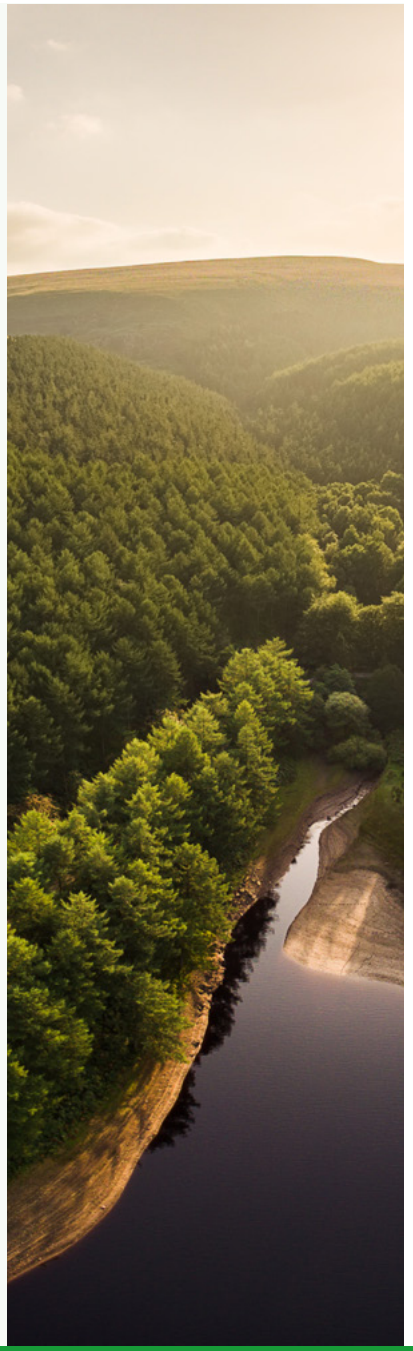


Greenhouse Gas Intensity Ratio



The majority of our Scope 1 emissions are from vehicles within our operating fleets. This year, our global Scope 1 and Scope 2 emissions decreased significantly compared to the financial year ended 30 September 2019 due to site closures as a result of the widespread lockdowns in many of the countries in which we operate. The pandemic has also led to delays with a number of planned projects, particularly those related to our scope 3 emissions accounting.

We expanded our reporting boundary this year to include two additional countries. We now report on our owned and operated sites in 27 countries, which represent 97% of Group revenues (up from 96% in 2019).



News in brief:

USA

Our award winning 'Carbon Foodprint' tool is helping units in the USA to reduce their carbon emissions, as well as water use and waste. In addition to smart analysis, it offers simple tips, like swapping in ingredients with a lower carbon footprint and using equipment that requires less energy.

Nordics

In some of our restaurants in the Nordics, we calculate the carbon footprint of each meal and provide that information to our consumers to help them make informed choices and consider the impact of their meal.

UK Environmental Toolkit

We provide guidance to our teams to help them reduce our environmental impact across energy, transport, water, materials, pollution and waste. We update it annually to ensure that it contains everything our people need to comply with environmental legislation, work more sustainably, and support our clients with their environmental priorities.



Better for the World

We leverage our scale to make a positive contribution globally, involving our diverse people, thousands of suppliers and local communities, and hundreds of partners, alongside our clients.

2020 Highlights

We hit our **50% sustainable seafood** target in our top 10 markets

Our UK business joined with the Roundtable on Sustainable Soya and EFECA (experts in sustainable forests and agriculture) to urge the UK government **to do more against deforestation**

In the USA, we spent more than **$75.5 million with local, family farms** in 2020

During 2020, we **donated** the equivalent of more than **two million meals** to people in need

Foodbuy UK & Ireland won the CIPS **Excellence in Procurement Award** for 'Best initiative to deliver social value through procurement'



Better for the World

What we are doing

We are committed to sourcing responsibly and sustainably, and are reducing complexity and building resilience by shortening our supply chains.

Across our regions, we seek to employ disadvantaged people within our local communities, such as people with disabilities and indigenous populations.

Our people work with charities and initiatives that benefit the local area. We also work together with our clients, suppliers and other stakeholders to help find solutions to some of the most serious challenges facing our world today.

Why we're doing this

The pandemic has reminded us of the importance of having strong, trusting relationships with suppliers who share our values, and are as local to us as possible.

Our local communities are diverse and so are our consumers. We know our inclusive approach to recruitment is the right thing to do, but we also believe it makes good business sense to ensure our people reflect our communities.

As a leading player in our industry, we have the potential to make a positive impact on the world, and we recognise that this impact can be amplified if we work together with others who share our goals.



Responsible Sourcing

We expect our suppliers to help us meet our responsible sourcing standards and goals.

Our targets

50% of our fish and seafood to be **certified sustainable**

100% of our shell eggs and liquid egg products will be **cage-free** by 2025

100% of palm oil used to be **certified sustainable** by 2022

See page 52 for information about our responsible sourcing governance.

Human rights

Our approach to helping eradicate modern slavery and supporting human rights reflects how we conduct our business activities: we seek to operate with honesty and integrity, and we expect our supply chain partners around the world to do the same.

We are committed to upholding the Ethical Trading Initiative Base Code as outlined in our Code of Business Conduct (CBC). Any potential supplier breaches of our CBC, uncovered via audit or any other means, are fully investigated and, where possible, remedied. Suppliers whose breaches are not remedied are terminated. We are a signatory to the UN Global Compact and publish an annual update on progress. We also publish an annual Modern Slavery Act Statement.

Fish and seafood

We are buying more and more responsibly sourced fish to help protect the oceans and marine life. Our goal is for 50% of our fish and seafood to be certified sustainable (currently 45%). In our top 10 countries, we reached our goal and are now working to achieve the same across our top 20 countries.

Farm animal welfare

Farm animal welfare is important to us, and we collaborate with partners like Compassion in World Farming, Humane Society International and The Humane League and through the Global Coalition on Animal Welfare to drive improved welfare outcomes. We have been assessed by the Business Benchmark on Farm Animal Welfare (BBFAW) since its inception in 2012 and are pleased to have maintained our Tier 3 ranking in 2020.

We have introduced cage-free eggs to clients in new markets and increased clients' awareness of sustainable food supply. However, due to COVID-19 related challenges, our proportion of cage-free eggs decreased this year. We remain committed to sourcing 100% cage-free shell eggs and liquid egg products by 2025 (currently 27% for shell eggs and 14% for liquid eggs). Additionally, 100% of our chicken in Europe and North America will meet higher welfare standards by 2026.

Ethical trade

We are committed to supporting ethical trade and paying a fair price to farmers. Across most of our operating countries, we purchase certified ethically traded products including coffee, tea and chocolate. Within our top 25 countries, 26% of the coffee and tea we purchased in the last financial year was certified ethically traded.

Deforestation

We recognise that deforestation has an impact not only on the habitat of indigenous species and people, but also on the longevity of the natural environment, and in turn, the security of our food supply chain. We are focused on achieving zero net deforestation through the increased use of sustainable palm oil, soy, beef and timber & paper materials in the products that we source globally.

Palm oil

We are active members of the Roundtable on Sustainable Palm Oil. The palm oil used to prepare food in our kitchens will be 100% certified sustainable from physical sources by 2022 (currently 57%). In the UK, we have already achieved this target.

Soy

We are active members of the Round Table on Responsible Soy and are committed to sourcing soy (both directly and indirectly) that is produced sustainably. Our ultimate goal is to achieve a physically traceable supply of soy from deforestation and conversion free sources. In 2021, we plan to reassess our global soy footprint and publish a policy on soy. We continue to encourage our key suppliers of soy products to source soy responsibly and, where possible, investigate the feasibility of using alternatives to soy.

Timber and paper products

Our Group wide aspiration is for the disposable wood and paper products we source to be certified sustainable. We continue to track our spend in this area and will annually report on our progress from 2021.

Cattle

All of our in scope approved suppliers must meet a set of criteria for sustainable sourcing of beef and beef containing products. This includes not sourcing beef from endangered forests such as in the Amazon Biome, as well as sourcing locally wherever possible.

Supporting Local Suppliers

We choose to enhance livelihoods in our communities by sourcing from local suppliers. Reducing the complexity in our supply chains helps to make them more resilient – and reduces food miles too.



Delivering positive impact through social value

In 2019, Foodbuy – our procurement business in the UK and Ireland – joined the Buy Social Corporate Challenge, led by Social Enterprise UK. The initiative brings together corporate partners from a broad range of industries with a collective ambition to spend £1 billion with social enterprises.

In 2020, Foodbuy UK and Ireland enhanced its commitment to supporting social enterprises by setting a target to spend £5 million with social enterprises in the UK. Our goal is to support purpose led social enterprises who are changing the world for the better by donating or reinvesting at least 50% of their profits towards their social purpose, either through helping people and local communities, fighting food waste or protecting the planet.

Our efforts to support sustainable causes throughout our supply chain was recognised at the 2020 CIPS Excellence in Procurement Awards: Foodbuy UK & Ireland won 'Best Initiative to Deliver Social Value through Procurement'.

"As the world recovers from the pandemic, we believe it's more important than ever to support social enterprises, and we are really proud to be a partner of the Buy Social Corporate Challenge." Laura Neville, Global Responsible Sourcing Lead, Compass Group.

BUY SOCIAL CORPORATE CHALLENGE

£3.5 million spent with **20+** Social Enterprises

£5 million target to spend with **UK Social Enterprises**

Winner
Best Social Value Initiative
2020 CIPS Excellence in Procurement Award

250+ fresh water wells around the world funded with **Life Water**

50k slices of bread rescued and used to **brew Toast Ale**

500k berries and **879k** apples **saved** with Rubies in the Rubble

61 People out of homelessness supported through sales of change please coffee

News in brief:

Brazil
One of our clients created a foundation to help develop the local economy, and we were keen to help. Their Dairy Station now supplies us with four tonnes of mozzarella cheese every month, generating income for 100 families.

Colombia
Over the past fiscal year, we purchased 201 tonnes of food from local suppliers, positively impacting more than 1,900 families.

Hong Kong
40% of our purchases come from local sources. We host pop up lunches, giving consumers the opportunity to speak with local vendors and hear their stories.

USA
We surpassed our target of sourcing 20% of produce from local sources by the end of 2020 including supporting American family farms.

We spend **$75.5 million** with American family farms **each year**



Enriching Local Communities

Supporting local communities has been especially important during the pandemic, with many families and small businesses facing difficulties. We donated more than 1,100 tonnes of food during the pandemic lockdowns, providing the equivalent of more than two million meals for people in our local communities.



Providing meals for migrant workers in Singapore

Every day in Singapore, our team catches up on the latest news on COVID-19. We saw that cases were rising fastest amongst migrant worker communities, we wanted to find a way to support them and show our gratitude for their hard work during the pandemic.

Compass Group Singapore is now working closely with non governmental organisations through the Hope Initiative Alliance, as well as other corporate partners. Together, we are providing more than 15,000 meals to migrant workers in 15 different locations, every day.

We are providing
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15,000
meals
to migrant workers
in **15 different locations**,
every day.



Feeding the needy in India

With COVID-19 cases spreading rapidly across India, a sudden lockdown was announced country wide that left a large number of people without shelter and food. Consequently, Compass Group India conceptualised and created the platform, #letsfeedtogether, to provide food to the needy.

The platform brings together key stakeholders: our clients, Compass Group India and partner kitchens, and distribution partners (including government authorities, organisations and NGOs). We adapted recipes to improve shelf life, cooked wholesome single pot dishes at our kitchens, and packaged them to maximise freshness. The meals were then delivered, free of charge, to the needy through distribution partners, and a website was created for consumers to be able to sponsor meals.

Our kitchens in Delhi, Bangalore, Mumbai, Hyderabad and Chennai were operational with the chefs and staff working tirelessly for this important cause. As a result, Compass India has served over three million meals to those in need.



News in brief:

USA
Our higher education business partnered with vendors and local non-profit organisations to donate over 50 tonnes of food to those in need. Through the crisis, we helped feed medical workers, first responders, people in quarantine and colleagues who had been temporarily furloughed.

Australia
We created Essential Boxes for people unable to access food or visit shops. More than 10,000 Essential Boxes have been distributed to vulnerable families in need.

Canada
We are partnering with Indwell, our client St. Joseph's Healthcare Hamilton, and the Gather Culinary Academy, offering free job training to local people dealing with poverty, mental health issues or addiction.

Gather Culinary Academy



Empowering Employees for Change

We offer training and employment opportunities to people within our communities, including disadvantaged groups, and encourage our people to get involved.



Diverse Employment in Australia

Despite improvements, Indigenous Australians still face greater social and economic disadvantage, within the population. To help close this gap, we became an inaugural corporate partner of the Federal Government's Indigenous Employment Parity Initiative in 2015.

We are proud of achieving our goal of employing an additional 1,050 Aboriginal and/or Torres Strait Islander job-seekers by the end of 2020 equating to 10% of our workforce, and strengthening our status as a leading Aboriginal and Torres Strait Islander employer.

Compass Group Australia also supports Charcoal Lane, a social enterprise restaurant based in Melbourne that provides accredited training to young Aboriginal people. Trainees are supported in order to successfully transition to sustainable employment within the hospitality industry. We have placed eight candidates, including a chef, into our Melbourne based operational sites, and continue to work in partnership with Charcoal Lane to transition graduates into our employment.



News in brief:

Canada
The Growcer converts shipping containers into '100-foot farms' that can grow enough produce hyper-locally to supply over 100 people with five servings every day. We partnered with the Athabasca Chipewyan First Nation to provide a farm and training to the indigenous community.

Singapore
We partner with Delta Senior School for young adults with mild intellectual disabilities, offering vocational work experience. We have already offered some students full time work upon graduation.

Denmark
We partnered with Glad Fonden, an organisation that supports people with disabilities, to offer students training in our kitchens. The first nine students passed their exam in June 2020 and can now call themselves "gastro workers".

Switzerland
We support an organisation helping disadvantaged people in our community, Schlossladen, in buying Christmas gifts for our employees.

Australia
We partner with BusyBeans, which trains people with disabilities to become baristas. They are then matched to vacant roles within our business. We provide disability training to supervisory staff, and ongoing support to participants and managers.

Partnerships

We work with hundreds of partners to help us implement our strategy and fulfil our Purpose. Working with NGOs, government advisory boards and local groups, we are making a difference on issues like food donations, youth, employment, and opportunities for people with disabilities. As well as working hand in hand with a number of global organisations, we also develop innovative partnerships with our clients.



Global partnerships

In 2019, Compass Group became a member of the World Business Council for Sustainable Development, a CEO led organisation of over 200 leading businesses working together to accelerate the transition to a sustainable world. Members are united by a shared vision of a world where more than nine billion people are all living well and within the boundaries of our planet, by 2050. Compass is involved in several food related workstreams to help transition to a more sustainable food system.

We continue to be a committed partner of the EAT Forum, a non-profit organisation focused on transformation to protect the planet and its resources. EAT connects scientists, politicians, business leaders, chefs, innovators and change makers to create a healthy and sustainable global food system. Together, we are working to move the world to healthy and sustainable diets; realign food system priorities for people and the planet; produce more of the right food, from less; safeguard our land and oceans; and radically reduce food losses and waste.

Client Sustainability Conferences

In 2018, Compass Group, UK and Ireland began hosting sustainability conferences across the region. Bringing together clients, suppliers and leading industry experts we presented our priorities and current sustainability trends. These continued in 2019 and 2020 and, to date, over 1,000 clients and operational managers have attended our five sustainability conferences. Our internal subject matter experts and a number of high profile guest speakers have led forums on key topics such as health and wellbeing and single-use plastics. Since the COVID-19 outbreak, we have taken our sustainability events online to ensure we continue to engage with our stakeholders, updating partners on our progress and initiatives, and keeping the discussion going to drive positive change.



News in brief:

UK
Through our water sales ‘drop4drop’ campaign with UK clients, we support a community in Mozambique. This helps to prevent the spread of COVID-19 by bringing handwashing stations and education to the community.

Turkey
We sponsored the 2020 Run For Life, organised by our business partner Medicana to raise awareness about organ donation. We encouraged employees and clients to participate in the 5km event, where blood was also donated, and overall, 2,000 people took part.

Luxembourg
We participate in the ‘Wear your trainers at work’ project to help sick children and young adults. The day is organised by the European Leukodystrophies Association, and the goal is to wear trainers during one working day and take as many steps as possible. For every step, we make a donation to the organisation.

Appendices

- Our Sustainability Governance
- Performance Metrics
- GRI
- SASB

Our Sustainability Governance

The purpose of companies and their place in society is being redefined with a clear mandate for boards to be more transparent about how their companies conduct their business. Compass' history and culture is founded on the on the principle that strong governance makes good business sense, and our good reputation has been built on our resolve to maintain the highest ethical and professional standards at all times, underpinned by a well defined and effective system of governance.

Overseeing our corporate responsibility strategy

Corporate responsibility is central to the Company's strategy and forms an integral part of how Compass operates. As part of its broad remit, amongst other matters, the Corporate Responsibility (CR) Committee has oversight of and reviews and monitors the effectiveness of the Group's safety and sustainability strategies, its ethics and compliance programme and stakeholder engagement initiatives.

The Committee meets at least three times a year to ensure policies and practices align with our Company culture, purpose and values. It has a rolling agenda with reports regarding progress towards corporate responsibility strategy and KPIs.

For more information about our Corporate Responsibility Committee, please see our Annual Report.

View Annual Report online

Implementing our programmes

The Group Safety & Sustainability Director, who attends all CR Committee meetings, has day to day responsibility for the development and implementation of the Group's strategy and is assisted in this regard by the Global Head of Sustainability, the Group Sustainability Committee and regional contacts. The CR Committee receives reports and presentations from the Group Safety & Sustainability Director and from other subject matter experts including the Group Chief People officer, the Group Engagement Director, the Group General Counsel and Company Secretary and the Group Head of Ethics and Compliance, to help develop the Committee's understanding of safety and sustainability matters.

For more information about our Corporate Governance practices, please see our 2020 Annual Report.

Our Codes and Policies

Our compliance programmes and policy frameworks provide internal governance and make clear our expectations of our people, our suppliers, and other business partners. The rights of our employees are protected and respected by the implementation of our Code of Ethics and Code of Business Conduct, Human Rights Policy, and Supply Chain Integrity Policy.

These Codes are underpinned by our adherence to several important internationally recognised declarations, standards and principles, including:

- The UN Universal Declaration of Human Rights
- The Base Code of the Ethical Trading Initiative (ETI)
- The International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work
- The UN Guiding Principles on Business and Human Rights;
- The UN Global Compact ten principles.

To implement our Codes and policies, we have established reporting and compliance procedures and the Group Head of Ethics and Compliance has day to day responsibility for the development and operation of the Group's ethics and compliance programme (ECP) which has been designed to further strengthen the controls framework through which the Company's ethics and compliance culture is embedded, monitored and tested both internally and externally, for example the annual self-certification process whereby senior managers, leaders and employees working in control functions are required to confirm their continued compliance with our Code of Business Conduct and Code of Ethics.

Compass Group is committed to treating others fairly and with dignity and respect. We uphold the International Labour Organization core conventions which include upholding the freedom of association and the right to collective bargaining and being committed to the abolition of child labour and elimination of forced or compulsory labour both within our operations and our supply chains.

We also conduct regular internal audits of policies by country and of compliance with local laws and regulations. All employees whose role poses a potential corruption risk must complete our anti-bribery and corruption training module.

Our governance structures underpin our commitment to preventing any form of discrimination at all levels of our business.

Our Codes are available on our **website**.

Whistleblowing

Our global whistleblowing programme, Speak Up, is managed by an independent company. This allows our employees, suppliers and members of the local community to raise, in confidence, any concerns they may have about how we conduct our business, or report if they are witness to, or subjected to, any potentially unethical, unsafe or unlawful practices. Each case is investigated and followed up by an assigned case manager.

The CR, Audit and Regional Governance Committees receive regular updates on the nature of the whistleblowing reports and agree specific actions, including assessment and changes as required, reporting back to the Board. Speak Up reports are continuously analysed to ensure we focus on and direct resources to potential areas of vulnerability. Lessons learned are shared appropriately as part of our continuous improvement cycle. In 2019-2020, we received 3,937 reports (2018-2019: 3,767). We raise awareness of Speak Up online and through posters in our sites. These materials have been translated into 34 languages so that they can be used in all our markets.

The effectiveness of the Speak Up prorgramme is monitored at regional, country and local level to ensure that it continues to be fit for purpose.

People

Our Compass Commitments

Last year, we made three Compass Commitments to all of our colleagues so that they can understand what they can expect when working for Compass:

- **Respect** – we treat each other fairly and with respect
- **Growth** – we have the opportunity to develop and progress
- **Teamwork** – we work as part of a positive and caring team

Our Commitments were built after extensive research and over 1,000 hours of conversation with our colleagues, their leaders and their family members to understand the experiences that helped them to feel engaged and committed to Compass and those which challenged them.

We recognised that to make our Commitments a daily reality, we needed to know where to focus our efforts and which parts of our business require more support. To provide us with this insight, in 2019 we launched our first global engagement survey for three years, designed to track our people's experience against the Commitments. Responses enabled us to create an action planning framework to help us deliver a positive experience for all our colleagues. The results of the survey were shared, and our managers receive anonymised reports for their teams right down to unit level.

Diversity and inclusion

We believe that diversity of thought, experience and background at every level makes us a better business.

We do not tolerate any form of discrimination, and seek to foster a safe, positive, open, working environment wherever we operate. Our people policies and practices are developed to support these principles.

Our diversity and inclusion strategy is set around a framework of three pillars: people, culture and community which focus on our approach to managing our people, the inclusive culture we seek to create to enable all our people to thrive, and how we can leverage diversity and inclusion for wider impact in communities.

In autumn 2019, we launched our first Global Inclusion Index as part of our engagement survey to help us measure and monitor the impact of our diversity and inclusion strategy.

Developing our people

We invest in talent and leadership development programmes to make sure we get the best people for the job, whoever they are and whatever their background.

Colleagues check in regularly with their managers to discuss training and development opportunities.

We are building a pipeline for management and senior roles through our graduate entry and leadership programmes and have increased our accessibility of materials using digital learning techniques.





Safety

Safety Leadership

Our safety culture empowers every one of our people to take responsibility for their own safety, and the safety of their colleagues. This is cultivated by our network of Safety Leaders operating at every level of our business.

Implementing our global standards and policies

At a Group level, we have created three documents to support our regions on safety:

- Global Safety Standards
- Global Supply Chain Integrity Standards
- Global Allergen Management Plan

These documents detail the minimum standards expected of each market on a range of safety issues, and contain examples of best practice (see page 21 for more information).

Local safety leaders are responsible for assessing compliance with these documents and developing an improvement plan. Regional and Group leaders validate this self-assessment and rank it according to maturity. The expectation is that every year country teams will be able to demonstrate continuous improvement.

Safety Management Systems

Each country has a bespoke Safety Management System. This is created by conducting a thorough risk assessment before putting in place processes, policies and standards that mitigate those risks. Where required by local regulation, or by our clients in that market, the Safety Management System is ISO certified. Compliance with the Safety Management System is monitored by audits. These include external audits either commissioned by us or conducted by regulatory bodies, as well as internal audits.

Safety targets

Countries are required to report monthly to Group on their lost time incident frequency rate (LTIFR) and their food safety incident rate (FSIR). The management bonus scheme is linked to these indicators.

Group

Our Group Safety & Sustainability Director is accountable for overseeing our strategic approach to safety, and to setting the long term vision. This role is supported by a Global Head of Food Safety.

Region

Safety leaders at the regional level support individual markets to translate the Group strategy into appropriate local action.

Local

In every market, we have leaders responsible for personal and food safety. These roles report directly into the leadership team. Dedicated teams are responsible for implementing their own Safety Management System and for monitoring compliance.

Environment

We expect our people to help safeguard the environment and minimise the impact that our operations have on the environment. We ensure that our people are provided with the information, training and tools necessary to implement responsible environmental practices. We expect similarly high standards from our suppliers and contractors.

Environmental policy

To ensure each of us play our part, we have developed a common set of behaviours which are detailed in our Environmental Policy Statement, available on our website.

We have systems in place to monitor the environmental impacts of our owned and operated sites. In particular we collect data related to energy consumption, water consumption and waste production of our sites. In the metrics section of this report, we provide an update on our progress against a set of clear environmental objectives.

Environmental management systems

We use a number of energy management systems to monitor and reduce our environmental impact, and we also work together with clients to improve efficiency at their sites through guidance documents such as our Environmental Toolkit. Several of our countries and a number of individual operating sites are ISO 14001 certified.

Overseeing our climate approach

In 2019, an extensive review of the role and responsibilities of the CR Committee was undertaken as part of a wider governance review. As we increase our focus on climate impact, the oversight, remit and responsibilities of the CR Committee increases proportionately.

Our environmental policy is reviewed by the CR Committee. Climate related risks are considered as part of our biannual risk process.

We will be reviewing our processes and governance to align with the Task Force for Climate Related Financial Disclosures over the coming year.

Ensuring our policies are implemented

Responsibility for assessing and managing environmental and climate related risks and opportunities lies with our Group Safety and Sustainability function, with input from country teams, who use a web based reporting system to report environmental performance. Having access to this data enables Compass Group to set longer term commitments, including the development of science based carbon reduction targets, and our CR Committee to track progress against those commitments.

For information about our climate change reporting and strategy, view our Carbon Disclosure Project (CDP) report.





Supply chain

We source responsibly

We source our products from around the world. This means that we have a complex, multi tiered supply chain that relies on a wide range of partners, growers, manufacturers, wholesalers and distributors. Our priority is to ensure we partner with suppliers who meet our high standards of food safety and quality, ethical trade, farm animal welfare and sustainability. See page 21 for our Supply Chain Standards. View our Global Supply Chain Integrity policy here.

Our industry leading Global Supply Chain Integrity Standards ensure that we work only with suppliers who share our values, and our Code of Business Conduct (CBC) outlines what we expect of all of our partners.

Assuring our supply chain standards

We are working to improve supply chain transparency across our business through the education and training of our procurement teams. We use the Supplier Ethical Data Exchange (SEDEX) tool to assess, track and share information on our suppliers in the areas of social compliance and human rights topics and remain committed to rolling out SEDEX across several other countries in the Group. Within our UK business, 59% of direct food vendors are linked to us on SEDEX[1].

In 2020, we launched a simplified, more user friendly version of our Supply Chain Integrity Standards, a robust risk based framework which drives consistency of approach in the sourcing of safe food from approved vendors. We regularly review country performance against these standards so that we assure consistency in operating practises throughout our value chain.

We support our suppliers to make continual improvements through regular engagement with our account managers. We also engage with them through country specific supplier conferences and capacity building workshops. These help to raise awareness of sustainable sourcing and available certification schemes from which they should aim to source their products. For example, in February 2020, we hosted our annual Foodbuy supplier conference. 200 suppliers attended and learned about our policies, and it also provided an opportunity to discuss supply chain challenges and to share ideas.

We continue to incorporate environmental, social and ethical criteria into our procurement decisions around the world. In the UK, for example, all our food suppliers are required to complete a questionnaire which assesses their approach to ethical trade, employment and the environment. In 2020, we expanded the information we request from core suppliers during tenders, asking for additional non-financial indicators and information on tier two suppliers. During the year, we have also sent further requests to selected suppliers to obtain information on initiatives relating to areas such as food waste, single-use plastics and charitable donations.

[1]The methodology of our reporting for this indicator changed in 2020, therefore data reported previously is not comparable.

Performance Metrics

The data below relates to all operating countries.

People	2020	2019	2018
Developing Our People			
Improvement in employee retention rate			
Total employees	1%	1%	0%
Management	-5%	3%	-2%
Unit management	1%	0%	2%
Number of unit managers trained through Leadership in Action development programme	1,500	2,500	N/A
Number of graduates hired to training programmes across the global business	2,763	2,000	1,000
Engaging Our People			
Total number of cases reported by employees globally, via Speak Up	3,937	3,767	3,812
Global engagement survey participation	48%	48%	N/A
Creating a Diverse and Inclusive Environment			
Employee category - female representation, % of total			
Compass Group Board	33%	36%	27%
Executive Committee	42%	38%	25%
Global Leadership Team	38%	31%	30%
Senior Management	31%	27%	26%
All Colleagues	57%	57%	57%
Type of contract - female representation, % of total			
Permanent	57%		
Temporary	59%		
Agency	49%		
Leavers - female representation, % of total	57%		

Safety	2020	2019	2018
Global lost time incident frequency rate (LTIFR)	2.55	2.91	3.04
Total number of lost time incidents (LTIs)	2,090	2,766	2,973
Global total recordable incident frequency rate (TRIFR)	8.93	9.01	8.55
Total number of recordable incidents (TRIs)	7,311	8,585	8,263
Global food safety incident rate (FSIR)	0.21	0.22	0.24
Total number of food safety incidents (FSIs)	1,030	1,439	1,473
Motor vehicle collision rate (MVCR)	2.97	2.57	3.64

To calculate our safety indicators, we used the following formulas:
LTIFR = number of lost time incidents / number of hours worked (millions)
TRIFR = number of recordable incidents / number of hours worked (millions)
FSIR = number of food safety incidents / cost of food (£millions)
MVCR = number of motor vehicle collisions / distance travelled (km)

The data below represents the majority of our operating countries, together accounting for 96% of Group revenues.

Continuity of service and keeping our consumers and people safe has been our utmost priority during 2020 as we worked through challenges presented by the COVID-19 pandemic. These challenges, such as in the supply of goods, closures of operating sites during country lockdowns and changes in service provision including removing buffets and implementing contact free facilities, impacted some of our sustainability performance as shown below. Whilst our sustainable palm oil and fish and seafood performance improved, our purchase of cage-free eggs and certified ethically traded products unfortunately decreased from last year due to effects of the COVID-19 pandemic. We remain strongly committed to these areas however, and aim to continue our efforts and improve these metrics by taking targeted actions over the coming year.

Health and Wellbeing	2020	2019	2018
Better nutrition			
Number of sites with at least one healthy meal choice	87%	83%	N/A

Energy and Greenhouse Gas Emissions	2020		2019	2018
	UK and Offshore	Global	Global	Global
Scope 1 - Emissions from the combustion of fuel or the operation of any facility including fugitive emissions from refrigerants use / tCO_2e	5,912	106,047	174,627	129,516
Scope 2 - Emissions resulting from the purchase of electricity, heat, steam or cooling (location based) / tCO_2e	3,300	39,703	45,875	8,095
Total gross emissions / tCO_2e	9,212	145,750	220,502	137,611
tCO_2e per million £ turnover	6.1	7.5	9.1	6.3
Energy consumption used to calculate above emissions / kWh	41,968,394	556,869,904	N/A	N/A
Energy consumption /kWh per million £ turnover	N/A	28,487	N/A	N/A

To calculate our Group emissions, we have used the main requirements of the Greenhouse Gas Protocol Corporate Standard along with the UK Government GHG Conversion Factors for Company Reporting 2019. This year, we expanded our reporting boundaries to include two additional countries, representing in total 97% of Group revenues, compared to 96% in 2019. The scope and methodology of our reporting changed in 2019, therefore 2018 data is not comparable on a like for like basis.

Environment	2020	2019	2018
Plant-forward meals			
Carbon footprint of beef and eggs purchased, tCO_2e	1.3 million	2.1 million	N/A
Spend on fruit and vegetables of total food spend	13%	15%	N/A

Better for the World	2020	2019	2018
Responsible sourcing			
Sustainable palm oil of total palm oil**	57%	37%	36%
Certified sustainable fish and seafood, of total fish and seafood spend:			
Top 10 countries:	50%	N/A	N/A
Top 25 countries:	45%	42%	N/A
Cage-free eggs of total eggs			
Shell eggs	27%	34%	33%
Liquid eggs	14%	15%	15%
Certified ethically traded coffee and tea, of total coffee and tea spend	26%	44%	N/A

** Palm oil data relates to all operating countries

GRI

References to AR indicate the Annual Report, and to SR indicate the Sustainability Report.

GRI General Disclosure		Reference	Omissions
Disclosure			
1. Organizational profile			
102-1	Name of the organization	Compass Group PLC	
102-2	Activities, brands, products, and services	SR: Our global reach, p. 3 AR: Our sectors, p. 11	
102-3	Location of headquarters	SR: back cover	
102-4	Location of operations	SR: Our global reach, p. 3 AR: Our sectors, p. 11	
102-5	Ownership and legal form	AR: Corporate governance, p. 78	
102-6	Markets served (including geographic locations, sectors served, and types of customers and beneficiaries)	SR: Our global reach, p. 3 AR: Our sectors, p. 11	
102-7	Scale of the reporting organization	SR: Our global reach, p. 3 AR: Our sectors, p. 11; Other statutory disclosures - Employee diversity and human rights, p. 158; Notes to the consolidated financial statement - 4 Employees, p. 202	
102-8	Information on employees and other workers	SR: Diversity and inclusion, p. 13; Performance metrics, p. 53 AR: Other statutory disclosures - Employee diversity and human rights, p. 158; Notes to the consolidated financial statement - 4 Employees, p. 202	Full data set unavailable
102-9	Supply chain	SR: Our Sustainability Governance - Supply chain, p. 52	
102-10	Significant changes to the organization and its supply chain	In early 2020, we completed the acquisition of Fazer Food Services in the Nordics. We will integrate Fazer Food Services in our sustainability reporting next year. In May, we raised approximately £2 billion equity as part of the Group's response to COVID-19. For more information please see our Annual Report.	
102-11	Precautionary principle or approach	SR: Our Sustainability Governance - Environment, p.51 AR: Risk management p. 41	
102-12	External initiatives	SR: Our priorities, p. 8, The United Nations' Sustainable Development Goals, p. 10, Diversity and inclusion, p. 13 AR: Corporate Responsibility Report, p. 60	
102-13	Membership of associations	SR: Partnerships, p. 46	
2. Strategy			
102-14	Statement from senior decision-maker	SR: Message from our Group Chief Executive Officer, p. 5	

GRI General Disclosure		Reference	Omissions
3. Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour	SR: Our Sustainability governance - Our Codes and Policies, p. 48 Website - Policy page	
4. Governance			
102-18	Governance structure	SR: Our Sustainability governance, p. 48 AR: Corporate Governance, p. 70	
5. Stakeholder engagement			
102-40	A list of stakeholder groups engaged by the organization.	AR: Engaging with our stakeholders, p. 28	
102-41	Percentage of total employees covered by collective bargaining agreements.		Group data unavailable
102-42	Identifying and selecting stakeholders	AR: Engaging with our stakeholders, p. 28 SR: Our priorities, p. 8	
102-43	Approach to stakeholder engagement	AR: Engaging with our stakeholders, p. 28; Highly engaged employees, p. 55	
102-44	Key topics and concerns raised	AR: Engaging with our stakeholders, p. 28; Engaging with our employees and monitoring culture, p. 86; Consideration of stakeholder interests in decision making, p. 83; Board oversight of stakeholders, p. 84	

GRI General Disclosure		Reference	Omissions
6. Reporting practice			
102-45	Entities included in the consolidated financial statements	AR: Notes to the consolidated financial statement, p. 194	
102-46	Defining report content and topic boundaries	SR: Our priorities, p. 8	
102-47	List of material topics	SR: Our priorities, p. 8	
102-48	Restatements of information	Explanatory notes are included in all cases that data been restated	
102-49	Changes in reporting	There were no significant changes from previous reporting periods in the list of material topics and topic boundaries	
102-50	Reporting period	1st October 2019 - 30th September 2020	
102-51	Date of most recent report	January 2021	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	SR: back cover	
102-54	Claims of reporting in accordance with the GRI Standards	Compass Group Sustainability Report has been prepared in accordance with the GRI Standards: Core option.	
102-55	GRI content index	GRI, p. 55	
102-56	External assurance	Website	

GRI Topic-Specific Disclosure		Reference	Omissions
200 ECONOMIC			
204 Procurement Practices - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Supporting local suppliers, p. 42; Our Sustainability Governance, p. 48; Supply Chain Integrity Policy	
204-1	Proportion of spending on local suppliers	SR: Supporting local suppliers, p. 42	Compass Group currently does not collect this information at Group level. We are working to improve our data collection process in order to report this information in the future. While we are not able to report this data, we do actively manage and report on our strategy to support local suppliers.
205 Anti-corruption - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; Our Sustainability Governance, p. 48 AR: Corporate Governance, p. 70 Code of Business Conduct Code of Ethics Supply Chain Integrity Policy	
205-1	Operations assessed for risks related to corruption	Our operations are bi-annually assessed for risks related to corruption. For further information about our Major Risk Assessment process please see our Annual Report.	

GRI Topic-Specific Disclosure		Reference	Omissions
205-2	Communication and training about anti-corruption policies and procedures	All senior leaders are required to undertake mandatory training upon joining and ongoing training is delivered to relevant employees throughout the year. During 2020, we have implemented an improved global eLearning training platform enabling us to deliver targeted training to our people, and our strategy is to leverage this flexibility over the next three years. Code of Business Conduct (CBC) and Code of Ethics are communicated to all our employees. Furthermore, key ethics messages ("5 Golden Rules") appear in every unit and on payslips and we have in place a pre-employment CBC signing requirement for all employees. For more information please see our Annual Report.	
205-3	Confirmed incidents of corruption and actions taken	No substantiated incidents of corruption recorded during the year.	
206 Anti-competitive behaviour - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; Our Sustainability Governance, p. 48 AR: Corporate Governance, p. 70 Code of Business Conduct Code of Ethics Supply Chain Integrity Policy	
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No legal actions for anticompetitive behaviour, anti-trust, and monopoly practices recorded during the year.	

GRI Topic-Specific Disclosure		Reference	Omissions
300 ENVIRONMENTAL			
301 Materials - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Environmental Game Changers, p. 32; Reuse to Reduce, p. 37; Our Sustainability Governance, p. 48; Our Sustainability Governance - Environment, p. 51 Environmental Policy Statement	
301-1	Materials used by weight or volume	SR: Reuse to Reduce, p.37	Compass Group currently does not collect this information at Group level. While we are not able to report this data, we do actively manage and report on our strategy to reduce single-use plastic in our operations
302 Energy - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Environmental Game Changers, p. 32; Climate impact, p. 38; Our Sustainability Governance, p. 48; Our Sustainability Governance - Environment, p. 51 CDP Climate Change 2020 Environmental Policy Statement	
302-1	Energy consumption within the organization	SR: Climate impact, p. 38; Performance metrics, p. 54; SASB - Energy Management, p. 63	
302-3	Energy intensity	SR: Performance metrics, p. 54	
303 Water and effluents - 2018			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Environmental Game Changers, p. 32; Our Sustainability Governance, p. 48; Our Sustainability Governance - Environment, p. 51 CDP Water Security 2020 Environmental Policy Statement	
303-1: Management Approach	Interactions with water as a shared resource	CDP Water Security 2020	
303-2: Management Approach	Management of water discharge-related impacts	CDP Water Security 2020	
303-3	Water withdrawal	CDP Water Security 2020 - W1.2b	We disclose our water data annually in our CDP response. CDP data is reported one year in arrears.
303-4	Water discharge	CDP Water Security 2020 - W1.2b	We disclose our water data annually in our CDP response. CDP data is reported one year in arrears.
304 Biodiversity - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Environmental Game Changers, p. 32; Responsible Sourcing, p. 41; Our Sustainability Governance, p. 48; Our Sustainability Governance - Supply Chain, p. 52	

GRI Topic-Specific Disclosure		Reference	Omissions
304-2	Significant impacts of activities, products, and services on biodiversity	SR: Responsible Sourcing, p. 41; Performance metrics, p. 54	
305 Emissions - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Environmental Game Changers, p. 32; Climate impact, p. 38; Our Sustainability Governance, p. 48; Our Sustainability Governance - Environment, p. 51 CDP Climate Change 2020 Environmental Policy Statement	
305-1	Direct (Scope 1) GHG emissions	SR: Climate impact, p. 38; Performance metrics, p. 54	
305-2	Energy indirect (Scope 2) GHG emissions	SR: Climate impact, p. 38; Performance metrics, p. 54	
305-3	Other indirect (Scope 3) GHG emissions	SR: Climate impact, p. 38; Performance metrics, p. 54	
305-4	GHG emissions intensity	SR: Climate impact, p. 38; Performance metrics, p. 54	
306 Effluents and Waste - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p.10; Environmental Game Changers, p. 32; Food Waste and Beyond, p. 33; Reuse to Reduce, p. 37; Our Sustainability Governance, p. 48; Our Sustainability Governance - Environment, p. 51 Environmental Policy Statement	

GRI Topic-Specific Disclosure		Reference	Omissions
306-2	Total weight of waste by type and disposal method	SR: Food Waste and Beyond, p. 33	The information is unavailable. Compass Group does not currently collect this information with the level of detail set out in the standard. We are working on improving our data collection process in order to report this information in the future. However, we do actively manage and report on our strategy to reduce food waste in our operations.
308 Supplier Environmental Assessment - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Environmental Game Changers, p. 32; Responsible Sourcing, p. 41; Our Sustainability Governance, p. 48; Our Sustainability Governance - Supply Chain, p. 52	
308-1	New suppliers that were screened using environmental criteria	SR: Responsible Sourcing, p. 41; Performance metrics, p. 54; Our Sustainability Governance - Supply chain, p. 52	We are reporting data on suppliers assessed through SEDEX related only to UK market.
308-2	Negative environmental impacts in the supply chain and actions taken	SR: Responsible Sourcing, p. 41; Performance metrics, p. 54	

GRI Topic-Specific Disclosure		Reference	Omissions
400 SOCIAL			
401 Employment - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Our People, p. 12; People Engagement, p. 14; Our Sustainability Governance, p. 48; Our Sustainability Governance - People, p. 49 AR: People Report, p. 52 Code of Business Conduct - Employment	
401-1	New employee hires and employee turnover	Employee turnover in 2020 was 23%. Data refers to voluntary attrition only using a rolling 12 month average headcount. SR: Performance metrics, p. 53	Full data set unavailable
403 Occupational Health and Safety - 2018			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Personal safety, p. 19; Sharing Learning, p. 23; Our Sustainability Governance, p. 48; Our Sustainability Governance - Safety, p. 50 AR: Risk Management, p. 41; Safety culture, p. 62; Corporate Responsibility Committee Report, p. 104 Code of Business Conduct - Health and Safety Workplace Health & Safety Policy Statement	
403-1: Management Approach	Occupational health and safety management system	SR: Our Sustainability Governance - Safety, p. 50	

GRI Topic-Specific Disclosure		Reference	Omissions
403-2: Management Approach	Hazard identification, risk assessment, and incident investigation	SR: Personal safety, p. 19; Sharing Learning, p. 23; Our Sustainability Governance - Safety, p. 50 AR: Risk Management, p. 41 Code of Business Conduct - Health and Safety Workplace Health & Safety Policy Statement	
403-3: Management Approach	Occupational health services	SR: Personal safety, p. 19; Food safety, p. 21; Sharing Learning, p. 23; Our Sustainability Governance - Safety, p. 50	
403-4: Management Approach	Worker participation, consultation, and communication on occupational health and safety	SR: Our Sustainability Governance - Safety, p. 50	
403-5: Management Approach	Worker training on occupational health and safety	SR: Sharing Learning, p. 23	
403-6: Management Approach	Promotion of worker health	SR: People engagement, p. 14; Opening up the conversation about mental health, p. 27; Our Sustainability Governance, p. 48 AR: People Report, p. 52	
403-7: Management Approach	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR: Food safety, p. 21; Our Sustainability Governance - Safety, p. 50; Our Sustainability Governance - Supply Chain, p. 52	
403-9	Work-related injuries	SR: Personal safety, p. 19; Performance metrics, p. 53	

GRI Topic-Specific Disclosure		Reference	Omissions
404 Training and Education - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Our People, p. 12; Developing Our People, p. 15; Our Sustainability Governance, p. 48; Our Sustainability Governance - People, p. 49 AR: People Report, p. 52 Code of Business Conduct - Employment	
404-2	Programmes for upgrading employee skills and transition assistance programs	SR: Developing Our People, p. 15 AR: People Report, p. 52	
405 Diversity and Equal Opportunity - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Our People, p. 12; Diversity and inclusion, p. 13; Our Sustainability Governance, p. 48; Our Sustainability Governance - People, p. 49 AR: People Report, p. 52 Code of Business Conduct - Employment	
405-1	Diversity of governance bodies and employees	SR: Diversity and inclusion, p. 13; Performance metrics, p. 53 AR: People Report, p. 52	Full data set unavailable
405-2	Ratio of basic salary and remuneration of women to men	Australia: WGEA website UK: Our 2019 Gender Pay Report - Compass Group UK	Full data set unavailable. Compass is reporting in line with regulatory requirements in countries of operations.

GRI Topic-Specific Disclosure		Reference	Omissions
406 Non-discrimination - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; Our People, p. 12; Our Sustainability Governance, p. 48; Our Sustainability Governance - People, p. 49 AR: People Report, p. 52 Code of Business Conduct Code of Ethics Human Rights Policy	
406-1	Incidents of discrimination and corrective actions taken	SR: Performance metrics, p. 53; Our Sustainability Governance, p. 48	Confidentiality constraints. We report on the total number of cases reported by employees globally, via Speak Up and other channels. The number includes also concerns raised about discrimination.
412 Human Rights Assessment - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Human Rights, p. 17; Responsible Sourcing, p. 41; Our Sustainability Governance, p. 48 Human Rights Policy Modern Slavery Act Statement 2020	
412-1	Operations that have been subject to human rights reviews or impact assessments	SR: Human Rights, p. 17; Responsible Sourcing, p. 41 Modern Slavery Act Statement 2020	

GRI Topic-Specific Disclosure		Reference	Omissions
412-2	Employee training on human rights policies or procedures	SR: Human Rights, p. 17 Modern Slavery Statement 2020	During 2020, we implemented an improved global eLearning training platform, that includes a new modern slavery and supply chain module. This new platform enables us to deliver targeted training to our people, and our strategy is to leverage this flexibility over the next three years. As such, we will be able to report the requested information in the coming years.
413 Local Communities - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Better for the world, p. 40; Enriching local communities, p. 43; Empowering Employees for Change, p. 45; Our Sustainability Governance, p. 48	
413-1	Operations with local community engagement, impact assessments, and development programs	SR: Enriching local communities, p. 43; Empowering Employees for Change, p. 45	
414 Supplier Social Assessment - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Better for the world, p. 40; Responsible Sourcing, p. 41; Our Sustainability Governance, p. 48; Our Sustainability Governance - Supply Chain, p. 52 Supply Chain Integrity Policy Modern Slavery Act Statement 2020	

GRI Topic-Specific Disclosure		Reference	Omissions
414-1	New suppliers that were screened using social criteria	SR: Responsible Sourcing, p. 41; Our Sustainability Governance - Supply chain, p. 52; Performance metrics, p. 54	We are reporting data on suppliers assessed through SEDEX only related to UK market.
416 Customer Health and Safety - 2016			
103: Management Approach	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	SR: Our priorities, p. 8; Our Sustainability Strategy, p. 9; The United Nations' Sustainable Development Goals, p. 10; Food safety, p. 21; Sharing Learning, p. 23; Our Sustainability Governance, p. 48; Our Sustainability Governance - Safety, p. 50 AR: Risk Management, p. 41; Food safety, p. 63; Corporate Responsibility Committee Report, p. 104 Code of Business Conduct - Food safety Food Safety Policy Statement	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	SR: Food safety, p. 21; Performance metrics, p. 53	

SASB

Sustainability Disclosure Topics & Accounting Metrics		Reference
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) SR: Performance metrics, p. 54 (2) Grid electricity represents 18% of our energy consumption (3) We have not identified renewable energy use across our owned and operated sites. However, we are working to improve our data collection process and accuracy in this area.
Water Management	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	(1) CDP - Water Security 2020 W1.2b (2) CDP - Water Security 2020 W1.2d We disclose our water data annually in our CDP response. CDP data is reported one year in arrears.
Food & Packaging Waste Management	(1) Total amount of waste, (2) percentage food waste, and (3) percentage diverted	Compass Group does not currently collect this information with the level of detail set out in the standard. Compass Group is improving data collection to be able to report this information in the future. For further information on Food waste please see SR: Food Waste and Beyond, p. 33
	(1) Total weight of packaging, (2) percentage made from recycled and/or renewable materials, and (3) percentage that is recyclable, reusable, and/or compostable	Compass Group does not currently collect this information with the level of detail set out in the standard. For further information on our packaging please see SR: Reuse to Reduce, p. 37
Food Safety	(1) Percentage of restaurants inspected by a food safety oversight body, (2) percentage receiving critical violations	Metrics modified. Compass Group reports its Food Safety performance using different metrics in alignment with its global standards and to better reflect the impact of its global operations . Please see SR: Food Safety, p. 21; Performance metrics, p. 53
	(1) Number of recalls issued and (2) total amount of food product recalled	Metrics modified. Compass Group reports its Food Safety performance using different metrics in alignment with its global standards and to better reflect the impact of its global operations. Please see SR: Food Safety, p. 21; Performance metrics, p. 53
	Number of confirmed foodborne illness outbreaks, percentage resulting in U.S. Centers for Disease Control and Prevention (CDC) investigation	Metrics modified. Compass Group reports its Food Safety performance using different metrics in alignment with its global standards and to better reflect the impact of its global operations. Please see SR: Food Safety, p. 21; Performance metrics, p. 53

Sustainability Disclosure Topics & Accounting Metrics		Reference
Nutritional Content	(1) Percentage of meal options consistent with national dietary guidelines and (2) revenue from these options	(1) Metric modified. Compass Group is reporting the Number of sites with at least one healthy meal choice. Please see SR: Health and Wellbeing, p. 24; Performance metrics, p. 54 (2) Compass Group does not currently disclose this information
	(1) Percentage of children's meal options consistent with national dietary guidelines for children and (2) revenue from these options	Compass Group does not collect this information
	Number of advertising impressions made on children, percentage promoting products that meet national dietary guidelines for children	Metric not applicable to Compass Group
Labour Practices	(1) Voluntary and (2) involuntary turnover rate for restaurant employees	GRI table 401, p. 60 Full data set unavailable. For further information on our turnover please see SR: Performance metrics, p. 53
	(1) Average hourly wage, by region and (2) percentage of restaurant employees earning minimum wage, by region	Compass Group deems this information to be commercially sensitive
	Total amount of monetary losses as a result of legal proceedings associated with (1) labour law violations and (2) employment discrimination	No material monetary losses as result of legal proceedings associated with labour law violations and employment discrimination during the year. For more information please see our AR: Other litigation and claims, p. 249
Supply Chain Management & Food Sourcing	Percentage of food purchased that (1) meets environmental and social sourcing standards and (2) is certified to third-party environmental and/or social standards	SR: Performance metrics, p. 54
	Percentage of (1) eggs that originated from a cage-free environment and (2) pork that was produced without the use of gestation crates	(1) SR: Performance metrics, p. 54 (2) Compass Group does not currently disclose this information
	Discussion of strategy to manage environmental and social risks within the supply chain, including animal welfare	SR: Responsible Sourcing, p. 41; Our Sustainability Governance - Supply Chain, p. 52 Supply Chain Integrity Policy
Activity Metrics	Number of (1) company-owned and (2) franchise restaurants	Compass Group does not track those metrics as set out in the standard. Please see our Annual Report for more information.
	Number of employees at (1) company-owned and (2) franchise locations	AR: Notes to the consolidated financial statement - 4 Employees, p. 202



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