Our Corporate Responsibility Targets

HEALTH

Our consumers’ expectations are changing, and we’re changing with them. We are constantly innovating to find ways to reduce fat, salt and sugar from our menus while still delivering great-tasting food. We also have a role to play in helping people understand the power of good nutrition.

• Educate 500,000 young people about eating healthily each year
• 20% of all ‘food on the go’ sold to be a healthier choice by 2020
• Compass employee Wellbeing Network to have 10,000 members by 2020
• By 2020, cut a further 500 million calories from consumers’ diets

ENVIRONMENT

We know where our biggest impacts are, and where our efforts can make the most difference. We’ve spent a number of years creating a highly efficient, low-carbon logistics solution. Today, our number one goal is to cut down on food waste.

• Reduce food waste by 10% by 2020 (vs 2016)
• Maintain ISO 14001 certification for our Environmental Management system at all UK&I sites
• By 2019, reduce total CRC emissions (tCO2) by 2% year on year at all sites where we manage energy
• By 2020, achieve 75% recycling rate and send zero waste to landfill at sites where we manage waste

SOURCING

Procurement is one of Compass Group’s core skills. We are fully aware of the impact that our purchasing decisions can have, so take great care to find ethical, sustainable products, particularly for the things we buy lots of, like coffee, meat and fish.

• 100% cage free eggs by 2025
• 100% ethically sourced tea, coffee, hot chocolate by 2020
• Buy more certified fish each year
• Audit 100% of high risk supplier sites by end 2018
• 100% ethically sourced bananas
• 100% British or Fairtrade sugar
• 100% British milk from Red Tractor farmers
• 100% office paper certified sustainable
• 100% certified sustainable palm oil in specific categories

PEOPLE

Our business is people-powered: they are the heart and soul of what we do and are absolutely central to our success. We aim to take care of everyone who works for us, and provide the training and opportunities they need to enjoy a flourishing career.

• Raise over £400,000 for charitable causes each year

Procurement is one of Compass Group’s core skills. We are fully aware of the impact that our purchasing decisions can have, so take great care to find ethical, sustainable products, particularly for the things we buy lots of, like coffee, meat and fish.
On 25 September 2015, countries adopted a set of goals defined by the United Nations to end poverty, protect the planet, and ensure prosperity for all as part of a new sustainable development agenda. Each goal has specific targets to be achieved over the next 15 years. We have chosen those goals where we believe we can have the most positive social impact. For the goals to be reached, everyone needs to do their part, including businesses like ours.

I’m delighted to share with you our Corporate Responsibility Report 2017.

As you will see in the pages that follow, we are committed to maintaining our strong record on Health and Safety and to pushing forward our corporate responsibility agenda. Doing so is not without its challenges but, by staying focused on our targets, we have been able to make a considerable positive contribution to the lives of our consumers, colleagues and suppliers. We have also continued to reduce our environmental impact.

We have the ability to make a positive difference at scale. Take, for instance, the fact that our culinary and nutritional team have removed hundreds of millions of calories from our meals. Or the fact that we spared 1,700 tonnes of kitchen waste from ending up in landfill by using anaerobic digestion to create biogas and fertiliser instead. We also gave a significant volume of unused food products to charity, providing 32,000 meals for people in need.

With a workforce of 60,000 colleagues, our People programmes are having a big impact too and I’m really pleased to see how initiatives like Women in Food are supporting women in our business and the wider industry.

I also want to draw your attention to the work that goes on behind the scenes at Compass Group to help tackle modern slavery by making it harder for criminals to exploit vulnerable people.

I’m proud that every Compass colleague and client is helping bring to life our CR agenda, whether that is raising money for charity, using fewer chemicals when cleaning, or helping our millions of consumers make healthier choices.

None of what you will read here would have been possible without the dedication of the Compass Group family and I would like to thank them for their hard work.

Chris Garside, Managing Director
Compass Group UK & Ireland Ltd
January 2018
We are the people behind the food, hospitality and support services that power your day, make you smile and put a spring in your step. Just one of the reasons why we’re the UK and Ireland’s No.1 catering and support services provider.

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

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

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

COMPASS GROUP PLC participates in the following sustainability indices:
Our 60,000+ colleagues serve more than 1 million meals each day at more than 10,000 locations. They deliver outstanding restaurant experiences, enhance sporting events and feed thousands of school children, patients, workers and military personnel every day. They provide warm welcomes, clean buildings and safe environments.

Our operations are divided into different sectors which allows us to manage our diverse client base as effectively as possible. These sectors are supported by Foodbuy, our procurement company.
As well as a comprehensive safety management system which helps our teams to identify and mitigate risk, we also have more than 40 health and safety specialists embedded in each business sector. This team supports the different sectors of the business in managing the food, and health and safety risks that are specific to their particular environment or way of working. Each week, they receive health and safety data from every site which enables them to focus their attention on opportunities for improvement.

Over the last 12 months, I am pleased that our approach to health and safety reduced our Lost Time Incident Frequency Rate by almost one fifth.

Andy May, HSE Director, Compass Group UK & Ireland

As the UK and Ireland’s leading food service company, the way we store and handle food is subject to strict procedures and processes. We continue to maintain an exemplary record on food hygiene and ensure standards remain high by conducting regular internal audits and inviting third-party auditors to make unannounced site visits.

The majority of our sites receive a rating from the local authority as part of the FSA’s Food Hygiene Rating Scheme which judges catering establishments on their standards of food hygiene and safety. We expect all our sites to be rated as four-star as a minimum with the majority holding the maximum of five stars; if a site scores lower than this, a full investigation is carried out and a remedial plan implemented.

In July this year, six sectors of Compass Group UK & Ireland were recognised at the Health and Safety Awards held by the Royal Society for the Prevention of Accidents.

Chartwells, Levy UK, VSG and Instore were given gold awards during the ceremony and both our Healthcare and Defence sectors were commended for delivering outstanding performance in health and safety within their industry sector.

Two of our sites in Ireland also received Q Mark awards in hygiene and food safety, awarded by EIQA which is the Irish National Quality Association.

Keeping everybody safe is the number one operational priority of our business. We serve over a million meals every day and have rigorous hygiene processes in place to maintain the high standards that our consumers expect. We also take great care to make sure the working environment is safe for all of our employees.
Keeping people safe is embedded into the culture of our business. It is about more than just doing the right thing: it is about having the right attitude. Throughout the year, we run campaigns to raise awareness of particular issues and engage our people with the importance of thinking differently.

Slips and trips are one of the most common safety issues for our industry: a freshly mopped floor or a few dropped food scraps in a kitchen can cause someone to lose their footing. We can always do more to manage this risk so we launched a campaign to increase awareness of the issue and encourage our people to take greater responsibility when they spot a hazard by taking action to remove it. While this will always be a challenge for businesses like ours, we are pleased to see our people thinking positively and looking after their colleagues.

Our Women in Food initiative aims to create inclusive working environments. As part of this, we reviewed the specific safety requirements of our female colleagues and noticed that the protective items they were being offered had largely been designed to fit men.

In July 2017, we therefore introduced a range of industry leading personal protective equipment specifically designed for women. This included adjustable safety goggles, slip-resistant shoes, protective gloves and a selection of high-vis jackets and trousers.

We are progressively eliminating chemicals from our business that are either toxic or known to accumulate in the environment. We work with our clients to replace these products with more environmentally responsible alternatives.

In 2016, we changed our chemical supplier to Ecolab, which offers sustainable and ethical products. In 2017, we began using the Ecolab MAXX2 range which includes high performance, non-hazardous products with reduced environmental impact. In addition, we have simplified and improved on the information we give to our managers and frontline colleagues about Ecolab products to ensure that they are using as few chemicals as possible to get the job done.
As a major business in the UK and Ireland, we have a responsibility to use our buying power as a force for good. We choose to work with suppliers who manage their social and environmental impacts ethically and responsibly. In other words, we use suppliers that treat their workers fairly and their livestock humanely, and that minimise any negative impacts on the environment.

We have taken care to understand which commodities are associated with particular social or environmental issues and have built long term relationships with trusted suppliers to reduce or eliminate these risks.

We do this because we recognise that Compass Group is part of a larger system: we rely on a thriving global supply chain to help us deliver the high quality ingredients and goods that our clients expect.

Oliver Cock, Managing Director, Foodbuy
We avoid endangered species or fish from high-risk sources by committing to never purchasing seafood that is red-rated (rated 5) in the Marine Conservation Society’s Good Fish Guide.

As a result of annual internal reviews we discovered that we had bought a very small percentage of fish that did not meet our criteria. In light of this, we have enhanced our procedures and our supplier contracts and will be conducting quarterly reviews in 2018 to ensure this does not happen again.

We have also made a commitment to only use pole and line caught tuna in our sandwiches. We are currently establishing what proportion of all our fish comes from certified sources and, having established this baseline, aim to increase the amount year on year.

The farmers who pick and harvest our tea, coffee and cocoa are amongst the most vulnerable people in our supply chain. That is why we have committed to purchasing all our tea, coffee and hot chocolate from ethical sources by 2020. At present, 75% of the tea, coffee and hot chocolate we buy is ethically sourced.

We have been working with our Fairtrade banana supplier, Winfresh, for over six years. It is owned by the governments of four Caribbean islands and generates money which is invested back into the local communities. For every box of bananas we buy from them, they invest 75p in local education and healthcare meaning that this year alone our business will have provided around £185,000 in additional funds.

Winfresh also supports growers to help them improve the output of their farms and the quality of the produce they grow.

We have made a commitment to buy only ethically sourced bananas and, where we buy from wholesalers instead of our usual direct supplier, we insist on them being Fairtrade or Rainforest Alliance certified.
EATFAIR

We raise money for growers and producers in the developing world through our EatFair range of Fairtrade cakes and biscuits. We donate 5p from the sale of every product and, since we launched it in 2013, have raised £163,000.

In May 2017, we introduced an expanded range of products and pledged to raise £50,000 to help improve gender equality in cocoa growing communities in Cote d’Ivore. The money will be given to Fairtrade Africa to help support their Women’s Leadership School which empowers marginalised female farmers through a one-year course in business skills, economics and leadership.

PALM OIL & SOY

Growing palm oil and soy can cause deforestation and habitat loss when done irresponsibly.

In the UK and Ireland, we do not buy palm oil as an ingredient to make any of our meals but we know it is used in some of the products that we procure. It is our intention to ensure that any palm oil in the products that we sell has come from a sustainable source. This year, we have been working with the suppliers of the products that we know can contain a significant volume of palm oil – such as margarine, cooking oil, soups, sauces and bouillon – to understand whether it is sustainably sourced. Where we have found concerns, we have switched to alternatives. Where the provenance is currently untraceable, we have chosen to support certified producers by purchasing PalmTrace certificates. In the year ahead, we will be undergoing the same process with the remaining products which we know contain palm oil (albeit in smaller quantities) such as sandwiches, desserts and ready meals.

Palm oil and soy are still used in some of the products we sell, which we are working on to ensure they come from sustainable sources.

WATER

Life Water and Smart Water are our core suppliers of bottled water. They donate to Drop4Drop, a charity which builds wells in developing countries, and every bottle we sell helps to fund water projects around the world giving clean water to the people who need it most. To date, we have funded 129 wells across India, Uganda and Mozambique which, collectively, have given more than 165,000 people a sustainable source of clean water in their community.

www.life-water.co.uk/compass

The residents of a village in Andhra Pradesh, India, welcome the arrival of the new hand pump well, funded by sales of Life Water at Compass sites.

We continue to work with our suppliers to understand the volume of soy in our supply chain. While it is relatively straightforward to establish the volume of soy we buy directly (as beans, oil or milk) we know it is a key ingredient in our meat, fish and dairy supply chain and wish to quantify the amount of soy that is embedded in our products as well as determine where it is being grown. Once we have this detailed knowledge, we will be better informed about what we need to do to ensure we are only using responsible sources of soy.

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We recognise the growing importance of animal welfare and in 2017 we published a refreshed animal welfare framework. Improving farm animal welfare is also a priority for our parent company, Compass Group PLC, which has established an Animal Welfare Steering Group chaired by a member of its Executive Board. Compass UK&I sends representatives to these meetings to report on progress and learn from our colleagues in other markets.

We review our sourcing standards annually and only work with suppliers who agree to abide by them. In July 2017, we published our UK&I animal welfare policy framework online. This document sets out our position on a range of issues, explaining our core values and the direction in which our business is travelling. For instance, we believe that close confinement for livestock should be avoided wherever possible and currently buy housed chickens that are stocked at a density of no more than 39kg/m². Over time, we aspire to use suppliers with a stocking density of no more than 33kg/m².

www.compass-group.co.uk/animalwelfarepolicy2017

EGGS

Last year, we made a commitment to move to 100% cage free eggs by 2025 – for both shell and liquid eggs – and are now working with our main supplier to develop and test a new cage free system. We have shared our plans with the welfare groups Compassion in World Farming and Humane Society International, inviting their input. Around 30% of the shell eggs we buy are cage free, and all these are currently free range. This is a 5% increase on last year.

RED TRACTOR

Red Tractor is the largest food standards scheme in the UK. It covers animal welfare, food safety, traceability and environmental protection meaning that products from these farms have been responsibly produced to some of the most comprehensive and respected standards in the world.

In Great Britain, we only buy fresh milk from farms that are assured by Red Tractor and are increasing the volume of Red Tractor pork and poultry we buy.
Compass is a service business, meaning that our 60,000 employees are at the heart of our success. We therefore go to great lengths to ensure that we have appropriate training and benefits in place and that everyone feels welcome here. We recently relaunched our apprenticeship scheme to help us bring new talent into the business, and we continue to invest in training and development for our existing workforce.

Every year, we aim to raise at least £400,000 for a range of charities close to our hearts. We also offer our time as volunteers, to use our skills to make a difference in our local communities.

Donna Catley, Human Resources Director, Compass Group UK & Ireland

We offer a range of apprenticeships that support the development of skills that our business requires, at all levels. These include food production and cooking, customer service, business administration and retail. We aim to prepare people for long careers with us and offer training in leadership and management. On completion, our apprentices are assessed by an independent third party to confirm that they have achieved the required standard.

We aim to significantly grow our apprenticeship scheme so we can develop people with exactly the skillsets we need. To help us do this, we have teamed up with some new specialist training providers to ensure we are providing high quality and relevant apprenticeships.

More than 700 people will join our apprenticeship scheme in 2018, the majority of whom will be trained in catering skills. Our dedicated Chef’s Academy prepares the next generation of Compass employees to work as commis chefs, chefs de partie and hospitality team members.
DIVERSITY

WOMEN IN FOOD

We believe that the workforce should reflect wider society and aim to have more women working as chefs in our business in the years ahead. Our Women in Food programme is a pioneering initiative which aims to attract more women by investing in training and development. It also offers practical support to mothers returning from maternity leave.

We launched Women in Food in April 2016 and, since then, have created and implemented a structured Women in Leadership programme designed specifically to aid high potential women to make the next step in their careers. We have also introduced a successful Chef Ambassador programme to mentor and inspire future chefs as well as holding a number of high profile events to encourage more female chefs to join the industry. Today, 35% of our chefs are women which is significantly above industry standard. In addition, 44% of all women colleagues hold positions at unit manager level or higher.

At this year’s Shine Awards, the Women In Food programme won the award for Best Initiative to Retain and Develop Women. The programme was also recognised by Caterer.com which named it Best Diversity Initiative in its People Awards.

EVERYONE IS WELCOME

Our LGBT & Allies Network encourages our people to feel welcome at Compass and be themselves. The network runs events and communicates information across the calendar year, all of which is available for every employee.

In July 2017, 20 colleagues joined our charity partner Terrence Higgins Trust to march together in the Pride in London Parade. So far we have raised £10,000 to support this important charity.

Compass is a Stonewall Diversity Champion. Stonewall is Europe’s largest LGBT charity and its Diversity Champions programme ensures all LGBT staff are accepted without exception in the workplace. Membership demonstrates that we are taking active steps to create an inclusive culture. Stonewall offers us support and guidance on a range of relevant topics to help create this culture.

RECRUITING FROM DISADVANTAGED GROUPS

We have provided a number of work placements for young people who are facing challenging socio-economic barriers through our relationship with 2nd Chance. Their specialist training course is designed to help 18 to 24 year olds to find and sustain employment through intensive, challenging and personalised programmes.
DEVELOPING PEOPLE

To stay competitive, a business needs to be able to attract and retain the best talent. We work hard to welcome great people into our business, and to support them as they grow a career with us.

Each year, we recruit around 30 university graduates onto our two-year Graduate Development Programme where they receive training and hands on experience in many different parts of our business. More than 100 of the people who have joined the programme since 2013 are still with Compass.

Our Learning and Development team continues to support our people throughout their careers by making sure they have the skills they need to do a great job. We also invest in preparing high performing colleagues for more senior roles through our ‘Evolve’ scheme for our Unit Managers and ‘Tailored For You’ scheme for Senior Leaders. In 2017, 54 people participated in a programme.

ADDRESSING MODERN SLAVERY

The UK government estimates that over 13,000 people in the UK are trapped in a position of modern slavery. As one of the UK and Ireland’s largest employers we take our responsibility to tackle this problem very seriously.

We have a modern slavery steering group which covers our supply chain and our people. To look after our own people and attempt to stop the criminals that exploit the vulnerable we are taking four clear steps. We are training colleagues in key roles on what the issues are, the signs to look out for and how to identify and support potential victims. We are developing new ways of using data to identify situations that warrant further targeted investigations. We are developing a social audit using the Sedex Members Ethical Trade Audit (SMETA) standard to ensure our controls and processes are as robust as they can be. Finally in 2018 we will be relaunching our whistleblowing system “Speak Up” with multi-language posters and improved data capture.

Find out more about our approach to tackling modern slavery in our Human Rights Strategy document on our website at www.compass-group.co.uk

SUPPORTING COMMUNITIES

In 2017, we revised our charity strategy to give more control to our different sectors. We set ourselves the target of donating £400,000 to charity every year and are pleased to have exceeded that in 2017 by raising almost £640,000.

Each of our business sectors has chosen which charity it wishes to support and, typically, this is linked to our clients. For instance, our defence brand, ESS, raises money for the armed forces charity SSAFA, and Chartwells, which provides meals for young people, supports Young Minds, promoting strong mental health amongst young people.

In addition to these individual relationships with charities, many of our sites also choose to support national campaigns. This year, we devoted a month to Magical May, where we challenged every one of our 15,000 units to raise money for Cancer Research UK.

Hundreds of sites also participated in Macmillan’s World’s Biggest Coffee Morning in September, raising £22,000 to help people facing cancer.

As well as these cash contributions, we have also donated £106,000 worth of food to FareShare and given more than 1,700 hours of our time as volunteers. Following the London Benchmarking Group method, we have assigned a value to our volunteering hours by multiplying this by our average hourly rate and have included this in the pie chart opposite.
FOODBUY FUNDRAISING FOR DUCHENNE

Foodbuy has chosen to raise money for Duchenne UK, the leading charity working towards accelerating treatments and finding a cure for Duchenne muscular dystrophy, the most common genetic killer of children worldwide. In May 2017, it raised £50,000 by hosting a gala dinner at the Kia Oval where the Foodbuy leadership team delivered front-of-house services. In June, it raised a further £40,000 by sending 12 amateur riders to join the Duchenne Dash, a gruelling 24-hour bike ride from London to Paris. In 2018, the Foodbuy team hope to raise another £100,000 for the charity.

HEALTHCARE SUPPORTS ALZHEIMER’S SOCIETY

The UK&I Healthcare team began fundraising for Alzheimer’s Society in May 2015 and, in two years, has raised over £150,000 to fund essential research into dysphagia (difficulties in eating, drinking, and swallowing) in people living with dementia in a residential care setting. In June, it announced a pledge to raise a further £144,000 over the next two years to help fund dementia advisers. The team raised £76,000 in a week by fundraising in UK hospitals in the run up to Christmas dressed as elves. They also introduced a 100,000 mile pledge, inviting colleagues to raise £1 towards this shared target for every mile they run, swim or cycle over a three-month period.

CHARITY DONATIONS

This year, we gave £639,834 to a range of charities, either as cash, food donations or by volunteering our time.

<table>
<thead>
<tr>
<th>Charity</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Cancer Research UK</td>
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<td>Duchenne</td>
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<td>Fairshare</td>
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<td>Macmillan</td>
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<td>EATFAIR</td>
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<td>Hubhub</td>
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<td>Other Charities</td>
<td>£55,516</td>
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<tr>
<td>Total</td>
<td>£639,834</td>
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CANCER RESEARCH UK £135,909
FARESHARE £106,107
ALZHEIMER’S SOCIETY £79,080
PAYROLL GIVING £38,050
COMIC RELIEF £17,874
MACMILLAN £22,000
EATFAIR £13,000
HUBBUB £10,286
MERCY LAW RESOURCE CENTRE £45,000
OTHER CHARITIES £55,516
DUCHENNE £107,000

Colleagues raised money dressed as elves in the run up to Christmas.
In Ireland, Compass is a verified member of Bord Bia’s Origin Green sustainability programme which covers the entire Irish food and drink industry.

To become a member, we developed a sustainability plan committing to eighteen 2020 targets in key areas such as food waste, water and energy use, and responsible sourcing of products. This plan has been independently verified and our progress is reviewed annually to ensure we are making progress to reach our goals. We are encouraging our Irish food suppliers to become Origin Green members too.

ORIGIN GREEN

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Celena Fernandez, Head of Environment, Compass Group UK & Ireland
Environment

In 2016, we set a target to reduce food waste by 10% by 2020. A year on, we have reduced food waste by 2.7% and are confident that we are on track to hit our target. Below we outline some of the activities that have helped us achieve this reduction.

WASTE PREVENTION

Over the last year, we have been rolling out food waste tracking technology across many of our sites. The system, created by Winnow, helps chefs keep track of what is being thrown away, giving them the information they need to take steps to minimise it. More than 250 Compass sites across the country now use the Winnow technology and have, on average, cut food waste by 35%. Our focus now is on making sure that our kitchen teams are getting the best out of this new system before introducing it to new sites.

RECYCLING FOOD WASTE

We have also taken steps to make sure that food waste that cannot be prevented or redistributed does not end up in the sewer or in a landfill site.

Over the past few years, Compass has been leading a critical campaign to switch off macerators ahead of the legislation being introduced in Ireland and some parts of the UK. Macerators have historically been used to chop up food waste and wash it down the drain and are a major contributor to blockages and environmental pollution.

Our preferred disposal method is to have it separately collected for off-site anaerobic digestion (AD), where it is broken down to create biogas and nutrient-rich fertiliser. This year, we have worked with our waste contractors to send over 1,700 tonnes of food waste to AD facilities. We have also sent 900,000 litres of used cooking oil to be recycled into biodiesel.

DONATING UNUSED FOOD

The nature of our business means that we cannot always predict exactly what consumers will eat which sometimes leaves us with surplus in our distribution centres. When products are still within date and fit for consumption, we do what we can to redistribute them in our community. Since 2014, we have partnered with FareShare which passes food on to local charities who make it into meals for less fortunate or vulnerable groups. Over the last financial year, we provided more than 13 tonnes of food which is enough to make around 32,000 meals and save 54 tonnes of CO₂.

It is not just in our distribution centres where surplus can occur. This year, we provided all our sites with clearer guidance on how to arrange food donations from our restaurants and retail outlets. This includes advice on storage, what is or is not suitable for donations, and how to ensure we are meeting allergen regulations.

As part of this, we began working with Plan Zheroes on a pilot to find charities that could make use of the spare products from our restaurants. Plan Zheroes is a social network which connects businesses to local charities and, with their help, we have connected six Restaurant Associates sites in east London with a nearby homeless shelter. Since May, these restaurants have been delivering sandwiches, drinks, yogurts and salad to a hub in Canary Wharf every Friday. In that time, we estimate that more than a tonne of food that would previously have gone to waste has instead directly helped a charity. We are now exploring if we can set up something similar for a group of our restaurants in Kings Cross.

As signatories of the Courtauld 2025 agreement, we are contributing to the collective aim to double the amount of surplus food redistributed by 2020 (vs 2015) whilst also reducing the amount of food waste.
We aim to move our paper and plastics disposables up the waste hierarchy each year. This year, we began sourcing our disposable packaging items from a new supplier and worked with them to complete Life Cycle Assessments of our top selling items in order to guide better purchasing decisions. This ground-breaking work, a first in the industry, has led to the creation of new sourcing standards, ensuring we are sourcing the most sustainable products available, particularly those made from the most easily recycled materials like card, aluminium and PET plastic.

As a signatory of the Paper Cup Manifesto, we continue to work closely with industry, exploring opportunities to innovate, and increase recovery and recycling rates of disposable paper cups. Three Compass sites participated in a coffee cup recycling project led by the environmental charity Hubbub. The sites participated in observational research, installed new recycling bins and ran a behaviour change campaign. All cups collected were then recycled into new items by Simply Cups. In just six months, a single site collected 175,000 cups for recycling, which has inspired other Compass sites to explore a similar arrangement. The campaign materials are now available to help other Compass sites launch the Simply Cups service.

We also offer Mug for Life, a reusable cup which is used as an alternative to disposable paper cups. For every ten mugs sold, the supplier plants a tree in the UK. In the last year, we purchased around 10,000 mugs, resulting in 1,000 trees being planted on our behalf.

Earlier this year, we became members of the Foodservice Packaging Association which is helping us stay abreast of issues that impact purchasing, use and disposal of foodservice packaging. In the first year of joining, we were delighted to win the award for ‘Foodservice Operator of the Year’ at their annual awards in March, as voted by their members.

We regularly engage with our suppliers to review the types of packaging used to transport goods to our sites with a view to reducing the volume being used. As well as seeking to eliminate unnecessary packaging we explore opportunities to reuse packaging or to switch it for materials with recycled content or which can be recycled.

One example of how we have cut packaging is through our partnership with Life Water, one of our main UK water suppliers. Their new bottles weigh less than their previous design which means, based on our sales over the year, we used 33 fewer tonnes of plastic.
REDUCING WASTE

In early 2017, we carried out a waste services review which revealed limitations in collecting data on our waste streams and few options to divert that waste from landfill. As a result, we moved our waste contract to a new supplier which is helping us to deliver our vision of sending zero waste to landfill. By 2020, we aim to send 75% of our waste for recycling with the remainder being recovered for its energy content. Every one of the 500 sites where we manage the waste can now receive accurate data in real time through the use of dynamic weighing equipment fitted to every refuse collection vehicle and RFID identification chips fitted to every bin.

Our efforts were recognised at the inaugural waste2zero awards with Compass receiving the prize for best waste management project.

EFFICIENT LOGISTICS

We aim to make deliveries and collections as efficient as possible by planning ahead, ordering in bulk, and carefully managing how often we deliver to Compass sites.

A new supplier partnership has enabled us to improve the efficiency of our logistics operations by allowing other non-food suppliers to utilise their national distribution network when delivering to us.

The majority of our fresh produce, dairy, grocery and meat is still delivered to us by one logistics partner which helps to reduce food miles and carbon emissions. We are currently introducing multi-temperature vehicles to further reduce the number of deliveries.

We work closely with our company car fleet provider to offer ultra-low carbon diesel vehicles as well as hybrid cars and reduce CO₂ emissions. The average CO₂ emissions per car has dropped 19% from 128g/km in 2011 to 104g/km today.
Eating a nutritious, balanced diet is the cornerstone of wellbeing while a poor diet can eventually lead to a great many health problems. Obesity rates in this country continue to rise and diet-related diseases are placing an ever-increasing strain on the National Health Service.

**THE CHALLENGE**

Every week, we feed millions of people all over the country at every stage of life. This makes us uniquely well-placed to help people make better choices about their diet and lifestyle.

We introduced a comprehensive health and wellbeing strategy in 2014 which has enabled us to deliver a series of ambitious goals. Today, we have succeeded in removing millions of calories from consumers’ meals and many of our restaurants offer a balanced meal option of less than 500 calories and encourage people to eat more fruit and veg.

During the year, we have revisited this strategy and made changes to strengthen it further. We are moving away from a three-pillar model to focus on just two priorities: serving healthier food and drink; and helping people lead healthier lives. We explain this approach in more detail in the following pages.

Louise Pilkington, UK Marketing Director, Compass Group UK & Ireland
Our in-house nutrition team is comprised of twenty-two nutritionists and three dieticians, who work closely with our culinary and procurement teams to keep health and wellbeing at the heart of our approach.

HEALTHIER CHOICES
Efforts to improve national eating habits have failed to prevent the scales tipping, indicating that education campaigns based on willpower are having a limited effect. We commissioned research on how best to use psychology to help consumers make healthier choices when eating out. The report – Designed With Health in Mind – makes a series of recommendations on how to use nudges and other psychological tools to make healthier options the accepted norm or the default choice when eating out of home.

Our Healthcare business has reviewed its offer at the 50 restaurants and cafes it operates in UK hospitals, aiming to make it easier to choose healthier food. It replaced the confectionery at till points with fruit and water causing fruit sales to rise by 61%. It also removed sugar-sweetened drinks from all meal deals and from the post-mix dispensers in its Subway franchises, causing sales of added-sugar drinks to drop by 70% in a year.

Every day, many of our sites include a nutritionally balanced meal option which is under 500 calories, provides one of your 5-a-day and includes a wholegrain carbohydrate. Far from being perceived as the boring choice, these healthier options are proving very popular with consumers – in fact around a quarter of the meals that we sold last year in hospitals or in our Government Services sector were under 500 calories.

In February 2017, we refreshed our food-to-go offer with the introduction of a new range of sandwiches, salads, snack pots and fruit pots under the Chop Chop brand. Many of the 150 items in the range carry a ‘Healthier Choices’ logo which lets consumers know that the item is under 350 calories and not high in fat, saturated fat, sugar and salt. The new range has led to a tripling in sales of healthier products.

REDUCING SUGAR
In 2017, we committed to the Public Health England voluntary 2020 sugar reduction targets (part of the Childhood Obesity Strategy).

ESS, our Defence and Government Services business, has been exploring how to reduce sugar in its dessert recipes without impacting taste. Blind taste tests revealed that, while a gradual approach is required for certain dishes, we could reduce sugar by as much as 20% in some recipes. Overall, ESS has now cut sugar in its puddings by 9% and taken 17% of the sugar out of its cakes.

Our team of chefs and nutritionists have developed a range of no added sugar bakery items, including biscuits, muffins and fruit and nut bites. We are also working with suppliers to reduce sugar in the products we buy from them and are pleased with the engagement we have received so far.

INGREDIENT SWITCHES
We challenged ourselves to cut millions of calories from our consumers’ diets by swapping ingredients for healthier alternatives. In early 2017, we changed pesto supplier, opting for recipes which contain an average of 165 calories fewer per 100g than the red and green pestos we had been using. Since then, we estimate that our consumers have eaten 68 million fewer calories, without noticing any impact on taste.

In total, the product switches we made over the last 12 months have cut our consumers’ cumulative calorie intake by more than 300 million calories! We have also cut 40 tonnes of fat and six tonnes of saturated fat from their diets.

VEG REVOLUTION
An increasing number of consumers are looking to reduce the amount of red meat they eat and we are responding to this trend. We have ten core culinary concepts which promote particular cuisines. Alongside modern English, Chinese and Indian food, we now offer Root Kitchen which proudly places vegetarian and vegan food centre stage and celebrates the delicious flavours of plant-based meals.

The creation of an appealing brand identity for meat-free food has helped us to encourage more consumers to adopt a ‘flexitarian’ diet.

We partnered with the Humane Society International, one of the world’s leading animal protection charities, to host a number of plant-based cooking workshops to engage our chefs with veg-centric cooking. These were supported by Jenny Chandler, UN Special Ambassador for pulses.
HEALTHIER LIVES

Our talented nutritionists and chefs have an incredible breadth of knowledge which we want to share. With our large number of employees and varied client base, we are well placed to educate people about healthy eating, and place a particular emphasis on educating young people through our Chartwells business. We also want to extend our reach beyond the people who eat with us every day and have created a new healthy eating website, www.nourishedlife.co.uk, which is available to everyone.

HELPING CHILDREN EAT BETTER

In the UK, Chartwells produces and delivers around 38 million appealing and nutritious school meals every year. We created Eat Right Stay Bright, an award-winning programme which engages pupils, parents, teachers and governors to develop a shared responsibility for food in schools. Every week, Compass nutritionists visit schools across the country to deliver a bespoke series of activities and events. Last year, between them, they visited almost 1,200 schools, delivering nutrition education to around 350,000 children and their families.

We also have a programme called ‘Putting Fun Back into Food’ which encourages positive behaviour by increasing both knowledge and awareness of healthy food. It is designed to be energetic and engaging and includes fitness games, nutrition quizzes and simple cookery lessons. In the last year, over 300 schools received a visit from one of our chefs and we estimate that we have reached over 120,000 pupils.

In total, that’s almost half a million children that we personally engaged with on the topic of healthy eating and food last year.

In addition to supporting schools in person, we have created a range of educational resources to help teachers prepare lessons on cooking and nutrition, which are now part of the national curriculum for Key Stages 1 to 3. Teachers are able to access our ‘Beyond the Kitchen’ website which contains a wealth of information and resources including video tutorials on cooking in the classroom.

SUPPORTING INFORMED CHOICES

In Northern Ireland, we have been actively engaged with the Food Standards Agency (FSA) and Environmental Health Northern Ireland to promote and Implement the FSA’s Calorie Wise programme. The ambition of Calorie Wise is to provide customers with simple signage that highlights the calories in a portion of food or a particular dish.

The scheme was launched in October and our restaurant at the Northern Ireland Assembly was the first premises to be awarded the Calorie Wise status.
NOURISHED LIFE

In 2017, we created our Nourished Life website which is a free resource available to everyone. The site offers expert advice on key health and wellbeing topics. The Food and Nutrition section contains information on allergens, nutrients and eating well on a seasonal basis, all written by our registered nutritionists. The Lifestyle section offers advice on the importance of sleeping well, movement and exercising. We have also partnered with sleep and exercise experts to provide us with the latest information in these areas.

The recipes on the site are based on popular meals served in our restaurants and have each been nutritionally analysed so we can show the calories, fat, sugar and salt per serving as well as information about any allergens. Users of the website can search by season, main ingredient or cuisine as well as being able to filter by the number of calories per serving making it easy to prepare healthy and delicious meals at home.

We are also inviting people to directly interact with our health and nutrition experts and a team of our leading nutritionists and chefs are on hand to answer queries from users.

www.nourishedlife.co.uk

HEALTHY EMPLOYEES

Supporting our colleagues to stay well is a key pillar of our health strategy.

Our dedicated employee intranet hosts a wide range of information aimed at helping people look after their health. This includes advice on a full range of wellbeing areas including exercise, sleep and eating well.

We continue to promote the services available for our people online and have created a Wellbeing Network which aims to grow awareness of health and wellbeing issues among our colleagues. By 2020, our ambition is to create a virtual community of 10,000 Compass employees who are eager to learn more and be part of Compass’ conversation about mental health and supporting wellbeing.

We also provide all our people with free access to a 24-hour counselling service which provides support with a wide range of concerns including money worries, stress and legal issues.

MENTAL HEALTH

Statistics show that around one in four people in the UK experience mental health problems each year. As a people-powered business, we know the value and importance of a caring and open working environment and want to make sure that all colleagues feel supported with their physical and mental health.

We have signed the Time to Change pledge, a growing movement which aims to change how people think about mental health. In October 2017, we marked World Mental Health Day by launching an internal campaign to raise awareness of mental health in the workplace and to provide our colleagues with the support they need.

As part of this, we created a number of toolkits to provide advice and support to promote positive mental health. We introduced a network of 80 wellbeing ambassadors, made up of colleagues at all levels from across the business, who will help raise awareness, reduce the stigma around mental health in the workplace and encourage open conversations.

We’ve signed the time to change Employer Pledge

let’s end mental health discrimination