

United Nations Global Compact (UNGC)

Compass Group PLC

Communication on Progress

January 2015



Compass Group PLC
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Director of Health, Safety & Environment

OUR APPROACH

CR IS A KEYSTONE OF OUR COMMITMENT TO PROVIDE THE HIGHEST QUALITY SERVICE TO OUR CUSTOMERS.

The Group's strategy and our corporate responsibility (CR) approach are well aligned as we improve the business operating model to reflect more sustainable practices. CR is a keystone of our commitment to provide the highest quality service to our customers. Within CR, the safety of our colleagues and consumers is our number one operational priority. Our Safety First programme is built on one powerful idea; everyone in our business takes ownership for safety – every day.

During the year, we revisited our CR strategy with our stakeholders to ensure that we continue to address those business impacts that are important to them. These insights help us to better understand emerging issues and progressively refine our CR strategy to continue

to underpin our long term success as a business. Our approach is simple; to create alignment, understanding and commitment in all our markets around four areas that are fundamental to our success:-

HEALTH & WELLBEING

By pursuing our passion for wellbeing and nutrition, we help our consumers and employees adopt a more balanced lifestyle.

We help our clients to deliver improved employee performance and satisfaction, encouraging client retention in our business.

- > Provide nutritious food
- > Signpost healthy choices
- > Build healthier lives

RESPONSIBLE SOURCING

Having a responsible supply chain is important for us to deliver the quality of food service that is a key business driver for Compass.

As a result of our actions, we are able to build client and consumer confidence, reduce potential risks and develop sustainable relationships.

- > Provide safe food
- > Source responsibly and sustainably
- > Trade fairly and ethically

OUR PEOPLE

Our people are fundamental to our great service and reputation and we recognise their positive contribution to our performance.

Ensuring our employees are well trained, motivated and productive is an essential component of our business model.

- > Provide a safe workplace
- > Create great career opportunities
- > Offer fair employment

ENVIRONMENT

As a leading food and support services provider, we have a clear responsibility to protect the environment.

We are reducing our impact on the environment by implementing programmes that focus on the improved use of resources, helping us to manage our costs, and those of clients effectively.

- > Report our environmental performance
- > Manage energy use
- > Reduce food waste

PROGRESS

Over the past year, we have made good progress against our CR commitments with additional focus on: supply chain assurance; reporting on environmental performance and employee diversity; and human rights.

We have achieved greater visibility of performance data which is helping us to better assess our business impacts, control our non-financial risks and make more informed decisions.

MEMBER OF
Dow Jones Sustainability Indices
In Collaboration with RobecoSAM


FTSE4Good


CDP
DRIVING SUSTAINABLE ECONOMIES

RSPO
Roundtable on Sustainable Palm Oil

 **BRITISH SAFETY COUNCIL** | Member


THE GLOBAL COMPACT
WE SUPPORT

1. Statement of Continued Support

As a signatory to the United Nations Global Compact since June 2004, Compass Group PLC and its group companies ("Compass") is committed to taking action to support and uphold each of the ten principles relating to human rights, labour, environment and anti-corruption.

In 2014, we brought together our existing people related commitments to form one group Human Rights policy (www.compass-group.com/CR14). To support the implementation of this policy we have agreed reporting procedures to monitor country compliance and drive continuous improvement in the 50 diverse markets in which we operate.

We continue to improve our performance and believe that we have made good progress with regard to meeting our commitments, with particular focus on our environmental activities and performance reporting – please view our online **Corporate Responsibility Report** for further details:

www.compass-group.com/CR14

This document contains some examples of the **practical actions** that we have taken and implementation details including **performance indicators and metrics**. Together with our **Group policies**, these may be viewed on our **global CR website**:

www.compass-group.com/CR14

In response to the Global Compact commitments, we will continue to develop our activities and provide timely communication of progress updates to our stakeholders.

For further information, please contact us at

Global.HSE@compass-group.co.uk



Mark J. White

General Counsel and Company Secretary

Compass Group PLC

2. Company Overview

2.1 *Compass Group PLC*

Compass is one of the world's leading providers of food and support services. We operate in over 50,000 client locations and specialise in providing food, facilities management and related services on client premises. We generated annual revenues of over £17 billion in the year to 30 September 2014. The Company employs more than 500,000 great people delivering great service every day in around 50 countries, operating across our five core sectors: Business & Industry, Defence, Offshore & Remote Site, Education, Healthcare & Seniors and Sports & Leisure, with an established brand portfolio. For more information, visit www.compass-group.com.

2.2 *Our Vision – sets out what we want to be*

To be a world-class provider of contract foodservice and support services, renowned for our great people, our great service and our great results

2.3 *Our Mission – sets out how we are going to achieve this*

Everyone in Compass is committed to consistently delivering superior service in the most efficient way, for the shared benefit of our customers, shareholders and employees

2.4 *Our Guiding Principles – these set out what guides our decision making*

- **Health, Safety and Environment First** – never to compromise on the health and safety of our customers and our people, and to manage responsibly the impact that our business has on the environment.
- **Delivering for Clients and Consumers** – to earn the continued loyalty of our customers by consistently demonstrating why we are the first choice for quality, service, value and innovation.
- **Developing our People and Valuing Diversity** – to recognise the diversity and contribution of our people. We create a work environment that is challenging and provides the opportunities and support for everyone to develop, learn and succeed.
- **Profitable Growth** – to deliver shareholder value through disciplined, sustainable growth, underpinned by strong governance that contributes to and leverages the benefits of our global scale.
- **Constant Focus on Performance and Efficiency** – to deliver the highest quality and performance, whilst relentlessly striving to be the lowest cost, most efficient provider.

3. Human Rights

Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights;

Principle 2: Make sure that they are not complicit in human rights abuses;

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Overview

The Compass Codes of Business Conduct and Ethics underpin our social, ethical and environmental responsibilities as a global organisation and sends a powerful message to all our stakeholders of the Group's commitment to responsible business practice. The 10 principles of the United Nations (UN) Global Compact, to which we are a signatory, are integral to our own Code of Ethics. This UN initiative encourages companies to commit to make human rights, labour standards, environmental responsibility and anti-corruption part of the business agenda, whilst maintaining a competitive advantage.

Our organisation is supported by the highest levels of corporate governance. This empowers our local management teams to manage their businesses to be competitive in their marketplace while operating within a strict corporate framework with clearly defined parameters. Our Code of Ethics sets out our social, ethical and environmental commitment towards each of our stakeholders and the communities in which we operate.

Every individual employee shares a responsibility to uphold these standards and to conduct our business in a professional, safe, ethical and responsible manner.

Our Code of Ethics, developed in consultation with our European Works Council and the Institute of Business Ethics, sets out the clear standards of behaviour that we expect all of our people to demonstrate in dealing with colleagues and those outside the company such as customers, suppliers, shareholders and external stakeholders.

Our Policy

www.compass-group.com/CR14

Relevant extracts from our published Code of Ethics:

<http://www.compass-group.com/1124.htm>

<http://www.compass-group.com/cr-code-of-ethics.htm>

Success in business is dependent on compliance with legal constraints, together with sensitivity to local customs and conventions governing business relationships.

The communities in which we operate (and from which we draw our employees) are important to us.

- We are committed to making a positive contribution to the sustainable development of the communities in which we operate.
- We take into account the concerns of the wider community – including national and local interests – in all our operations. We use our expertise to contribute to the wellbeing of the community in a manner appropriate to our business objectives.
- We endeavour to ensure that we are not exploited for the purpose of money laundering, drug trafficking or tax evasion.
- We support the rights of human beings as set out in the UN Declaration of Human Rights. We consider carefully before doing business in countries that do not adhere to the UN Declaration.
- We do not make donations to political party funds or candidates.
- We respect the law, traditions and cultures of the countries in which we operate. However, in some countries where there is limited or no human rights protected by legislation, the higher standards set out in the Group's Codes of Business Conduct and Ethics will prevail.
- We are committed to doing our business in a way that limits our impact on the environment. The Group's Environmental Policy and Guidelines include standards on waste reduction and recycling, and the conservation of water and energy.

As a service company, our people are key to the success of our business. We respect and value the individuality and diversity that every employee brings to the business and seek to create a positive, open, working environment wherever we operate.

- We are committed to basing relations with our employees on respect for the dignity of the individual and fair treatment for all.
- We aim to recruit and promote employees on the basis of their suitability for the job, without discrimination.
- We aim to foster effective communication to enable all our employees to perform their work effectively and help and encourage employees to develop relevant skills to progress their careers within our organisation.
- We place the highest priority on the health and safety of our employees and the safety of the environment in which they work.
- We do not tolerate any form of discrimination or sexual, physical, mental or other harassment of any kind toward our employees, whether from our own staff or others.
- We operate fair and just remuneration policies that comply with employment regulations in each of the jurisdictions in which we operate.
- We require any employee with a potential conflict of interest to disclose it to their line manager.
- We operate in an environment of trust and as such we do not tolerate any fraudulent or dishonest behaviour by our employees either within the Group or in dealing with other stakeholders.

Implementation

We have a Group-wide whistleblowing programme called 'Speak Up' which is managed by an independent company. This enables our employees globally to raise, in confidence, any concerns that they may have about how we conduct our business. Work continues throughout our business to maintain employee awareness of 'Speak Up' and regular progress reports are provided to the Audit Committee of the Board.

In 2014, we had 2,941 (2013: 3,102) calls referred to the 'Speak Up' helpline by employees globally. Details of all of the concerns reported to the confidential helpline were passed to the Group's Internal Audit department. There is a clear escalation process in place to consider each concern raised. Where appropriate, a full investigation and remedial actions were taken.

Associated Policies

Compass Human Rights Policy
Compass Codes of Business Conduct & Ethics
Compass Diversity & Equal Opportunities Policy
Compass Purchasing and Supply Chain Policy

2014 Actions

- In line with our 2014 commitment, we published a refreshed Human Rights policy, together with supporting key performance indicators to inform our stakeholders of our progress. See page 4 for policy details.
- We continue to embed our Code of Business Conduct (the 'Code'), which brings together in one place all relevant Group policies on ethical business practice. The Company remains committed to the highest standards of business conduct and expects all of its employees to act accordingly. The Code, which has been translated into in 40 languages to meet the needs of our businesses, is underpinned by our Code of Ethics and is communicated to our employees through a range of channels including, for example, global and country specific intranets, at induction of new employees and face to face presentations.
- The Group's on-line Competition Law and Ethics Toolkits continue to be rolled out across the Group's businesses and as at 30 November 2014, 94% and 96% of the current populations eligible to complete the online Toolkits have successfully completed the courses. New employees are required to acknowledge that they will comply with the principles of the Code and senior management will continue to self-certify their compliance with the Code and the Group's Code of Ethics at the end of each financial year. We have also continued with our annual self-certification initiative whereby 2,561 employees were required to self-certify that they have complied with the 'Code' and Code of Ethics during the year ended 30 September 2014. To date, 93.6% (2013: 99.7% / 2012: 99.2%) of employees responded. The Code which incorporates all of the Group's internal control policies including the Code of Ethics is available on the Group website at <http://www.compass-group.com/cr-code-of-ethics.htm> and has been translated into multiple languages.
- We made good progress in rolling out our updated Compass Supply Chain Standards which include the assessment of potential supply chain partners on their own human rights practices and those of their partners down the supply chain. This updated template is progressively being rolled-out across our countries, with initial emphasis on compliance across our Top Twenty countries which equate to around 93% of total Group revenue.

- We proactively monitor the Code, to ensure that countries are taking the positive action required to embed it. Monitoring initiatives include:
 - Internal audit visits to countries to review practices and procedures
 - Business Review Updates with country Leadership Teams to ensure effective compliance is in place

4. Labour Practices

Principle 4: Businesses should uphold the freedom of association and the effective recognition of the right to collective;

Principle 5: Businesses should uphold the effective abolition of child labour;

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Overview

Why it's important...

Ensuring our employees are well trained, motivated and productive is an essential component of our business model. Our people are ambassadors of our service and reputation and we recognise their positive contribution to our performance.

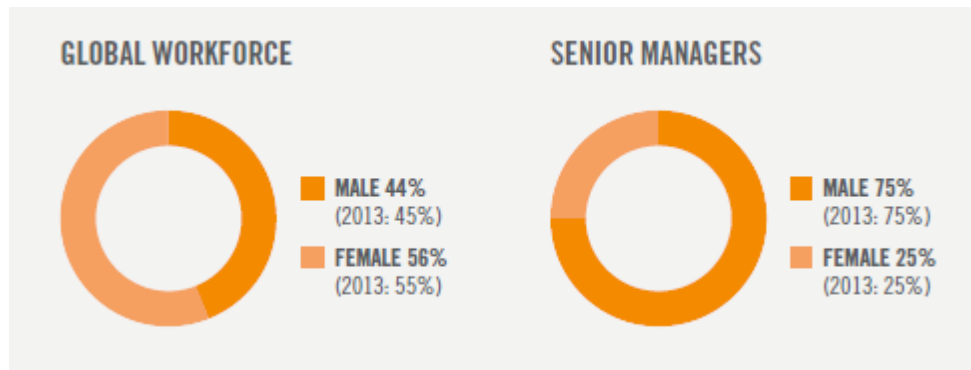
We employ over 500,000 people in over 50 countries. In a business such as ours, people are at the heart of delivering excellent service to clients and consumers. We operate a specific **People MAP** implemented across our business globally to ensure consistency in operating practices. It provides a simple framework of objectives, measures and actions.

OUR FIVE KEY FOCUS AREAS ARE:

- > **Attract** – recruit the right people, in the right way and reflect the diversity of the communities in which we work
- > **Retain** – having the right rewards and benefits and work environment for people to want to stay with us
- > **Develop** – ensuring that people have the right skills to do their job and develop careers with us
- > **Engage** – connecting all our people to our goals, motivating them to achieve them and recognising their achievements
- > **Perform** – having the processes in place to measure and continually improve individual performance

DIVERSITY AND INCLUSION

We value the diversity of our people and strongly believe that the more our people reflect the diversity of our clients and consumers, the better equipped we are to service their needs. We base our relationship with employees on respect for the dignity of the individual and seek to create a positive, open working environment wherever we operate.



OUR GLOBAL COMMITMENTS

- As a service company, our people are key to the success of our business. We respect and value the individuality and diversity that every employee brings to the business and seek to create a positive, open, working environment wherever we operate.
- We are committed to basing relations with our employees on respect for the dignity of the individual and fair treatment for all.
- We aim to recruit and promote employees on the basis of their suitability for the job, without discrimination.
- We aim to foster effective communication to enable all our employees to perform their work effectively. This will include encouraging and helping employees to develop relevant skills to progress their careers.
- We place the highest priority on the health and safety of our employees and the safety of the environment in which they work.
- We do not tolerate any form of discrimination or sexual, physical, mental or other harassment of any kind toward our employees, whether from our own staff or others.
- We operate fair and just remuneration policies that comply with employment regulations in each of the jurisdictions in which we operate.
- We require any employee with a potential conflict of interest to disclose it to their line manager.
- We operate in an environment of trust and as such we do not tolerate any fraudulent or dishonest behaviour by our employees either within the Group or in dealing with other stakeholders.

Policies

Compass Human Rights Policy
 Compass Codes of Business Conduct & Ethics
 Compass Diversity & Equal Opportunities Policy
 Compass Purchasing and Supply Chain Policy

2014 Actions

- We are progressively rolling out the Compass Supply Chain Standards, refreshed in 2014 to include compliance with the ETI Base Code principles:
 - > employment is freely chosen
 - > freedom of association and the right to collective bargaining is respected
 - > working conditions are safe and hygienic
 - > child labour shall not be used
 - > living wages are paid
 - > working hours are not excessive
 - > no discrimination is practised
 - > regular employment is provided
 - > no harsh or inhumane treatment is allowed
- In 2014 we implemented a requirement that all new suppliers to Compass Group globally must sign their acceptance of the Code of Business Conduct. To measure compliance we introduced an additional reporting KPI to our suite of CR metrics. Please see our Commitments and Progress on page 18.
- The global HR Forum which consists of HR professionals from across the Compass business globally works throughout the year to ensure that our HR policies are reviewed on an annual basis and are updated as required to meet regulatory or best practice requirements. Country operational compliance with such policies is required as part of the People MAP Framework.
- We continue to make good progress with our employee diversity metric and have increased the proportion of global leadership team positions held by women to 23%.
- Great examples of our continuing efforts in terms of supporting increasing employee diversity can be viewed online in our 2014 CR Report – www.compass-group.com/CR14

See example overleaf:

Building a Diverse and Inclusive Workplace



The U.S. workforce is in the midst of a sweeping demographic transformation, in terms of age, gender and ethnicity. To ensure all of our people are supported within a diverse and inclusive workplace, over the past fifteen years our team in the US has established, and are active supporters of, a number of diversity and inclusion partnerships, including:

- Working with the Women's Foodservice Forum (WFF): A leadership development community to help women reach their full potential and accelerate their careers through beneficial keynote addresses and workshops and mentoring.
- The National Society for Minorities in Hospitality (NSMH): A professional organization to help recruit, retain, support and advance minority students in the hospitality industry, working by establishing working relationship between prospective employees and job opportunities.

5. Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility;

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.

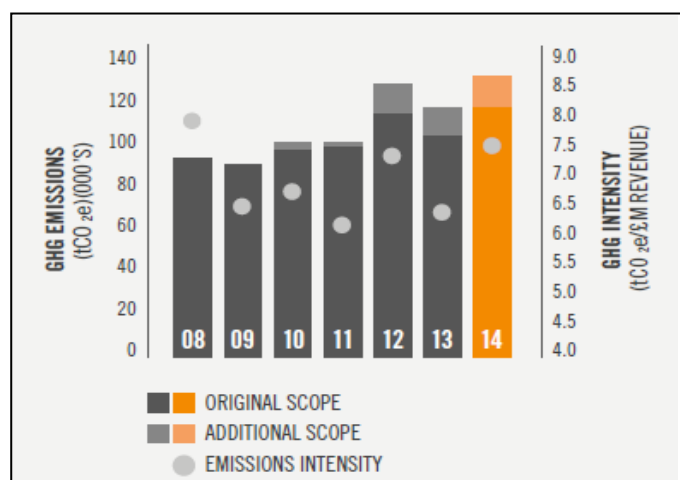
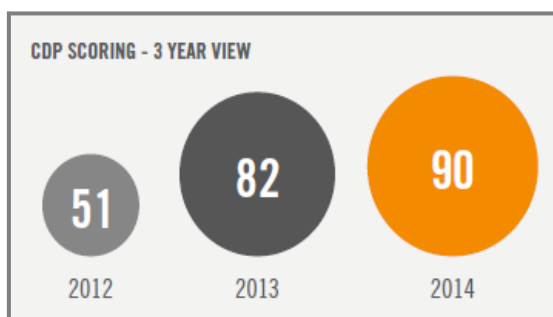
Overview

Why it's important...

As a leading foodservice company, we have a clear responsibility to protect our environment. We are reducing our impact on the environment, including energy use and food waste. Our programmes focus on the improved use of resources, which helps us to manage our costs, and those of our clients, effectively.

Since 2008 we have used a web-based reporting tool to consistently track and report globally on our greenhouse gas emissions. We are pleased that our ability to report our environmental performance accurately, including the quality of data, continues to improve and, as a result, we have increased the scope of our reporting countries from our 'Top Ten' to our 'Top Twenty' countries which account for around 93% of total Group revenue.

In the majority of our locations where we are not directly responsible for the procurement of utilities, equipment, fuel etc., we are working closely with our clients to consider how best to improve the environmental performance of our operations.



Policies

Compass Environmental Policy

Compass Purchasing & Supply Chain Policy

2014 Actions

- Compass Group is committed to ensuring that products associated with possible deforestation, such as wood and paper based products, soy, palm oil and beef, are produced and sourced in a sustainable and responsible manner. As a signatory to the RSPO since 2011 we recognise the importance of sourcing palm oil sustainably. In 2014, we published a sustainable palm oil supplier evaluation, which enables us to monitor the extent to which our products contain palm oil, including sustainable palm oil. This evaluation template is being used to assess suppliers of cooking oil, margarine, French fries and processed soups, sauces & bouillons.
- To help us build a greater awareness of their activities, we have refreshed our supplier assurance programme to include additional focus on environmental practices within our global supply chain.
- We believe that everyone at Compass has a moral obligation to safeguard each other, our customers and the environment by operating a safe, injury free and healthy workplace, serving food that is always safe to eat, nutritional and which minimises our impact on the environment. In 2007, to ensure best practice, we developed a set of policies, minimum operating standards and behaviours and these have been steadily rolled-out across our businesses. We are pleased to report that in the year to 30 September 2014, the first phase of the programme had been successfully implemented in 100% (2013: 99%) of our countries. Our standards are based on the strictest regulatory requirements and industry best practice. World-class performance continues to be our aim, seeking over the short- to medium-term to set the benchmark for our industry.
- Great examples of our ongoing efforts to support responsible environmental practices can be viewed online in our 2014 CR Report – www.compass-group.com/CR14

See example overleaf:

Responsible Water Consumption in Brazil



São Paulo is facing the worst drought in its history. The Cantareira reservoir, which supplies the city's 20 million people, has fallen to 10.7% of its capacity. Our global target is to achieve a 20% reduction in water use by 2017 (against 2008 baseline) by investing in water efficiency equipment and practices. So, our team in Brazil has introduced the Water Consumption in Focus campaign.

The goal of our activities is to strengthen measures which conserve and improve water efficiency. Activities include:

1. Delivering guidelines to our people across 2,000 units on the need and tips for reducing water consumption
2. Creating a new newsletter, 'Water Consumption in focus', to be circulated to all 2,000 units (with particular focus on units in São Paulo and Minas Gerias) and country headquarters
3. Engaging our clients to explore how we can partner with them in water efficiency initiatives.

6. Bribery and Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

Policy (extract from Compass Group Code of Ethics)

<http://www.compass-group.com/cr-code-of-ethics.htm>

We seek to establish mutually beneficial relationships with all our suppliers, and encourage them to match our high standards in respect of quality, food safety, working conditions, trading practices, health and safety and environmental protection.

- We treat our suppliers and subcontractors honestly and fairly.
- No employee may offer or receive – or influence others to offer or receive – any money or material gift that could be construed as a bribe or influence and we have implemented a Group Gifts and Hospitality policy to provide clear guidance to all of our employees and clients on this matter.
- We endeavour to ensure we are not exploited directly or indirectly by requests to make facilitation payments.
- All information concerning the Company and its suppliers is to be treated as confidential.
- We do not work with companies that infringe the law or endanger Compass Group's reputation.

Policies

Compass Codes of Business Conduct and Ethics

Internal documents:

Compass Fraud Policy

Group Gifts and Hospitality Policy

Group Approvals Manual

Compass Accounting Policies and Procedures Manual

2014 Actions

- Our Code of Business Conduct (the 'Code'), brings together in one place all relevant Group policies on ethical business practice. The Company remains committed to the highest standards of business conduct and expects all of its employees to act accordingly. The Code is underpinned by our Code of Ethics with regard to minimising the risk of bribery and corruption in our business and contains specific information about Compass's zero-tolerance approach to corrupt or unethical behaviour or business practices.

- We conducted our annual review of the Group's internal control documents such as the Group Approvals Manual, Group Internal Controls Manual, Group Accounting Policies and Procedures Manual and Group Treasury Policies, to further minimise the risk of fraud.

The purposes of these documents are to:-

- set out clear levels of delegated authority for specific matters and to highlight those matters which require Group review and approval or notification and to ensure consistently high standards of review and evaluation are adopted and followed across the Group;
- cover the core internal controls relevant to Group companies as clearly as possible, including the identification of those core internal controls relevant to each level of the business i.e. unit, country, operating company and Group including, for example, dual control and segregation of duties; and
- provide a framework for banking, borrowing and investment requirements of the Group, so as to maintain the flow of essential finance to operations and for capital investment, in a manner that manages the risk inherent in these activities.

We operate a Group Gifts and Hospitality policy, on a global basis.

- We have further developed a risk assessment to determine the potential level of risk of different parts of our business regarding bribery and corruption to ensure that the appropriate management processes are in place to mitigate any risks identified.
- Upon induction, all new Compass Group employees are required to read and confirm their adherence to the Codes of Business Conduct and Ethics. Senior employees are also required to certify their adherence to the Code annually thereafter.
- All Compass Group employees have access to the 'Speak Up' helpline, a 24-hour a day, confidential telephone advice line where they can share any concerns that they have. In 2014 we received 2,941 reports (2013: 3,102). Procedures are in place for any bribery/anti-corruption whistleblowing allegations to be escalated directly to senior management.

7. Performance Measurement & Progress

Our Key Performance Indicators (KPIs) relate to the business strategy and drive the sustainable development of the business. Since we started our CR journey in 2007, we have seen continued improvement in our sustainability performance against baseline data.

We measure and report internally on our performance against each Key Performance Indicator and performance is reviewed by the CR Committee.














You can view our current progress against all of our CR performance targets overleaf, or for more details visit our CR website at www.compass-group.com/CR14

OUR CR COMMITMENTS AND PROGRESS

BASES FOR CONSOLIDATION

1. KPI relates to our global performance
 2. KPI relates to our top 20 countries representing 93% of total Group revenue
 3. KPI relates to our top 30 countries representing 97% of total Group revenue
- All targets relate to data capture ending 30 September for the year stated.



	KEY PERFORMANCE INDICATOR	2013-2014 TARGET	2013-2014 PERFORMANCE	2013-2014 REVIEW	KPI TARGET																
<div>INNOVATE</div> <div></div>	<div>WELLBEING¹</div> <div>The number of units providing Balanced Choices (or equivalent healthy eating programmes) to their consumers</div> <div>% of units offering nutritional advice to consumers</div> <div>% of countries operating a sugar, salt and fat reduction programme</div>	<div>Report % improvement</div> <div>Report % of units</div> <div>Report % of countries</div>	<div> 10% improvement</div> <div> 66%</div> <div> 90%</div>	<div>The health and wellbeing of our consumers is important to us. We provide guidance and advice to help them make informed choices about how to achieve a healthier lifestyle.</div> <div>We are the only food service company to have signed up to all seven of the food service pledges of the UK Government's Responsibility Deal, and we take an active role in the Responsibility Deal Plenary Group.</div> <div>We have also implemented improved consumer signposting on allergens, ahead of the new EU Regulations effective December 2014.</div>	<div>100% of units providing Balanced Choices or similar healthy eating programmes to their consumers by 2015</div>																
<div>SOURCE</div> <div></div>	<div>SUPPLY CHAIN INTEGRITY^{2,3}</div> <div>% of countries adopting our global Supply Chain Standards</div> <div>% of countries with programmes in place to support:<ul style="list-style-type: none">• sustainable fish/seafood• Fairtrade and ethically sourced products• locally sourced products</div> <div>% of contracted approved suppliers who have signed the Compass Code of Business Conduct</div> <div>% of expenditure on tea, coffee, sugar and bananas from ethical or Fairtrade sources</div> <div>% of contracted suppliers to whom the Compass policy on palm oil has been communicated</div>	<div>100% implementation by 2015</div> <div>Report % of countries</div> <div>100% of contracted approved suppliers to sign the Compass Code of Business Conduct by 2014</div> <div>Report % of expenditure</div> <div>Report % of suppliers</div>	<div> 95%</div> <div> 85%</div> <div> 100%</div> <div></div> <div></div>	<div>We have refreshed our global Supply Chain Standards to provide greater emphasis on supplier assurance and product traceability. The new standards are being progressively rolled out across all markets.</div> <div>Increasingly, our customers are seeking assurances that the products they consume are sourced ethically and sustainably. In 2014, we collated and analysed data from countries to form our baseline and we will report on our progress in 2015.</div> <div>We have made good progress this year, and 100% of suppliers approved in 2014 have signed up to the Compass Code of Business Conduct.</div> <div>This year, we collated and analysed data from countries to form our baseline against this KPI. We will report on our progress in 2015.</div> <div>We will continue to communicate our policy to contracted suppliers through 2015.</div>	<div>100% implementation by 2015</div> <div>Report % of countries with programmes in place to support:<ul style="list-style-type: none">• sustainable fish/seafood• Fairtrade and ethically sourced products• locally sourced products</div> <div>100% of suppliers approved in 2015 will sign up to the Compass Code of Business Conduct</div> <div>Report % of expenditure on tea, coffee, sugar and bananas from ethical or Fairtrade sources</div> <div>% of contracted suppliers to whom the Compass policy on palm oil has been communicated</div>																
<div>PREPARE</div> <div></div>	<div>ENERGY EFFICIENCY¹</div> <div>Reduction in total Greenhouse Gas (GHG) emissions</div>	<div>20% reduction by 2017</div> <div>Report total direct GHG emissions – metric tonnes</div>	<div> 6% reduction</div> <div> 125,662 CO₂e</div>	<div>The trend across our operations is positive and we continue to show improvements in intensity being achieved against the 2008 baseline ratio of 7.8.</div> <div>We have calculated our Scope 1 & 2 GHG emissions since 2008 and this year, we further enhanced our environmental reporting by implementing a new web-based system which supports greater transparency and accuracy of data.</div> <div>GHG emissions have been calculated in accordance with the GHG Protocol Corporate Accounting and Reporting Standard (revised edition), together with the latest emission factors from recognised public sources including, but not limited to, Defra/DECC, the International Energy Agency, the US Energy Information Administration, the US Environmental Protection Agency and the Intergovernmental Panel on Climate Change.</div> <div>Compass Group's disclosure in accordance with the Companies Act 2006 is stated in the table below:</div> <table><tr><th>GHG emissions by scope</th><th>Unit</th><th>Quantity 2012-2013</th><th>Quantity 2013-2014</th></tr><tr><td>Scope 1</td><td>Tonnes CO₂e</td><td>101,703</td><td>116,405</td></tr><tr><td>Scope 2</td><td>Tonnes CO₂e</td><td>8,967</td><td>10,766</td></tr><tr><td>Scope 1 & 2 intensity</td><td>Tonnes CO₂e/£m revenue</td><td>6.8</td><td>7.3</td></tr></table> <div>GHG intensity has increased by 17% since 2012-2013, as a result of improved reporting of our carbon emissions data. Checking of our historical data identified minor errors in the 2012 and 2013 emissions data for the US and UK businesses. The corrected absolute emissions and intensity figures are reflected in the data reported above.</div> <div>The reporting of GHG emissions covered 93% of consolidated Group revenue and we are seeking continuous improvement in data entry and completeness in future years.</div>	GHG emissions by scope	Unit	Quantity 2012-2013	Quantity 2013-2014	Scope 1	Tonnes CO ₂ e	101,703	116,405	Scope 2	Tonnes CO ₂ e	8,967	10,766	Scope 1 & 2 intensity	Tonnes CO ₂ e/£m revenue	6.8	7.3	<div>20% reduction by 2017 (against 2008 baseline)</div> <div>Report total direct GHG emissions – metric tonnes</div>
GHG emissions by scope	Unit	Quantity 2012-2013	Quantity 2013-2014																		
Scope 1	Tonnes CO ₂ e	101,703	116,405																		
Scope 2	Tonnes CO ₂ e	8,967	10,766																		
Scope 1 & 2 intensity	Tonnes CO ₂ e/£m revenue	6.8	7.3																		



OUR CR COMMITMENTS AND PROGRESS

BASIS FOR CONSOLIDATION















1. KPI relates to our global performance
 2. KPI relates to our top 20 countries representing 95% of total Group revenue
 3. KPI relates to our top 30 countries representing 97% of total Group revenue
- All targets relate to data capture ending 30 September for the year stated.



INTERESTED TO KNOW MORE?

Find out about our CR activities around the world, together with global policies and performance statistics on our CR website at www.compass-group.com/crl4



		KEY PERFORMANCE INDICATOR	2013-2014 TARGET	2013-2014 PERFORMANCE	2013-2014 REVIEW	KPI TARGET	
	WATER EFFICIENCY ²	Water consumption by our corporate offices	20% reduction by 2017	 18% increase	We are making good progress in reducing our water consumption and continue to invest in water efficiency equipment and practices. In addition, we continue to employ web-based training programmes to improve the environmental awareness of our colleagues around the world. We have deployed a new reporting system which provides greater functionality to enable countries to extend their scope of reporting. Looking forward, this will include additional locations where Compass has direct control, such as laundries and central production units.	20% reduction by 2017 (against 2008 baseline)	
		% increase in spend on concentrated chemicals as a % of total chemical spend	25% increase in spend on concentrated chemicals by 2015		This year, we collated and analysed data from countries to form our baseline against this KPI. We will report on our progress in 2015.	25% increase in spend on concentrated chemicals as a % of total chemical spend by 2015	
	GENERAL WASTE REPORTING ²	% of waste generated by Compass offices diverted from landfill	25% improvement by 2017	 17% improvement	In 2014, we focused on improving the accuracy of data reported by countries, including the composition of our waste by collaborating with our waste contractors. This enables us to track progress on the proportion of waste being recycled.	25% improvement by 2017 (against 2011 baseline)	
		% of units where cooking oil is recovered/recycled	Report % of units where cooking oil is recovered/recycled		This year, we collated and analysed data from countries to form our baseline against this KPI. We will report on our progress in 2015.	Report % of units where cooking oil is recovered/recycled	
	FOOD WASTE ³	Implement Trim Trax (or equivalent food waste reduction programmes)	100% implementation across our top 30 countries by 2015	 95%	This year, we extended the implementation of our food waste reduction programmes from our top 20 to our top 30 countries.	100% implementation of food waste reduction programmes across our top 30 countries by 2015	
	PROVIDE	FOOD SAFETY ¹	Global Food Safety Incident Rate (FSIR)	Report % improvement	 49% improvement	Compared to the 2008 baseline, we have improved our food safety performance on a global basis by 49% through strong unit compliance with our global Food Safety Standards.	Report % improvement (against 2008 baseline)
		OCCUPATIONAL HEALTH AND SAFETY ¹	Global Lost Time Injury Rate (LTIR)	Report % improvement	 51% improvement	We achieved further improvement in our global Lost Time Injury Rate, with a reduction of 51% in the number of incidents compared to the 2008 baseline. Our ongoing commitment to implement programmes to improve safety leadership and culture underpins this success. This year, we introduced our Safety First portal, which enables countries to share and implement best practice initiatives more easily, to support employee engagement in the reduction of incidents.	Report % improvement (against 2008 baseline)
% of employees surveyed in our global Your Voice survey who believe the Company places a high priority on health and safety			n/a	n/a	We are pleased that so many of our employees (80% of employees surveyed in 2013) believe that health and safety is our number one operational priority (2011: 79%). The next survey takes place in 2015. Sadly, we had two work related employee fatalities as a result of motor vehicle accidents.	Report % improvement (against 2013 survey)	
EMPLOYEE RETENTION ²		Employee retention rate for all employees: • total employees • management • unit management	Report % improvement of: • total employees • management • unit management	 83%  93% (2013: 93%)  89% (2013: 88%)	This year, we achieved an employee retention rate of 83% (2013: 82%).	Report % improvement (against 2012 baseline) of employee retention: • total employees • management • unit management	
DIVERSITY ¹		% of women holding global leadership team positions	Report % increase	 1% increase	23% of our global leadership team positions are held by women (22% in 2013).	Report % increase	
		% of female representation in the global workforce	Report % representation	 56% (2013: 55%)	In accordance with the Companies Act 2006, you will find more information on employee diversity on page 58.	Report % of female representation in the global workforce	
	% of employees surveyed in our global Your Voice survey who believe the Company embraces diversity	n/a	n/a	We are pleased that so many of our employees (76% of employees surveyed in 2013) believe that the Company embraces diversity. The next survey takes place in 2015.	Report % improvement (against 2013 survey)		
BUSINESS ETHICS ¹	Total number of concerns reported by employees globally, via Speak Up	Measure and report concerns with 100% follow up	 2,941 reports (2013: 3,102)	All our countries have access to the independently operated Speak Up whistleblowing programme, which enables employees to report material concerns for review and follow up. There is a clear escalation process in place to consider each concern raised. Where appropriate, a full investigation and remedial actions are taken.	Measure and report concerns with 100% follow up		
EMPLOYEE ENGAGEMENT ¹	Global Your Voice survey: • Participation rate • Engagement rate	n/a n/a	n/a n/a	We conduct a global Your Voice employee survey every two years – the next survey will take place in 2015.	Report % participation rate Report % engagement rate		