

A close-up photograph of a person's hands holding a single, ripe green apple. The apple is covered in small water droplets, suggesting it has been washed. The person is wearing a light-colored, possibly white, button-down shirt. The background is softly blurred, showing more of the person's torso and arms.

[WORKING TOGETHER FOR A MORE SUSTAINABLE FUTURE]

Compass Group Canada

SUSTAINABILITY HIGHLIGHTS REPORT 2015



A Message From Our CEO - Saajid Khan



"I firmly believe that continuing to pursue and invest in Sustainability & Wellness will not only spur innovations necessary to maintain our leadership position, but it is also the right thing to do for our business and for future generations."

REVIEW OF 2015

Fiscal year 2015 (October 2014 - September 2015) presented Compass Group Canada with a number of significant challenges including slumping energy prices, the falling value of the Canadian dollar and rising food costs. I am especially proud of the resilience we have shown in facing these challenges.

2015 was also a year of change in our Sustainability & Wellness department, as we transitioned to a new Director in October 2015, after an extensive search.

Meanwhile, globally, leaders and delegates from nearly 200 countries gathered in Paris to attend the UN's Conference of Parties in Paris (COP21), leading to a legally-binding international agreement to fight climate change.

These events, both internally and externally, reinforce the importance of innovation and forward-thinking to tackle the major economic, environmental and social challenges ahead.

I firmly believe that continuing to pursue and invest in Sustainability & Wellness will not only spur innovations necessary to maintain our leadership position, but it is also the right thing to do for our business and for future generations.

THE ROAD AHEAD

The road ahead in our journey involves redefining our corporate Sustainability & Wellness vision and commitments. Over the next two years, we will undertake an extensive process of assessing and engaging with all our business sectors, as well as with clients, consumers, and other key stakeholders to develop a compelling vision for the future, with new or revised targets and strategies, where needed.

I am committed to ensuring that we set forth a vision for transformational change that goes beyond taking small, incremental steps forward. We will also continue to focus on employee engagement because our success around Sustainability & Wellness centers on engaging the power of our 31,000 associates across Canada.

In the meantime, one particular area of pride for me continues to be our community-based initiatives and investments. This report highlights several best practice examples of how we're working together with our clients and partners to support the communities where we live and work. I'm proud to share these stories with you in this report and through a series of videos that are hosted on our [Compass Group Canada YouTube Channel](#).

Saajid Khan,
CEO Compass Group Canada & ESS North America

canteen

Chartwells

crothall
hospitality

ESS
Specialty Services Worldwide

Eurest

Eurest
Services

Foodbuy

gourmetcuisine

hurley

Lovely Restaurants

COMPASS
Leisure & Entertainment Catering

MARQUE

morrison
management

Restaurant Associates

ABOUT US

Our recipe for success:
Great People, Great Service
and Great Results.

We are Canada's leading foodservice and support services company. We impact the lives of millions by serving delicious, nutritious meals and providing cleaning and maintenance services in a variety of key markets including education, health-care, business and industry, sports and leisure, and defence, offshore and remote sites.



In 2015, Compass Group Canada

- Employed **31,064** talented associates
- Served approximately **236 million** meals
- With an annual revenue of **\$1.9 Billion**

As part of Compass Group PLC, headquartered in Chertsey, UK, globally, we:

- Operate in over **50** countries
- Employ more than **500,000** great people
- Serve over **5 billion** meals per year

Our Approach

We recognize that in a sustainable society, individuals, communities and businesses must learn to flourish within nature's limits. For us, this means implementing current and future sustainability & wellness programs that focus on conserving natural resources, while also offering sustainable and healthy options to our consumers and clients.

Since 2012, Compass Group Canada's approach to Sustainability & Wellness has been symbolized by **BALANCE**, our platform which includes four key areas as described below. Under these four areas, we focus our actions on the issues that are important to our business, clients and consumers.



WELLNESS: positively contribute to the health and wellbeing of our consumers by making it easier for them to attain their healthy living goals through the foods we serve



SUPPLY CHAIN: source sustainable and safe food and products and use our expertise and sizable purchasing power to engage our suppliers to pursue industry-leading environmental, social and ethical best practices



ENVIRONMENT: reduce environmental impacts resulting from our operations in the areas of waste, energy, water and pollution



COMMUNITY: actively promote, support and engage with the communities where we live and work through charitable giving, employee volunteerism and investment initiatives

Highlights Of Our Sustainability & Wellness Actions In 2015

August 2015

ESS "Goes for Gold" and Gets It!

Following more than six months of review and site assessments against our global Health, Safety and Environmental (HSE) Standards, our ESS business sector (with operations in Canada, Alaska and the Gulf of Mexico) earns the Compass Group HSE Gold Standard. With the award, our ESS sector becomes the first defence, offshore, and remote sites sector amongst all countries where Compass operates to attain this achievement.

NOVEMBER 2015

Giving Thanks for Local Promotion

For the second consecutive year, our Giving Thanks for Local promotion inspired our chefs and managers to promote local food through featured recipes, tasting events, and Chef's Tables, to name a few. Through the promotion, \$4,000 was donated to local community or campus-based organizations across Canada.

SEPTEMBER 2014 – OCTOBER 2015

Launch of Chartwells Campus Projects

A set of projects collaboratively developed and launched with students and stakeholders on six Chartwells-operated university campuses across Canada to advance sustainable foodservices.



Trent University
Trent Market Garden



University of Toronto Mississauga
Community Kitchen Workshop



University of Northern British Columbia
Zero Waste Goal



McGill University
Myko Mobile App



Concordia University (former client)
Food Map: The Story of our Food



Ryerson University
"Planting the Seeds of Sustainability" Education Workshops

DECEMBER 14, 2015

Donation to Food Banks Canada

Compass Group Canada announced a \$153,400 donation to Food Banks Canada as part of Compass' Nourish program. The funds will be used to increase the amount and diversity of fresh, nutritious food to families-in-need through community gardens and food education at select food banks across Canada.

Telling Our Story

2015 was a year filled with examples of our operations, either individually or corporately, collaborating with clients and partners to reduce environmental impacts and support local communities through innovative and engaging projects and programs. We are proud to share four specific best practice examples through a series of videos. Please visit our [Compass Group Canada YouTube channel](#).



Recycling and Community Investment in Kitimat, British Columbia

Recycling is not only good for the environment; it is also good for our communities. This statement comes to life through a beverage recycling project championed by our defence, offshore and remote sites business sector, ESS North America.

In 2008, ESS formed a joint venture partnership with the **Haisla Nation**, an Aboriginal community that resides in the Kitimat region, British Columbia. Through this initiative we have continued to demonstrate our respect for the people and the land where we operate. Over the past three years, our site managers and frontline employees at our camp operations in Kitimat have collected used beverage containers from the camp residents, taking the containers to the local recycling depot and donating the revenues from recycling the containers to the local animal shelter run by the Society for the Prevention of Cruelty to Animals (SPCA).

Since the program began, **over \$100,000 has been donated to the local SPCA** from the beverage container recycling program. In addition, our managers organized rides for the residents to take them to the SPCA shelter as part of a dog walking program meant to reduce employee stress and contribute to their positive wellbeing.

[\[Please visit our Compass Group Canada YouTube channel to watch the video. \]](#)

Cafeteria Connects, a Partnership with Ecosource

The demand for local food is strong across all our business sectors, most notably in our education division, Chartwells. Since 2010, Chartwells has partnered with Ecosource, an environmental education non-profit organization, to increase the purchasing, education and promotion of locally-grown food in school cafeterias.

Our latest project with Ecosource, called the **Cafeteria Connects** project, began in 2013 with the Durham District School Board in Ontario. Funded by the Greenbelt Fund and the Ontario government, the project focuses on six Ontario-grown produce selections called **The Big 6**: cucumbers, apples, red peppers, onions, carrots, and mushrooms.

Chartwells currently has **seven Boards of Education (totaling 76 Schools)** participating in the Big 6 Program, where we have introduced new menu options, posted signage including healthy messaging, offered samples and promoted recipe cards. Popular recipes include: apple cranberry crisp, Greek meatball gyros, spiced mixed vegetable slaw, and red pepper and goat cheese rotini. Yum!

[\[Please visit our Compass Group Canada YouTube channel to watch the video. \]](#)



Waste Reduction and Diversion at Victoria General Hospital (Part of Island Health)

Waste generation is one of the most visible and important areas of environmental impacts of our business, particularly in healthcare settings, where there are both non-hazardous and hazardous waste streams to manage.

Since 2014, our business sector, Crothall Healthcare, has partnered with our client, the Island Health Authority, to jointly implement a number of waste management initiatives at Island Health-affiliated hospitals in Victoria, British Columbia. The initiatives include:

- Improving the use of compactors, leading to a **42.9% reduction in haulage costs** in 2015 compared to 2014;
- Improving waste diversion through an educational and awareness campaign and an expansion of recycling services, leading to a **40% increase in recycling** of soft plastics in 2014/2015 compared to the previous year;
- Increasing staff awareness on how to properly dispose of biomedical waste through posters, outreach, and auditing, resulting in a **2% reduction in disposal costs** in 2014/2015 compared to the previous year;
- Implementing a Linen Utilization Project to educate frontline Crothall staff on linen use when dressing patient beds to **conserve energy and water resources**.

[Please visit our [Compass Group Canada YouTube channel](#) to watch the video.]



David Cabral, Manager of Aboriginal and Community Relations, and Karen Nyce, Operations Manager, receiving the Award for Excellence in Training and Employment from the Haisla Job Coaches.

Investing in Aboriginal Communities: Managers-In-Training Program

Our partnerships and investments in Aboriginal businesses and community members are amongst our most valued community-based initiatives. Three years ago, we set aspirational goals to improve our training and employment of members from the Haisla Nation. To achieve our goals, we developed and invested in a Managers-in-Training (MIT) Program, with the objective of identifying high-potential frontline staff associates from the Haisla community and transitioning them into managers through training and exposure to different parts of the business.

Due to these efforts, we received the **Award for Excellence in Training and Employment** from the Haisla Job Coaches in November 2015. This award is a great source of pride for us as it reinforces the positive legacy we aim to leave through our partnerships with Aboriginal communities across Canada.

[Please visit our [Compass Group Canada YouTube channel](#) to watch the video.]

OUR SUSTAINABILITY & WELLNESS COMMITMENTS & PROGRESS IN 2015

wellness | environment | supply chain | community
BALANCE
 it takes you

KEY PERFORMANCE INDICATOR

(Target If Applicable)

2015 PERFORMANCE



= Target In Progress



= Target Achieved



WELLNESS

Positively Contribute
To The Health And
Wellbeing Of Our
Consumers



of New Balanced Recipes

225 new Balanced recipes

(▲ 21% from FY 2014)

We continue to create and offer delicious recipes that are lower in sodium, sugar, & saturated fats.



of Locations Executing the Balanced Choices® or Taste Life® programs

Approximately 1,950 locations

(▲ 65% from FY 2014)

The Balanced Choices® and Taste Life® programs provide our customers with a variety of flavourful, healthy food options, while increasing the visibility of these options in our cafes.



Sodium Reduction

(Reduce the amount of sodium in the foods we serve by 30% by end of 2015)



Our suppliers continue to take industry-leading steps to reduce sodium in the foods we serve, including:

- 25% sodium reduction in the primary bread SKUs we source
- 40% sodium reduction in turkey and roast beef deli meats



of Locations Displaying Nutritional Information at Point of Service

170 locations displaying nutritional information through our refreshed grab & go brand, On the Go

We provide nutritional information to assist our customers in making informed food choices.



Trans-fat Compliance

(100% of Compass sourced foods comply with trans-fat guidelines from Health Canada)



We continue to comply with the trans-fat guidelines from Health Canada.



Average Score on the Environment Section of our Third-Party Safety Audits

(All audited foodservice locations score 100%)



78.2% average score across all business sectors

(▼ 4.8% from FY 2014)

We are committed to improving audit scores to ensure compliance with our corporate environmental best practices.



Completion of our Online Sustainability Training

10,794 staff associates have completed the training since its launch in 2012

(▲ 17.3% from FY 2014)

This training engages and empowers our associates to reduce their own environmental footprint through small behavioural practices in their daily work activities.



of Comprehensive Waste Audits

5 waste audits conducted for clients, with an average diversion rate of 50%.

(▼ 44% from FY 2014)

We conduct waste audits as an added value to inform and improve waste reduction and diversion in our clients' facilities.



ENVIRONMENT

Reduce Environmental
Impacts Resulting
From Our Operations



**Canadian Office
Employee Carbon
Emissions Intensity**
(Reduce by 20% by 2017)



5.96 tonnes CO₂e per FTE
(▲ 1% from FY 2014)

Reporting our carbon intensity is part of our global focus on tracking our progress towards reducing carbon emissions and increasing operational efficiency.

Over the coming year, our parent company, Compass Group PLC, will be applying Science-Based Targets for energy and carbon reduction, as well as working with Compass stakeholders from around the world to revise our carbon emissions targets for 2017+. These revised targets will be communicated in our 2016 Sustainability Highlights Report.



**Energy Consumption of
Corporate Offices**
(Reduce by 20% by 2017*)



6.01 Megawatt Hours per FTE
(unchanged from FY 2014)

This value for the energy consumption of our corporate offices per FTE is enough energy to supply a typical home with energy use for 4.5 months[^].

We remain committed to reducing our office-based energy consumption through education and equipment efficiency.



**Water Consumption of
Corporate Offices**
(Reduce by 25% by 2017*)



3.93 m3 per FTE
(▲ 44% from FY 2014)

This change in water consumption reflects a significant improvement in our data gathering.



**Recycling in Corporate
Offices**
(Improve waste diversion from landfill by 25% by 2017**)



50.8% landfill diversion across corporate offices
(unchanged from FY 2014)

For FY 2015, we diverted 92 tonnes of waste from landfill across our corporate offices. This is equivalent to about 938,000 less kilometers driven by an average passenger vehicle^{^^}.



**Fossil Fuel
Consumption From
Corporate Vehicle Fleet**
(Reduce consumption by 20% by 2017*)



4.81 tonnes of CO₂e per FTE
(unchanged from FY 2014)

Our fuel use from our corporate vehicle fleet accounts for enough energy to heat and light 301 homes. Our vehicle fleet continues to be one of the largest contributors to our carbon footprint and will be an important area of focus for future reduction initiatives.



**Food Supply from
Canada**
(Corporately source a minimum of 75% of our food supply from within Canada)



74% of the food we sourced in 2015 was grown or produced within Canada

Supporting Canadian grown and produced foods continues to be pillar of our sustainable sourcing initiatives.



**Certified Fair Trade
Coffee Purchases**



162,174 pounds of Fair Trade coffee purchased[†]
(▲ 1.2% from FY 2014)

Fair Trade certification allows farmer organizations in coffee growing regions around the world to reinvest in improving infrastructure, training and other basic needs in their communities.



**Certified Fair Trade
Chocolate Bar
Purchases**



22,269 chocolate bars purchased
(▼ 19% from FY 2014)



**Designated Fair Trade
Campuses**



5 of the 12 designated Fair Trade Campuses are operated by Compass Group Canada
(as of January 2016)




A Fair Trade Campus is one that has made a commitment to educating and supporting fair trade,



SUPPLY CHAIN

Source Sustainable

And Safe Food And Products

	Certified Rainforest Alliance Tea Purchases	<p>including ensuring the availability of Fairtrade products throughout the campus.</p>
	 Cage-Free Shell Egg Purchases	<p>14.9 million tea bags purchased** (▲ 54% from FY 2014) Rainforest Alliance certification ensures that workers have higher wages, safer working conditions, and better training.</p>
	 Sustainable Seafood Purchases (Source nearly 100% of fresh and frozen seafood from certified sustainable sources)	<p>195,123 cage-free eggs purchased (▲ 121% from FY 2014) Our purchase of cage-free eggs in 2015 equates to 650 hens being kept in a cage-free settings. Achieving best practices in animal welfare will be a key focus for future sustainable sourcing initiatives.</p>






375,600 kg of sustainable seafood purchased
(▲ 1.5% from FY 2014)

Since 2008, together with our suppliers, we have made significant progress on sourcing sustainable seafood certified by organizations such as the Marine Stewardship Council (MSC) and Best Aquaculture Practices (BAP).



COMMUNITY

Actively Promote,
Support And Engage
The Communities
Where We Live
And Work

	Nourish Program - Corporate Donation to Food Banks Canada in Support of Community Gardens	<p>\$153,400 donated to Food Banks Canada (▲ 53% from FY 2014) Increased donations will further support more gardens and families across Canada with fresh, local produce.</p>
	Support of Student Education Through Trust Funds, Bursaries and Scholarships	<p>\$591,150 total donations from all business sectors (▲ 5% from FY 2014)</p>
	Support of Aboriginal Communities and Businesses	<p>In 2015, we continued to grow our Aboriginal community engagements, partnerships and investments despite economic declines in the Oil and Gas Industry:</p> <ul style="list-style-type: none"> • Awarded PAR Gold Level Certification for 2013-2015 • Invested \$732,565 in Aboriginal communities • Purchased \$8.3 million in goods and services from Aboriginal vendors • Hired 128 Aboriginal employees

BASIS FOR DATA

1. 2015 Performance values relate to Compass Group Canada's 2015 Fiscal Year (FY) - Oct. 1, 2014 - Sept. 30, 2015, unless otherwise noted

2. Data relates to corporate purchases across all business sectors, unless otherwise noted

FTE = Full Time Equivalent Employee

*Against a 2008 baseline, **Against a 2011 baseline

^ Reference: <http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>

^^Reference: <http://www.epa.gov/energy/ghg-equivalencies-calculator-calculations-and-references#recycle>

*! does not include purchases for external brands

LET'S STAY IN TOUCH

We welcome your feedback on this report and ideas on how we can become more sustainable.
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