

## QUALITY POLICY | JANUARY 2024

Quality is an integral and essential aspect of Compass Group UK & Ireland's commitment to providing excellent standards of service delivery, and through that, offering products and services that are safe, compliant and meet, and where possible, exceed, the requirements and objectives of our clients and customers.

This is a fundamental element of being a world-class provider of contract food and support services renowned for our great people, our great service and our great results.

At Compass Group UK & Ireland we commit to never compromising on the quality, safety and compliance of our products and services.

To achieve this:

- We require all colleagues to be competent, engaged, and empowered;
- All colleagues must have a full understanding of their responsibilities both individually and as part of a team to take action to deliver excellence;
- We recognise the importance of involving all levels of the workforce in the development, management and review of the Business Management System (BMS);
- It is the responsibility of all levels of management to promote excellent standards of service delivery in all aspects of our work. This responsibility extends to ensuring that the requirements of the BMS are followed so that we meet the needs of our clients, customers and other interested parties;
- We recognise that an excellent service is achieved through sound leadership and positive management and it is the responsibility of all leaders throughout the business to promote excellent standards in all aspects of our activities; and
- We will set clear business objectives, along with quality objectives, with clear timelines for their achievement. The requirements are to be communicated to all employees as appropriate. Senior management are to ensure that this quality policy and relevant parts of the management system are communicated to all colleagues during their employment with Compass Group UK & Ireland;

All responsible directors and members of the senior management team are committed to ensuring that the appropriate resources are available to enable an excellent service to be provided. This commitment will be demonstrated through the adoption of Leadership Safety Walks by all levels of the management team.

Compass Group UK & Ireland has developed and documented a BMS in accordance with ISO 9001:2015 and is continually seeking to improve its effectiveness and compliance to applicable requirements. The processes are monitored and, where appropriate, the results are measured and analysed to ensure continual improvement of the service provided. Records are maintained where necessary to provide evidence that the BMS is operational and effective.

This policy is to be reviewed annually to ensure that it continues to be relevant to the businesses objectives and other broader Compass Group requirements.



**Robin Mills**  
Managing Director, Compass Group UK & Ireland