Compass Group UK & Ireland 2025

Business Continuity Management System Overview

Business Continuity Central Functions	
BCM Governance	The BCM Steering Committee, which is comprised of senior management representing all primary functional and support areas, determines the scope, provides resources, develops timeframes and defines responsibilities for the Business Continuity Management System.
Compass Group Business Continuity Manager	The Compass Group Business Continuity Manager, Nick Bracken is the organisations subject matter expert. He is responsible for the development, implementation and maintenance of the Business Continuity Management System.
Incident Management Teams	Our head office and central function are supported by comprehensive business continuity plans. We have an Incident Management team at each of our key locations. Priority is given to maintaining our critical support activities such as D&T, Payroll, Finance and HR
Business continuity Standards	Our Business Continuity Management System is aligned to ISO 22301:2019 The International Standard for Business Continuity. We adopt the "Plan-Do-Check-Act" (PDCA) model set out in the standard in respect of planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving the effectiveness of our BCMS.
Risk Assessment	All of our business processes are regularly analysed for single points of failures, critical resources in terms of people, applications, infrastructure and suppliers. Threats and risks of each of these components are classified on our risk register. Once a risk has been logged it will be subject to continual review, mitigation and assessment to ensure that it remains under control.

Business Impact Analysis	The Business Impact Analysis (BIA) is the foundation of our Business Continuity processes. The key elements of the BIA are:
	• Identifying activities that support the provision of products and services;
	• Assessing the impacts over time of not performing these activities;
	• Setting prioritized timeframes for resuming these activities at a specified minimum acceptable level, taking into consideration
	    • the time within which the impacts of not
	    • resuming them would become unacceptable
	• Identifying dependencies and supporting resources for these activities, including suppliers, outsource partners and other relevant interested parties.

Invocation arrangements	Our Incident Reporting Procedures provides our Central Teams and Unit Managers with a 24/7 hotline for our communications department who can invoke our Plans. This is supported by an automated SMS and e-mail cascade so we can quickly and effectively alert our teams to respond to an incident.
Developing a business continuity culture	Embedding Business Continuity is a key activity resulting from our BCM Policy. We continually seek to integrate Business Continuity into our day-to-day business activities and organisational culture.
Training	All our central staff managers have annual Business Continuity training which is facilitated by The Business Continuity Manager. Our Incident Management Teams meet on a quarterly basis to review and update the plans. For all other staff there is a Business Continuity resource section on the Compass HSE Website which gives guidance on best practice, templates and case studies. We are also developing a Business Continuity Management E-learning programme for all staff and new starters.

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Testing and exercising	We undertake regular tests and exercises of our Business Continuity Plans at a strategic, tactical or operational level. In these exercises, participants are given information in a way that simulates a real incident. We examine the effectiveness of our decision making, coordination, communication and technical recovery. A post exercise is produced, and actions are raised to address the operational issues identified during the exercise.
Crisis Communications & media relations	The Crisis Communications & media relations plan is managed by the UK and Ireland Communications Team at Chertsey Its objectives are: • To protect the company's reputation and that of its clients at all times, not just in relation to a crisis • To prevent speculation, incorrect information and uninformed comment about any aspect of our business • To respond to any emergency in a professional and caring manner • To alleviate anxiety among those directly involved and their families • To maintain good relationships with all target audiences
Crisis Communications System.	The Incident Management Team has available a tried and tested Crisis Communications System (AlertMedia). The System allows the Incident Management Team to quickly and easily communicate with all Senior Management, Chertsey and Parklands based staff using multiple channels before, during and after an incident. During an incident staff will receive a combination of email, telephone and SMS text on both their work and personal devices. The system also allows us to communicate with our Fire Marshall and First Aiders during an incident.

Data and Security	
D&T Overview	We have a number of prevention and detection tools in place which are monitored by our security centre 24/7. All critical applications have Technology Continuity Plans and are regularly updated and tested at least annually. Any failures during testing is tracked by our compliance team until remediated. Sites also have both technical and / or non-technical continuity plans (dependant on site and requirements)
Sector and Unit level Business Continuity	
Unit Manager Emergency Manual	Each of Unit Managers have a comprehensive emergency manual which gives clear guidance on our emergency procedures and what to do in the case of a wide range of incidents. These includes: • Accident, Incident & RIDDOR Reporting • First Aid • Blood-borne Infections • Electric Shock • Gas emergencies • Fire & explosion • Bomb procedure • Riot & civil disturbance • Burglary • Theft & Robbery • Property Damage and Flood • Pollution Incidents • Alleged Food Poisoning • Foreign body Complaints • Product recalls • Environmental Health Officer/Enforcement Visits • Allergic Reactions (Anaphylaxis) • Contractors Unsafe Working • Pest Infestations • Sewage Contamination of Food Rooms • Refrigerator or Freezer Breakdown • Water Supply Failure or No/Inadequate Hot Water Supply • Adverse Workplace Temperature • Lift Failure

Kitchen Contingency Plans	We work with PKL – the UK's leading supplier of temporary kitchens and catering equipment for hire. They have a 900-strong fleet of ready-to hire units that include:
	- Production kitchens - Preparation kitchens - Dishwashing units - Coldrooms - Restaurant units - Support units Our Kitchen Contingency Plan includes: - A bespoke temporary kitchen design including equipment layout and services based on the number of meals and food offer - A contingency pack for each site that specifies the best location for a temporary kitchen facility - Storage of the data held at PKL so that they can react quickly in case of an emergency - An emergency response that operates 24 hours 7 days a week
Staff Shortages and resourcing issues	We're best placed to provide skilled staff to cover for unplanned absence. The Compass Resource Network (Constellation) can provide swift cover as and when required. It is our own internal talent agency, and the current temporary fill rate is 98%. This allows our unit managers to focus on delivering a great service. And it takes the worry factor away from our clients knowing that we're always capable of covering for planned and unplanned absences.
Supply Chain.	We have a full supply contingency plan in place for food and disposables. Should a nominated supplier be unable to supply the full order, our chefs onsite can contact our Commercial Support Line who have a comprehensive database of approved suppliers. Our Vendor Assurance team undertake extensive quality control checks before a supplier can be added to our approved supplier list

Product Recall	The Compass Vendor Assurance Team has a robust and well-established process for product recall. On receipt of a food alert or product recall notification from The Food Standards Agency or other key stakeholder the Vendor Assurance team will spring into action. A rapid investigation with the supplier will identify the exact product(s) and its level and extent of its distribution. The central Compass Communications team then distribute the recall notice to all Nexus users and utilise sector management cascades to ensure that all the affected. units are notified and an effective recall takes place.
Transportation of staff (e.g. adverse weather, fuel shortage etc)	The normal requirement is that staff report to work using their own transport, travelling together where possible. In the event of difficulties, unit managers will liaise with staff and escalate to the Contract Manager and Operations Director where necessary. A contract vehicle may be available should staff need collecting. Taxis can be used if available and appropriate. Alternatively, we will book local accommodation via our accommodation providers for staff who are unable to travel.
Trade Unions and potential industrial action	In liaising with Trade Unions, we seek to address any concerns before they become problems that may affect contract delivery. We meet with Union representatives in relation to specific issues or changes within the business, fostering an open dialogue at all times. Should any of our employees be balloted to take industrial action, we will let the Authorised Officer know as soon as we are informed. We will remain open to exploring conciliation and mediation services via ACAS. We will provide cover staff from our Resource Network and use suitable existing employees in a supervisory role to support the new people.

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial Issue	Nick Bracken	Jan 2021
2	Annual Review	Nick Bracken	July 2022
3	Minor Updates	Mark Armstrong	October 2022
4	Review	Nick Bracken	January 2025
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Internal

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