



Compass Group UK & Ireland provides a range of services to our clients. Our Quality policy forms an integral part of our business plan, and is central to our strategy for the future. We recognise that great quality management contributes to great people delivering great services.

Compass Group, UK and Ireland

Quality Policy Statement



Our Vision

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

Our Values



Integrity.

We set the highest ethical and professional standards at all times. We want all our relationships to be based on honesty, respect, fairness, and a commitment to open dialogue.



Passion

We are passionate about delivering superior food and service and take pride in achieving this. We look to replicate success, learn from mistakes, and develop the ideas, innovation, practices that will help us improve and lead our market.



Teamwork

We encourage individual ownership, but work as a team. We value the expertise, individuality, and contribution of all colleagues, working in support of each other and readily sharing good practice in pursuit of shared goals.



Responsibility

We take responsibility for our actions, individually and as a Group. Everyday we look everywhere to make a positive contribution to the health and wellbeing of our customers, the communities we work in, and the world in which we live.



Can-do

We take a positive and commercially aware “can-do” approach to the opportunities and challenges we face.

Our Mission

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

Our Guiding Principles

Safety, Health, 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 value and 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 while relentlessly driving to be the lowest cost, most efficient provider.

As Managing Director of Compass Group UK & Ireland I accept my responsibility to ensure that adequate resources are provided to enable the Group to achieve these key quality objectives. The Managing Director of each operating sector is responsible for the implementation of business plans which will achieve the Group’s objectives. Our performance against these five key quality objectives will be reviewed regularly at UKI Executive Team and other executive meetings.

Dennis Hogan

Managing Director UK & Ireland