

UP SCORECARD AT COMPASS GROUP

A CASE STUDY



Corporation name
Compass Group USA

Industry
Foodservice

Website
<https://www.compass-usa.com/>

Making single use packaging more sustainable is incredibly complex with trade-offs between each material type. In co-creating the UP Scorecard, we recognized the opportunity to bring the voice and insights of our operators who use the tool in making purchasing decisions. Our goal was to develop a tool that is easy-to-use and can be integrated in our daily procurement and client conversations and quickly scale with clients who can make the highest impact. The UP Scorecard does just that.

Marissa Golison, Director of Sustainability for Compass Group USA



About Compass Group USA

If you have dined in college quads or hospital dining rooms, ballparks or museums, school cafeterias or corporate cafés, airport lounges or senior living communities in the US, chances are you have dined with Compass Group USA. They are the nation's largest family of foodservice and facilities services companies, serving more than 11 million meals and maintaining more than 1.9 billion square feet a day. Compass Group has a long-standing commitment to the well-being of customers, communities, and the planet.

Aim & Expected Impact

Process: As the world's largest foodservice company, Compass Group has unique expertise that comes from extensive experience operationalizing across large systems. This has enabled them to quickly elevate and scale the understanding of sustainable packaging which has been a large piece of Compass Group's sustainability strategy -- and is now even easier with the UP Scorecard. In the last year, Compass Group has added the UP Scorecard as a new resource to educate business leaders, operators, and chefs on sustainability and safety of their food packaging. Compass Group employees then in turn engage clients in conversations about the tradeoffs of the different packaging types and what changes can be made to help realize their sustainability goals.

Outcome: In the first year of using the UP Scorecard, Compass Group has reached 150

of their highest impact clients, educating business leaders and empowering them to make more thoughtful and responsible sustainability decisions.

UP Scorecard demonstrations provide technical life cycle data necessary to evaluate the wide range of packaging solutions available in a foodservice operation. Through the UP Scorecard, Compass Group provides clients with consistent and transparent packaging data, backed by science, leading NGOs and industry groups.

Executive Summary

Compass Group is committed to reducing single use materials and creating a circular economy. Single use packaging is part of their daily conversations with both internal teams and clients. Compass Group saw value in leveraging a tool that simplifies life cycle data to make decisions about packaging.

Addressing the challenges of single use materials requires a multifaceted approach, including reducing consumption, promoting reusable alternatives, aligning with local recycling and composting facilities, and public awareness campaigns to shift behaviors towards sustainable alternatives. The UP Scorecard is a simple yet comprehensive tool for making sustainable purchasing decisions based on the latest available science.

Compass Group has scaled the use of the UP Scorecard to 150 of their clients and continues to empower business leaders to make thoughtful and responsible decisions with easy-to-use tools and data. In only 12 months, Compass Group has successfully influenced behaviors toward a circular economy for packaging leveraging the UP Scorecard.

Results

Facts & Figures

One year. 150 high-impact clients reached. That's the equivalent of using the UP Scorecard three business days a week. In these presentations, Compass Group has worked with its partners to evaluate scenarios and analyze data, prompting provocative discussions on how to make the most impactful sustainable packaging decisions.

Out of the 150 clients across 18 Compass Group sectors, 9 industries were represented:

- ▶ Business & Industry
- ▶ Education
- ▶ Healthcare & Senior Living
- ▶ Sports & Entertainment
- ▶ Facilities & Support Services
- ▶ Vending
- ▶ Hotels & Conference Centers
- ▶ Purchasing
- ▶ Convention Centers & Cultural Attraction

Developing a sustainable packaging strategy looks different based on the underlying goals of the client's sustainability initiatives. While some clients are looking for carbon reduction, some are focused on reaching zero waste or on removing all single use plastics. Depending on each goal, Compass Group refers to the UP Scorecard to create a preferred portfolio of products that fit the need of the client's goals, food safety considerations, and aligns with the local waste infrastructure available.

Client Stories

For one client, removing all single use plastics where possible has been the goal. Compass Group used the UP Scorecard to develop a disposables purchasing policy for the client. The policy includes a good, better, best, index that helps operators make informed decisions based on the clients' goal. The steps the Compass Group team took in creating the index is outlined below:

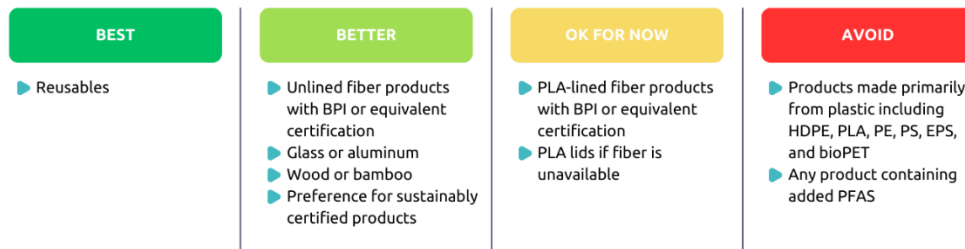
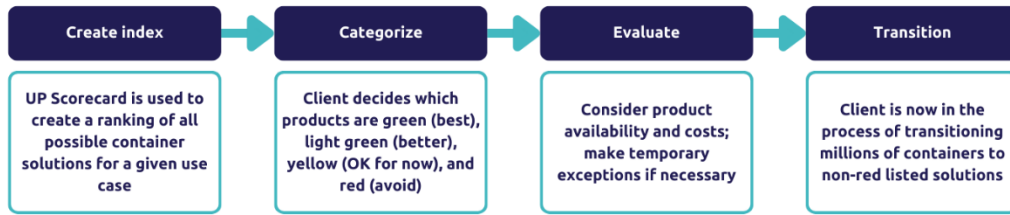


Figure 1: Disposables purchase policy developed using the UP Scorecard.

For another client, reducing the carbon impact of beverage containers was a top priority. Compass Group educated the client on preferred packaging materials by leveraging the UP Scorecard. While PET bottles have the lowest carbon impact, the UP Scorecard showed aluminum, glass, and cartons were better overall. Therefore, the client decided to transition their beverage products to a combination of aluminum and glass products, amounting to 3.9 million plastic bottles removed annually.

Product	Plastic Pollution	Chemicals of Concern	Climate	Water use	Sustainable Sourcing	Recoverability	Summary Score
stainless steel bottle Reused 100 times 30% recycled content	99 0.01 g plastic leakage	51	93 38 g CO ₂ -eq	89 0.41 L of water	100	100	89
glass bottle Reused 25 times 33% recycled content	98 0.02 g plastic leakage	51	86 85 g CO ₂ -eq	79 0.78 L of water	100	100	86
aluminum can 50% recycled content	98 0.01 g plastic leakage	1	31 452 g CO ₂ -eq	63 1.41 L of water	51	51	50
carton 0% recycled content	88 0.20 g plastic leakage	1	82 115 g CO ₂ -eq	73 1.01 L of water	26	1	46
glass bottle 33% recycled content	88 0.20 g plastic leakage	51	1 660 g CO ₂ -eq	1 3.89 L of water	51	51	40
PET bottle 6% recycled content	34 1.17 g plastic leakage	1	71 189 g CO ₂ -eq	15 3.30 L of water	26	51	33

The colors visually indicate the performance of a product, based on its normalized score.
 Color: 1-20 (red), 21-40 (orange), 41-60 (yellow), 61-80 (light green), 81-100 (green)
 Normalized Score: 1 - 20 21 - 40 41 - 60 61 - 80 81 - 100

Figure 2: Scoring overview for different beverage containers given by the UP Scorecard v0.3.

Experience & Feedback

To gather feedback about the experience, we interviewed Marissa Golison, Director of Sustainability at Compass Group USA.

Q: What has your experience been with using the UP Scorecard?

Marissa Golison: Compass Group has been on its sustainability journey for quite some time. As our clients and operators become more educated on the impact of single use materials, they want to see the data of how different materials stack up against each other to make the right decision for their business and environment. The UP Scorecard has been influential in supporting the way we communicate about the impact of packaging internally to our operators and in conversations with clients. It is our experience that when we empower our business leaders with easy-to-use data to better understand the nuances of sustainability, we see increased engagement and eagerness to support both our clients and Compass Group's sustainability programs.

Q: You have now been using the UP Scorecard for a year. What have you learned from working with this tool?

Marissa Golison: With an increased focus on climate commitments across our business, it has been super interesting to see how the tool has resonated from industry to industry. It has also been great to see how the tool is useful not only within the procurement function of Compass Group, but for action-oriented discussions with clients. For those who may just be learning about the impacts of single use materials, it is helpful to point to the UP Scorecard and show what variables need to be considered when evaluating the right solution. Many of the conversations I have start by educating on why we need to consider more than carbon reduction in evaluating packaging. We need to consider the entire life cycle of products and potential chemicals of concern. The UP Scorecard helps us level set and makes these conversations even more productive.

Compass Group USA asked for direct feedback from business leaders who have leveraged the UP Scorecard.

Mike McConnell, RVP of Operations with Eurest National Accounts

"My client is very advanced when it comes to sustainability and wants clear data on the impact of the packaging we use within their cafes. The UP Scorecard has been extremely helpful in providing metrics to show our client the tradeoffs of materials and the variables we need to consider from plastic pollution to carbon to sustainable sourcing"

Mary McCarthy, Director of Sustainability with Levy

"Our operators and chefs are always looking to make the right decisions for the environment when they decide what packaging to use. I've been using the UP Scorecard to educate our teams on the complexities of packaging and how we need to consider the entire life cycle of products when making purchasing decisions"

Heather Farkas, Corporate Support Manager with Morrison Healthcare

"Hospital Systems are increasingly looking at both the human health and environmental impact of single use plastics. Our clients are very data driven and base their decisions on science, so it's important for us to meet them with the level of detail they are looking for when evaluating the right packaging solution for their patients. The UP Scorecard makes packaging conversations simpler and more impactful as we can point to third party data to back up our recommendations."

Outlook

To continue progressing on their single use materials strategy, Compass Group will keep leveraging the UP Scorecard to educate operators and clients on the impact areas necessary to consider when developing a sustainable packaging program.

A key takeaway from Compass Group's experience in using the UP Scorecard is that it is critical to provide education and easy tools to those who are making purchasing decisions at a location or who are involved in setting a sustainability strategy with the client.

To learn more about Compass Group's sustainability efforts, check their [CSR reports](#) and website for [latest case studies](#).

ABOUT UP SCORECARD

We know that choosing the most sustainable option for your foodware or packing needs is complicated, but the UP Scorecard makes it easy. With a few clicks you can compare health and environmental scores for the most commonly used food container options and make the best choice for you, your customers, and the planet.

- ▶ Evaluate the human and environmental health performance of your container options.
- ▶ Show clients and customers why your choice matters.
- ▶ Enable suppliers to show how their product stacks up against the competition.

The UP Scorecard was built based on the following set of **six core values** for the tool to:

- ▶ Simplify and enable decision making
- ▶ Be science-based
- ▶ Incorporate multiple criteria
- ▶ Be developed using a multi-stakeholder approach
- ▶ Be and remain dynamic
- ▶ Be transparent

The UP Scorecard is being developed by SUM'D, which is a fiscally sponsored project of the [Healthy Building Network \(HBN\)](#), a registered 503(c) non-profit organization registered under United States law. The UP Scorecard is being hosted by the [Food Packaging Forum Foundation](#). Life cycle assessment (LCA) services are being provided by [Scope 3 Consulting](#), and technical development of the tool is carried out in cooperation with [Frantic Software](#). The UP Scorecard uses [ecoinvent](#) as a data source.

Try out the UP Scorecard on our website and visit us on our social media channels!

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About SUM'D

SUM'D is a non-profit, cross-sector group of leading food service companies, NGOs, and technical experts working together to reduce reliance on single-use materials in the food industry and minimize their impacts on health and the environment.

SUM'D's experts are behind the development of the Understanding Packaging (UP) Scorecard – a free, easy-to-use web-based tool to assess the sustainability impacts of common foodware and food packaging choices based on the latest available science.

SUM'D
Single-Use Material
Decelerator