Driving forces
The restaurant and leisure sector continues to be subject to scrutiny over accountability and transparency in its supply chain, including issues of worker welfare, food safety, sustainability and accurate labeling. Labor issues relating to fair wages and working conditions risk attracting increased attention from regulators and a range of other stakeholders in both developed and emerging markets, putting pressure on existing franchising, licensing and accountability systems. Furthermore, health-conscious consumers in developed markets are pushing companies towards greater innovation in their product and service offerings. Environmental challenges such as energy and water consumption need to be tackled globally, while data from company-owned and franchised locations must be consolidated for companies to effectively implement their global sustainability programs.

Highlighted criteria & Dimension weight
- Economic Dimension ............... 42%
  - Supply Chain Management
  - Codes of Business Conduct
  - Customer Relationship Management
- Environmental Dimension ........ 18%
  - Operational Eco-Efficiency
  - Environmental Policy & Management Systems
  - Raw Material Sourcing
- Social Dimension .................... 40%
  - Talent Attraction & Retention
  - Stakeholder Engagement
  - Labor Practice Indicators

Sustainability leaders 2019

<table>
<thead>
<tr>
<th>SAM Gold Class</th>
<th>Sodexo SA</th>
<th>France</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAM Bronze Class</td>
<td>Whitbread PLC *</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>Sustainability Yearbook Members</td>
<td>Compass Group PLC</td>
<td>United Kingdom</td>
</tr>
<tr>
<td></td>
<td>Yum! Brands Inc</td>
<td>United States</td>
</tr>
</tbody>
</table>

* SAM Industry Mover

Industry statistics

- Number of companies in universe: 28
- Number of companies assessed in 2018: 21
- Assessed companies to total companies in universe: 75%
- Market of assessed companies to total market: 93%

Results at industry level

The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.