

Corporate social responsibility at Elior



elior 

POSITIVE
FOODPRINT
PLAN

WELCOME TO

THE ELIOR UK CORPORATE SOCIAL RESPONSIBILITY REPORT

2 ZERO
HUNGER



SUSTAINABLE INGREDIENTS

Agriculture and environment; responsible purchasing.

PAGE 4

3 GOOD HEALTH
AND WELL-BEING



HEALTHY CHOICES

Lifestyle, wellbeing and nutrition. Innovation & guest satisfaction.

PAGE 8

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



CIRCULAR MODEL

Reducing waste and keeping resources in use for as long as possible.

PAGE 12

8 DECENT WORK AND
ECONOMIC GROWTH



THRIVING PEOPLE & COMMUNITIES

Colleague health, safety and development, and social development of local communities.

PAGE 20



THE ELIOR GROUP
**POSITIVE
FOODPRINT
PLAN**

“

“We believe CSR is a vital and inspiring discipline in our business. It has become for us a pre-condition of long term success and a statement of who we are, of our values and our desire to leave a positive footprint in the world from our work. We see it as an asset of our business, central to our decision making about our development and growth.

This way of thinking is not new to us. In 2004 we were one of the first companies in our industry to be a signatory of the United Nations Global Compact on human rights, labour standards, the environment and anti-corruption and have since earned advanced status under the Compact. We have evolved significantly by extending and coordinating our investment and by learning & collaborating in CSR right through the value chain to improve sustainability. Our new global strategy for CSR, the Elior Group Positive Foodprint Plan, is another major step forward for us. It pulls together all our experience from around our international operations, helps us to focus on what matters most in our industry and to coordinate our CSR resources and innovations more productively.

We want CSR to be far more than a list of requirements. We see it as core to our purpose, a live, constantly reviewed process informed by world best practice, but also developed as a result of our own ideas and initiatives from everywhere in our organisation, by colleagues who want to make a difference.

We want CSR to be an important part of why people want to join us and why clients and customers trust us.”

Catherine Roe, CEO Elior UK



”

“We have been concerned at Elior to ensure that we have a coherent CSR strategy that will guide us over the years ahead to where we can make the most valuable impact in areas of greatest concern, both in the UK and globally. In the food industry we touch on so many aspects of sustainability, health and ethical conduct that it is too easy to be led by events as they unfold. We must of course be completely reliable in compliance in all key areas. But we should also be good at going beyond compliance and maximising our contribution strategically in the areas we have designated as our priorities. Our vision for CSR is to use it as a vehicle for our best innovative thinking, the goodwill of our people and the strong operational management we have developed across so many different sites.

The importance of external collaborations in CSR with suppliers, clients and partners is essential. But CSR is something else as well. It is a journey in which colleagues can take a personal stake. In just about every programme and initiative you will read about over these pages our progress and outcomes are improved by the enthusiasm of our people, by the pride they take in contributing to responsible, more farsighted, intelligent and more sustainable methods and solutions.

In this report you can read about our many activities in the four areas shown in the opposite content guide. These form the main pillars of our Positive Foodprint Plan. Our commitments in these areas take us from the farm to the table, to eating for health, to reducing waste in a circular model, and to our role in contributing to the quality of life of our colleagues and in the communities we serve.

I hope you will find this report enlightening.”

Charlotte Wright, CSR Manager Elior UK



SUSTAINABLE INGREDIENTS

Agriculture and environment:
responsible purchasing

2 ZERO
HUNGER



TIER → TIER
5 → 3

BBFAW
Business Benchmark
on Farm Animal Welfare

BBFAW is the leading global measure on farm animal welfare, ranking the top 110 global food businesses on their farm animal welfare credentials. Elor are proud to have moved up 2 tiers during the latest report, further evidencing our commitment to higher animal welfare standards.



ALL UK PURCHASED FRESH
PORK, BEEF, CHICKEN, LAMB
AND TURKEY IS RED TRACTOR
CERTIFIED AS MINIMUM



WE ARE
COMMITTED
TO ENDING
CAGE EGG
SOURCING
BEFORE
2025

40% FREE RANGE IN 2018

100% SUSTAINABLE
PALM OIL
COMMITMENT

ELIOR HAVE COMMITTED TO PRESERVING BIODIVERSITY BY
ADOPTING A DYNAMIC AND PROACTIVE FISH POPULATION
SOURCING POLICY IN LINE WITH THE EVOLUTION OF MARINE ECO
SYSTEMS AND THE RECOMMENDATIONS OF EXPERT STAKEHOLDERS.

We follow the Marine Conservation Society Good Fish Guide, which ensures that 'At Risk' and 'Endangered' species never appear on our menus. Elor scored 65% within the Sustainable Fish Cities League Table, receiving a particularly high score for 'Avoid the worst — exclude fish considered 'Fish to Avoid' (red-rated) by the Marine Conservation Society'.



ELIOR'S SUCCESSFUL
PARTICIPATION IN THE EASY ON
THE PLANET PROGRAM WITH

STAPLES
Business Advantage

HAS LED TO THE PLANTING OF



109
NEW TREES

Each tree offsets
700kg of CO2,
boosting the quality
of our air and
helping us all breath
more easily.

FOOD FOR LIFE SERVED HERE ENDORSES
ELIOR FOR COMMITMENT TO GOOD
FOOD & IMPROVING FOOD STANDARDS



Many areas of compliance have been verified centrally and compliant ingredients are available, demonstrating Eliors commitment to supporting contracts in applying for Food For Life Served Here.

WHAT'S THE BIG IDEA?

Here at Elior, we have a reputation for being big supporters of small businesses. With this in mind, we have found a new and exciting way to scout out those suppliers who may have been under our radar.

We hold dragon's den-style half-day 'forums' where suppliers can come and pitch their products to the Elior team. This involves suppliers giving a 20 minute pitch, followed by a Q&A in true dragon-den style and give suppliers a chance to demonstrate their products and what they can bring to the table.

This concept has been well received and has provided a lot of benefits. By creating this simpler way for us to find new suppliers, stakeholders from across the company can see



their options first hand. This means they are freer to choose which suppliers suit their clients needs. This unique scheme has also created a buzz within the business, with the forums taking a different shape and location each time.

Thanks to this initiative, our sites have some new, innovative products which are really hitting the spot with customers such as Just Bee and Mallow & Marsh.



THROUGH PURCHASING ONE WATER, ELIOR HAS RAISED

£32,000

FOR THE ONE FOUNDATION

Who's simple vision is for a world in which everyone has access to clean and safe water, forever.



FRESH & SEASONAL

FRUIT & VEG FROM E-FOODS

The e-foods supply model is to provide local supply to each site on a national basis. Local means flexible, agile and versatile. This brings with it low food miles, support to local economies and suppliers passionate about what they produce.



MEAT CONSORTIUM



The consortium for fresh and frozen meat consists of 3 regional butchers with total UK coverage from trusted and established suppliers. All are EFSIS approved and source Red Tractor UK products for the core meat categories. Our butchers in London & the East Midlands were established as family butchers in 1890. In Scotland our leading butcher supplies fresh meat, fresh fish and delicatessen products to food service customers. Our West Country butchers is a family business celebrating their 80th year in business.

WE'RE COMMITTED TO FAIRTRADE



By sourcing on Fairtrade terms, Elior is part of a global movement to build a more sustainable future for all. Of the 17 Global Goals agreed by the UN, Fairtrade focuses on nine where their efforts can make a specific contribution. Fairtrade makes an impact on these goals in many ways - for example through standards, premium, advocacy, producer support and programmes.

ELIOR'S LATEST
PREMIUM WAS **£17,503.10**

PREMIUM BREAKDOWN BY COMODITY

COCOA £808.80



BANANAS £1,116.32



TEA £1,158.00



SUGAR £2,535.54



COFFEE £11,884.45



Fairtrade Premium is an additional sum of money which goes into a communal fund for workers and farmers to use - as they see fit - to improve their social, economic and environmental conditions. Producers determine what is most important to them; whether this is education or healthcare for their children, improving their business or building vital infrastructure such as roads and bridges for their community.

HEALTHY CHOICES

Lifestyle, wellbeing and nutrition.
Innovation, guest satisfaction and
health and food safety.

3 GOOD HEALTH
AND WELL-BEING



YOU & LIFE

You & Life is the programme which brings together in the UK business all of Elinor's activity in the fields of health, nutrition and wellbeing with the goal of helping people to lead healthier lives.

You & Life is designed to empower, educate and benefit our customers, our clients and our own colleagues, right across our diverse portfolio of sites.

We will be building on solid foundations. Elinor has a long-standing commitment to healthy eating through education in nutrition and healthier catering practices. We

have been proactively involved in wider public health initiatives such as the Public Health Responsibility Deal.

It is time however for us to refresh our efforts through You & Life because the subject of nutrition is continually evolving as scientists and researchers gain new insights.

You & Life has been updated to reflect the latest government advice, guidance and recommendations on healthy eating and will help to make it easier for everyone — from our own staff to our customers — to make healthier choices.

FOLLOWING THE MOST RECENT
SURVEY OF ELIOR SITES

89%

WERE OFFERING A MEAL
DEEMED AS HEALTHY BY THE
ELIOR DIETETICS TEAM.

OUR COMMITMENTS ARE TO PROVIDE
BALANCED AND HEALTHY CHOICES AND TO
RAISE AWARENESS OF THE BENEFITS OF
HEALTHY EATING WITH OUR GUESTS.

93%

CUSTOMER
SATISFACTION
Across the business*

*based on our latest customer satisfaction measuring tool

NEW INNOVATION

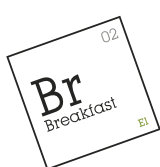
Vita Mojo is a solution that enables customers to personalise their meal with a 'build your own' option and then customise the nutritional values tailoring it to suit their nutritional goals. Customers can control the amount of protein, carbohydrate or fat required for each meal for the ultimate personalisation. The software technology also gives us the ability to receive instant feedback from customers. Enabling us to measure, act and respond to customer satisfaction instantly.

VITA
MOJO



INTRODUCING

We are delighted to have launched our new and exciting concept - ELEMENTS - it's aimed squarely at the growing market for 'healthier' and more natural food. Stylised on the periodic table, historic element symbols have been redesigned to reflect food groups such as Br - breakfast, Lu - lunch and Hy - hydration.



Dr William Cook, Head of Nutrition and Dietetics works to develop and support company-wide Elior UK health and wellbeing programmes including You & Life and ensuring that our sites meet the growing demand for healthier eating, both from a consumer/trend perspective as well as from ever increasing regulatory angle led by government strategy to improve the nation's health. At Elior, William combines his passion for food, nutrition, health and research, whilst working with the wider CSR and food development team to deliver on our commitment to innovate and provide balanced healthy choices.



ELEMENTS sits under You&Life as our customer-facing 'healthier' food concept. The ELEMENTS brand has been trademarked and is centrally supported.

ELEMENTS enables new opportunities to be captured within the health and well-being market and launched into our business.

ELEMENTS will fit with Elior's 'the whole experience matters' ethos - with less focus on what has been taken out or added to each dish (lower calorie content, low fat, higher fibre) and instead, a strong focus on the food components being the 'stars'.

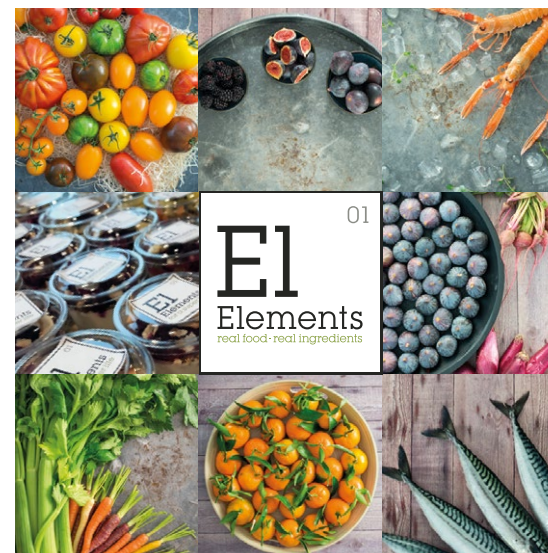
This creates an emphasis on ingredient freshness, raw natural foods, combining good nutritional content and foods deemed to have a positive role to play in our diet - all aligned to High Street healthy eating trends.

YOU & LIFE

Elior's philosophy to health and well-being - You&Life - will remain as the over-arching 'umbrella brand' for everything we do in the area of health and wellness with particular focus on nutrition, health training and guidance for our colleagues and customers.

HOW DOES ELEMENTS WORK?

VISIT THE ELEMENTS BLOG:
WWW.ELEMENTSBYELIOR.COM



ELEMENTS IS OUR 'MORE IS MORE' CONCEPT TO GOOD EATING... NOTHING ADDED BUT FRESHNESS!

This vibrant and tasty new range of FOOD & DRINKS embrace the philosophy and principles of:

- No added baddies
- No Unnecessary added sugar
- Created using real ingredients
- Freshly prepared in our kitchens every day
- We believe that through the ELEMENTS food offer and our 'the whole experience matters' ethos, we will bring together all the essential 'elements' for a super life - great food, great freshness and great service



"This is a really exciting time for the concepts team with our developments around the evolution of healthy eating choices. Studying trend data for the next 3-5 years ensures that we continually deliver great innovation across our food offers and in particular, throughout the Elements range to meet the changing needs of our customers."

Rachel McEntee,
Offer Development Manager

A CIRCULAR MODEL

Reducing waste and keeping resources in use for as long as possible.



AT ELIOR OUR PRIORITIES ARE TO;

- Reduce our environmental footprint, including working towards zero food waste
- Innovate and develop partnerships to move towards a circular model
- Share sustainability best practices with suppliers and clients

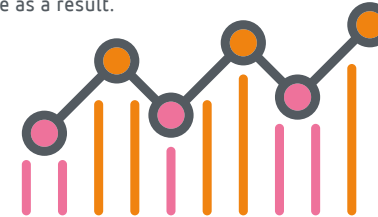
WORKING TOWARDS
ZERO
FOOD WASTE



WASTE2ZERO AWARD RUNNER UP

Best Waste Management
Project Award

The power of reporting our food waste helps our sites to analyse and adjust their menu's to provide a leaner framework and less food waste as a result.



48.3

tonnes of food waste
prevented across 9 sites

Equivalent to **120,500** meals or
207 metric tonnes of CO₂e

WASTE
COOKING OIL
127,492 LITRES
of cooking oil recycled

Our used cooking oil has value and can be reused, that's why we recycle it as part of our zero food waste to landfill target. Annually, hundreds of thousands of litres of cooking oil is collected.





bio-bean® is an award-winning clean technology company that has industrialised the process of recycling spent coffee grounds into advanced biofuels and biochemicals. Elior have recycled over 25 tonnes of used coffee grounds, to date with bio-bean®, who turned it into 15,000 coffee logs, an alternative to firewood to heat your home.

OVER 25
TONNES OF USED COFFEE
GROUNDS RECYCLED INTO



15,000
COFFEE LOGS TO
HEAT YOUR HOME



Our nominated partner SUEZ hold strong values when it comes to handling waste. As demand rises, natural resources are deteriorating and becoming scarcer. SUEZ is designing and implementing innovative ways to take on the four major challenges of the resource

revolution: developing access to resources, protecting resources, optimising the use of resources and producing new resources. Elior are proud to report the most recent recycling highlights with SUEZ.

Simple changes like promoting a cup-for-life scheme can have a big impact on reducing avoidable waste. Following it's introduction at the Macclesfield Head Office we've reduced our disposable waste by over **10,000 CUPS!**



ELIOR HAVE RECYCLED...

 **OVER 590** tonnes of
DRY MIXED RECYCLING

OVER 39
tonnes of
 **CARDBOARD**

OVER 6
tonnes of
WASTE PAPER

OVER 122
tonnes of
 **GLASS**



88 + 39 = 156

TONNES OF CARBON TONNES OF VIRGIN MATERIALS SAVED FLIGHTS FROM LONDON TO NEW YORK

WE ARE PROUD TO INCLUDE VEGWARE'S PACKAGING ACROSS OUR BUSINESS. OUR LATEST REPORT SHOWS THAT WE HAVE SAVED 88 TONNES OF CARBON AS A RESULT OF ITS LAUNCH.

FOOTPRINT AWARDS

Footprint Awards announced Elor as a Runner-Up for Waste Prevention & Waste Management Award. Footprint Awards remains the only initiative to honour the achievements of companies in the area of sustainability and responsible business practice in the out of home sector and its supply chain and Elor are honoured to have been shortlisted!



ACTION ON PLASTIC

Over 1 million plastic straws removed per year

following single-use plastic straws and stirrers ban during 2018, following the introduction of a new policy on plastic.

The catering industry's widespread use of disposable plastics, which rarely end up being recycled correctly is of growing concern to Elor. The new policy tackles the issue head on and lays out a plan to achieve a sharp reduction in the volume of single use plastics in our supply chain and across all of our operations.

The plan also outlines measures to drastically reduce the use of disposable cups, cutlery, and food containers by expanding our highly successful 'return and reuse' schemes. In instances where reuse isn't practical, a wide range of disposable products made from plant-based, compostable materials have been made available to sites.

We will continue to evolve and adjust our environmentally friendly processes and systems and we encourage our colleagues to take part in community projects such as beach cleans & consumer awareness campaigns on at least an annual basis. We play an active part in policy conferences on waste legislation and continue to press government through our trade representatives to introduce a single, integrated and farsighted approach to waste processing and recycling that applies throughout the country.



MAKING AN IMPACT

Some case studies from around the business...

To build on our successes surrounding the topic of reducing single-use plastic, we are continuing to share best practice around the business, our best practice has come from individuals within our site based teams who are looking to make an impact around sustainability.



REUSABLE CUPS



- Antonia Bevilacqua,
Group Manager

At one of our Business & Industry Group contacts we are on a mission to remove unnecessary and avoidable disposables. The operation has removed plastic water cups and have replaced them with reusable cups, these are returned, washed and re-used. This has resulted in a huge reduction of 52,000 plastic disposable cups each year. We have also removed all disposable cutlery, we've provided drop-off points around the building for customers to return metal ware to the kitchen, this initiative has removed a whopping 156,000 single use pieces of disposable cutlery. Here's what our Group Manager had to say;

"The customers were really excited to be able to take away the metal-ware! Sounds silly, but they were! We have introduced a designated space in the kitchenette areas on all floors for the customers to return them. The customers don't need to buy from us, we just wanted to reduce the disposables – so we made them available for all customers, it shows we trust them – this is a common thing in catering, there's always an issue with cutlery going missing but we just got it out in the open rather than trying to keep hold of it and control it so closely, we've just got everyone involved, and it's working."

One of our operations on the south coast has been so motivated to reduce unnecessary waste that they have achieved some incredible results in just 6 months of promoting their new initiatives. This operation has had an impact with reducing disposable cups by charging customers who want to use them. This has seen a reduction of over 36,000 cups. Reusables have also been promoted in other areas of the offer which has seen a reduction of around 1000 salad pots and over 2200 protein pots too. Other seemingly small actions have resulted in big waste savings, such as moving the serviettes to be by the till and asking customers to just take one if possible, the operation has saved a whole box of serviettes a week due to this change!

SAVED
A WHOLE
BOX OF
SERVIETTES
A WEEK



At our head office in Macclesfield our support services colleagues are passionate about sustainability, voting in favour of removing disposable coffee cups from our drinks vending machines, this sees a reduction of 56,000 disposable cups every year. It doesn't stop there, the cup-for-life scheme was introduced back in 2017 and our colleagues were committed to make a difference seeing an immediate reduction of 77% less disposable cups, during 2018 the visitor cup for life was introduced to tackle the remaining disposables. The end goal; 100% reusable cups across the restaurant and vending within the entire building!

THRIVING PEOPLE & COMMUNITIES

Colleague health, safety and development. Contribute to social development of local communities.

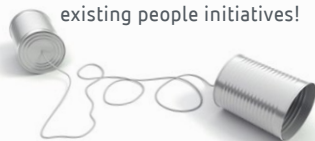
8 DECENT WORK AND ECONOMIC GROWTH



colleagues nominated for the latest Elior Awards for Excellence. Congratulations to our 12 winners who won a trip of a lifetime to New York!



Launched within the London business, is an employee engagement forum, which was created to support our efforts to continually engage with colleagues at every level and measure the strength of our communication across the business. Consisting of back-of-house and front-of-house colleagues who meet every quarter for a facilitated discussion to share thoughts/ideas on new and existing people initiatives!



OVER
3950

YOU MADE A DIFFERENCE
CHEQUES GIVEN OUT ANNUALLY.

'You Made a Difference' is an initiative that allows anyone in the business to formally thank another colleague for going above and beyond, giving them a chance to win shopping vouchers via a draw 12 times a year.



You made a difference

58% 

**OF MANAGER
VACANCIES FILLED
BY INTERNAL
PROMOTION**

**LEX GROW
TOGETHER**
YOUR DEVELOPMENT JOURNEY

Launched as a booklet to provide an overview of the development opportunities available to colleagues within the Lexington Business — the skills of our colleagues will continue to be nurtured throughout their career with us. Our aim is to ensure that, as we grow, our colleagues grow too!

YOU & LIFE 
YOU & LIFESTYLE

A campaign to help improve the wellbeing of our colleagues, with a whole range of topics focussed on Planning for Retirement, Dry January, Mental Health, Understanding Diabetes to 'Happier Living'.

The Bold Idea, introduced to the London Business to encourage and recognise ideas and innovation from any colleagues who can enter as many ideas as they like, no matter how big or small, with a lucky winner each quarter! The colleague who submits the best idea wins a meal for two!

the bold idea! 

PRINCIPLES OF LEADERSHIP

MOST VALUED ACADEMY TRAINING COURSE

"It was really inspiring to see how Elior wants to push us to being great leaders and I am going to do my best to implement as much as possible in my day to day – I have already started making sure I plan more efficiently!"

Charlotte, delegate on Principles of Leadership and who subsequently received promotion to site manager post this programme.



93,400 over **290**
TOTAL TRAINING HOURS delivered to colleagues Annually
TRAINING EVENTS IN 2018



NEW...

Aspiring Executive Chefs Programme. In conjunction with Sheffield University and inspired by award winning Chefs.

INNOVATED...

Explore Elior, is our induction for Managers across our business. This has been successfully running for over 5 years – it involves integration of new managers into the company, accelerated transition from induction, motivation and performance in line with the

eXperience
Making Elior famous for exceptional service

Most frequently attended academy training course – "making Elior famous for exceptional service."

Elior Culture, meeting other colleagues from all areas and industries to share learning and operational excellence across the business sectors.

We have revised the approach of this 2 day session to make it more flexible, with more learning opportunities too.

eXperience for Care is the Elior eXperience model, re-worked to meet the needs of the care industry.

We have been focussing more on blended learning. We all learn in different ways, with a diverse workforce we are constantly evolving and developing to ensure we meet the needs of all colleagues in whichever they may like to learn, this includes classroom, e-learning, coaching, mentoring, and encouraging practice.

SAFETY UPDATE

THE SAFETY OF OUR COLLEAGUES, CLIENTS AND CUSTOMERS ACROSS THE BUSINESS.

AUTHORITY WITH CHESHIRE EAST

Primary Authority is a government programme where companies /food providers like ours partners with a local authority to receive assured advice on its management systems. Elior UK is very proud to have Primary Authority in both Food Safety and H&S. This means that the Primary Authority Cheshire East has reviewed all of our policies and procedures along with our training provisions and culture and has "rubber stamped" them.

LATEST SAFETY STATISTICS

1551
COMBINED FOOD SAFETY AND H&S AUDITS COMPLETED

63
MANAGING SAFETY COURSES RUNNING

1122
COLLEAGUES COMPLETED MANAGING SAFETY TRAINING

19
INSURANCE CLAIMS RECEIVED

138
FOOD SAFETY INCIDENTS

665
WORK RELATED ACCIDENTS

33
RIDDOR REPORTABLE ACCIDENTS

0.19%
RIDDOR REPORTABLE ACCIDENTS

7819
COLLEAGUES COMPLETED ALLERGENS TRAINING

2822
COLLEAGUES COMPLETED FOOD SAFETY AND H&S LEVEL 2

185
COLLEAGUES TRAINED TO FS LEVEL 3

155
COLLEAGUES TRAINED TO H&S LEVEL 3

KEEPING OUR COLLEAGUES, CUSTOMERS + CLIENTS SAFE



Food Alert is a leading safety consultancy and technology firm.

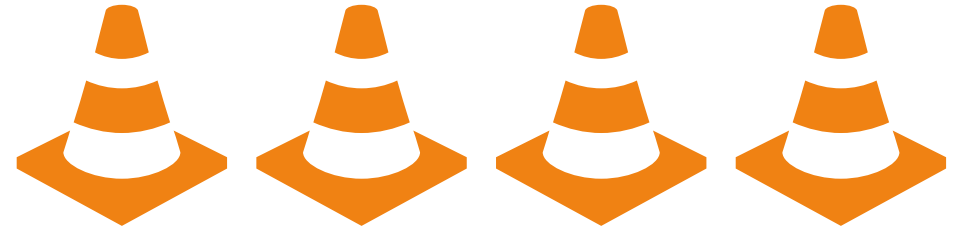
Established in 1990, they provide food safety, health & safety and fire safety services, software and training to businesses across the UK, Europe and the Middle East. They operate within a number of sectors including hospitality, retail, leisure, manufacturing and education, ranging from small single site businesses through to large multi-site organisations with a global presence.

Working in close partnership with us here at Elior, Food Alert help to ensure that we can continue to meet regulatory requirements, whilst helping to streamline our safety management processes, reduce risk and operational costs.

FOOD ALERT, OUR NEW AUDIT PARTNER FOR FOOD SAFETY AND HEALTH & SAFETY, WHO COMPLETE 200 COMPLIANCE AUDITS ANNUALLY.



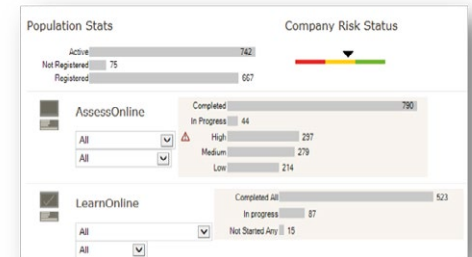
Paul Averill
Head of Safety & Wellbeing,
Elior UK



WHAT DOES SAFETY MEAN TO OUR BUSINESS?

DRIVER SAFETY

This is a very successful program, where all fleet drivers, grey drivers and site based vehicle drivers are required to complete licence checks, on line risk assessment and a bespoke E-Learning pack to reduce the risk to our drivers. Supporting over 700 drivers and increasing with the growth of the business.



FOOD SAFETY AND H&S MANAGEMENT SYSTEMS

Elior UK is very proud of its award winning Food Safety and H&S management systems giving our sites, our colleagues and our customers the reassurance that the food we serve and the way we operate is safe and without risk to food and people. We are also proud to have achieved Primary Authority status for our systems. We are delighted to have also won Gold awards from RoSPA and a merit in the International Safety Awards from the BSC.

Elior UK Safety Management Systems



SAFETY ON THE GO...

The Safety & Wellbeing team continue to make significant headway in helping our business in reducing accidents in the workplace and has launched a newly designed 'tool box talks' into the entire Elior business. The objective is to improve the already strong safety culture in Elior UK businesses through dynamic toolkits that all colleagues will be encouraged to embrace and promote our "Do It" ethos below.



DO IT *the right way*
DO IT *the safe way*
DO IT *every day*

Consequences of proactive safety management



NEW CHARITY PARTNERSHIP

Heads Together is a national mental health initiative of The Royal Foundation, aiming to change the national conversation on mental health, and ensure that those looking for help are able to access it when they need it most.

HEADS TOGETHER: CAMPAIGN

Launched by The Duke and Duchess of Cambridge and Prince Harry, Heads Together began as an awareness raising campaign to tackle stigma and change the conversation on mental health.

Their goal was to encourage people to open up and have a conversation about their mental health, to prevent their challenges from escalating. The campaign brought together eight inspiring mental health charities with decades of experience and each with its own specific mental health focus.



RIGHT HELP, RIGHT PLACE, RIGHT TIME



The Royal Foundation is working with partner charities and other organisations to launch and deliver a series of innovative new programmes so that people can find help wherever they are and whenever they need it.

The programmes are for:

- Schools, to support teachers to look after children's mental health
- The military, to put mental fitness at the top of the agenda

- The workplace, so that employers are able to access resources and training
- Online, providing digital tools to support those looking for help on the internet and via a new instant messaging service for people in crisis.

The aim of the Heads Together mental health programmes is to make it easier for people to access existing valuable resources, whilst also creating new services and materials to improve mental health support for all.

Join the convo...



Through Heads Together's work, we saw the first ever Mental Health Marathon, and one of the largest public health and awareness campaigns in the UK for many years. The campaign has made a lasting impact on people's lives with clear evidence more people are now comfortable talking about their mental health.

When the campaign was at its peak, 1.5 million more people were talking about mental health, compared to three months earlier, with 800,000 more men saying they had a conversation with a health professional about their mental wellbeing.



The Heads Together charity partners are...

- Best Beginnings
- CALM (The Campaign Against Living Miserably)
- Contact (a military mental health coalition)
- Mind
- Place2Be
- The Mix
- YoungMinds
- Anna Freud National Centre for Children and Families (Anna Freud)

FUNDRAISING FOR HEADS TOGETHER!

SINCE THE BEGINNING OF OUR PARTNERSHIP WITH HEADS TOGETHER, ELIOR HAVE RAISED OVER **£20,000 IN TOTAL!**



Elmor colleagues and their guests from across the foodservice industry raised thousands at the Elmor Inspirational Dinner.

In exchange for their generosity, guests were treated to a phenomenal four course dinner designed by the likes of Tom Kerridge, John Williams MBE, and Claire Clark MBE; paired with wines selected by Fred Sirieix; and cooked by chef apprentices from Elmor's award-winning Chef School programme.



Our colleagues have been busy fundraising in various ways including book clubs and 'bake-offs'. We've also seen 3 very committed colleagues successfully finish the London Marathon, smashing their £6,000 fundraising target!





ELIOR'S BEACH CLEAN WITH MCS

MCS is the leading UK charity dedicated to protecting our seas, shores and wildlife. Their team beach cleans are designed to get the most out of a volunteer day on the coast and put volunteering time in a conservation context. Eltor Marketing and Purchasing teams set about one of our favourite beaches in Weston-Super-Mare and cleaned up nearly 500 pieces of litter over a 100 meter stretch of beach.



Refettorio Felix
at St Cuthbert's

Refettorio Felix at St Cuthbert's is a vibrant community kitchen and drop-in centre located in Earl's Court.

It offers a welcoming lunchtime food service to vulnerable members of the local community from Monday to Friday, creating delicious three-course meals from surplus ingredients that would otherwise be wasted.

As well as providing a transformative lunch service, the centre offers counselling sessions, washing facilities, housing and job searching assistance and structured creative activities.

By infusing the Refettorio with art and design, we want to engage guests in a holistic approach to nourishment: feeding body and soul.

Eltor colleagues have been getting involved offering themselves as volunteers and arranging donations for this worthy cause.



NEW

TO THE ELIOR AWARDS FOR EXCELLENCE

ALL OF OUR SUCCESSES DEPEND ON THE PASSION AND DEDICATION OF OUR COLLEAGUES AROUND THE BUSINESS. WE HAVE INTRODUCED A BRAND NEW CATEGORY INTO THE ELIOR AWARDS FOR EXCELLENCE, OUR ANNUAL AWARDS CEREMONY, WHICH CELEBRATES OUR SHINING STARS WITHIN THE BUSINESS.

At the last awards ceremony held at the beautiful 8 Northumberland Avenue in central London, Lynda Walker, Director of Durham Primaries was commended for achieving many sustainable focused solutions such as 100% recycling of food waste across more than 200 sites and initiating a tailored induction on sustainable development for all new colleagues in the contract.



'THE SUSTAINABILITY CONTRIBUTION AWARD'

Awarding a special Individual who meets the award criteria;

- A passion for sustainability
- Understanding and demonstrating the importance of sustainable practice
- An appreciation of the impact of personal and organisational actions on the environment
- Particular awareness and focus on the reduction of waste
- Be inspiring, with the ability to influence others in the area of sustainability
- Created practical or innovative solutions to overcome challenges

Sustainable Restaurant Association Accreditation

OUR HIGHLIGHTS

Scores are given based on the SRA's comprehensive framework, which covers sourcing, society and environment.



ENVIRONMENT

VALUE NATURAL RESOURCES

Improving energy efficiency to save resources, protect the environment and managing water usage to save money and reduce environmental impact.

REDUCE REUSES RECYCLE

Managing what comes in and goes out of your business to reduce wastage and eliminate waste-to-landfill.

WASTE NO FOOD

Monitoring, managing and innovating to reduce food waste.



SOURCING

CELEBRATE LOCAL & SEASONAL

Using local and seasonal produce to support British business, reduce haulage costs and the environmental impact of transport.

SERVE MORE VEG & BETTER MEAT

Increasing the proportion of veg-led dishes on your menu to combat the environmental damage, and purchasing high welfare meat and dairy products.

SOURCE FISH RESPONSIBLY

Serving sustainability caught fish to ensure the future of fish stocks and marine environments.

SUPPORT GLOBAL FARMERS

Sourcing fairly traded produce to ensure farmers in the developing world have access to a trade system based on justice and fairness.



SOCIETY

TREAT PEOPLE FAIRLY

Providing equal opportunities, training and clear policies to keep employees happy and productive.

SUPPORT THE COMMUNITY

Engaging with the local community, with schools and charities to support the people supporting you.

FEED PEOPLE WELL

Offering balanced menu options, reasonable portions and healthy cooking options.





This CORPORATE RESPONSIBILITY REPORT has been produced using 100% recyclable wood-free pulp and without the use of chlorine bleach. The company who print this book donate any excess paper from its production to their local primary school. The children use it for drawing and crafts. We think it's a great way to recycle and make some little people happy!

If you'd like to get in touch with the Elior CSR team please email csr@elior.co.uk

