

Utilities Policy

Purpose

This Utilities Policy details Elior UK's approach to controlling energy consumption in order to:

- Avoid unnecessary expenditure
- Protect the environment, and
- Prolong the useful life of fossil fuels

Scope

Elior UK recognises the environmental impact (direct and indirect) and cost of utility usage in the provision of services through:

- Direct and indirect greenhouse gas emissions related to the use of fossil fuels utilised in the provision of our services
- The energy consumption from lighting, heating, chilling and refrigeration systems, food service and appliance usage
- Water consumption through the delivery of services
- The impact of our suppliers and contractors in the delivery of goods and services
- The impact of cost of utilities usage to Elior UK and its clients

Responsibilities

The Utilities Policy sets out the principles and wider approach of Elior UK towards responsible usage and management of utilities in the execution of its business activities. Elior UK believes responsibility for delivery of the Utilities Policy rests with every member of the Elior UK team and is supported by the behaviors of our suppliers and contractors.

The delivery of the policy will be through a number of key principles that seek to promote ownership and engagement by the Elior UK team, but that recognise that we do not own all the levers to deliver the change. The principles which follow will form the basis for the utilities strategy that will be cascaded to colleagues, clients and suppliers:

- Engaged and trained workforce
- Local ownership and accountability
- Individual responsibility
- Open and honest engagement with all stakeholders
- Application of relevant measurement techniques underpinned by an appropriate audit process

During 2019, Elior refreshed the best practice guidance, relaunched as 'It's In Our Hands – Utility Management' which includes a colleague checklist and awareness material for all brands of the Elior UK business.

Governance

The Elior UK Corporate Responsibility Steering Group will develop and own the implementation of a strategy for the delivery of the Utilities Policy. This policy is reviewed at least annually at Board level and will be revised in accordance with Elior UK's procedures and any changes in legislation.

A handwritten signature in black ink that reads 'Catherine Roe'.

Catherine Roe

Chief Executive, Elior UK

2 December 2019