

## Section 172(1) Statement

For the year ended 30 September 2023

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Section 172 of The Companies Act 2006 lays out the duties of company directors, in particular outlining their obligation to act in good faith and to promote the success of their company.

To promote the success of the company, the Elior UK group uses a strategic framework with a clearly defined set of priorities. This framework combines several value creation drivers which focus on - our market positioning, clients and community impacts, customers, cost and cash optimisation. Setting key performance indicators to assess our delivery against this framework ensures we understand and adapt our offer to current demands whilst keeping focused on the positive environmental impact we can have. These strategic priorities support the Elior UK group on being an innovative, socially responsible employer of choice.

As is normal for companies in a large group the governance of this framework is delegated to an executive leadership team; certain financial and strategic thresholds have been set within the business to identify matters requiring Board consideration and approval.

The leadership team meet during various committee meetings where every leadership executive reviews progress against the strategic and operational priorities, as well as the changing scope of the business priorities, coupled with changing external environment. The collaborative approach by the board helps to promote the long-term success of the company.

In order to deliver on strategic priorities, the Elior UK group engages and fosters strong relationships with some of its key stakeholders. For the Elior UK group these stakeholders include:

- Colleagues
- Clients and customers
- Suppliers
- Communities
- Shareholder
- Government and regulators

Specifically, Section 172 requires a director to consider, alongside other matters, the:

- Likely consequences of any decisions in the long term
- Interests of the company's employees
- Need to foster the company's business relationships with suppliers, customers, and others
- Impact of the company's operations on the community and environment
- Desirability of the company maintaining a reputation for high standards of business conduct; and
- Need to act fairly between members of the company

The views of our stakeholders, and the impact our activities have on them, are always considered when we make business decisions. While there are cases where the company itself judges that it should engage directly with certain stakeholder groups or on certain issues, the size and nature of the company's stakeholders and the structure of the Elior UK group means that generally stakeholder engagement takes place at a group level as this is generally a more efficient and effective approach.

Below we have set out the details of how the Elior UK group engages with its various stakeholders, as well as the feedback we have received from them regarding our decisions.

Section 172(1) Statement (continued)

For the year ended 30 September 2023

Stakeholder Group	Description	Why do we communicate?	How do we communicate?
Colleagues	<p>Our colleagues are fundamental to our business – we employ almost 10,000 people in the UK.</p>	<p>We rely on our colleagues to maintain the highest standards, deliver a truly outstanding customer experience and to continue innovating.</p> <p>Our goal is to create a great place to work, where people can thrive because they are valued, cared for and given everything they need to achieve their potential. We know this generates a happy and more engaged workforce, which leads to improved customer service and increased productivity.</p>	<p><b><i>Creating rewarding work and a safe environment</i></b></p> <p>We have many initiatives to recognise the contribution of our colleagues. These include our annual Elixir Awards for Excellence, and our ‘You Made a Difference’ scheme, which recognises and celebrates colleagues who demonstrate our values that go above and beyond their normal duties.</p> <p>We also drive colleague wellbeing through our Everyone Counts initiative and have trained mental health first aiders across our business, who are there to support colleagues. Creating a safety culture is the underlying mindset in everything we do, and we have a dedicated Safety &amp; Wellbeing team that is responsible for these activities.</p> <p>We recognise that our people are our most important asset and central to providing the high-quality service that our clients expect.</p> <p>Our People Promise has been defined ‘to value our colleagues like we value our customers, making them feel appreciated, supported and fulfilled’. It aims to be authentic &amp; truly represent what it’s like to work for the company, to help raise awareness of the Elixir UK brand in the external marketplace - attracting new talent by articulating what makes us unique as an employer, and to retain our colleagues by providing a great place to work - clarifying expectations &amp; driving consistency in terms of our colleague experience.</p> <p>The People Promise is communicated consistently through internal and external communications, social media video snippets that are used to support areas including recruitment, and videos to support areas including candidate attraction. In addition it has helped to define our culture and ‘the way we do things’.</p> <p><b><i>Investing in our team</i></b></p> <p>We invest in our team, with our award-winning apprenticeships and many other training opportunities. Our digital learning platform, Thrive@elixir provides learning at the point of need for our colleagues and it is their ability to grow with the business that is the foundation for success.</p> <p>We engage with our colleagues in a number of ways alongside regular two-way communication and team meetings/briefings. These include:</p> <ul style="list-style-type: none"> <li>• Internal social media and colleague apps</li> </ul>

Section 172(1) Statement (continued)

For the year ended 30 September 2023

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			<ul style="list-style-type: none"><li>• Colleague surveys – including regular pulse surveys</li><li>• Quarterly newsletters</li><li>• One Team Talks (colleague forums)</li><li>• Direct emailing</li></ul> <p><b><i>Diversity and Inclusion</i></b></p> <p>We recognise the importance of having a diverse workforce from different backgrounds; our inclusive approach helps us to attract top talent and drives business value.</p> <p>Celebrate Equality is our internal programme for diversity and inclusion with a team of Celebrate Equality Champions from across the business supporting the expansion of our diversity and inclusion agenda through key initiatives including our ‘Wo-mentoring’ programme for female colleagues, and increasing awareness of diversity more broadly through factsheets, webinars, forums, newsletters and investment on formal training including Allyship.</p>
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Section 172(1) Statement (continued)

For the year ended 30 September 2023

Stakeholder Group	Description	Why do we communicate?	How do we communicate?
<p>Clients and customers</p>	<p>Clients include world-leading commercial, professional, and financial service companies, renowned and emerging industrial companies, state and independent schools, universities, the short stay care sector, the NHS, stadia and heritage and entertainment venues.</p> <p>Our customers also vary – we serve children in primary and secondary education and young people at university, people in the workplace, residents in social care and residential villages, and visitors to attractions and events.</p>	<p>We are determined to be the company people can rely on most for great food and service but also for food that is safe, healthy, and nutritious, sustainably produced and ethically sourced.</p> <p>We actively seek to improve the customer experience by sharing market trends and insights with our clients, along with new innovations.</p> <p>Engaging and listening to what our diverse group of clients and customers tell us is important to ensure our offering is tailored to meet both business and consumer objectives.</p> <p>Customers in the workplace have settled into hybrid working patterns. We continue to support our clients in encouraging workplace attendance by ensuring that we provide social, convenient and flexible solutions creating difference with pop up events, concept events and theme days. Digital ordering and payment are offered to all clients, which also provides a communication platform. Communication of events and theme days are recognised to encourage attendance and drive uptake.</p> <p>We note in the education sector that parents continue to take interest in health and nutrition. Whilst the cost-of-living crisis continues it is evermore imperative that we support families by providing value, nutritious and hot meals. For some parents, allergen management is critical for their child. Sharing menus through our digital apps provides the platform for parents to select meals for their children and for us to communicate allergen information, which provides the assurance that parents require and deserve.</p>	<p>We engage with our clients and customers at all stages of our new business development process to ensure we understand their requirements and develop a proposition that meets their needs.</p> <p>This continues when we are successful in a tender – from point of award through the entire contract lifecycle we focus on building trust and long-lasting relationships with both our clients and customers.</p> <p>We engage with clients and customers in a variety of ways including:</p> <ul style="list-style-type: none"> <li>• Face to face engagement</li> <li>• Listening to customers via social media</li> <li>• Sharing news and information via our café or restaurant websites / microsites / digital screens and our Apps “Breaz” &amp; “Lunch Hound”</li> <li>• Market research</li> <li>• Surveys and feedback gathering exercises</li> <li>• Regular site visits and meetings</li> </ul> <p><i>Here is a selection of our achievements in this area during the last year:</i></p> <p>Our mobile App “Breaz” is now embedded in a large number of sites within our portfolio which enables us to communicate directly with our end customers, offering a way of ordering safely, engaging with our food and building customer loyalty. This alongside tailored digital offers across some of our other markets is a critical way of engaging with this stakeholder group.</p> <p>Mindful of the cost-of-living crisis, this year we have provided information for schools to share with parents to include tips for providing nutritious meals on a budget, efficient use of kitchen appliances and the importance of breakfast. During this period of economic challenge we hope that this value-added</p>

Section 172(1) Statement (continued)

For the year ended 30 September 2023

			support and communication is helpful to the parents of the children we feed.
Suppliers	<p>We have hundreds of trusted suppliers and partners that we rely on to deliver the very best quality and increase sustainability and introduce innovation.</p> <p>Our suppliers range from large multi-national companies to small independently run businesses.</p>	<p>We focus on building long-term trusted relationships with our suppliers to support our <a href="#">Positive Footprint Plan</a> and wider sustainability goals.</p> <p>Key areas of focus in the supply chain process are food safety and authenticity, integrity and sustainability, and achievement of value through competitive tenders. The focus has been on managing supply chain disruption, securing supply and mitigating inflation.</p> <p>We recognise our responsibility for ensuring the produce we source and supply to our clients and customers is safe and from reliable, traceable sources, and poses no threat to our clients, customers, or staff.</p>	<p>Before working with any new supplier, we provide them with our code of conduct which they are required to adhere to. Any supplier decisions are reviewed to prevent modern slavery and associated practices in any part of our supply chain.</p> <p>Once we have agreed to work with suppliers, we engage regularly to ensure we can fulfil our client commitments, meet our sustainability goals, and continue to adhere to the high standards we set.</p> <p>To increase our supply chain performance, we hold weekly or daily operational meetings to manage any supply risks, disruption, and ensure we can provide quality service to our clients and customers. We also operate a more formal Contract Management protocol to ensure we optimise our contractual relationships.</p>

Section 172(1) Statement (continued)

For the year ended 30 September 2023

Stakeholder Group	Description	Why do we communicate?	How do we communicate?
Communities	<p>The groups of people who live and work in the locations where our client sites are based</p> <p>We are proud to have a wide geographical presence with sites based in all areas of the UK</p>	<p>We work hard to build trust and create a positive environment by operating responsibly and sustainably and focusing on generating a positive impact in the community, with special attention on supporting local causes and issues. We continue to drive social value initiatives in our new business opportunities.</p> <p>We consider the people in these communities, and close to our various sites and operations, to be important stakeholders.</p> <p>Not only are they potential customers but also potential employees and partners. Together we can make the communities in which we operate better.</p> <p>Our Corporate Social Responsibility programme is built around four main commitments across our entire value chain: healthy meals, sustainable sourcing, minimising food waste, and helping our employees fulfil their potential.</p>	<p>Our commitment to our community is embedded throughout the business and reflected in our values.</p> <p>Our CSR Team drive action through our sites and customer/client communication. We also share what we are doing via social media and press to encourage a change in behaviour or people to take positive action.</p> <p><i>Here is a selection of our achievements in this area during the last year</i></p> <p>In 2023 Elior has raised £68,965.31 for Alzheimer's Society, this has been achieved through individual and group colleague fundraising efforts, including personal trek challenges, which have taken place in 8 different locations across the UK. £10,500 was raised by 16 colleagues who collectively trekked over 400 miles.</p> <p>During 2023 Elior reached over 70% of its UK's fleet move to electric or electric hybrid cars, realising annual carbon savings of over 800 tonnes of CO2 saved to date, based on typical diesel vehicles previously in use.</p> <p>In January 2023 Elior UK launched its 'Lifetime of Enrichment' social value campaign, with a target to deliver 'a lifetime' of social value, equivalent to the average lifetime of 28,835 days. 4,900 days were delivered in the first 6 months, through company activities including donating surplus food, tree planting schemes, mentoring programmes, and charity activities. 377 days were delivered by individual colleagues through their own social value activities such as volunteering with mental health charities and coaching of school children.</p>

Section 172(1) Statement (continued)

For the year ended 30 September 2023

Stakeholder Group	Description	Why do we communicate?	How do we communicate
Shareholder	The Elior UK group is owned by Elior Group SA, listed on the Euronext, Paris.	<p>We rely on the support of our shareholders, and their investment is important to the long-term success and growth of our business.</p> <p>We support Elior Group SA with their engagement activities, explaining our financial and operating performance, showcasing innovation and sharing our strategy in order to encourage continued investment.</p>	<p>We maintain regular and ongoing dialogue with our shareholders through group performance reviews, meetings and calls.</p> <p>In addition to this the Elior UK Leadership Team spends significant time engaging with the Elior Group SA board and are responsible for key deliverables and achievement of UK objectives.</p>
Government and regulators	The UK Government and regulators across the UK set the regulatory environment in which we operate.	Working with hundreds of UK public sector clients, from schools and councils to hospitals, means that Elior UK continually provides input on important matters impacting hospitality services. These include, but are not limited to, supply chain issues, inflation and job creation.	<p>Engagement with Government, both in Westminster and in more local areas, takes many different forms.</p> <p>Members of our Leadership Team have been on committee groups and panels involved in discussion with the Government. We have also been working closely with many industry bodies on policy related issues – these include UK Hospitality (of which our UK CEO is on the board) and The Business Services Association.</p> <p>Our Operations team delivers our public sector contracts and services; our priority is fulfilling our responsibilities and delivering an excellent service to our public sector clients and customers.</p>