

ELIOR UK

CSR REPORT

PUBLISHED APRIL 2024



WELCOME



POSITIVE FOOTPRINT PLAN



Healthy
Choices



Sustainable
Ingredients



A Circular
Model



Thriving People
& Local
Communities

Our Net Zero Strategy and CSR Highlights

We have committed to reduce our carbon footprint in line with the reduction recommended by the Paris Agreement, and we have a robust plan in place to ensure we achieve this.

Our ambition is to reach Net Zero by 2050, and this year, our priority is to align our Net Zero Target to the Science Based Targets Initiative.

As a business, we are taking proactive measures and initiating projects to ensure we're on track to achieve our carbon reduction goals. Whilst we continue to actively work on reducing our carbon footprint, we're pleased to share some accomplishments that have already been achieved as a direct result of our initiatives.

Our commitments and actions also contribute to the reduction of our clients' and customers' carbon footprint, and we look forward to continually sharing our achievements so these can be celebrated as collective successes.

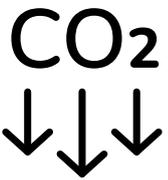


OUR POSITIVE FOODPRINT PLAN COMMITMENTS

Shared Priorities	Sustainable Development Goals	Elior Positive Foodprint Plan Commitments
Reducing our carbon footprint	13 CLIMATE ACTION  "Climate action"	A circular model Reduce per-meal carbon emissions (scopes 1,2 and 3) by 12% by 2025 (versus 2020)
	3 GOOD HEALTH AND WELL-BEING  "Good health and well-being"	Healthy choices Increase % purchases of healthy and plant-based ingredients* and % vegetarian recipes
Limiting the impact of our supplies	12 RESPONSIBLE CONSUMPTION AND PRODUCTION  "Responsible consumption and production"	Sustainable ingredients Increase the proportion of purchases of certified food produce Increase the proportion of purchases of responsible packaging and consumables
Reducing the impact of our operations	2 ZERO HUNGER  "Zero hunger"	A circular economy Reduce food waste by 25% by 2025
	7 AFFORDABLE AND CLEAN ENERGY  "Affordable and clean energy"	A circular economy Obtain 100% of directly supplied electricity from renewable sources Reduce energy consumption
Talent & culture	8 DECENT WORK AND ECONOMIC GROWTH  "Decent work and economic growth"	Thriving people and local communities Reduce the frequency and severity rates of workplace accidents
	5 GENDER EQUALITY  "Gender Equality"	Thriving people and local communities Increase the proportion of women managers to 50% by 2025 and 55% by 2030

*Fruit, dried fruit – Vegetables – Beans and pulses: black beans, chick peas, red lentils, etc. – Seeds: sesame, chia, etc. – Nuts: almonds, pistachios, pecan nuts, etc. – Berries: acai berries, cranberries, blueberries, blackberries etc. – Wholegrain cereals: wholegrain oats, wholegrain muesli, wholegrain bread, brown rice, wholegrain pasta, semi-wholegrain cereals etc.

OUR 2023 HIGHLIGHTS

 A Circular Model: Carbon Reduction    	
 <p>Working towards Net Zero by 2050</p>	Target set to reach Net Zero by 2050
	17% reduction in CO2 from animal protein within our menu design target
	24.6% reduction in food waste
	67.4% of company car fleet are now electric
	100% of renewable electricity for directly supplied energy contracts
 Thriving People and Local Communities   	
 <p>Lifetime of enrichment</p>	Target set to deliver 28 835 days of social value by 2025
	In the first year 182 colleagues contributed 597 days
	6156 training hours delivered to our colleagues
 <p>Our Partnerships</p>	Over £100 0000 donated to Water Unite
	3 579 trees planted through our partnership with JUST ONE Tree
	22 080 surplus meals donated through our partnership with Olio
	3,219 meals saved through our partnership with Too Good To Go
 Sustainable Ingredients and Healthy Choices   	
	41% of our menus was vegan or vegetarian
	55% increase on spend on nutritious ingredients
	91% of packaging spend met sustainable criteria

Our Journey to Net Zero by 2050

By definition, 'net zero' means cutting greenhouse gas emissions to as close to zero as possible, with any remaining emissions re-absorbed from the atmosphere, for example by oceans and forests. For Elior to reach Net Zero we must reduce greenhouse gas emissions and ensure that ongoing emissions are balanced by removals.

International scientific consensus states, to prevent the worst climate damage and to preserve a liveable planet, global net human-caused carbon dioxide (CO2) emissions must reach net zero by 2050 to prevent global warming rising above 1.5°C. 1.5°C is a crucial ambition; we can see the predicted effects of 1.5°C vs 2°C in the table to the right.

In line with the Paris Agreement, Elior's goal is to achieve net zero by 2050. To achieve this goal, our actions over the coming decades will be crucial, and we have defined realistic and measurable operational objectives.

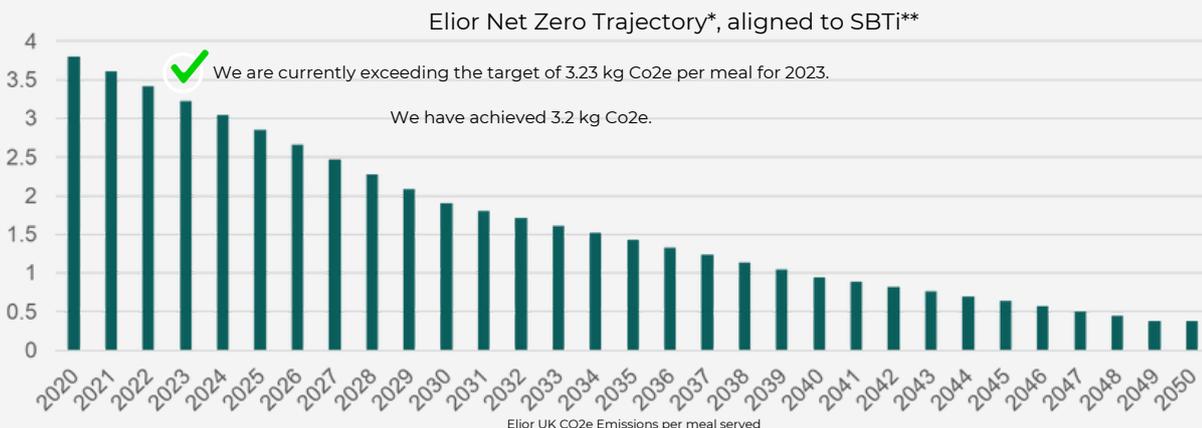
These are specifically aimed at reducing food waste, gas and electricity consumption, as well as reducing the carbon footprint of our menus. As a business, we have intensified our efforts to ensure consistent and timely reporting is achieved across the business for these commitments. This information is made available as part of our annual reporting processes, both internally and externally.

During 2024, our priority will be aligning our net zero target to the Science Based Targets initiative (SBTi). Which means as a company we will;

- Achieve near-term (5-10 year) science-based targets
- Reduce our residual emissions to no more than 10% of our baseline
- Use this time before 2050 to research credible methods to neutralise residual emissions with high quality carbon removals
- Achieve long-term science-based targets no later than 2050

	1.5°C >>>> 2°C	Impact of 2°C compared to 1.5°C
 Extreme heat	14% > 37% Global population exposed to severe heat 1 in 5 years	2.6 X Worse
 Sea-ice-free Arctic	At least 1 every 100 years > At least 1 every 10 years Number of ice-free summers	10 X Worse
 Loss of plant species	6% > 18% Of plants will lose 0.5 of their habitable area	2 X Worse
 Coral Reefs	70% 90% > 99% Further decline in coral reefs	Up to 29% Worse
Source: Climate Council, "Impacts at 1.5 and 2 Degrees of Warming", Available at: https://www.climatecouncil.org.au/resources/impacts-degrees-warming/		

- Our near term targets include but are not limited to:
- The removal of gas from all directly supplied contracts by 2030
 - Adopting a 100% electric car fleet by 2030, moving existing hybrids to fully electric
 - Maintaining 100% renewable electricity for direct supplied contracts from 2022
 - Driving compliance around the reporting of food waste at client sites and driving the take up of our food waste reduction campaign throughout 2024
 - Driving the compliance of site reporting on energy use at client sites, and driving take up of the energy action plan campaign throughout 2024
 - Continuing to drive innovation in our menu design for lower carbon menus
 - Collaborating with suppliers whilst we work towards achieving net zero, and driving regenerative practices through our supply chain



Our Progress Towards Our Targets



100% renewable energy for directly supplied electricity contracts

We are pleased to report that all our directly managed electricity suppliers are now supplied from 100% renewable sources.



Reduction in gas & electricity consumption

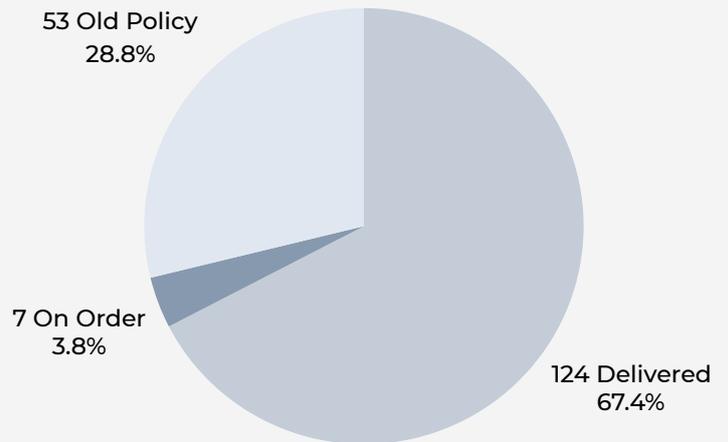
It is estimated that 47% of our carbon footprint occurs because of gas and electricity consumption at our client sites or, more specifically, at sites where we are not directly managing the energy supply

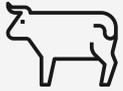
We have launched our 'Utility Action Campaign' and offer sites consultations to ensure we are working collaboratively with clients, and collectively taking responsibility for these impacts. By measuring this data, we can take action by driving best practice and positively influencing behaviours, and by looking at efficiencies in the catering environment to ultimately drive down non renewable energy usage across all divisions.



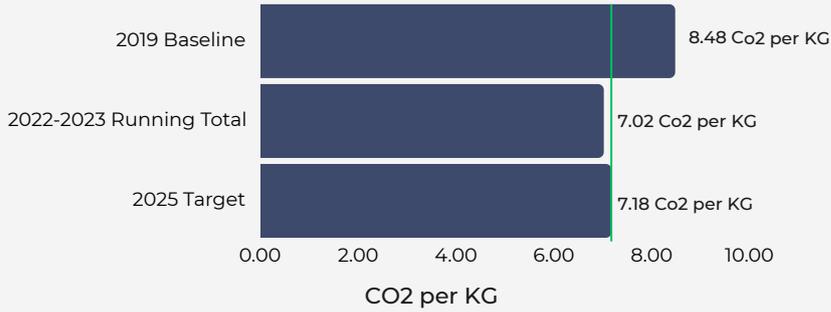
67.4% of Electric fleet

We are making good progress to our commitment to adopt an electric car fleet, with 67% of our fleet currently being fully electric or electric hybrid. Charging points have been installed at head office for the convenience of our employees.





17.22% reduction in CO2 emissions generated from meals served



We are pleased to have seen a significant reduction from our baseline of 8.48 Co2 per KG, to a current company average of 7.02 Co2 per KG. With our current company average, we are also currently meeting and surpassing our beef reduction target of 7.18 Co2 per KG.

Although our company average is surpassing our beef reduction target, we will continue to focus on recipe innovation to reduce the use of proteins that emit the most carbon, and substitute these with other less carbon-intensive proteins such as poultry or plant based proteins. We are confident in our ability to achieve a reduction in the carbon footprint of our menus, whilst still offering a range of delicious, nutritionally balanced meals that achieve high levels of customer satisfaction.



91% of packaging spend met sustainable criteria

Where service and customer needs dictate the use of crockery is not possible, the use of plant based and plastic-free packaging is encouraged. This is derived from lower carbon, recycled and renewable resources. Sustainable packaging refers to disposable packaging made from materials that are biodegradable, bio-sourced (such as corn or bamboo), compostable and recyclable. We aim to use sustainable packaging where possible, with 91% of our packaging spend being spent on sustainable packaging. An increase of 26.32% from the previous year.

Across the business, many sites have removed disposable packaging by partnering with Caulibox. Caulibox is the UK's first tech-enabled, award-winning solution provider for reusable food and drink packaging. It enables onsite dining facilities to seamlessly ditch single-use crockery and maintain full control over operations whilst benefiting from Caulibox's reusable packaging supply chain and digital customer management platform.





24.67% reduction in food waste

Throughout the year we analysed digitally derived food waste data across 15 of our sites. We measured waste generated from production and counter waste, excluding plate waste. We saw an average waste reduction of 24.67% per meal. With the development of our Foodprint Reporting Assistant App, we hope to analyse data from more sites across the business.

We now have an app that provides a platform for local teams to report their progress. The reporting function and data available to us via the app will support client reporting and engagement, and support us to drive positive CSR behaviours and practices at our sites.

The app will highlight the impacts achieved through our environmental sustainability programmes, capturing quantitative data supportive of legislative reporting requirements. The CSR Site Reporting System contains two sections: CSR monthly reporting and a daily food waste log.

The CSR monthly reporting section requires the monthly completion of broad CSR questions. The answers help us to understand non-food waste reduction activity and energy related actions. The daily food waste log is an in-house system to monitor our food waste across the business. We offer both a basic and advanced option.

Sites across the business have used digital technology to measure food waste by recording weight and financial data, as well as recording pictures of the waste for implementing strategic changes.

At Elior we manage menus very closely to ensure wherever possible, we are purchasing, preparing, and serving only what we believe will be eaten.



On occasion, surplus food will occur despite our best efforts to avoid it. This could be due to a last-minute event cancellation or a lower than expected footfall. It is our responsibility to equip catering teams with the knowledge to ensure that edible food is not thrown away.

We have partnered with two national surplus food organisations, OLIO and Too Good To Go. In a 12-month period, we donated 5,672kg of surplus food through OLIO, and saved 1 842 meals through Too Good To Go. We will continue to utilise these partnerships to drive down food waste and ensure edible food ends up in bellies not bins.



55% spend increase on nutritious ingredients

As part of our healthy choices commitment, we are supporting the wellbeing of our customers, by providing healthy and nutritious dishes that put fresh and seasonal ingredients at the heart of our menus. During 2023, 41% of main course recipes available to our sites were vegetarian or vegan.

This year compared to last, we saw a 55% spend increase on nutritious ingredients across 8 product families. These were fruits, dried fruits, vegetables, pulses, seeds, nuts, and wholegrains cereals.





Thriving People and Communities

We are committed to supporting enterprises that have a social impact and maximise opportunities to partner with them through our supply chain. Our community involvement is part of the fabric of who we are as an organisation.

Since 2019, Elior UK has been a supporter of non-profit organisation Water Unite, whose mission is to provide clean water for people and the planet. Elior's donations have been invested into innovative entrepreneurs and businesses, providing water and circular economy solutions in the Global South.

JUST ONE Tree is a non-profit initiative which removes CO2 from the atmosphere through global reforestation. A £1 donation to JUST ONE Tree results in the planting of one tree in areas including Indonesia, Brazil and Kenya, as well as in the oceans. Through Elior's work with JUST ONE Tree and the Eco-Points scheme, we are donating 10p from every low carbon dish sold at a participating site towards this organisation's fantastic work. In the last 4 years, Just One Tree has planted over 3 million trees across 11 countries.

Pact Coffee has spent a decade championing sustainable farming practices, encouraging gender equity at source, and paying farmers significantly more than the Fairtrade base price. Lexington's exclusive collaboration with Pact will focus primarily on coffee grown by Cafeina, a collective of 1,868 women in Brazil that was formed in 2019 to empower, motivate and inspire women farmers, and give them rightful visibility in an industry which is traditionally male-dominated. This collaboration enables offices across the Lexington business to contribute directly to the development of coffee growing communities across nine countries through Pact's direct-trade supply chain model.





Elior has been working with Change Please since 2015, supporting this social enterprise through investing in their training program, sourcing job opportunities for new team members, and creating a branded coffee offer for our sites. Change Please is where social enterprise and coffee expertise blend, with every award-winning cup brewed, and every cup of coffee you buy helps to change someone's life for the better.



Lifetime of Enrichment

The 'Lifetime of Enrichment' campaign is dedicated to encouraging our employees to deliver social value because we believe that every day should be used to make a positive economic, social and environmental impacts. Our company target is to collectively deliver 28,835 days of social value by 2025. This number reflects the number of days in an average lifetime.

We have been tracking our progress towards this goal since campaign launch and are monitoring our activity across 3 core pillars:



Economic: Driving a positive economic impact within local communities through an inclusive approach.



Social: Nurturing a culture of inclusivity, improving skills and giving back to society and local communities.



Environmental: Tackling climate change, respecting our environment and reducing waste.

In the first year of our campaign, we delivered 9 879 days of social value, with colleagues across all areas of the business contributing and helping us to achieve our goal. Contributory activities include but are not limited to apprenticeships, chef school, mentoring, charity fundraising, volunteer work and our partnerships with enterprises that have a social impact.

To remain updated on our Lifetime of Enrichment targets and activity, keep an eye out for our regular reports.

If you have any questions, please reach out to
csr@elior.co.uk

Consider the environment.
Do you really need to print this?