

portada

CENTRAL  
RESTAURANTES



# [ HSEQC Report ] 20 07

[ Health | Safety | Environment | Quality and Communities ]



# | Indices: |

| Page |

- 1. [ CEO Address ]
- 2. [ About ARAMARK ]
  - 2.1. Central Restaurantes Aramark: Integral Solutions of Excellence
  - 2.2. The Services we Offer
  - 2.3. Organization Chart
  - 2.4. Characteristics of Central Restaurantes Aramark Personnel
- 3. [ Occupational Health ]
  - 3.1. Strategic Guidelines
  - 3.2. Outstanding Activities
  - 3.3. Testimonial
  - 3.4. Challenges 2008
- 4. [ Safety ]
  - 4.1. Strategic Guidelines in Risk Prevention
  - 4.2. Outstanding Activities
  - 4.3. Activities Abroad
  - 4.4. Rates
  - 4.5. Awards
  - 4.6. Testimonials
  - 4.7. Challenges 2008
- 5. [ Environment and Quality ]
  - 5.1. Strategic Guidelines
  - 5.2. Environment
  - 5.3. Quality
  - 5.4. Challenges 2008
- 6. [ Central Restaurantes ARAMARK and its Relationship with the Communities ]
  - 6.1. Strategic guidelines of the Area
  - 6.2. Outstanding Activities
  - 6.3. Rates
  - 6.4. Awards
  - 6.5. Testimonial
  - 6.6. Challenges for 2008
  - 6.7. Communities in other latitudes
- 7. [ Achievements HSEQC 2007 ]









The year 2007 had two important milestones. The first one that bears mentioning is the fact that it was a period full of awards for the company in all of its HSEQC areas and the second one is that it was a time of reflection and change at the core of the organization.



# [ 1. CEO Address ]

## For the fourth consecutive year,

in accordance with our commitment to business transparency, Central Restaurantes Aramark Multiservices Company, prepares and shares with its various interest groups the HSEQC report corresponding to our work during the year 2007. To our company, the intention of this report is to report on the sustainability of the major plans developed by our company in matters of Health, Safety, Environment, Quality and Communities (HSEQC).

The year 2007 had two important milestones. The first one that bears mentioning is the fact that it was a period full of **awards** for the company in all of its HSEQC areas and the second one is that it was a time of reflection and **change** at the core of the organization.

In the field of Occupational Health, the company perfected its production processes as well as its different programs promoting a healthy lifestyle. Along this line, we have continued implementing and improving our efforts regarding the prevention of workplace accidents that usually happen in this activity. In this respect, the many awards obtained in the area of accidents prevention make us conscience of how valued the business is when it is safe.

In the area of Environment and Quality, out of everything that happened during this year, the Clean Production Agreement to which the company subscribed to deserves being mentioned. This agreement, once again, makes clear the fact that we maintain a strong commitment to a sustainable environment.

Yet another prominent aspect was the revalidation of the ISO 9001:2000 norm. This is due to the fact that our commitment to maintaining the quality of our services was once again reinforced.

In the domain of Community Social Responsibility, the AmCham award "The Good Company Citizen", awarded by

the Chilean American Chamber of Commerce (AmCham), testifies to the efforts that the company makes and that are correlated with the different realities and needs of the places where we operate. This award demonstrates that Central Restaurantes Aramark performs a solid work with the different communities, which is strongly characterized by the pro-activity with which this management area of the company functions.

During this year, the Program for Labor Integration of Disabled People has consolidated itself as a stable project and is in the process of growing inside the company.

Another thing that revitalizes us as a company is the maturity and clarity with which we have identified the profound changes our company is undergoing. This process of change has meant that, from the year 2008 onwards, the HSEQC area and its methods will be applied across and transverse the whole organization, which means counting on the backup of the area's professionals in a more efficient way in all of its operations. This redefinition responds to the needs of a dynamic market that demands that a company understands and adjusts itself better to the requirements of the business, no longer offering products but integral solutions to our clients.

The contents of this report are the result of a process of analytical documentation and analysis of information that was accomplished thanks to the support of the different units that comprise HSEQC. Also, the way of presenting the content has been guided by some of the indicators used by the Global Reporting Initiative (GRI).

[ Pablo Achurra Fontaine  
CEO  
Central Restaurantes Aramark ]



## [ 2. About Aramark ]

### 2.1. Central Restaurantes Aramark: Integral Solutions of Excellence

Central de Restaurantes was created by a businessperson named Peter Hiller back in 1980 to respond to an institutional food services market that has grown more and more demanding as the years go by.

Nowadays, our company is a leader not only in food services but also in a vast array of professional services. We render these services in areas so diverse, such as Hygiene, Maintenance, Transportation of Patients, among others, oriented to giving integral solutions to our clients. We owe our success to the fact that we have been able to define features of service highly valued by our final customers. We have included, for example, free choice alternatives and ongoing innovations in the menus of our food service, a logistics that is highly technical in order to ensure the transportation of patients in clinics and hospitals, or to be able to guarantee that the truck cabins of the great mining industry are kept sealed. All of this is possible due to our people's commitment. It is through them that we make ourselves known each day so as to satisfy the needs of our customers.

In 2001, the company was acquired by the multinational Aramark Co., a leader company in the administration of professional services in the United States of America. This has allowed us to have access to the necessary resources so as to promote our growth in our country and in Latin America. Moreover, the experiences brought to us from other markets have made it possible to expand business opportunities in Chile and elevate the service standards for our clients.

#### Our Vision:

- We will be our clients' best professional services business partner, providing unrivalled services that earn theirs and their customers loyalty.

#### Central Restaurantes Aramark Distinctive Excellence:

- Passion for Service.

#### Our Mission:

- Soundly delivering our **Business Purpose** to our clients and customers.
- Achieving substantial financials (profitable growth, cash and retention).
- Becoming a solid platform for our business development in Latin America.

#### Our Business Purpose:

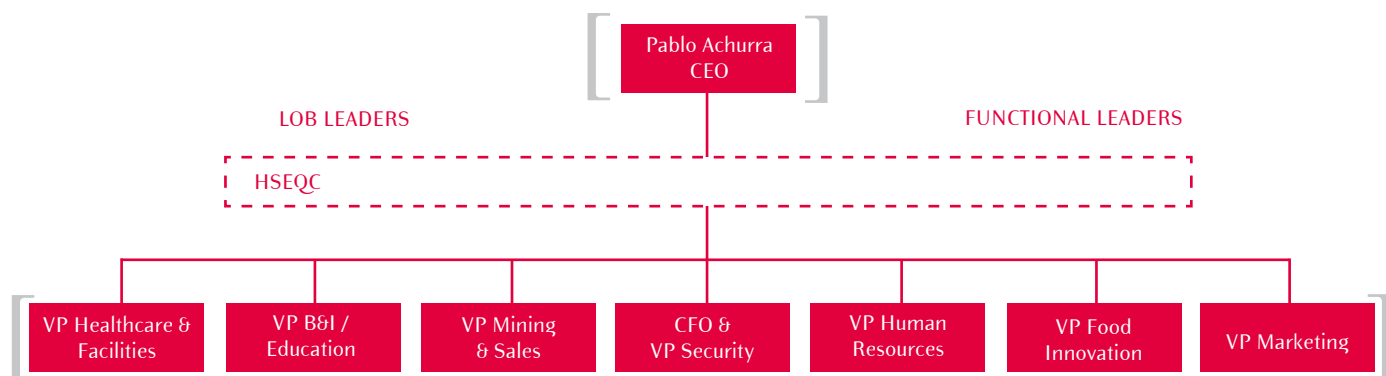
- We are a professional services organization dedicated to excellence.
- We develop and sustain our leadership position by engaging and supporting our most valuable and differentiated asset: the competence, commitment and creativity of our people.
- We provide world-class experiences, environments and outcomes for our clients and customers by developing relationships based on service excellence, partnership and mutual understanding.
- We enable our clients to realize their core mission, and we will anticipate the needs and exceed the expectations of customers, by dedicating our skills in professional services - hospitality, food, facilities and uniforms - to the goals and priorities of their institution.
- We create long-term value and capture the greatest opportunity for all ARAMARK stakeholders - our people, clients, customers, communities and shareowners - by delivering sustainable, profitable growth in sales, earnings and cash flow in a global company built on pride, integrity and respect.



## 2.2. The services we offer are as follows:

- Corporate Diet
- Hygiene
- Maintenance
- Safety
- Cocktail & Banquets

## 2.3. Organization chart



## 2.4. Characteristics of Central Restaurantes Aramark Personnel

If there is one thing that deserves to be highlighted in Central Restaurantes Aramark it is the Human Resources Area. Defined by its CEO as “the soul of the company”, the employees are a vital part of this project. Since its beginnings, there has always existed an open doors policy and active participation, in order to generate a motivating work environment for its workers.

Currently, Central Restaurantes Aramark has 21,347 employees, 46% of which are men and 54% women. This amount of workers had an increment of approximately 1,900 people with respect to the previous year.



[ Staffing by Gender and Average Age ']

COMPANY	MEN		WOMEN		TOTALES	AVERAGE AGE
	AMOUNT	%	AMOUNT	%		
TOTAL	9.922	46%	11.425	54%	21.347	37

1 Fuente: VP RRHH

## [ Type of contract and staffing ]

TYPE OF CONTRACT	STAFFING	%
Full Time	20.080	94,1%
Part Time	1.267	5,9%
Total Chile	21.347	100,0%

## [ Business area and staffing percentage ]

BUSINESS AREA	STAFFING	%
Facility	9.414	44,1%
Food	7.922	37,1%
Security	3.022	14,2%
Overhead	782	3,7%
Distribution	201	0,9%
Others	6	0,0%
Total Chile	21.347	100,0%





## [ 3. Occupational Health ]

### This area is dedicated

to maintaining programs of professional disease prevention by means of the control of workplace risk prevention of those who are exposed. This is to say, our employees as well as our customers. Nevertheless, under the concept of occupational health, we also include the promotion of health and healthy work environments as a strategy to improve our employees' and customers' quality of life.

#### 3.1. Strategic guidelines:

- To control the risk of work-related diseases (musculoskeletal and dermatitis).
- To develop a concept of Healthy Eating that serves the relationship between Central Restaurantes Aramark and our customers.
- To develop the strategy of Healthy Workplace Environment inside Central Restaurantes Aramark.
- To optimize the development of organizational standards with regard to the operations of multi-services and food.
- To promote an Alcohol and Drugs Policy.

#### 3.2. Outstanding Activities

##### With Our Personnel

The more prevalent work-related diseases in the operational divisions of food services, hygiene and maintenance are associated to risk factors that are in contact with chemical substances, resulting in dermatitis, or due to ergonomic demands, originating musculoskeletal illnesses, such as tendonitis. It is due to this fact and in order to prevent, alleviate or eliminate the risk, that an extra effort to control chemical and ergonomic risks is made: from its inclusion in the risk map to emphasizing training in specific procedures, use of personal protection equipment and ergonomic studies of preventive intervention of critical tasks.

As a complement to the programs of risk prevention and work-related diseases, Central Restaurantes Aramark approved and spread an Alcohol and Drugs Policy, which has remained officially implemented after the incorporation in the Internal Policy of Order, Hygiene and Safety, and its main standards. The application of this policy goes from preventive education for all the staff in the induction course, with its obligations and prohibitions, to the support for rehabilitation in case of self-denounce.

In this way, we have rendered consultancy and positive follow-up to eight self-denounced cases. In turn, staff screening exams have been circumscribed to the facilities where there exists a formal agreement between the contracting company and Central Restaurantes Aramark.

Central Restaurantes Aramark has proceeded to the adjustment of organizational standards for operations specializing in services related to clinics and hospitals, both in cleaning operations as well as in food services, so as to achieve technical standards in patients care and control of intra-hospital infections. The aforementioned adjustments have allowed Central Restaurantes Aramark to successfully support the certification of Clinics.

The health of our employees is also promoted by means of access to medical benefits programs with arrangements with dental and optical centers, and entertainment benefits through free tickets for a year to plays, museums, sports centers, among others. Also, "active breaks" have been introduced in some of the operational installations and the corporate building. Furthermore, employees who work above 3,000 m.a.s.l. are periodically medically examined, so as to ensure that they are fit to perform their work in these geographical conditions.



Programs	COVERAGE	CASES
Risk Control of Diseases (Musculoskeletal and Dermatitis)	100%	233 notified y 90 treated
Alcohol and Drugs Policy	100%	8 self-denounced cases
Projects of Healthy Eating Implemented with Customers	1200 users	
Employees in Programs of Healthy Workplace Environment	700 CR employees 500 CR employees	
Employees in Programs of Active Break		

### With Our Users

During the year 2007, Central Restaurantes Aramark has continued to support the workplace environment promotion strategies and healthy eating of our clients and customers. Central Restaurantes Aramark has broadened its menus containing fewer amounts of saturated fats and sugars, and alternatives based on vegetables, pulses and cereals, in order to support the healthy eating programs of the companies and satisfy the users who are becoming more and more interested in a vegetarian or healthy way of eating. The special menus we have are: low calorie, low sodium, low fat diets, liquid, soft without lumps and low purine diets.

### Brochure promoting healthy eating

Furthermore, the program of Active Breaks also represents an important activity for Central Restaurantes Aramark within the context of a healthy lifestyle. The goal of Active Breaks is to promote a culture of self-care, thus improving quality of life and furthermore, accomplishing integral wellness both in the workplace and in personal life.

The support that Central Restaurantes Aramark has given its clients considers assessment of the preventive coordination team, providing them with example interviews about diet according to the Food Guide of the National Department of Health and Human Services, promoting strategies both in the offer as well as in the demand, and participative education, backed up by products and expert services created by our company. In the same way, the company has been a strategic partner in the process of Healthy Workplace Environment accreditation of the companies before the corresponding health authorities.



[ Foto de Pausa Activa ]

[ “The Best Healthy Recipe 2007” ]  
Contest Clinical Area – Facility



[ Jury evaluation, where the following people participated: Blanca Ramirez, Clinical Area Facility Chief of Operations, Laura Araya, CR Chef, Exequiel Orquera, HSEQC Corporate Advisor, Berta Riquelme, Occupational Health Nurse. ]

[ Contest finalists: Nelly Brito (Las Condes Clinic Facility), Sofía Santelices, (Universidad Católica Clinic Facility) and María Angélica Lizama (San Joaquín Medical Center Facility). ]



[ Finalist Dish: María Angélica Lizama, San Joaquín Medical Center Facility. ]



[ Nelly Brito, member of the Las Condes Clinic Facility, holding the winning dish: "Cochayuyo Empanadas" (Cochayuyo Turnovers). ]

### 3.3. Testimonial

#### Ladies and gentlemen:

This is my comment about the contest held on 2007 regarding healthy recipes carried out for the personnel belonging to the company's Clinical Area Facility: I think it's a very good initiative on the part of the people who organized it, because it was a way of showing one's culinary knowledge, as housewife and worker. Also, we were able to share experiences and knowledge with our fellow workers, due to the fact that we possess culinary skills and gastronomic creativity.

Nelly Brito

National ID number 7.368.044-1

### 3.4. Challenges 2008

- To improve risk control strategies of work-related diseases, with the support of ergonomic evaluation of ergonomic workplaces and by implementing improvements.
- To provide assistance to the clients who are developing Healthy Eating programs.

To broaden the coverage of strategies of Healthy Workplace Environment in which there exists participation of the employees, such as facilitating accessibility to the Preventive Health Exam, promoting Healthy Eating and the "Healthy Recipe 2008" contest.

- To continue supporting our Alcohol and Drugs Policy, coordinating attendance to treatments, rehabilitation and reinsertion of the self-denounced cases.

To give technical support to the clinical area in the adequacy of specialized procedures, control of intra-hospital infections, SEDILE, etc.



## [ 4. Safety ]

### 4.1. Outstanding Activities

#### Development of ARAMARK's Five Why method Workshop

The aim of this workshop was to give our advisors in risk prevention a tool for the issue of the investigation of accidents through the use of ARAMARK's Five Why. In order to achieve this, pocket manuals for those who attended the course were designed and printed.

#### Standardization of Mutual Insurance Companies services

During the second semester, a process of approach to the Administrators of the Law of Workplace Accidents and Work-related Diseases took place. As the fruit of this process, the company keeps a renewed relationship with the three private administrators in Chile that focus on a more flexible administration by incorporating a personalized work. This is achieved through the identification of the needs, the development of work plans and training according to the needs detected together with each Mutual Insurance Company. All of the aforementioned finds itself within the approach strategy in risk prevention, previously defined, and is based on three concepts: awareness, context and involvement.

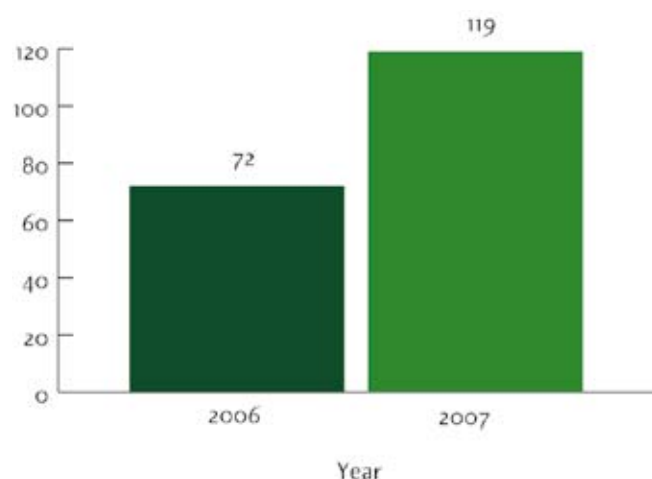
#### Joint Committees

The Joint Committees of the mining area had an active involvement in Regional Encounters, organized by the Mutual Insurance Companies and by the following mining companies: Cerro Colorado, Zaldívar, Maricunga and Codelco Teniente. In some cases, they even made presentations of the activities they carry out in their own work.

In the central zone of the country, a pilot experience was developed in the Company Division of the Food Services Area so that the Joint Committees could work in a centralized way. This was achieved through meetings which were attended by the representatives of all the Joint Committees of the Division. Due to the success achieved by this way of working, this model will be replicated next year in the Divisions of Food, Health and Industry in order to continue with the rest of the areas of the company. Currently, there are 119 joint committees, a number that represents an increment of 47 committees with respect to the year 2006. These committees are in charge of watching over the safety of the employees and investigating the accidents that happen during the daily operations in the workplace.



[ Operation of Joint Committees ]



### Training in Risk Prevention

Throughout the year, in the northern zone of Chile, training activities were carried out aimed at experts in risk prevention and supervisors. Among them, it is worth mentioning two of the workshops: “Accident Investigation Workshop”, which took place in the city of Antofagasta and was attended by professionals from the first to the fourth region of our country, and “Motivational Workshop/Conference”, given by Claudio Lucero in the first region.

In the same way, in the central southern zone, 11,962 hours of training were undertaken with regard to topics of risk prevention. In the metropolitan region, 5,963 employees of our company were trained in our strategic contracts in the various divisions and areas of the company, apart from the trainings required by Law. Likewise, in the twelfth region, 539 of our workers undertook 1,579 hours of training.

### Updating of OHSAS operating procedures

In search of simplifying the existing document system and of delivering more user-friendly and easy-to-understand procedures, the updating of our procedures was made. Moreover, diagrams of the processes were included in all of them so as to proceed to its posterior standardization and publication during the year 2008 using the corporate iconography.

Towards the end of the year 2007, we launched the advanced pre-audits needed to consolidate the implementation and posterior certification of the OHSAS 18.001 norm, considered within our goals for 2008.

### HQMS System Technological Project

During the second semester of the year, the Risk Prevention Management was actively involved in the development of work methodologies of the Technological Project.

The HQMS system will make land management possible on line with the head offices by means of data-capture software. The project makes possible the automating of reports and management, for which the check lists and audits were transferred to the system of the Technological Project. This was made so that in 2008 we will be able to focus on training in the use of data collection and the design of reports that the HQMS system will generate, so as to boost our real-time consultancy for our business centers.

## 4.2. Activities abroad

During 2007, corporate consultancy of strategic contracts in Peru throughout Latin America continued, helping in bidding processes, start-up and HACCP certification. Among these contracts, Atacocha Mining Company, Repsol Refinery, Ferreyros S.A., Yanacocha Mining Company, PETROPERU and others stand out. Likewise, our company delivered services in the bidding of Cerrejón Norte Mining Company in Colombia.

### Campaigns aimed to decrease accidents

Throughout 2007, “Hands Campaigns” and “Golden Hands Campaigns” took place in Chile and then in Peru. These campaigns were aimed at our own employees, contractors and clients, having an acknowledged value in the safety message that was delivered.



MANOS DORADAS

¿Se han puesto a pensar en una máquina que pueda apretar, exprimir, jalar, empujar; y a su vez jugar y brindar amor?

Recuerda que... trabajas para **tú** y tu familia

Tus Hijos te esperan para que juegues, los ayudes a estudiar y compartas muchos momentos.

El tiempo en familia, de poder disfrutar el cien por ciento, sin preocupaciones ni limitaciones... No tiene precio.

**manos que valen**  
no sólo sirven para trabajar

ARAMARK Yanacocha

Sor Menorita Gil G-TT - Telf.: 367996 - Cajamarca

[www.aramark.com.pe](http://www.aramark.com.pe)

MANOS DORADAS

"Manos que valen... no sólo sirven para trabajar"

Campana protección de manos

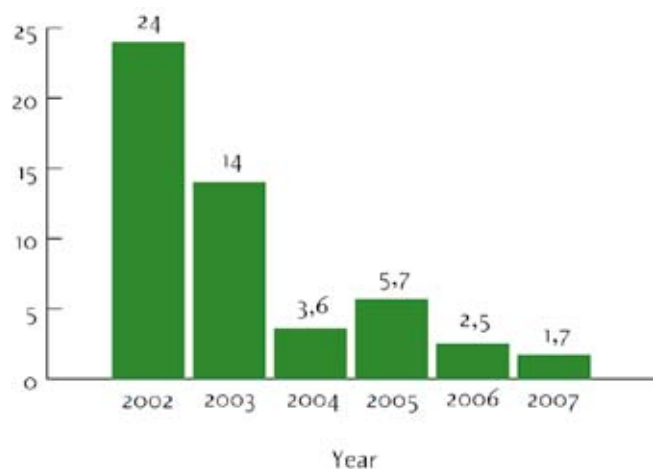


### 4.3. Rates

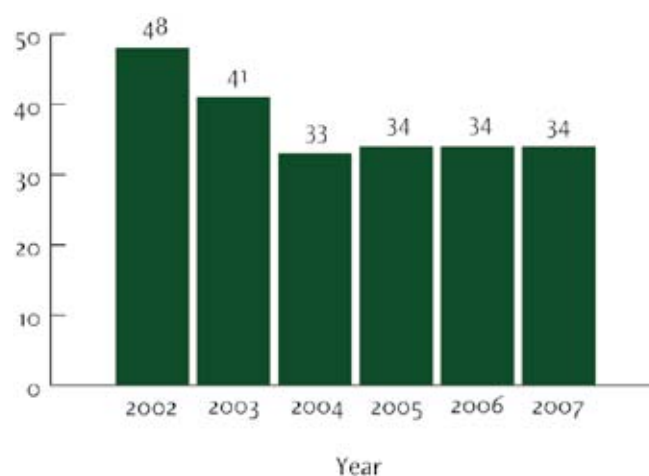
At present, the company shows first class results in its preventive management in the business centers that operate in the mining area, as is featured in the following bar graphs.

In the case of other business services, the curve has remained unchanged. In the year 2008 new strategies will be developed in order to change this tendency and work with first class standards as applies to mining.

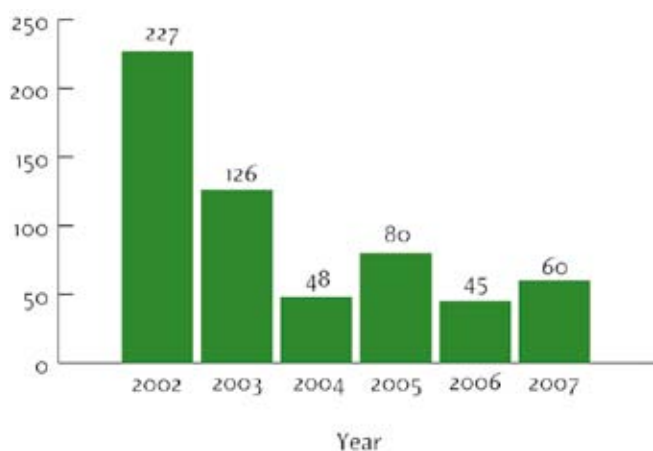
[ Historic Frequency Rate – Mining Division ]



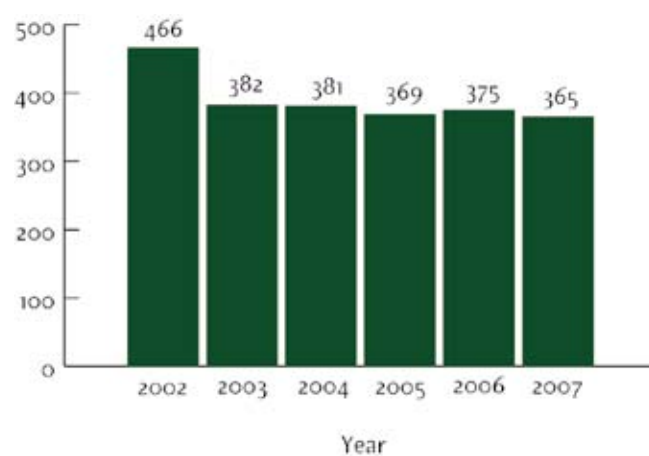
[ Historic Frequency Rate – Company ]



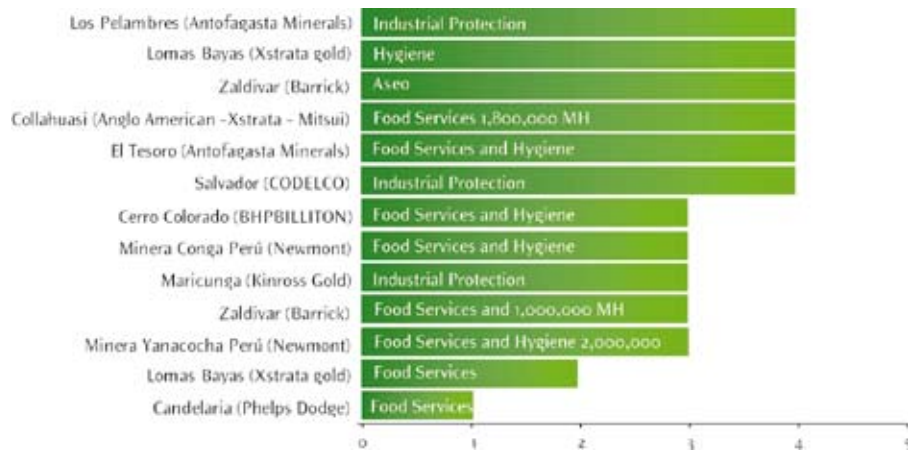
[ Historic Seriousness Rate – Mining Division ]



[ Historic Seriousness Rate – Company ]



## [ Loss Time Injury in Contracts of the Mining Area expressed in years ]



## [ Loss Time Injury Free Years in Southern Zone Contracts ]





Due to our success in the safety area, we are able to mention business centers in which there have been no Loss Time Injury since the beginning of their contracts, such as Homecenter in Chillán (4 years), Terranova in Chillán (4 years), CMPC Informa (3 years), Salmones Antártica in Los Ángeles (2 years), Pesquera Grimar (6 years), among others.





## 4.5. Testimonials

In July-August 2007, testimonials were published due to achievements accomplished in the mining safety area, in magazines such as “Refugio” magazine of Maricunga Mining Company, “Tiempo Seguro” (“Safe Time”) of the Chilean Safety Association y “Crisol” magazine. In every case we are mentioned as a successful company that is committed to its employees’ safety.

### Testimonial:

Andrés Zeus, Chief of Operations (Southern Zone), recounts as follows:

“During 2007, we focused on the internalization of preventive behavior which has been a most difficult task to undertake. We began working with an approach strategy towards business centers, developed together with the corporate management of risk prevention and occupational health. We developed campaigns aimed at making known the risks associated to our work, stressing the use of Personnel Protection Elements (PPE), and the care of the tools and machineries that exist in work areas, thus integrating the risk prevention advisors to the operation and emphasizing each day that prevention is Each and Every One’s Responsibility.

Thereby, we started having a strong presence in the various workplaces, redesigning them in each one of the contracts, carrying out constant training, and emphasizing the topic of safety in our conversations and meetings. This resulted in the workers talking about their incidents, sharing their experience in front of all the staff and fellow workers. Step by step, we started impressing these ideas upon the administrators and making them part of the solution, never looking for guilty parties. We wanted each incident to be treated in a special and independent way, thus being able to find, in each one of them, the basic causes.

We are currently focused on the development of new management tools (risk matrix as a tool of training and information), aimed exclusively at the detection and correction of behavior. At the same time, our efforts include training with external professionals and proven experiences, constantly carrying out follow-ups to comply with the established prevention programs. In brief, we want every single one of our employees to return home SAFELY every day.

## 4.6. Challenges 2008

In order to be able to continue with the achievement of our goals in matters of work safety, we are contemplating the following new strategies for the year 2008:

- Certify strategic contracts by means of the OHSAS 18001 management model.
- Deliver knowledge to the Front Line Manager and give the operation independence.
- Implement technological support systems to the management (HQMS).
- Create a new Occupational Safety and Health Policy.
- Decrease by 25 % the frequency/seriousness rates in the metropolitan region.





## [ 5. Environment and Quality ]

### 5.1. Strategic guidelines

- To improve the communication channels at a national level by the use of management monitoring tools.
- To develop and implement training programs for the company's key positions.
- To implement computing tools and technological equipment so as to optimize the administrative and operational field management.
- To permanently follow up our strategy, aiming to take the necessary action to achieve the proposed goals.
- To develop a simplification of documentation from existing management systems in order to make them more operator-friendly.

### 5.2. Environment

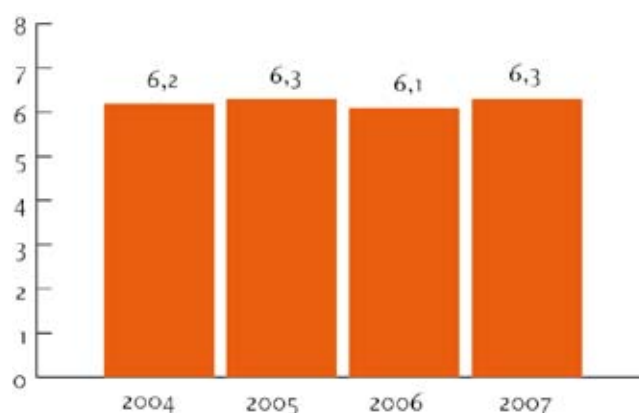
To our company, the environment is vital with regard to the development of life. This certainty is shown as we watch over the protection of natural resources in all of our operational processes, through programs and agreements, in accordance with the defined aims.

In order to achieve our objectives, we work to control and prevent the risks and the environmental impact by using an Environment Management and Protection Plan and Clean Production Plan, according to the needs and requirements of each client.

**Environmental sanitary audits** are performed bi-annually in order to evaluate the progress in the programs that are being applied in the different contracts, among which the following issues are worth mentioning:

- Integral pest control
- Adequate management of liquid wastes
- Management and final disposal of utilized oils
- Disposition of organic and inorganic wastes
- Adequate use and storage of chemical products
- Environment Training Programs
- Compliance with the environmental program and action plans

[ Historic Evolution of Environment Evaluation ]



[ Bar graph: evolution of the results obtained through the program of environmental sanitary audits, in compliance with the program of internal audits at a national level. ]



### 5.2.1. Outstanding Activities

#### Clean Production Agreement (CPA) Certificates

In May 2007, the CPA certificates were given. The CPA is an agreement established between our company and the Government and advised by the public institutions related to the subject. The certificate ceremony was headed by important government authorities, such as:

- Lidia Amarales, Health Department Undersecretary
- Rafael Lorenzini, Executive Director of the National Council for Clean Production
- Magaly Espinoza, Superintendency of Sanitary Services (SISS)

The Agreement was subscribed in September 2004 before the National Department of Health and Human Services, the National Council for the Environment (CONAMA), the Superintendency of Sanitary Services (SISS) and the National Council for Clean Production. Finally, it was developed and approved during the year 2007, a period in which Central Restaurantes Aramark Ltda. fared satisfactorily.

In fixed and final form, there were eight contracts that joined this initiative and that obtained their certification:

#### Regions:

- Collahuasi Mining Company
- Lomas Bayas Mining Company
- Paranal Observatory (ESO)
- Zaldivar Mining Company

#### Industries Division:

- Gerdau Aza Colina
- Chile Marathon Laboratory

#### Companies Division:

- Santander Bank Bandera

#### Clinics Division:

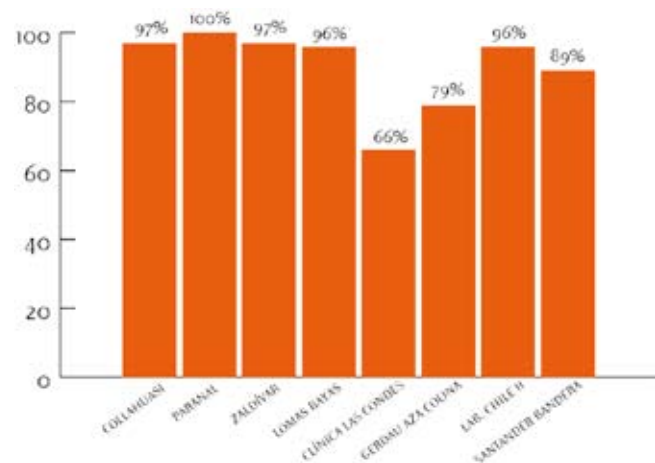
- Las Condes Clinic

Each one of these installations developed a system aligned to the requirements established in this agreement:

- Safe produce
- Human Resources and Occupational Safety and Health
- Cleaning and Sanitization of the Activities and Spaces
- Solid Industrial Wastes
- Liquid Industrial Wastes
- Program of operational and management training

In accordance with the agreement, during the year 2007, our company complied with the Program of Internal Audits of the CPA by means of the evaluation of the requirements defined by it and, at the same time, we improved.

#### [ CPA Internal Audit Evaluation ]



[ Bar graph: evolution of the results obtained through the audits program of the Clean Production Agreement, in compliance with the six-monthly program. ]

#### Other activities

In mining contracts it is fundamental to develop our activities keeping the high commitment to the protection of the environment. During the year 2007, the Green Brigades, which aim to clean their surroundings, were an example to the whole community.



[ Green Brigade Working Day at the Cerro Colorado Mining Company (September 2007). ]



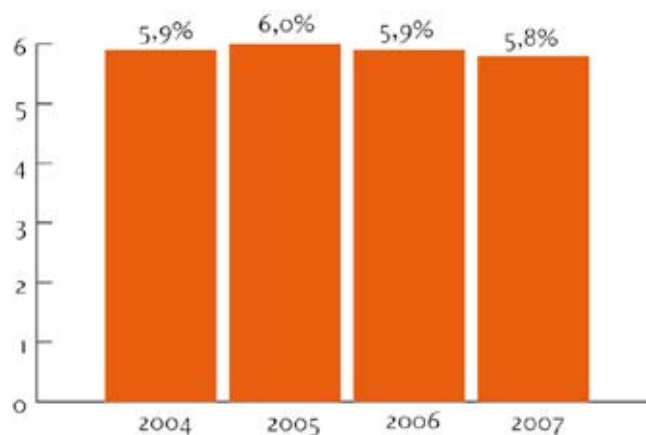


[ Green Brigade Working Day at the Collahuasi Mining Company (September 2007). ]

### 5.3. Quality

The Quality Unit is responsible for advising the company in the fulfilling of the legislation currently in force and the standards of order, hygiene and safety of food. At the same time, it is also in charge of creating the necessary technical norms in our operations and the administration of the System of Quality of the company through the management indicators and the corresponding improvement plans.

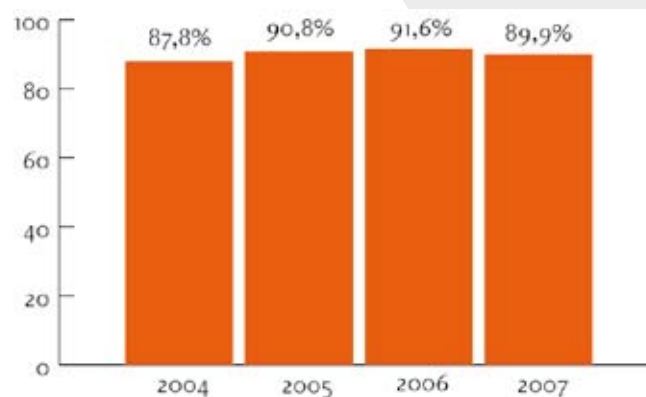
[ Historic Evolution of Sanitary Audits ]



[ Evolution of the results obtained by means of the program of sanitary audits, in compliance with the program of internal audits at a national level. ]

In accordance with the strategic guidelines of the Unit, a program of **sanitary audits** is complied with. This always guarantees that the level of microbiologic and sensory order, hygiene and quality is of a high standard and that it satisfactorily fulfills the needs and requirements of our client/customers.

[ Historic Evolution of Quality Audits ]



[ Evolution of the results obtained by means of the program of audits to the System of Quality Management, in compliance with the program of internal audits at a national level. ]

### 5.3.1. Outstanding Activities

#### Training Program for key positions

During 2007, along with the Vice Presidency of Human Resources, the “Training Program for Key Positions” was launched, dealing with issues concerning Hygiene, Quality and Environment. The aim of this program is to strengthen the technical knowledge of the Operations Chiefs, Administrators, Head Chefs and Administrators, considering those who have recently become part of the company or are currently undergoing training.

The course lasts for eight hours and deals with the following topics:

- National and international current regulations
- Sanitary regulations of the produce handler
- Procedures control in food services
- Adequate handling of chemical products
- HACCP system and its prerequisites
- ISO 9001:2000 Quality Management
- Clean Production Agreement, among others.

### 5.3.2. International Activities

#### HACCP (Hazard Analysis and Critical Control Point) Certification

After an exhaustive and rigorous implementation of Good Manufacturing Practices (GMP) and Sanitation Standard Operating Procedures (SSOP), in September 2007, we were able to obtain the HACCP certification in the Central of Production of the Yanacocha Mining Company. This was possible due to the fact that we were excellently appraised in the external audit, a procedure that was led by one of our HSEQC Advisors.



#### Business Creativity Award

In November 2007, we obtained the business creativity award, standing out among major innovative Peruvian companies. The award ceremony, organized by the Peruvian University of Applied Sciences, complies with the “Efficiency, Quality and Nutrition at 3,500 m.a.s.l.”, showing the soundness in the implementation of our country’s most important production center, optimizing the production and management, through the cook and chill technology, without disregarding Peru’s own demanding culinary quality.



[“Business Creativity” Award Ceremony: Diego Rey, Aramark’s Commercial Manager; Cecilia Zender, Aramark’s Public Relations Executive; Claudio Williams, Aramark’s CEO; Claudia Bisiak, Yanacocha Mining Company General Services Manager; Reinaldo Oliva, Aramark’s CFO. ]

[ Certification ceremony: Claudio Williams B., CEO of Aramark Peru, receives the HACCP certificate from the CEO of SGS Peru. ]



#### 5.4. Challenges 2008

- Reorient the procedures, instructions and forms of the Prerequisites Manual of Central Restaurantes Aramark Ltda., according to the changes defined by the Sanitary Authorities.
- Form part of the leader team of the company, which will be responsible for the design, building and definition of the operating guidelines of the Cook and Chill plant in the first region (Pozo Almonte).
- Update the HACCP Manual of Central de Restaurantes Aramark Ltda. in accordance with the latest legal modifications based on the compliance to the 2861 Chilean Norm.
- Manage all of the Quality and Environment indicators at a national scale and deliver monthly reports to the operation through business lines.
- Implement an efficient procedure so as to take care of the incidents/accidents of the client-consumer, in such a way that all managements work in a coordinated way thereby delivering an immediate and satisfactory response.
- Work with HQMS technology, a system which will enable HSEQC Advisors to accomplish a quick gathering of information, optimizing time and, as a consequence, devoting more time to operating needs.





[ HSEQC Report 2007 ]

## [ 6. Central Restaurantes Aramark and its Relationship with the Communities ]



### The Program

of Community Social Responsibility was created in 2004, under the HSEQC (Health, Safety, Environment, Quality and Communities) Vice Presidency. By means of running the program, we strive to contribute to the sustainable development of the communities located in the area of influence next to the places in which we are present. In order to achieve this goal, the Communities Area features a model of community intervention, which allows them to identify the major local needs in which we, as a company, can positively contribute and influence. The aforementioned is accomplished by respecting, first and foremost, their own values and culture.

The goal of the company, in this field, is “to be known for our leadership regarding social responsibility, participating in the economic and social development, respecting the customs, values and cultures of the places where we operate”.

[ Model of Community Social Responsibility ]



### Target audience to which the Program of Community Social Responsibility is aimed at

- Small owners of restaurants, hotels, hostels and grocery stores;
  - Women who are housewives, adults and senior women, usually with a low level of schooling;
  - School students;
  - Farmers with a low level of schooling;
  - Workers from contractor companies related to the mining activity;
  - Charities and foundations which work with young people and women in social risk groups.
- The Area's management divides its work into five programs that have been implemented over these last four years in communities located in the first, second and metropolitan regions of our country, as well as in Cajamarca, Peru.

#### [ Programs of Community Social Responsibility ]



PROGRAM	BRIEF DESCRIPTION
Local Workforce Hiring and Training	Initiative that positively discriminates in favor of hiring people who belong to places that are near where we are operating and, at the same time, work in the training of new employees. Likewise, this program includes quotas for students' internships.
Local Purchases and Development of Suppliers	Program that develops a purchasing strategy among the local farmers and the canteens. This ensures, on the one hand, a monthly purchase for the farmers and, on the other, raw materials in the canteens.
Environment and Community Contribution	Its goal is to decrease the negative environmental impact of wastes created in the services. By means of creating conscience, the customer is incited to participate "Consuming only what is needed". In the end, this value of decrease in non-consumed food ends up being donated to an institution in need.
Education and Rescue of the Local Culture	<p><b>Program of Educational Modules</b></p> <p>Program that aims to support the socio-cultural development of the different towns' inhabitants. The educational modules are developed by professionals of the company in 12 hour practical training days.</p>
Subprograms:	<p><b>Program of School Education</b></p> <p>This is a program of talks for the schools and high schools where trades are also taught. The company's own professionals deliver a vision and technical knowledge of the workplace reality.</p> <p><b>Program of Rescue of Local Gastronomy</b></p> <p>This program is tailored to develop a rescue procedure of the community's own local culinary roots. This is accomplished through three processes: the courses of the educational modules, the inclusion of typical dishes in the mining canteens and the celebration of massive Gastronomical Encounters.</p>
Labor Integration of Disabled People	Initiative that aims to accomplish social and labor integration of disabled people, in addition to encouraging solidarity inside the company.



## 6.1. Strategic guidelines of the Area

- Focus on strategic clients.
- Implement management surveillance technology.
- Position the work of Community Social Responsibility inside the company.
- Improve the coverage of the Community Programs nationally and internationally.
- Develop operation autonomy.
- Develop a Model of Community Management.
- Train HSEQC personnel in Community Relationships.

## 6.2. Outstanding Activities

### Earthquake in Tocopilla: Humanitarian Help to an Emergency Zone



[ Christmas Party at Tocopilla ]

Within the framework of the relevant activities developed by Central Restaurantes Aramark, the great support given to the town of Tocopilla needs to be highlighted. This community, in November 2007, suffered a strong seismic movement which caused major material and personal injuries to its inhabitants. Due to the seriousness of the situation and to the emergency that this phenomenon represented, Central Restaurantes Aramark undertook a field work of assistance to the community. This included:

- Lunch services
- Sanitary Training
- Safety Training
- Help with painting wooden huts
- Christmas Party

It is fitting to point out that without the work of the community and the various companies which collaborated in this emergency, these activities could not have been undertaken. In this respect, Central Restaurantes Aramark is proud of the partnership that was created and is profoundly grateful to all of its employees and to those who collaborated in such a complex situation.

### Community Relationship Management

One of the most important challenges of the Communities area has been to position the area's work internally and to be able to empower the various contracts with regard to the management of community work, so as to facilitate its replication throughout the country. This is why, during 2007, a manual named "Community Relationship Management" was created, aimed at guiding the actions of the company, its workers and employees in matters of Community Social Responsibility. It is about promoting a transparent relationship and one of mutual respect with the community, which gives value to the company by means of being recognized as a corporation that is highly socially responsible and committed to sustainable development.

The Specific Aims of the Community Relationships Management:

- Incorporating, within the company's daily routine and operations, concepts and strategies linked to the topic of Community Social Responsibility.
- Generate an internal regulations framework with clear guidelines of behavior in the relationships that the company establishes with the community and within the framework of a new business.
- Decrease the possible negative errors or impacts associated to community work, related to the company's various own procedures of operations.
- Set a path of leadership in Latin America with regard to Community Social Responsibility.

| 2 Companies: Zaldivar Mining Company and Antofagasta Casinos. Neighbor boards and educational establishments of Tocopilla.



### The “Communities” Book

Community work speaks of the development field of its work. This is why it is difficult to make the outcome be something tangible for the various interest groups, such as our company’s workers and their different clients. “Communities” was developed as a result of the need to communicate the area’s work, and it compiles the actions that the Area of Communities and Social Responsibility of Central Restaurantes Aramark has developed since 2004 up until now by means of photographs and literature. This material, which was conceived thanks to the sponsorship of the National Corporation for Cultural Patrimony and the benefit of the Law of Cultural Donations, gathers images of inhabitants of various towns of the north of Chile and part of Peru, where the company renders services to mining operations and develops its model of Community Social Responsibility.

The images of “Communities” reflect the model of work of the area, which is based in the direct relationship with people. Claudia Vial, our company’s CSR Corporate Advisor, emphasizes that “it is impossible to generate synergy with the people who inhabit the communities if there is no direct and close bond. Our bet is that our knowledge, summed up to their experience, will allow their quality of life to be improved. It is because of this that we take great pride in giving back to our local community through our work together in images”.

### Aims of “Communities”

- Make known the activities developed in the company in the field of the SBR.
- Inform the internal and external stakeholders of the actions performed in the field of the SBR. All of this done through a book: a correct initiative and cultural contribution.
- Make known what the company does in terms of Social Responsibility, endorsed by Chile’s Cultural Patrimony Corporation and the Department of Education.
- Leave a record of the culinary patrimony of Chile’s native communities and give account of the focus that Central Restaurantes Aramark has in this field.



[ Cajamarca, Perú. ]



[ Cultural Patrimony - Logo ]



## 6.3. Rates

### 6.3.1. Percentage of Local Workforce absorption, by town and job type

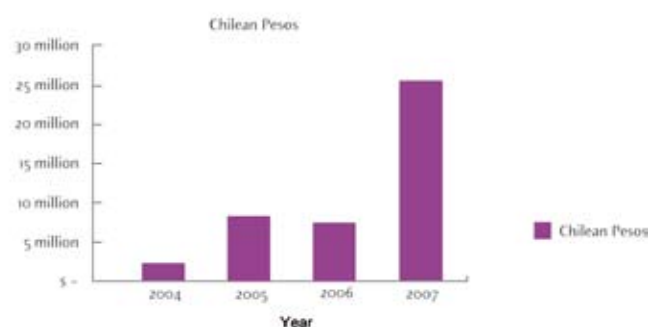
YEAR	JOB TYPE	% LOCAL WORKFORCE	COMPANIES
2004	Canteen Attendants	6 %	Cerro Colorado Mining Company / Doña Inés de Collahuasi Mining Company
2005	Canteen Attendants	7 %	Cerro Colorado Mining Company / Doña Inés de Collahuasi Mining Company
2006	Canteen Attendants	12 %	Cerro Colorado Mining Company / Doña Inés de Collahuasi Mining Company
	Canteen Attendants	1 %	Spence Mining Company / Maricunga Mining Company
2007	Canteen Attendants	9,8%	Cerro Colorado Mining Company / Doña Inés de Collahuasi Mining Company

### 6.3.2. Program of Local Purchases and Development of Suppliers

TOWN	PRODUCT	KG. BOUGHT
Pica	Tomatoes	54,000
	Melons	48,000
Mamiña	Oranges	8,080
	Quinces	3,000
Pintados	Chards	2,200
	Beetroots	200
	Melons	290
	Watermelons	190

**TOTAL PAID TO SUPPLIERS YEAR 2007:**  
\$ 25,227,100

[ Economic Evolution in the Program of Local Purchases ]



### 6.3.3. Program of Education and Culture Rescue

PROGRAM	KNOWLEDGE TAUGHT
Education and Culture Rescue	Hygienic Handling of Produce Gastronomy
	Confectionery
	Cold Kitchen
	Hot Kitchen
	Special Events and Bar Techniques
	Canteen service
	Caring for your Food is Caring for your Health
	Intra-domiciliary contamination
	Risk Prevention Inside Our Homes

During 2007, Educational Modules were carried out in the towns of Mamiña and Matilla, located in the first region of our country, benefiting 27 local people.

Mamiña

- Training courses: Home Safety, Environment, Hygiene and Produce Handling.
- Beneficiaries: 11 people, teachers and parents from Mamiña Boarding School.

Matilla

- Training courses: Home Safety, Environment, Hygiene and Produce Handling.
- Beneficiaries: 16 people from the Senior Citizens Center.

6.3.4. Environment and Community Contribution

It is worth mentioning that the Program of Community Social Responsibility is not looking for the solution of local problems and needs by means of paternalistic financial assistance, such as monetary donations. Rather, the work is based on the development of activities that promote sustainability and of tools that strengthen the community’s inhabitants. Bearing this in mind, the Program of Decrease of Edible Wastes and Community Contribution allows the accomplishment of both things: on one hand, a constant work of awareness of the mining canteens users and, on the other, contributions and/or donations to foundations or communities that need it.

The following table shows the aforementioned work:

AÑO	DONATION
2005	Donation of raw materials and supplies for 50 children and adults from the “En la Huella” orphanage, located in the city of Iquique.
	Donation of raw materials to the inhabitants of Matilla, Pica and Huayco due to the catastrophic earthquake that took place in 2005.
2006	Donation of raw materials and electrical appliances to 30 women from the “Hogar de la Mujer Altiplánica” foundation in Iquique.
	Donation of raw materials to 50 people from the Huatacondo community.
2007	Donation of electrical appliances and raw materials in “Mamiña’s Boarding School”, benefiting over 100 adults and children.
	Donation of raw materials and supplies to Matilla’s “Senior Citizen Center”.

6.3.5. Program of Labor Integration for Disabled People

Disabled personnel hired as canteen and cleaning attendants:

2005	2006	2007
5	5	15





As it may be appreciated in the table of Economic Evolution in the Program of Local Purchases, the current period has been the most successful under this concept, where the fact of buying from local suppliers increased more than three times with respect to the year 2006. A similar situation happened with the Program of Labor Integration for Disabled People, where it also improved considerably with regard to the previous period. Currently, these 15 new contracts are undertaken in the Food Services Area that serves companies.

#### 6.4. Awards

The Good Company Citizen 2007 AmCham Award, awarded by the Chilean American Chamber of Commerce (AmCham).



[ The Good Company Citizen AmCham Logo. ]



[ Central Restaurantes Aramark Executives. ]



[ Awards Ceremony. ]





[ Wilfredo Bacián, Representative of the Quipisca Community. ]

## 6.5. Testimonial

What has the development of the Program of Local Purchases in the community of Quipisca meant for you and the farmers?

It has meant an opportunity to improve the family income of small farmers, given that the fact of having a stable purchaser ensures that our product, the quince, is systematically bought. Likewise, it has contributed to the improvement of our commercial expectations, incorporating new formulas in the process, so as to be able to deliver a quality product in compliance with the minimum standards that are a very important part of commercial competitiveness nowadays.

Another important factor has been having the support of the Cerro Colorado Mining Company, which by means of a constant service will allow us, as a community, to diversify other agricultural products that may be required by Central Restaurantes Aramark.

To conclude, I believe these programs not only contribute to increase the family income, but also to learn new things, which is what allows the creation of a harmonious and sustainable development in time.

## 6.6. Challenges for 2008

- Realizar el lanzamiento del Libro “Comunidades”.
- Capacitar en la Gestión de Relaciones Comunitarias al 100% de los contratos en Minería.
- Implementar el Programa de Integración Laboral de la
- Discapacidad a nuevas áreas de negocios.

## 6.7. Communities in other latitudes

The Communities Area has expanded its work during the past few years towards Peru and Argentina. In Peru, the activities began in the year 2006 where the Community Programs have already been established as stable and replicable programs in the various mining contracts of the zone.

In Argentina, the activities were launched during 2007, thus complying with the challenge of being able to take our community programs to the Patagonia.



### 6.7.1. Peru

Currently, the mining activity in Peru is in a stage of development. A great amount of mining projects and operations are making an impact on local economies. As an example, we have the case of Cajamarca, a place in which the most important activity, prior to the arrival of mining, was stockbreeding. Nowadays, after 15 years of mining activity, no one doubts its great importance for Cajamarca. Nevertheless, the big question that has to be solved is what will come afterwards.

In this context, and not only in Cajamarca, Central Restaurants Aramark is creating opportunities of sustainable development, boosting the work, generating businesses and knowledge through gastronomy. This is why we are now promoting Gastronomic Festivals with the aim to re-establish Peruvian gastronomy which has been declared National Patrimony by the National Cultural Institute. In this way, the re-establishment of Andean gastronomy that we are undertaking in the various communities will contribute to its appreciation, therefore being a great resource for tourism.

#### 6.7.1.1. Outstanding Activities

##### Aramark present at the emergency zone. August 15th in Pisco, Peru.

Aramark Peru arrived to Pisco in order to bring humanitarian help from a management model based on a link between the Government, civil society and private companies. This was how the task was fulfilled, along with the Pro Ecclesia Sancta congregation on behalf of the Archbishopric of Lima and with the Government through

INDECI, PRONAA and the Municipality of Pisco. According to Claudio Williams, our company's CEO, this formula created a commitment that allowed us to achieve the social aims that Aramark had been hoping for Pisco's damaged community.

The aforementioned goals were aimed at implementing a shelter with Food, Hygiene and Recreation sections, as is established by international shelter regulations. The shelter was named "Sacred Heart of Jesus" and was supported by various private companies and with voluntary workers from the Avanzada Católica. In this shelter 190 tents were installed, sanitary facilities and a central kitchen were more than 200 thousand rations were prepared in 200 mil rations in 120 days. This kitchen was operated by Aramark's Chefs who also trained 30 ladies from the shelter. Likewise, a chapel, a "fulbito" field and a volleyball court were implemented, as well as a recreation room, sewing workshops, a first-aid post and a room for psychological and spiritual attention. The implementation strategy of the shelter was designed in conjunction with Pro Ecclesia and Yanacocha Mining Company.

Another critical issue regarding our help was to generate self-management, in other words, teaching the sheltered people how they had to administer their shelter, which was divided in nine sections with its corresponding leaders. Therefore, Claudio Williams, our company's CEO, pointed out that, *"It does not matter how much we are going to give but how we do it and which strategy we use."* Likewise, he indicated that the "Sacred Heart of Jesus" shelter was recognized as a model shelter by various authorities, due to the fact that it was the fruit of an organized work and of the effort of various authorities.



#### In only four days we had...

- 190 tents (Italian Government, Telmex and Red Cross).
- 20 chemical toilets
- Main Kitchen and Grocery Stores
- Chapel
- Fulbito Field and Volleyball Court
- Recreation Area for Children
- First-Aid Post
- Police Control Post

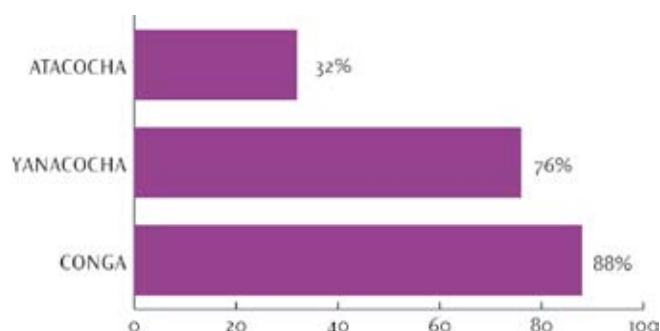




### 6.7.1.2. Rates

#### Local Workforce

[ Local Hiring in Remote Operations ]



#### Local Purchases and Development of Suppliers

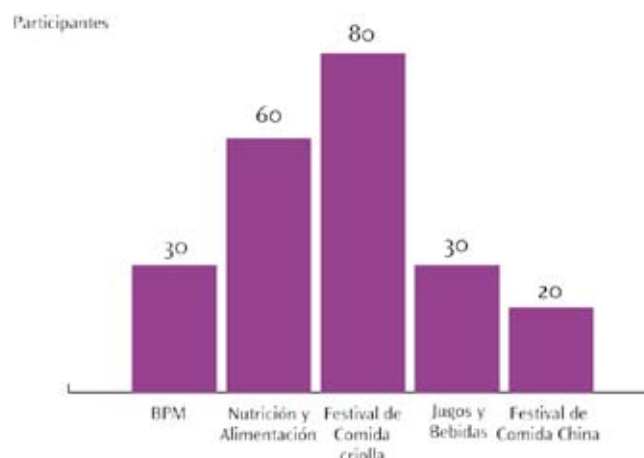
Within the field of the development of suppliers, Aramark constantly trains its Cajamarca suppliers by creating and maintaining strategic alliances with various Institutions, such as the consulting agency RECURSOS (RESOURCES) with whom we have financed the development of two programs for our suppliers. These programs were “Improving your Business” and “Total Quality Program”. Through them we have boosted the beginning of continuous improvement, with the result that we now have suppliers that have obtained HACCP or ISO certifications.

Likewise, raw materials have been added, such as guinea pig, trout, rice, dairy products, and local vegetables, among others. These products are in compliance with basic quality standards. It is worth mentioning that we have the support of private companies, such as Gloria S.A. With this company we work directly in the process of buying dairy products elaborated in its Cajamarca plant, a fact that directly benefits more than one thousand micro-producers of milk.

[ Local Purchases ]



[ Chilete Training 2007 ]



In brief, the **Results** obtained in this program are:

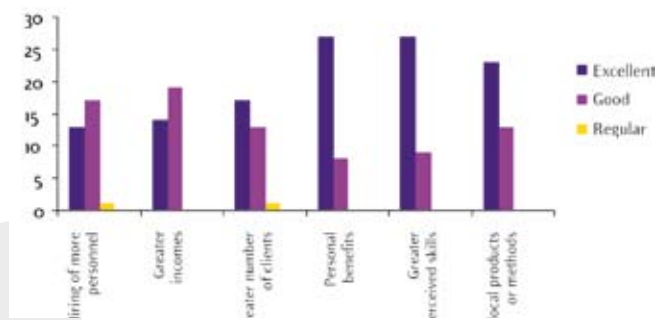
- Over 30 trained people;
- Over 65 hours taught;
- Three Gastronomic Festivals of national food, Chinese food, juices and beverages;
- Two restaurants certified in Good Handling Practices.

In this way in 2007 as it happened in 2006, Aramark cooperated in the promotion of the Trout Festival, event that aims at revaluing and promoting the fish's consumption, in coordination with local institutions and by means of invitation to the producers associations. Likewise, we have participated in the Potato Festival and in the traditional Agricultural and Craft Fair, which takes place every year in Cajamarca as part of their Independence Day celebration activities.

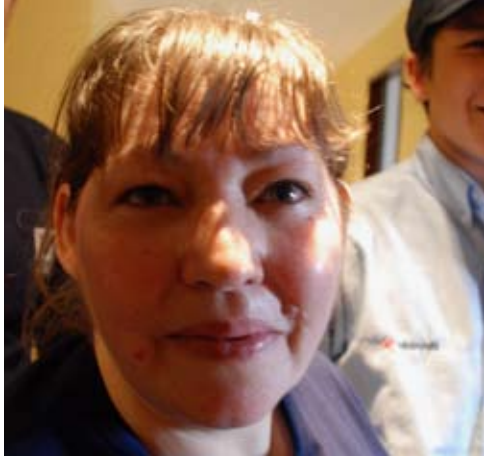
### 6.7.2. Argentina

During 2007, the Education Cultural Rescue Program was launched in Puerto San Julián, located in the Argentinean Patagonia. The training's main subject was "Customer Service", benefiting 50 people of this community approximately.

With regard to the impact of this training, the outcome may be appreciated in the following bar graph:







## [ 7. Achievements 2007 ]

### With regard to the challenges

posed in our previous HSEQC report, the achievements reached during the year 2007 were as follows:

- We positioned our community work at the interior of the company and at the core of the company's social responsibility.
- We expanded our work to Argentina.
- We improved risk control strategies of work-related diseases (musculoskeletal and dermatitis) in the staff that works in the Divisions of Food Services and Hygiene.
- We put in motion the operation of the concept of Healthy Eating by means of programs for our clients, based on the seven principles of the Chilean Food Guide.
- We implemented a Strategy of Healthy Workplace Environment within Central Restaurantes Aramark, according to the priorities and interests of the employees and sustained on workers participation, where the "Healthy Recipe 2007" is found within its framework.
- We expanded the Alcohol and Drugs Policy regarding its prevention component and assistance to self-denounced cases.
- We updated the operational procedures of hygiene and food services of the Clinical Area so as to adjust to national and international hospital accredited standards.
- We decreased our frequency rates by 25%.
- We developed a technological project of support to the HSEQC (HQMS) professionals.
- We carried out a larger amount of training workshops to prevention experts, designed to improve their leadership line, job profiles and development plan.
- We internalized the new management model in the operation, where the prevention efforts are centralized in the contracts we have classified as strategic, without disregarding the other contracts.







- We improved our coverage at a national and international level, through our HSEQC Advisors, who constantly travel across the different regions and neighboring countries, supporting the implementation and certification of systems, as well as the improvement of procedures and the quality of services.
- We updated the operational procedures of the Clinical Area and hospitals, in compliance with the international standards of *The Joint Commission*, in order to obtain an outstanding evaluation in the external audit.



tapa 4.

