



sustainability report 2008

hseqc

HEALTH SAFETY ENVIRONMENT QUALITY & COMMUNITY



2008: A Year of Challenges	/ 5
Corporate Profile	/ 7
Occupational Health and Safety	/ 11
Quality and Enviromen	/ 27
Corporate Social Responsibility	/ 41

Sustainability Report

2008



2008: A Year of Challenges



During this period, Central Restaurantes ARAMARK faced major changes. The first and most important change had to do with the business model and the internal organization. Our company no longer offers multi-services to our clients; it now provides professional solutions of excellence. It is with this purpose that we focus on understanding our clients' business and how we can help them reach their goals. In this way, we look for and propose initiatives that will have a positive impact on the productivity of the workers, collaborators and consumers; affecting their well-being and life quality. The challenge that we have set for ourselves is to remain faithful to what we have agreed without losing sight of our integral development.

The commitment to the ten principles of the Global Compact, to which we adhered to in 2006, ratified how important the human resource is for our company, due to the fact that the commitment level of our workers has a direct effect on the quality of service we give our customers. Up until September of that year, more than 21,500 people were employed in the company, this is to say, 5.2% more than during the previous period. Out of this total, 50% of the working force was constituted by women. Historically, we have been able to maintain that annual growth curve; nevertheless, the challenge is now to maintain it despite the worldwide economic crisis.


- The fact that we are responsible for offering our people a stable and high quality job motivated us to make the necessary adjustments without producing a great impact in matters of employment. Our profound conviction is to maintain long term relationships with the employees of Central Restaurantes ARAMARK and our clients.

- Another aspect worth mentioning in this respect is the relationship that we maintain with the 60 unions that exist in our company. Our Human Resources Policy has fulfilled a significant role, boosting the communication between the headquarters, the unions and the company, and strengthening the concept of exemplary leadership. This figure reflects the permanent work of training and transference of abilities and allowed that, as of September 2008, 10 processes of collective negotiation had successfully found closure. All of them have been in agreements for two and four years, without any demonstrations or strikes.

In order to achieve the aforementioned, it is crucial to know our people's level of commitment. It is because of this reason that the company annually applies the Gallup Poll on Employees Commitment, thus attempting to understand the variables we must improve, and to generate action plans according to each area.

In terms of transparency, due to the fact that we are a transnational company, we are subject to a code of ethics which is based on the BCP (Business Conduct Policy) code. This business conduct is transmitted to the various negotiation instances of the company, based on the commitment to respecting the legislation of the country where our operations are situated. The Code of Ethics is aimed at three different target audiences: the clients, whose transparent behavior is regulated by law; the suppliers, where the emphasis is on the possible conflicts of interest; and our internal way of relating as a result of a work environment which revolves around our people.

To strengthen, respect, and commit to our sustainers - these are the challenges that were proposed for the year 2008 and that we have thoroughly achieved. In spite of the fact that there still are things left to do, the outstanding fact is that we have been working on keeping the focus on our clients without losing sight of our integral development.



Pablo Achurra Fontaine

Central Restaurantes ARAMARK
CEO



2. Corporate Profile

2.1. Central Restaurantes ARAMARK: professional 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 whose needs had grown more and more demanding.

Nowadays, our company is a leader not only in food services but also in a vast array of high quality professional services. We render these services in diverse areas, such as the large mining industry, productive companies, banks, salmon farms, agricultural companies, etc., from Arica to Punta Arenas. We are a strategic partner to our clients in key areas such as industrial and office cleaning services, equipment maintenance, transportation of patients, hotel and catering, and others. Hygiene, Maintenance, Transportation of Patients, among others, are 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 which are highly valued by our final customers and clients. 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, and to be able to guarantee that the truck cabins of the large mining industry are kept sealed. This is possible thanks to the commitment of our people and it is the reason why we can successfully 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 and 20 other countries. This has allowed us to have access to the necessary resources so as to promote our growth in Chile and 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.

Central Restaurantes ARAMARK's Vision

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

Central Restaurantes ARAMARK Distinctive Excellence:

Passion for Service.

Our Business Purpose:

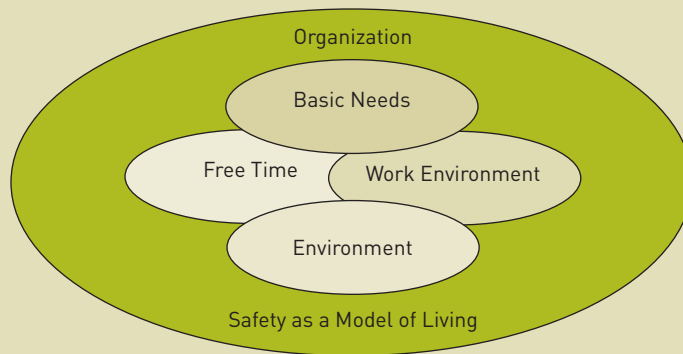
- We are a professional services organization dedicated to excellence.
- We develop and sustain our leadership position by engaging and supporting our most valuable and differentiated asset: the competence, commitment and creativity of our people.
- We provide world-class experiences, environments and outcomes for our clients and customers by developing relationships based on trust and mutual understanding.
- We enable our clients to pursue their core mission, and we will anticipate their needs and exceed their expectations, developing excellent professional solutions, according to the goals and priorities of their institutions.

Our Focus:

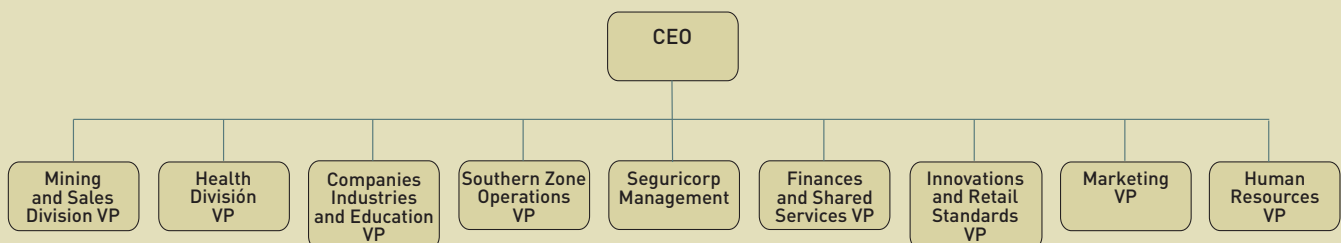
- We want to contribute to the productivity of our clients, making a positive impact on their employees' well-being and life quality.

2.2. Our professional solutions are designed to satisfy the needs of our clients and consumers in four fields:

- Basic Needs
 1. Food
 2. Hygiene
 3. Safety
 4. Rest
- Work Environment Needs
 1. Temperatures
 2. Dust Control
 3. Waste and residues
 4. Transportation
 5. Noise
 6. UV Radiation
- Free Time Needs
 1. Sport
 2. Recreation
 3. Cultural Activities
 4. Entertainment
- Environmental Needs
 1. Relationship with Communications
 2. Environmental Concern



2.3. Organisation Chart



2.4. Characteristics of Central Restaurantes ARAMARK Personnel

Our human resources are “the soul of the company”, due to the fact that every single one of our company’s employees is 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 23,092 employees, 46% of which are men and 54% women. This amount of workers had an increment of 1,725 people with respect to the previous year.

Staffing by Gender

COMPANY	MEN		WOMEN		TOTAL
	STAFFING	%	STAFFING	%	
TOTAL	10.622	46	12.469	54	23.091

Source: HHRR VP

Type of Contract and Staffing

Type of Contract	Staffing	%
Full Time	21.549	93 %
Part Time	1.543	7 %
Total Chile	23.092	100 %

Source: HHRR VP

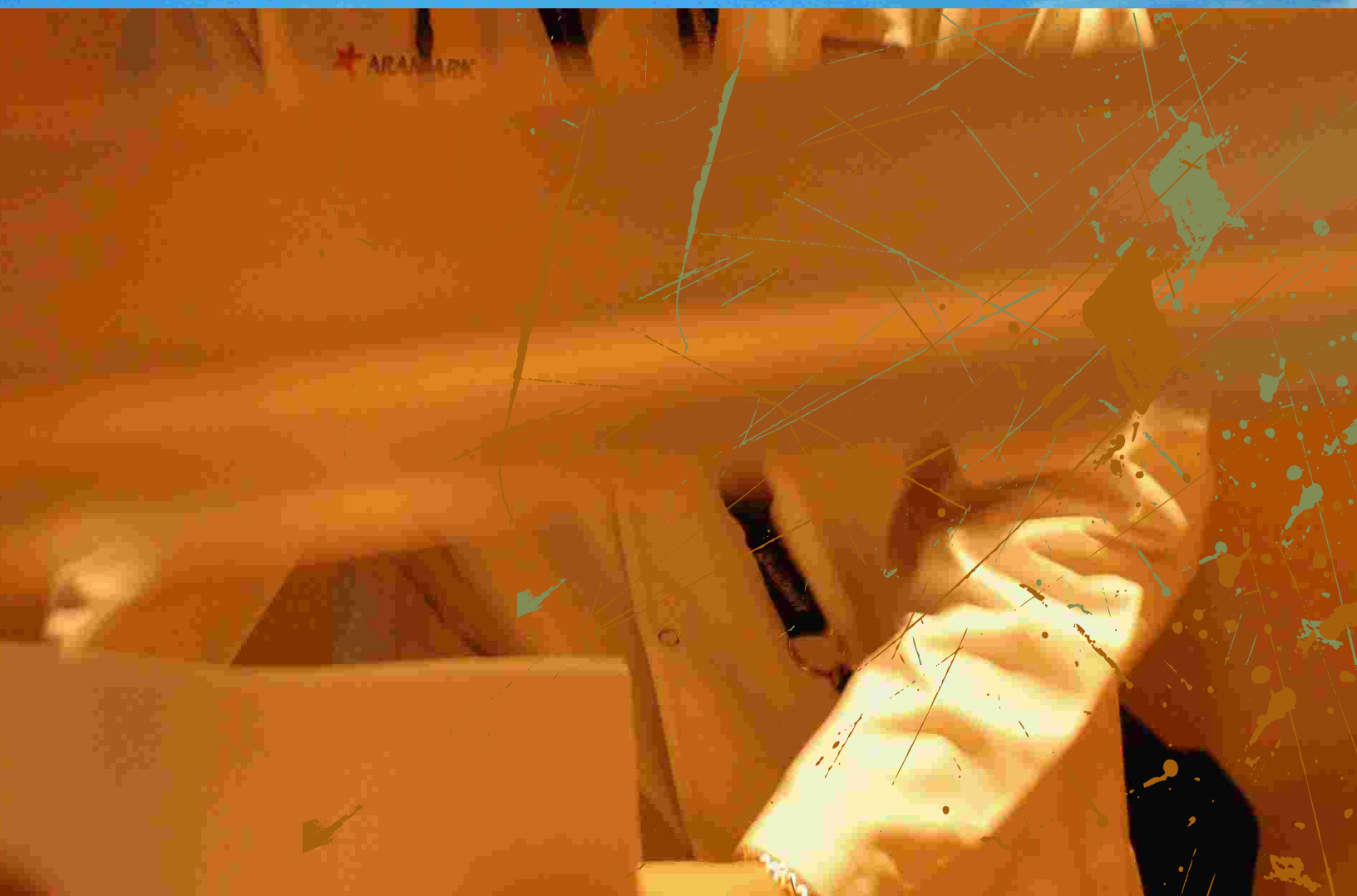
Business Area and Staffing Percentage

LINES OF BUSINESS	n° peoples	% total staffing
Companies, Industries and Education VP	11.287	49%
Health VP	2.825	12%
Mining and Sales VP	5.117	22%
Seguricorp	3.118	14%
Staff	745	3%
COMPANY TOTAL	23.692	100%

Source: HHRR VP



Occupational Health and Safety



3. Occupational Health and Safety

During 2008, the departments of Occupational Health and Safety began functioning as one, run by the Occupational Health and Safety Management (OHSM) and, at the same time, depending on the Human Resources Vice Presidency. This new management put together a high quality multidisciplinary professional team to design and manage policies, in accordance with excellence and world class standards in Occupational Health and Safety. All of the aforementioned is done in order to ensure the accomplishment of goals and the national and international projection of Central Restaurantes ARAMARK.

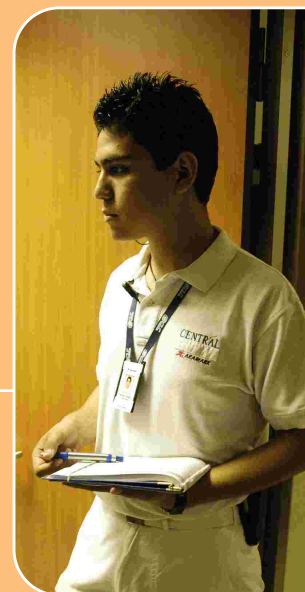
The team, among other duties, is responsible for:

- Defining the System of Risk Prevention and the Strategies of Safety Training.
- Formalizing the Documents and Backups Related to Legal Compliance.
- Developing a visible and effective leadership, integrated to the operations.
- Training and advising the safety coordinators and risk prevention specialists of all the operations vice presidencies.

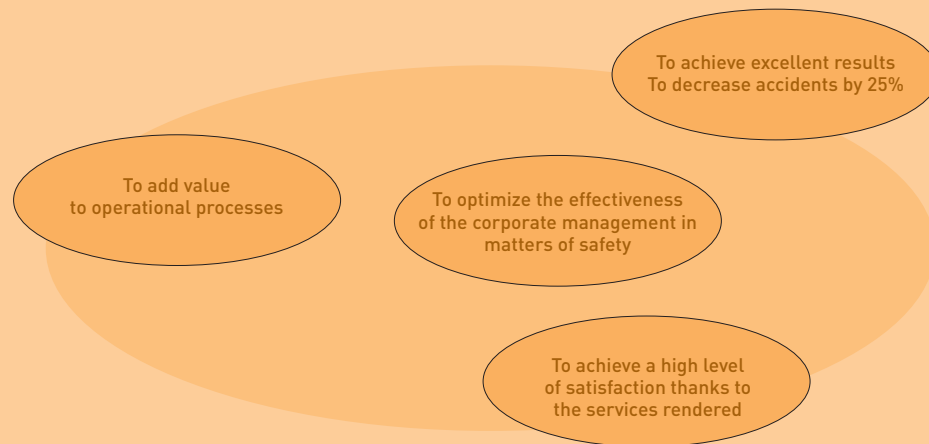
3.1. Strategic Plan in Occupational Health and Safety

The strategic plan developed by the Occupational Health and Safety department is mainly focused on optimizing the management of safety activities, so as to improve the results of the accident rate in the company. This has to do with four major matters:

1. To decrease lost days and rate frequency by more than 25%.
2. To optimize the effectiveness of corporate safety management, including strategic clients and critical operations.
3. To add value to the operations by means of bringing in knowledge and risk prevention tools to contract and services administrators, as well as to risk prevention advisors.
4. To achieve a high level of satisfaction of internal and external customers thanks to the advisory services and training rendered.



3.1.1. Focus and strategic aims



Lineamientos Generales Alianza Estratégica de Calidad

3.1.2. Outstanding Corporate Activity in Occupational Health and Safety 2008

New Policy of Occupational Health and Safety

In accordance with the company's organizational changes and progress with regard to the ARAMARK culture, the company resolved to declare the Safety and Health of its employees and of all the people involved in all the activities and commercial work as non negotiable values. In order to be able to reach this objective, the General Management defined a new Occupational Health and Safety Policy that has been spread throughout the company.

This new policy has had a predominant role, acting as a guide to be able to prioritize the programs of risk prevention. On this matter, the members of the top management team, vice presidents and managers have all attended safety workshops organized together with the Chilean Safety Association.

3.2. Occupational Health

We consider professional disease prevention associated to workplace risk, as well as strategies to improve our employees' and customers' quality of life, under the concept of occupational health. The latter is done by means of promoting a better health and better work environments that match this purpose.

3.2.1. Strategic guidelines

- To maintain activities which endeavor to control the risk of work-related illnesses (musculoskeletal and dermatitis).
- To promote a Healthy Work Environment in business centers which belong to Central Restaurantes ARAMARK.
- To promote an Alcohol and Drugs Policy and to support Healthy Eating programs for our clients.

PROGRAMS	COVERAGE
Risk control of Musculoskeletal Illness and Dermatitis	100% of notified cases = 124
Alcohol and Drugs Policy	100% of support in rehabilitation = 94 voluntary disclosed
Employees in Healthy Work Environment Programs	800 CDR employees



3.2.2. Our Personnel's Outstanding Activities

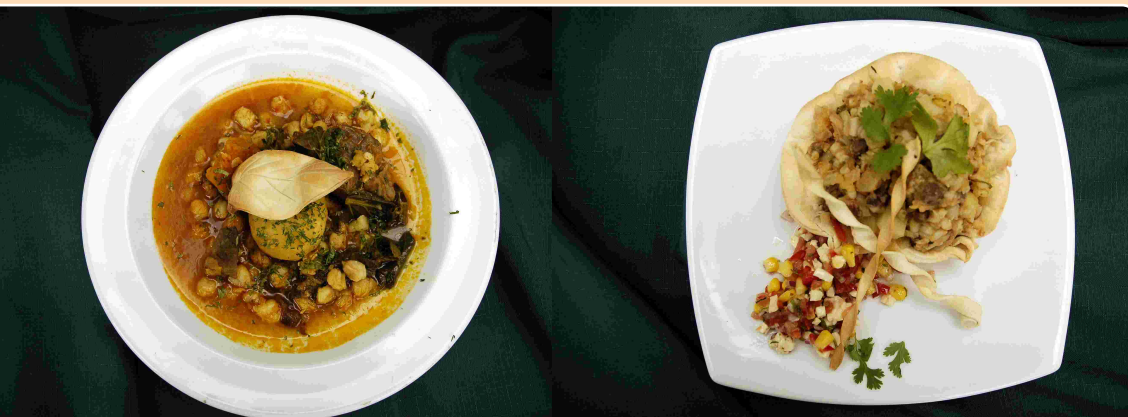
By means of the application of preventive strategies, we have been able to maintain a low incidence of work-related illnesses –124 cases within a total of 20,000 people. This is the result of the efforts that have been developed with regard to the control of chemical and ergonomic risks, from the evaluation carried out in each business center and the training in specific procedures, to the use of personal protection equipment and operational control measures.

The application of the Alcohol and Drugs Policy, and the obligations and prohibitions of the Internal Policy of Order, Hygiene and Safety give account of the preventive education for all the staff concerning these issues and the disposition to support rehabilitation in case of voluntary disclosure. This year we have given consultancy and follow-up to nine cases of voluntary disclosure.

Likewise, the concept of Healthy Work Environment has been promoted by means of the education and the access to preventive health exams. The initiative has benefited 150 employees, carried out in agreement with FONASA¹ through meetings, instruction booklets and attention centers. Similarly, the good work environment has been reinforced through “active breaks” in some of the operational installations as well as in the corporate building.

In the meantime, the employees working at high altitude –3,000 meters above sea level- continue to have a periodical medical evaluation. This is carried out to ensure that they are in optimal condition to perform their work under these geographical conditions.

Finally, for the second year in a row, a healthy lifestyle was promoted through healthy eating. This was done according to the seven principles of the Food Guide from the National Department of Health and Human Services. During 2008, 1,100 workers of the area of Clinical Facility were summoned and the Healthy Recipe Contest was held - 35 employees participated. The contest's winner, Nelly Ulloa, said: “I want to thank the company for giving me this award. Personally, I think it's an excellent and innovative initiative that motivates the personnel in a positive way, especially, the Clinical Area Facility Services. I hope it continues happening and that it can also expand to other areas of the company, in order to share experiences and knowledge with fellow workers, as many of us possess culinary skills and gastronomic creativity.”



¹ FONASA stands for “Fondo Nacional de Salud”, which means “National Health Fund”.

3.2.3. Achievements 2008

- Improvement of risk control strategies of professional illnesses (tendonitis and dermatitis) among the personnel corresponding to the Divisions of Food Services, Hygiene and Seguricorp.
- Internalization of the concept of Healthy Eating in the programs for clients, based on the seven principles from the National Food Guide.
- Implementation of the Healthy Work Environment Strategy in Central Restaurantes ARAMARK, according to the priorities and interests of the employees and based on work participation. It is within this context that the contest “Healthy Recipe 2008” was held, increasing the number of contestants from 15 to 35 workers.
- Diffusion of the Alcohol and Drugs Policy in its preventative component and assistance for the cases of voluntary disclosures.
- Update of operational procedures with regard to hygiene and food services of the clinical area, according to national and international standards of hospital accreditation.
- Diffusion and aid, in coordination with FONASA, of Preventive Health Exams for our workers.

3.2.4. Challenges 2009

- To improve risk control strategies of work-related diseases, with the support of an ergonomic evaluation of workplaces and by implementing improvements.
- To provide technical assistance to clients who are developing programs of Healthy Eating.
- To broaden the coverage of strategies regarding Healthy Work Environment with the participation of our employees. This will be carried out through actions such as facilitating the access to the Preventive Health Exam, promoting Healthy Eating and carrying out the “Healthy Recipe 2008” contest.
- To continue supporting the Alcohol and Drugs Policy of Central Restaurantes ARAMARK, coordinating the attendance to treatment, rehabilitation and reinsertion of the cases of voluntary disclosure.
- Technical support to the clinical area with respect to the adequacy of specialized procedures, control of intra-hospital infections, SEDILE, etc.
- Consolidation and standardization of the Health Seal for every business line performing its activities in the Clinical Area.



3.3. Safety

3.3.1. Training in Safety Management

In order to reinforce the insertion of the new Policy of Occupational Health and Safety, along with the compliance of the strategic objectives, we dedicated special attention to the training in safety of professionals in charge of leading the operations in the contracts and services that Central Restaurantes ARAMARK renders throughout the whole country.

The leaders mentioned above are the Front Line Managers (FLM), this is to say, 800 people who are responsible for the business centers and in charge of personnel, and the 65 risk prevention advisors belonging to those same centers.

The strategy was based on the management of security programs, mainly through two mediums:

Strategic Alignment of the Company's Safety Professionals

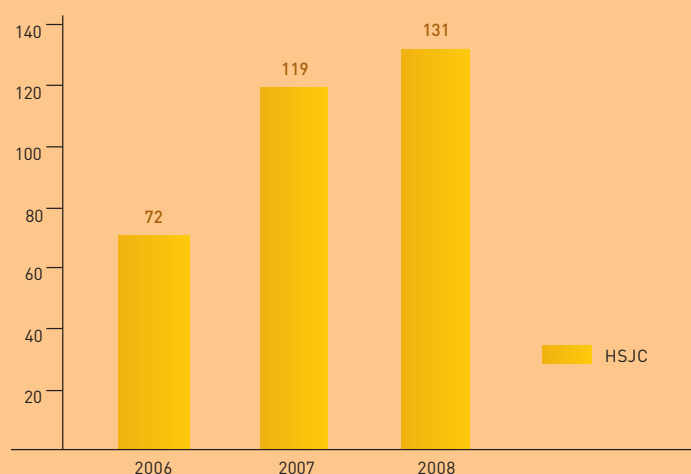
In workshops directed towards professionals in risk prevention from all over the country – held in Antofagasta, Santiago y Concepción – each risk prevention specialist received, in two formats, all the documents related to program models, critical operations procedures, current legal frame and the OHSAS Norma 18001, 2007 Version.

Management Seminar of Occupational Health and Safety for the Company's FLM's

Training for Front Line Managers in which the basic tools to lead and implement occupational health and safety in the corresponding business centers is given. The activity started in 2008 and will be completed during the current year.



3.3.2. Joint Committees



Graph 1: Joint Committees

During 2007, we set the aim of increasing the participation of Joint Committees in the Food Services Division, according to the experience gathered in the area of Companies Food Services, so as to be able to replicate it in the departments of Health and Industries.

The task has not been easy due to the belief that Risk Prevention was a responsibility that depended exclusively on others. However, little by little, this way of thinking has been changing and evolving towards a preventive culture. In this way, the concept of self care and mutual care has been strongly established.

Within the main activities developed during the year 2008 by Joint Committees, it is worth noting the active participation in workshops and courses which dealt with topics such as Control of Critical Behaviors, Accident Analysis, Development of Action Plans, and workshops of Prevention of Musculoskeletal Injuries, among others.

Likewise, we worked alongside the Chilean Safety Association (ACHS) in the training of Active Break instructors. The program has been gradually implemented in other areas of the Food Services Division.

On this matter, it is worth mentioning that ACHS granted an award to Central Restaurantes ARAMARK, Companies Division. It was the "Annual Award to Safety", Joint Committees Action Mention – 2008. This important award is bestowed each year to a company in Chile, among more than 36,000 firms affiliated to the Chilean Safety Association (Administration Organization of Work Accidents Insurance and Work-Related Illnesses). The award ceremony was headed by Eugenio Heiremans, ACHS Executive President; Osvaldo Andrade, Secretary of Labor; Javier Fuenzalida, Head of Social Security; and Eduardo Undurraga, ACHS CEO.

In the Facility Area, Hygiene and Safety Joint Committees (HSJC) meetings were carried out. These meetings aimed to gather representatives of the 40 HSJC constituted in the Metropolitan Region, so as to present the guidelines and work structures that would be followed during the year.

These meetings took place in the corporate building of the Mutual Insurance Company and relied on the active participation of approximately 80 of the company's employees and executives, thereby ratifying their commitment and support to the General Management in the administration and work of the HSCJ.

The following people attended in representation of CChC Mutual Insurance Company: Eduardo Gidi, Risk Prevention Manager, and Domingo Gallegos, Head of the Mutual Insurance Company Department.

Commitment to Safety

During 2008, various events were held in order to award and acknowledge outstanding employees who proved to be committed to their own safety and also to that of others. In this sense, the B&I Facility Management carried out significant activities achieving the commitment of the workers with respect to moving forward to "Zero Accidents" in matters of their commercial tasks.

3.3.3. OHSAS 18001 Certification

The Management of Occupational Health and Safety, along with the managements of operations and the commitment of our employees, successfully demonstrated their international standard with regard to the topics of Safety and Health in December 2008, when achieving the OHSAS 18001 Certification, alongside the TUV Rheinland Chile S.A. Company.

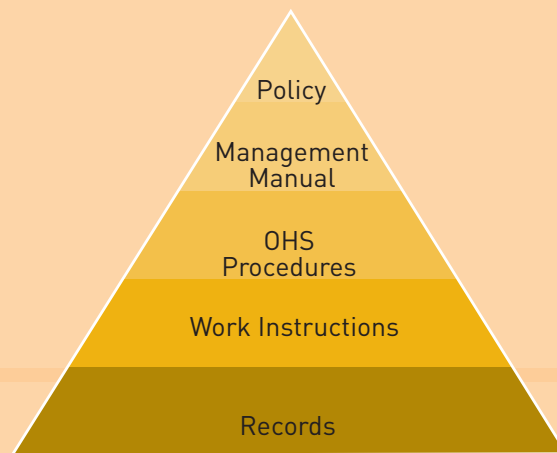
By means of this achievement, Central Restaurantes ARAMARK was able to certify its model of Occupational Health and Safety Management. The OHSAS Norm 18001 – 2007 Version boosts our prevention activities, and gives an answer to the contractual demands of our customers and the market tendencies.

During past years, we have been working on a foundation document that sustains this system. This has been done through manuals, procedures, instruction booklets and forms which help us guarantee the safety and health of our employees.

The services and the certified contracts are as follows:

Contracts:

- Codelco Andina: Food Services (Saladillo and Milton).
- Spence Mining Company: Food Services, Hygiene Services and Maintenance Services
- Escondida Mining Company: Maintenance Services.
- Codelco Norte: Hygiene Services.
- Finning Las Rejas: Cleaning Services.
- Las Condes Clinic: Hygiene Services.
- Gerdau Aza Colina: Food Services.
- Unilever Carrascal: Food Services.



This Certification further improves the image and guarantee of the operational procedures run by Central Restaurantes ARAMARK with regard to matters of Occupational Health and Safety.

3.3.4. Risk Prevention Training for the Operations Personnel

Various training activities were held with external consultancy. Among them, the following are worth mentioning:

- An accident investigation workshop.
- Organizational workshops.
- A theoretical and practical course for work at high altitude.
- "Heimlich Maneuver" campaign, in association with the Safety Chilean Association.

In this way, prevention professionals acquired new tools and knowledge so as to be able to improve their management.

3.3.5. Implementation of the HQMS System

During the last trimester of the year 2008, the implementation of the technological project for management support (HQMS) was completed. This implementation was divided into the following stages:

- Audit module: management of evaluation activities.
- Audit mobile module: transference of wireless information from the servers to the mobile equipments (iPAQ), gathering of data on field and information sent to the server.
- Documentation control module: administration of all the documentation of the company.
- Training manager module: training of the company's personnel.

HQMS is a tool that facilitates the administration of management systems which allows, for example, planning, executing and controlling the programming of auditing and inspections.

3.3.6. Accident prevention in our corporate buildings

The Management of Occupational Health and Safety strengthened the prevention activities in the corporate buildings. During this period, risk prevention campaigns were carried out in offices (ergonomics, fires, earthquakes), the company's Emergency Plans regarding this matter were passed out, and emergency drills in the buildings were performed. Technical inspections by the Fire Department and structural improvements were also made, according to the action plans defined by the company.

3.3.7. Achievements/Awards

ACHS awards Seguricorp

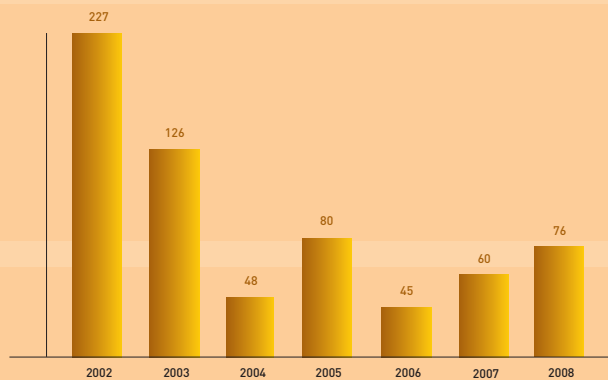
In November 2008, ACHS granted Seguricorp the Award "Collaboration for the Reintegration of the Rehabilitated Worker". This award was given by Patricio Miranda, Seguricorp CEO. The event was organized by the Chilean Safety Association and the Latin American Group GLARP-IIPD along with Universidad Mayor.

The award was granted due to the case of Zorobabel Lermenda, a security guard. On May 10th 2006, while Lermenda was on his way to work he had an accident which required the amputation of his right hand's thumb and which also caused him to suffer a serious contusion on his left knee. His treatment lasted for approximately 7 months, thus reintegrating in January 2007 with 20% of permanent disability.

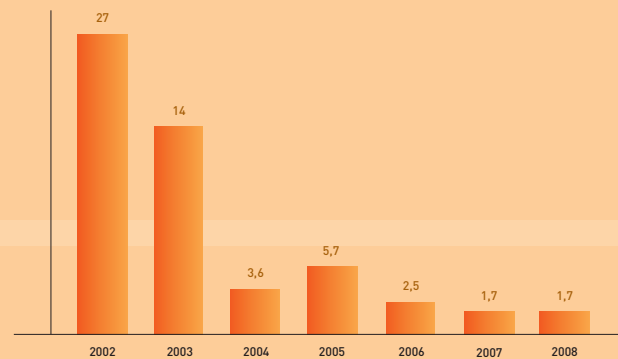
The award was obtained due to the acknowledgment of the possibilities given by Seguricorp Operations. They assigned a position to the security guard, always striving for a correct "re-insertion" and according to the recommendations given by the ACHS doctors.

After constantly looking for a work place that would provide the needed opportunities for the reintegration of this worker, Zorobabel now works at a campus that belongs to Adolfo Ibáñez University located in Peñalolén.

Likewise, we have been able to maintain world class results in prevention management in the business centers which operate in the mining area. This is shown in the following graphs:

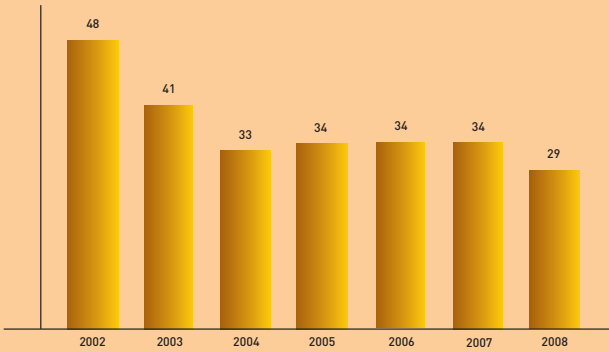


Graph 2. Historic Seriousness Rate Mining Division

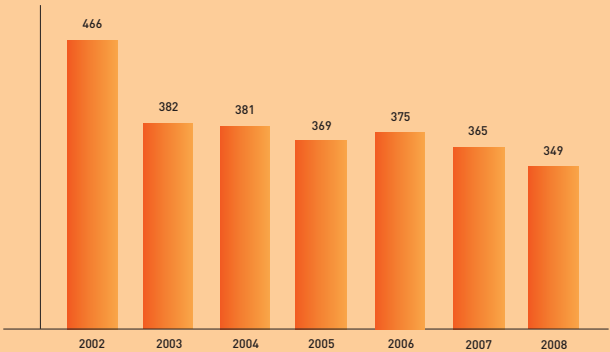


Graph 3. Historic Frequency Rate Mining Division

The curve has improved in other services businesses, as is shown in the graphs. During 2009, new strategies will be developed so as to continue this tendency and work according to international standards (refer to graphs N° 2 and 3).



Graph 4. Historic Frequency Rate Company

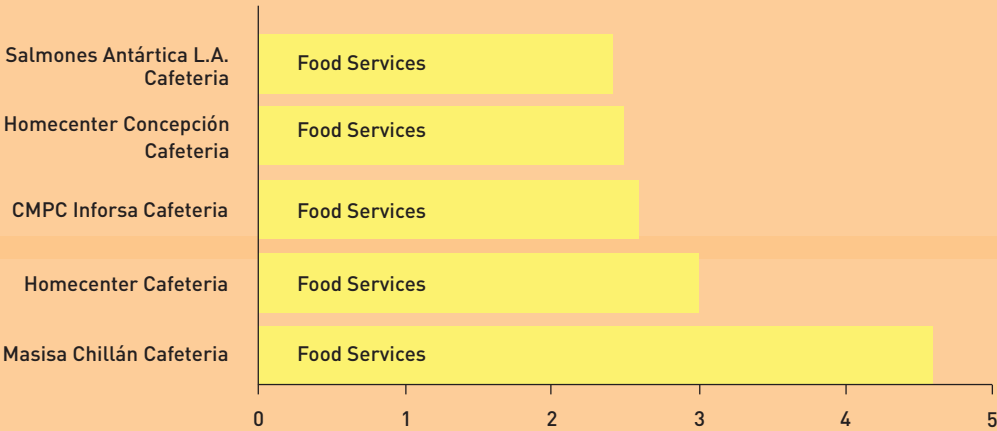


Graph 5. Historic Seriousness Rate Company

Southern Zone

It is worth pointing out the certification from the Competitive Company Program in Arauco Nueva Aldea Cellulose Plant, with 100% of compliance, and where Central Restaurantes ARAMARK was granted an "Outstanding" qualification.

In brief, we will mention some of the achievements in the area of safety with respect to lost time injury data.



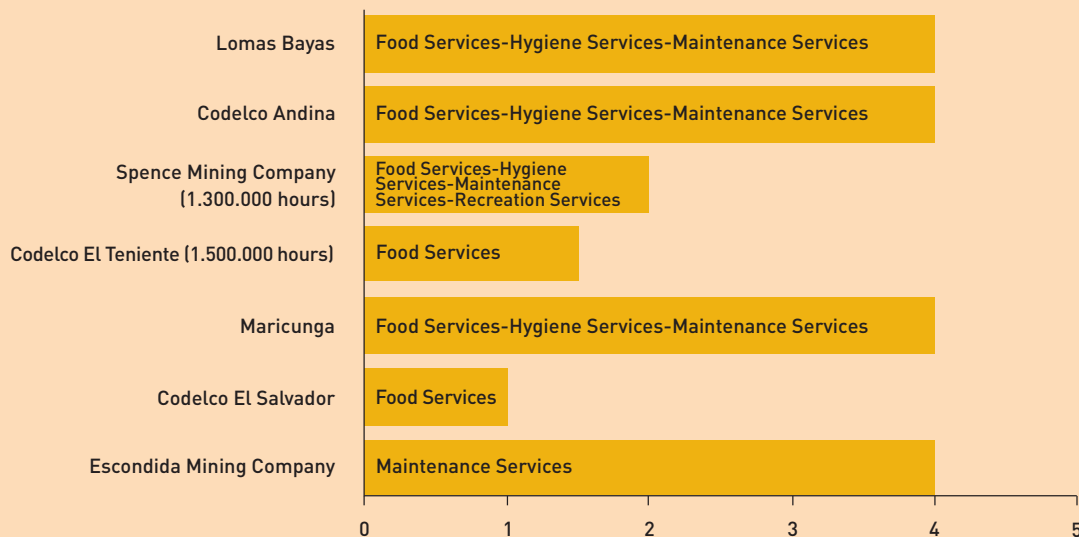
Graph 6. Lost Time Injury Free in Southern Zone Food Services Contracts. Expressed in years.

Northern Zone

As in past years, we have maintained our leadership in the area of Mining. Our frequency rate is of 1.7, a figure which reflects the consistency with which we have worked when it comes to contracts in the mining sector. This has been carried out mainly with the following companies:

Cerro Colorado, Spence Mining Company, and Escondida Mining Company, all whom belong to BHP-Billiton Mining Company; Doña Inés de Collahuasi Mining Company; Zaldívar Mining Company (Barrick); Lomas Bayas (Xstrata); Maricunga (Kinross Gold Corporation), Candelaria, and Ojos del Salado (Freeport Memoran Copper & Gold); Codelco Andina Division, Codelco Salvador Division, Codelco El Teniente Division, Codelco Gaby Project, and Codelco Radomiro Tomic Project. Also currently in Phase 1 Projects at Codelco Andina and Pacific Hydro Chile (PHC) Project.

Acknowledgments of our customers due to our achievements in safety



Graph 7. Lost Time Injury Free in Food Services Contracts of the Mining Area. Expressed in years.

3.3.8. Outstanding testimonial

Guillermo Loo, Manager of Central Restaurantes ARAMARK in the Spence Mining Company contract, was granted the Central Award to Excellence in Management of Professional Services and the Contribution Award to Zero Injury.

When receiving this award, Loo stated the following: "These awards are the greatest acknowledgment to business management that Spence Mining Company grants. They are bestowed to those who are able to execute the purpose of our business in all integrity, maintaining the highest standards in terms of occupational health and safety."

3.3.9. Achievements 2008

With regard to the aims and goals set for 2008, it is worth noting the following:

- We were able to maintain our frequency rates in the mining area.
- We trained the Front Line Managers, thus giving the operation independence.
- A technological support system for the management of risk prevention (HQMS) was developed.
- The OHSAS 18001 Certification, Version 2007 was obtained.
- The new structure for Occupational Health and Safety was formalized, giving the guidelines and objectives for the year.
- A new Occupational Health and Safety Policy was published.
- There was an active participation of the various Hygiene and Safety Joint Committees of the different business areas, in fact obtaining several awards through mutual insurance companies.
- The standard for work at high altitude was reached.
- A Joint Committee for the corporate buildings was formed.
- Emergency drills took place in the corporate buildings.

3.3.10. Challenges 2009

Aiming to continue achieving the objectives set in matters of work safety, we envisage the following strategies for the year 2009:

- To continue training the Front Line Managers.
- To decrease by 25% the frequency/seriousness rates in the Metropolitan Region.
- To implement the application of the field guide (Management Safety Program).
- To implement the application of a drivers manual.
- To complete the training cycle for work at high altitude.
- To certify the GPS-ACHS management system in the supply area (CENTRAPAL).



Quality and Environment



4. Quality and Environment

4.1. Strategic Guidelines

- To establish a new structure and new duties in the Management of Standardizations in Quality and Environment.
- To reorient the procedures, instruction booklets and forms of the Prerequisites Manual of Central Restaurantes ARAMARK, according to the changes defined by the Sanitary Authorities.
- To update the HACCP Manual of Central Restaurantes ARAMARK, according to the last legal modification based on the fulfillment of the 2861 Chilean Norm.
- To develop the HACCP System in Zaldívar Mining Company's food services.
- To develop and design the Cook and Chill (C&C) Chile Project.
- To manage all the indicators of Quality and Environment at a national level and to present monthly reports of the operation per line of business.
- To implement an efficient and effective procedure that attends to the incidents/accidents of the client-consumer. The goal is that all the managements work together in a coordinated manner, thus delivering an immediate and satisfactory response.
- To work with HQMS technology, an informatics system which allows the Quality Advisors to make a quick gathering of information, optimizing resources and time. It also makes it possible to give more time to operational needs.
- To maintain and improve the systems implemented: Quality Management ISO 9001:2000 in Food Services and Hygiene and the Clean Production Agreement (CPA).



4.1.1. Our main activities are:

- To safeguard the compliance of national sanitary and environmental laws and norms.
- To render advisory services and technical support with regard to the sanitary contingencies of the country and the company. This is accomplished by sending memos or standard guidelines to the operation at a national level.
- Supervision and verification of the degree to which the operational sanitary conditions are complied, through surprise inspections to contracts and other support areas, such as suppliers.
- Training of the company's personnel with respect to Good Handling Practices (GHP) and the implementation of Standardized Operational Procedures.

- Implementation, maintenance and supervision of continuous improvement systems, such as ISO 9001:2000, Good Manufacturing Practices (GMP), Hazard Analysis and Critical Control Points (HACCP), and Clean Production Agreement (CPA).
- Monthly report of Key Performance Indicators (KPI) with respect to service and sanitary quality, such as audits, microbiological analysis of food, inspections, incidents and accidents related to food.
- Development and implementation of continuous improvement systems in processes and costs.



4.2. Environment

The company has maintained a solid and permanent commitment to the environment, constantly working in order to care, maintain and improve the conditions of our natural environment. On this matter, during 2008, we maintained our activities and added new ones so as to be able to achieve the goals we had set.

Some of the initiatives executed were:

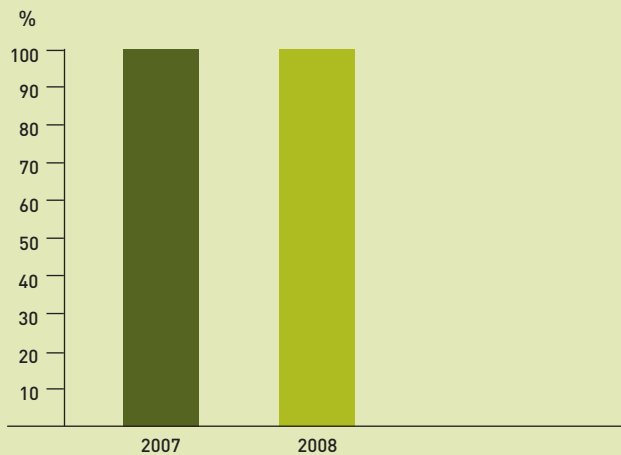
- Maintaining the system of sanitary audits, a tool which allows us to environmentally control the activities. For instance, integrated pest control, liquid industrial waste (LIW) management, and handling and final disposal of the oils used.
- Keeping the Clean Production Agreement Certificate with the committed contracts.
- Reevaluating the efficacy and the performance of the detergents and disinfectants together with the supplier of chemical products.

4.2.1. Outstanding Activities

Maintenance of the Clean Production Agreement Certificate

During 2008, a company called MACROCAP executed the external audit of maintenance of the Clean Production Agreement Certificate, maintaining the contracts committed with the following clients:

- Doña Inés de Collahuasi Mining Company
- Lomas Bayas Mining Company
- Zaldívar Mining Company
- Gerdau Aza Colina
- Chile Marathon Laboratory
- Santander Bank Bandera
- Las Condes Clinic



Graph 1: Percentage Compliance of the External Audit executed by MACROCAP in order to maintain the CPA Certificate in the committed contracts.

Central de Restaurantes ARAMARK was highlighted in a publication on Clean Production

In May 2008, the Secretary of Treasury, Hugo Lavados, headed the event “Ten Years of Clean Production in Chile”, together with the President of the Confederation of Production and Commerce, Alfredo Ovalle. In this occasion, the Council of Clean Production (CCP) presented the study “Cases of Companies in Clean Production Agreements”. This book accounts for 32 cases, corresponding to 27 companies which belong to nine industrial sectors, in which the Clean Production Agreements (CPA) have been successfully applied. Among them is the campaign developed by Central Restaurantes ARAMARK in Doña Inés de Collahuasi Mining Company.

Successful performance and efficacy test in chemical products

During the year 2008, the first study of chemical products performance and efficacy was carried out within the campaign of Environment protection and optimization of resources in the company. This study was executed due to the fact that the waste of detergent solutions generates serious alterations in water treatment plants and/or in degreasing chambers.

The tests were carried out in the cafeteria of the Hospital del Trabajador in Santiago and in Embotelladora Andina in Renca, obtaining successful results.



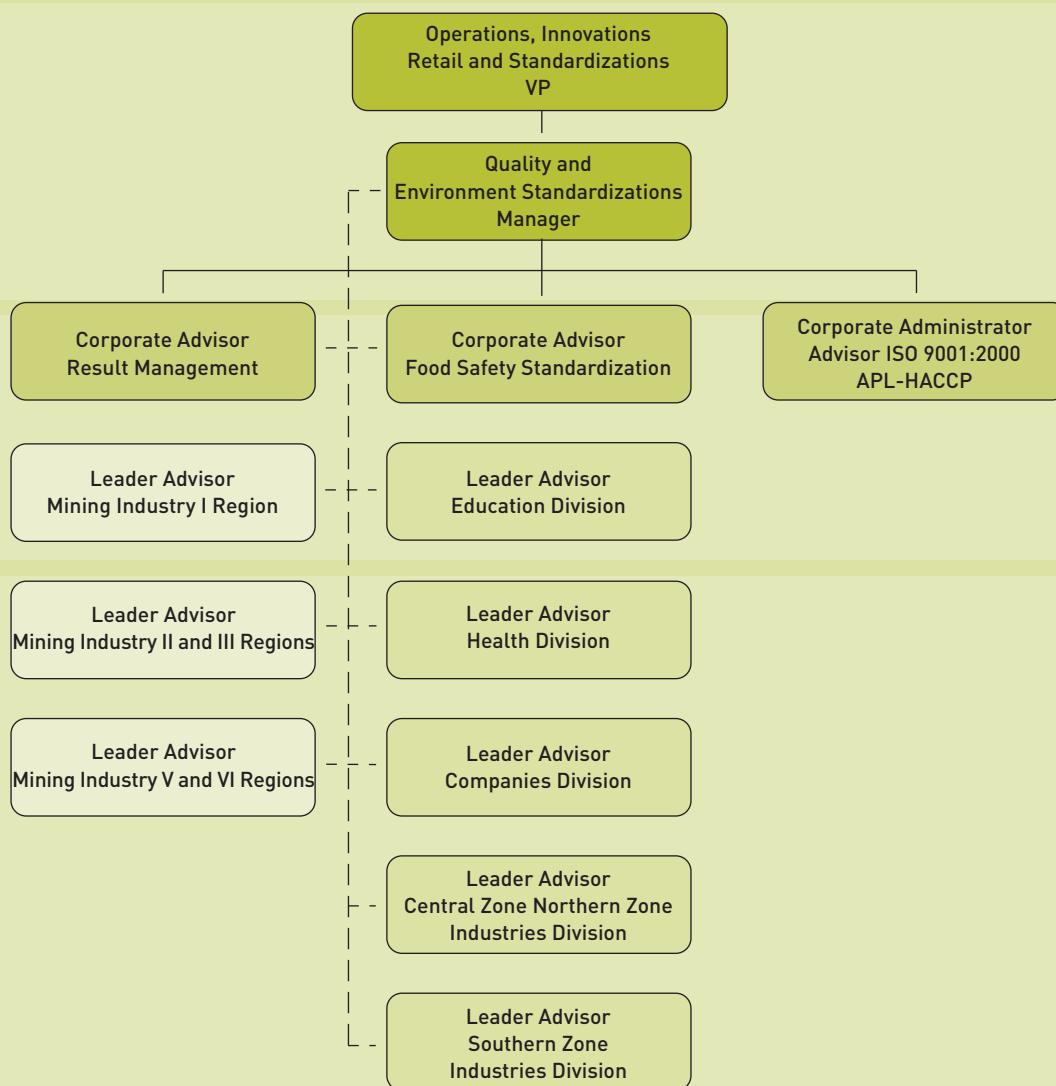


4.3. Quality

4.3.1. New Organization

In order to face the new challenges set, a support structure for the Management of Standardizations in Quality and Environment was created. It is made up of a centralized team and supported by the Leader Advisors by Line of Business (LOB) at a national level. Its purpose is to channel the communication, aims, and activities, defining a specific job per area.

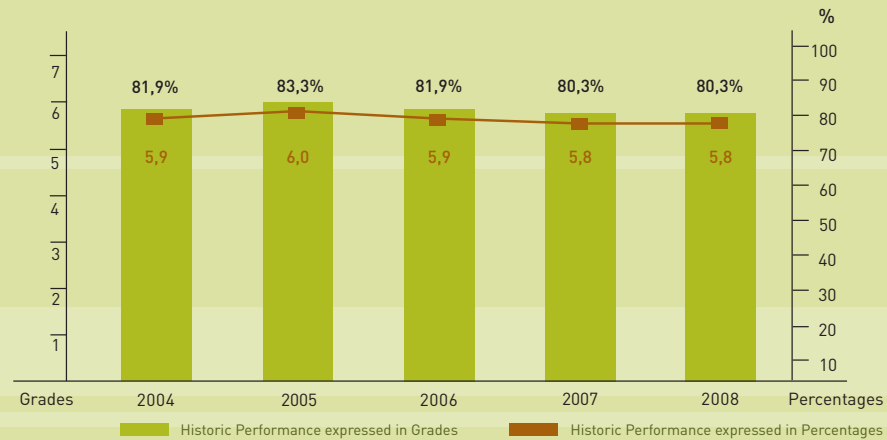
The current structure is described as follows:



Quality and Environment Organization Chart

4.3.2. Key Performance Indicators (KPI):

Management indicators are vital in order to know the performance of the company during the year and compare it to the accumulated tendency. In this regard, in 2008, the sanitary audits demonstrated that the compliance average obtained corresponded to 80.3%. After adding it to past profits, it is observed that the standard of these last years has been maintained.



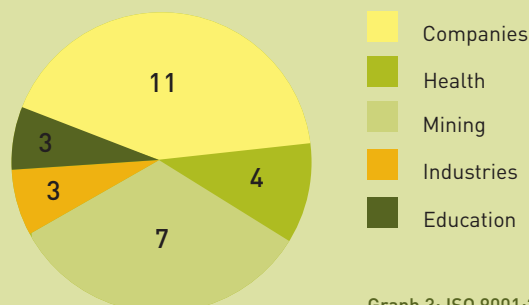
Graph 2: Historic Evolution of Sanitary Audits

4.3.3. Outstanding Activities

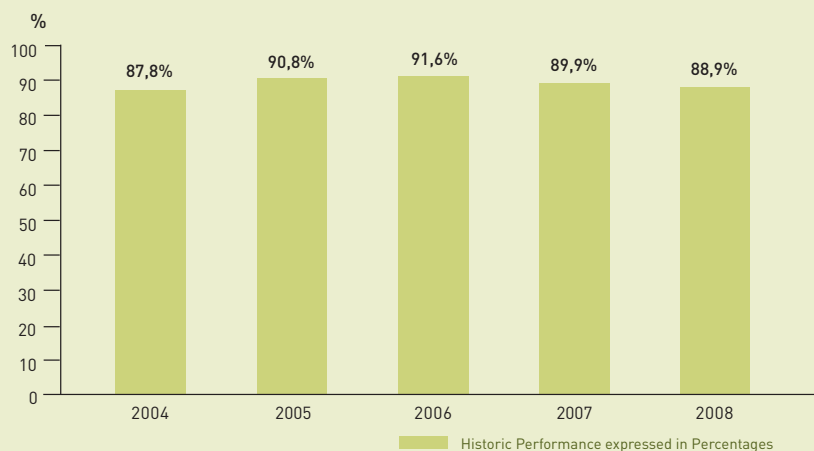
Ten years of ISO 9001: 2000 Certification

In the field of Quality Management, the company has 28 certified business units, including Food Services and Multi-services, in addition to the headquarters, having had the ISO 9001:2000 certification for 10 years now.

- The internal verification of the Management System was executed by the company's Food Engineers, according to the program of internal audits. The audited contracts complied 100%, therefore verifying the quality standards.
- The follow-up external audit was executed by a certifying company called TÜV Rheinland, obtaining results that were highly satisfactory for our company.



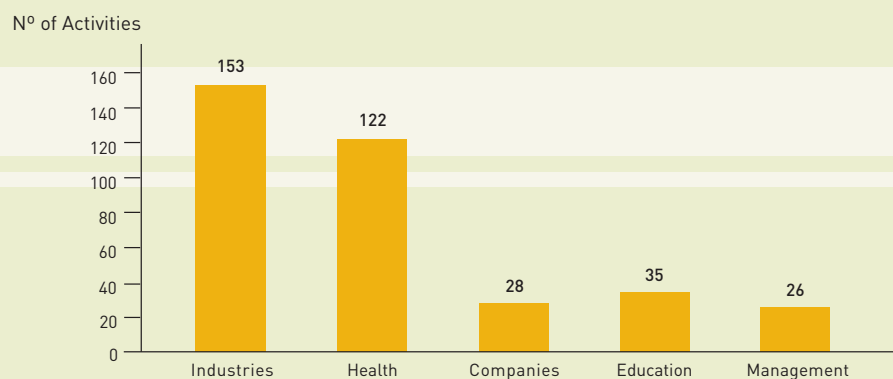
Graph 3: ISO 9001:2000 Internally Audited Contracts



Graph 4: Historic Evolution of Quality Audits

Use of the HQMS system

During 2008, the implementation and initiation of the Harrington Quality Management System (HQMS) was accomplished in the Metropolitan Region. This system optimizes field activities of the Quality Advisors, allowing them to program, register online and obtain immediate reports of the activities performed.



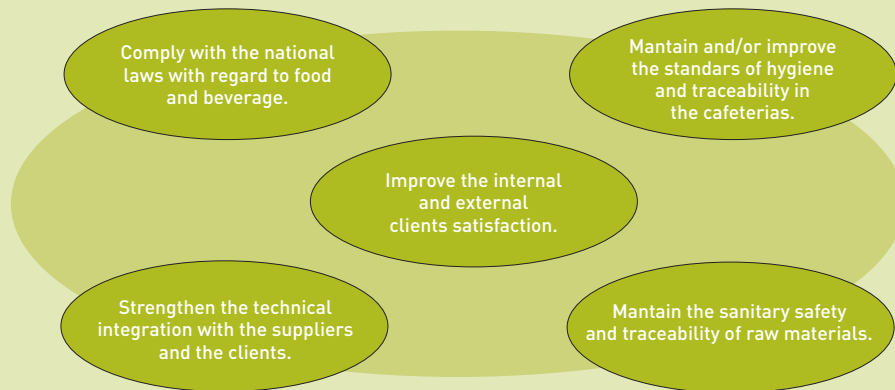
Graph 5: Amount of Activities Programmed in the HQMS System

HACCP course held in the Zaldívar contract

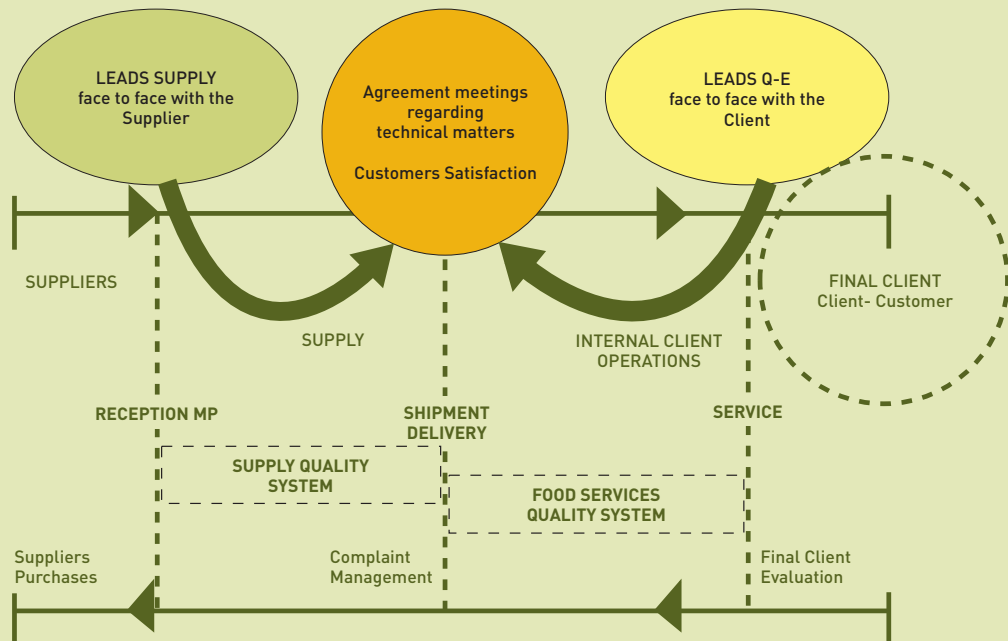
The implementation of HACCP in a cafeteria involves a series of activities. One of them has to do with the training of facilitators, whose duty is to maintain the system and to constantly train the personnel. In the Zaldívar contract, the first training course for facilitators in Good Manufacturing Practices and HACCP was held on October 29, 30 and 31, 2008.

Work Alliance between the Quality-Environment and Supply Managements

During the year 2008, a work alliance which was organized and standardized with the technical supply department was established. This initiative developed a work style according to what was required, establishing periodical meetings in order to go through technical topics and other extraordinary matters so as to coordinate actions when faced with national contingencies, as was the case with the outbreaks of Listeriosis, Vibrium and Dioxins found in pork.



General Guidelines of the Quality Strategic Alliance



Work Scheme for the Alliance of the Technical Supply and Quality-Environment Departments

First Annual Course of Quality and Environment Advisors

In August 2008, the First Annual Course of Quality and Environment Advisors was held at a national level. Our company's CEO, Pablo Achurra, had an active participation in it. The event took place in the corporate building in Santiago and was divided into two work sessions that lasted for eight hours each.

In order to be able to know the new structure of the Management and look for opportunities to improve the activities performed, the meeting set the following aims:

General Aim:

- To align the different Vice Presidencies of Operations and Food Services with the General Management of Central Restaurantes ARAMARK.
- To give strategic guidelines of the Management of Standardizations in Quality and Environment.

Specific Aims:

- To know the structural reorganization, according to lines of business that Central Restaurantes ARAMARK and its corresponding Vice Presidencies of Operations and Food Services have undergone.
- To know and participate in the strategic plans that each LOB and Company are committed to.
- To officially know the new structure of the Management of Standardizations in Quality and Environment at a national level and to get involved with the corporate guidelines.
- To know the renovation of the concepts of legal aspects and the norms in the implementation of the Management of Quality and Environment Systems.



Participation in a course delivered to MINSAL-JICA²

The Quality team of the company participated in a practical course in Prerequisites Programs. It was carried out by three professionals, who trained all the auditors of the Health Services in the country in the years 2007 and 2008.

The program, which lasted for 14 hours, is part of a course that was born out of the cooperation from the government of Japan, and strives to be able to implement changes to the current health legislation in Chile.

4.3.4. International activities

Participation in the HACCP Maintenance in the Yanacocha-Peru contract

In order to maintain the HACCP certification in the Yanacocha mining contract, which belongs to ARAMARK Peru, a Quality Advisor of ARAMARK Chile was sent. The goal was to support on field as well as to reinforce the work done by all the personnel involved in the contract.



Participation of the ARAMARK Chile Team sent to Colombia

In December 2008, with the purpose of exchanging tools of operational and technical management, a multidisciplinary team was sent to participate in the operations of ARAMARK Colombia. This was done to strengthen the operational activities performed in the mining contracts of Cerrejón and Puerto Bolívar.

Julio Ángulo, Advisor of the Management of Standardizations in Quality and Environment, was a part of this team. Ángulo was in charge of transmitting the solid knowledge and experience of Central Restaurantes ARAMARK Chile, including Training Programs, Surveillance Programs and Process Verification, and Good Manufacturing Practices (GMP), among others.

Development of professionals in El Salvador - The Caribbean

In alignment to the company's vision, ARAMARK actively participated in the International Course for the Training of Professionals in the Areas of Food, in matters of Good Manufacturing Practices (GMP) and Risk Analysis and Hazard Analysis and Critical Control Points (HACCP).

The course took place in the country of El Salvador between November 24th and 29th, 2007. It was delivered by the Vice-rector of Technology Transfer and Extension of the Metropolitan Technological University, through its Development Center of Agro-industrial Technologies (CEDETAI). Likewise, the Secretary of the Treasury of El Salvador, GTZ International Agency and Matías Delgado University also participated.

On this occasion, our company was represented by the manager of Standardization in Quality and Environment, Vanesa Cúneo.



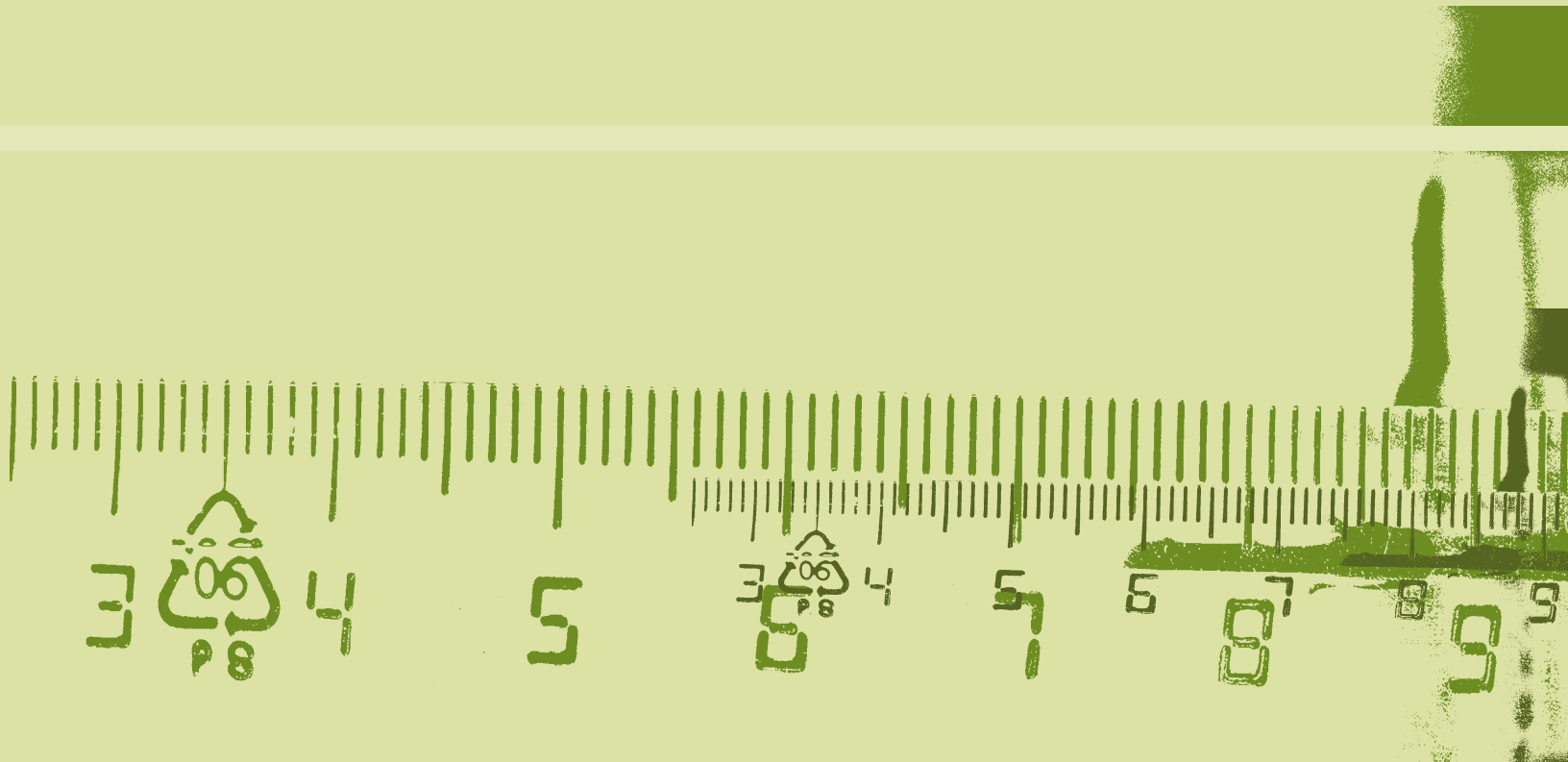
2. MINSAL stands for "Ministerio de Salud", which means "Ministry of Health" and JICA stands for "Japan International Cooperation Agency".

4.3.5. Achievements 2008

- Implementation and use of the HQMS system in the Metropolitan Region to be able to program, process and fulfill the field activities of the Quality Advisors, such as sanitary audits, quality audits and inspections.
- Gathering, processing and delivery of a monthly report of Key Performance Indicators (KPI) established by lines of business to the Vice Presidencies of Operations.
- Coordination and supervision of the microbiological program of food and handlers implemented in each business center.
- Investigation, consultancy and evaluation of the “Cook and Chill (C&C) Chile Plant” project. This involves the evaluation of the plans, plant layout, capacity of the warehouses as well as situating it within the Chilean legal frame. It was executed alongside an interdisciplinary team made up of national professionals and international advisors of ARAMARK.
- Standardization of the control forms of OpX processes, with the aim to not duplicate control tasks.
- Technical support, operational support and creation of documentation in the retail area, so as to be able to comply with the health legislation and the quality standards established for the SOLUNA cafeterias.
- Beginning of the revision, evaluation and update of the ISO and the company’s control of documentation processes.
- Maintenance of the System of Quality Management ISO 9001:2000 in the committed contracts as well as in the headquarters.
- Establishment of a work alliance with the Technical Supply Department, in order to be able to strengthen the internal processes involved in the delivery of the product to the client.
- Periodical Integration of work sessions with key suppliers, such as, for instance, those who supply chemical products and ready-made raw materials.

4.3.6. Challenges 2009

- To publish, communicate and implement, at a national level, the Manual of Good Manufacturing Practices in every line of business.
- To implement HACCP in Zaldívar Mining Company.
- To update and monitor the Program of Environmental Management in the casinos with CPA, according to the company's guidelines.
- To train, alongside HHRR, employees in key positions in matters of Food Safety and HACCP.
- To work in conjunction with the Technical Supply Department, in the continual improvement of the processes, procedures and controls.
- To develop a work plan with providers of chemical products, including the surveillance and evaluation of its management with regard to food services.
- To train the Southern Zone Advisors in the HQMS system.
- To actively participate in two Cook and Chill projects: in its design, its preliminary plan and its operation.
- To carry out development tests of products so as to be able to evaluate their organoleptic characteristics, packaging, packaging process and shelf life of products made with Cook and Chill.
- To strengthen the support alliance "ARAMARK Chile-USA".







Corporate Social Responsibility

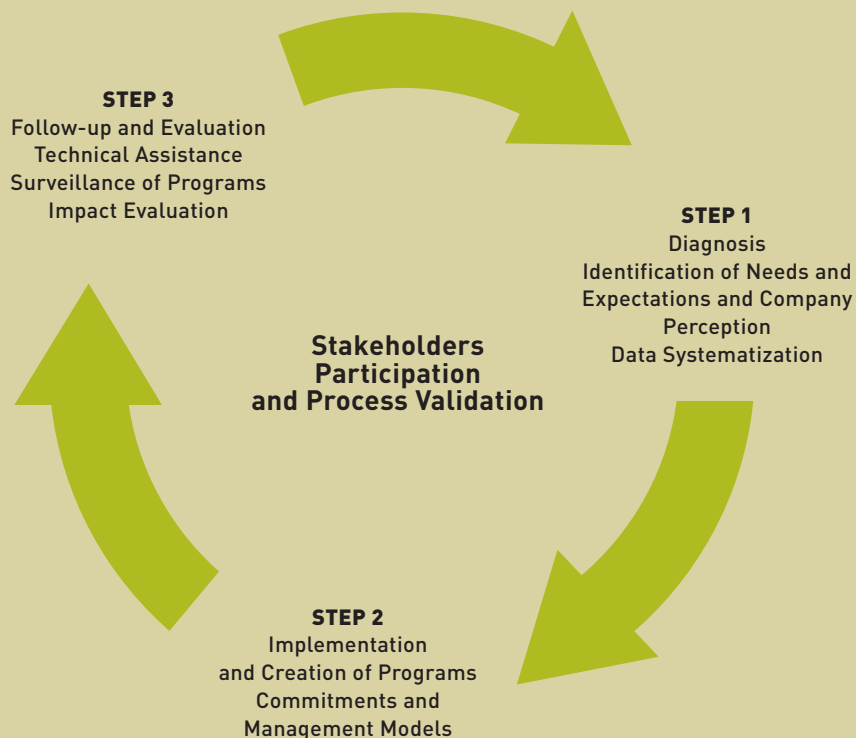


5. Corporate Social Responsibility at Central Restaurantes ARAMARK: Giving Priority to Local Communities.

Since 2004, a vast Program of Corporate Social Responsibility (CSR) has been boosted under the direction of the HSEQC (Health, Safety, Environment, Quality, Communities) Vice Presidency. The initiative has given priority to Community Social Responsibility, due to the fact that it directly affects our business strategy. In the same manner, we have constantly cared for our workers, taking care of the environment and being concerned about respecting cultural diversity as well as the communities which can be found surrounding the sites in which we operate.

Its contribution to sustainable development is managed and executed through the CSR Department, made up of a team which specializes on this matter, relating with the clients and their corresponding CSR teams. The community vision and the relationship with the inhabitants of the territories in which the various operations take place is done by means of an intervention model that stands out because of its co-design. This is to say, due to the participation and horizontal dialogue of the various stakeholders present in the area of influence in which we are present.

Model of Community Social Responsibility of Central Restaurantes ARAMARK
Winner of the AmCham 2007 Award



5.1. Programs of Community Social Responsibility

Establishing bonds: how the CSR Department works.

The management of the Communities Department is focused on the implementation of five programs. Each one of them is described in a Procedures Manual, which also contains tools for evaluation and follow up, enabling the user to report every stage of the intervention model. The programs are as follows:

Generating abilities: Local Workforce and Training Program

This is a program tailored to provide job opportunities and training to the population inhabiting the zone of influence in which the operation takes place, thus valuing local human resources. Each new employee joining the company is trained in issues related to it as well as in the work he/she must perform in it.

Valuing our identity: Program of Education and Rescue of the Local Culture

This consists of activities and actions designed by means of active participation, oriented towards promoting education as well as to spreading the cultural richness and identity of the communities who inhabit the company's area of influence. This is done by means of a transfer of appropriate competences carried out by professionals belonging to the company. They are structured in the following way:

- Educational Modules
- Rescue of Local Gastronomy
- School Education

Encouraging dreamers: Program of Local Purchases and Development of Suppliers

This is a program that strives to support and train local farmers who belong to the area of influence in which the company operates, so as to form part of the company's suppliers. A monthly purchases strategy that allows the development of the area as well as the operation's permanent supply is designed together with them.

Fitting into our environment: Environmental and Community Contribution Program

This program performs a double duty: the execution of the company's commitment with the Environment and the contribution to organizations belonging to the communities of the company's zone of influence. It is executed by means of those clients who choose to undergo a change in their habits towards healthy eating and not "wasting food". This educational action allows for the decreasing of edible waste. The decrease is then quantified per semester and valued in terms of money, whose beneficiary (the community organizations) is chosen by the team in charge of the contract.

Betting on abilities: Program of Labor Inclusion of Disabled People.

By means of this program, the Communities Department promotes the cooperation between the company and the organizations that develop initiatives of rehabilitation and labor intermediation for people with disabilities. In such a way, during practice periods, disabled people who have been recommended by such organizations are integrated within the different contracts.

The practice period includes a follow-up on behalf of the organizations and the company, on top of orientation talks to the team. Once this stage is over, and the evaluation has been handed in by the institution in charge, the hiring of the worker in his/her appropriate field is decided.

5.2. The target audience to which the Program of Community Social Responsibility is aimed at consists of:

- 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 industry;
- Charities and foundations which work with young people and women in social risk groups.



5.3. Strategic Guidelines of the Communities Department 2008

- Be known due to the quality and value of our work with regard to Community Social Responsibility.
- Position our company's community action inside and outside of it.
- Improve the coverage of the Community Programs nationally and provide a follow-up process for them.
- Diffusion and training of the Model of Community Social Responsibility Intervention to the FLM's from the I to the III region.



5.4. Outstanding Activities

- **Training in Community Relationships Management to personnel from the first to the third region of our country (Chiefs of Operations, Contract Managers, Administrators, Chefs, Quality Advisors and Risk Prevention Specialists).**

One of the main strengths on which the Department of Communities depends is the management that each contract carries out on its own. This is why it is so important to train our company's personnel in matters of community work and in effectiveness of information systematization.

In order to be able to support this process, during 2007 a Management Manual of Community Relationships was created. Its main goal was to include, within the habitual practices of the company, strategies related to Community Social Responsibility. During the first semester of 2008, this material was delivered and used as a base in training, thus covering 100% of the contracts from the I to the III region.

- **Safety training in Pozo Almonte**

Towards the end of 2007, the Communities Department trained 27 people from Matilla's Senior Citizens Center and Mamiña Boarding School (both located in the first region of Chile) in Home Safety, Environment, Hygiene and Produce Handling. The certificate award ceremony corresponding to these courses took place in Pozo Almonte during April 2008. In this occasion, representatives of Pozo Almonte's Illustrious Town Hall, Cerro Colorado Mining Company and Doña Inés de Collahuasi Mining Company attended, as well as local personnel from our company.

- **Presentation and delivery of the "Communities" Book**

The CSR Department created the "Communities" book with the purpose of showing people the community work that Central Restaurantes ARAMARK has developed since 2004 until now. In July 2008, it was presented in an event that took place in Matilla, located in the first region of our country. It was attended by regional authorities and communities, as well as by the company's executives and clients from the first to the fourth region.

The material was given to the guests during the ceremony and it was also distributed in schools, libraries and public spaces, according to the instructions of the National Corporation for Cultural Patrimony.

“The book is a reflection of the close bond that our company keeps with the communities. Central Restaurantes ARAMARK has exemplified a model of social responsibility that cares for the true needs of the inhabitants of this place located in the southern cone. These are peoples that have in common the presence of the sun and the mountains, where the transfer of abilities and the rescue of their traditions are the real contribution that we can make to their development, therefore respecting their worldview”.

Pablo Achurra, Central Restaurantes Aramark CEO

• Opening of the Program of Labor Inclusion for Disabled People to new lines of business

Social and work integration is a fundamental value for Central de Restaurantes ARAMARK. It is because of this reason that, since 2006, the Program of Labor Inclusion for Disabled People has been carried out. Its goal is to encourage work and social inclusion of disabled people, as well as solidarity and diversity inside the company.

The pilot program of inclusion focused on providing job opportunities to disabled young people and took place in Santander Bank's cafeterias, and it was then implemented in the area of Companies Food Services. Due to the high demand of job positions, Central Restaurantes ARAMARK opened new opportunities in the departments of Food Services, Health and Industries and Administration in HHRR, thus being able to offer more job opportunities. In the same way, towards the end of 2008, Health Facility was included, so as to be able to have a greater coverage of this program at a regional level.

• School Training Workshop of the Program of Labor Inclusion of Disabled People

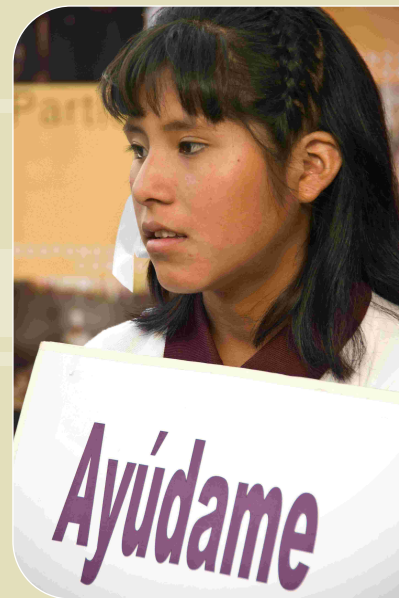
During the year, this program of labor inclusion was consolidated, looking for new development lines related to the company's expertise. This is how the School Training Program was born, focusing on giving knowledge in basic gastronomy to disabled young people who are already in the regular school system.

The workshop's pilot program was developed in Francisco de Miranda School during November 2008. In that occasion, four young people with Down Syndrome between the ages of 15 and 21 were trained.

Context of the project:

Francisco de Miranda School, located in Peñalolén in the Metropolitan Region, has an integration program for disabled children and young people, who participate in all of the regular activities of the school. They only have differentiated activities when subjects of high complexity are taught, such as languages, chemistry or physics. In High School, these special activities are known as Trade Workshops, where these young people learn the basic abilities and knowledge of a trade.

In this context, the project's aim is to collaborate in the training of young people in topics related to basic confectionery, hygienic handling of produce and general gastronomy, therefore contributing to their job development and future entry into the employment world.





• Community Activities in Contracts in the Second Region

During the second semester of the year 2008, a series of community diagnosis were carried out in Baquedano, Sierra Gorda and Peine. These were executed so as to obtain information about the specific needs of the communities. As a result of this initiative, educational modules of Hygienic Handling of Produce and Gastronomy were implemented in the three aforementioned localities, taught by chefs from our company and by personnel belonging to the contracts of Lomas Bayas, Spence and Zaldívar. This allowed the training of approximately 125 people, who evaluated the experience in the following way:



• Hygiene and Cleaning Training in the Colla Community situated in Copiapó

The interest of Central Restaurantes ARAMARK in implementing its policy of Community Social Responsibility also extends to the third region of our country, where the communities have been adapting to the changes that this region has undergone. Currently, the source of work is not only agricultural activity, but also mining activity. The latter has proven to be an important work resource for the zone, where our company renders integral services to a variety of mining contracts.

The Colla Community located in Copiapó benefited from a Training Course in Hygiene and Cleaning Procedures, so as to give the attendants the necessary knowledge in order to offer them a work opportunity in our company. This training was carried out by the Ecolab company and was attended by 12 members of the Colla Wayra Manta Tujsi Community.

5.5. Rates

5.5.1. Percentage of Local Workforce Absorption, by company and job

YEAR	JOB TYPE	% LOCAL WORKFORCE	ASSOCIATED 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	9,5%	Cerro Colorado Mining Company Doña Inés de Collahuasi Mining Company
2008	Canteen Attendants	8,3%	Cerro Colorado Mining Company Doña Inés de Collahuasi Mining Company

5.5.2. Program of Education and Rescue of the Local Culture, according to locality and course given

II Region: Sierra Gorda, Baquedano y Peine. Courses: Hygienic Handling of Produce and Gastronomy.
III Region: Colla Community, Copiapó. Course: Cleaning and Hygiene.
Number of people trained during 2008: 133

5.5.3. Program of Local Purchases and Development of Suppliers I region: Pica, Matilla, Mamiña, Pintados and Quipisca

2004	2005	2006	2007	2008
\$ 2.200.000	\$ 8.200.000	\$ 7.400.000	\$ 25.227.100	\$ 50.733.750

This program, by means of the exploration of the agricultural production of the zone of influence and the identification of useful raw materials for the cafeterias operated by the company, generates training and encourages small farmers who belong to the areas of influence of the company. This is carried out so as to give them the opportunity of becoming part of the company's suppliers. A monthly purchases strategy, which allows the area's development as well as the operation's permanent supply, is designed in conjunction with them.

The Program of Local Purchases and Development of Suppliers implemented in Chile's first region has reached the goal set per area of doubling the sales from one period to the other.

Amount of kilograms acquired through the program during 2008

2008	KILOGRAMS	% OF THE TOTAL AMOUNT REQUIRED BY THE CONTRACTS
Tomatoes	75,339	100
Melons	7,621	100 (only in season)
Quinces	2,800	100
Oranges	19,809	80
Lemons	3,500	100
Onions	800	83

HSEQC Report 2008 49

5.5.4. Environmental and Community Contribution Program

YEAR	CONTRIBUTION
2005	Donation of raw materials and provisions for 50 children and adults from an orphanage located in La Huella, Iquique. Donation of raw materials for the inhabitants of Matilla, Pica and Huayco, due to the earthquake catastrophe in the first half of 2005.
2006	Donation of raw materials and electrical appliances for 30 women from a charity institution called Home for the Altiplano Women of Iquique. Donation of raw materials for 50 people belonging to the Huatacondo community.
2007	Donation of raw materials and electrical appliances for Mamiña's School and Boarding School, benefiting more than 100 adults and children. Donation of raw materials and provisions for Matilla's Seniors Citizen Center.
2008	Donation of scales and crockery for farmers from Quipisca.

Total amount of food waste expressed in kilograms per year in the contracts where the program is already implemented.

24,295 kilograms	\$ 1,042,875
------------------	--------------

5.5.5. Program of Labor Inclusion for Disabled People

Disabled people hired as personnel working as Hygiene and Canteen Attendants

Prior to 2004	2005	2006	2007	2008
5	5	4	16	10

Disabled people hired as personnel working as Administration Assistant

2007	2008
1	1

Disabled people hired as personnel working as Security Guard

2004
1



5.5.6. Antoinette Boddé's Testimonial³

- As the mom of a disabled young person, what has this workshop meant for the school and for you in particular?

I think that for the school it has been a great acknowledgment and also a tremendous encouragement so as to keep on perfecting its integration project.

For me, as a mom, it was a very nice experience. It was like an "award" after a whole year of working with the young people and demonstrating that "yes, they can do it". I am very proud of them.

- What was the contribution of the workshop with respect to these young people's daily lives?

The contribution of this workshop is a recognition for these young people and a very nice memory. In the gastronomy workshop, we often remember the chef's advices and teachings as well as the great time we had.

- What is your message for the people who work at Central Restaurantes ARAMARK?

I would tell them to keep the project of integration into the world of work for mentally disabled young people, making the respect for diversity and the company's social responsibility a reality.

3. Antoinette Boddé is supporter of a student with disabilities who attends Francisco de Miranda School.



5.6. Acknowledgments

In December 2008, Spence Mining Company granted the "Contribution to Zero Accidents Award" to Central Restaurantes ARAMARK because of the contribution the company made in matters of Communities.



5.7. Achievements 2008

Each one of the achievements obtained during the 2007-2008 period was posed as a challenge in the year's planning and stated in the 2007 HSEQC REPORT. It is worth mentioning that, fruit of its labor, the Communities Department also accomplished the following achievements:

- Launching of the book "Communities".
- 100% training of the mining contracts in Community Relationships Management.
- Implementation of the Program of Labor Inclusion of Disabled People in new business areas.
- Launching of a new development line of the Program of Labor Inclusion of Disabled People.
- Training Workshops with regard to Schooling.

5.8. Challenges 2009

For the following fiscal year, the Communities Department set the following challenges:

- Application of perception surveys and follow-up of Community Programs to 100% of the communities and contracts in which we are present and which belong to the I and II Regions.
- Internal launching of the Program of Labor Inclusion for Disabled People.
- Launching of Community Programs in the II and III Regions.
- Nomination application to the Recognition Award in Social Responsibility.
- Gastronomic Encounter in the II Region.





hseqc2008

Editing and production: Communities Department

Collaborators: Marketing, Health, Safety, Environment, Quality, Human Resources Departments

Graphic Design: Héctor Aguilera

Photography: Claudio Perez, Francisco Bermejo

Translation: Suyai Rodriguez



HEALTH SAFETY ENVIRONMENT QUALITY & COMMUNITY