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## COMMUNICATION ON PROGRESS 2009

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- ***Statement of continuing support by Robert Zolade, Chairman of the Elior Group***

“Our support for the Global Compact’s ten principles is ongoing and has been further strengthened this year through new initiatives and measures taken within our various divisions both in France and the other countries in which we have operations. I would like to take this opportunity to reiterate Elior’s commitment to promoting and applying these principles.”

- ***Title of best practice example***

Elior’s Sustainable Development Guidelines

- ***Global Compact principle(s)/issue(s) addressed (improvement of living conditions, water management, HIV/AIDS, conflict prevention, etc.)***

Elior’s Sustainable Development Guidelines are based on each of the ten principles set out in the Global Compact relating to human rights, labour standards, the environment and anti-corruption measures. These principles are as follows:

1. *Businesses should support and respect the protection of internationally proclaimed human rights; and*
2. *make sure that they are not complicit in human rights abuses.*
3. *Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;*
4. *the elimination of all forms of forced and compulsory labour;*
5. *the effective abolition of child labour; and*
6. *the elimination of discrimination in respect of employment and occupation.*
7. *Businesses should support a precautionary approach to environmental challenges;*
8. *undertake initiatives to promote greater environmental responsibility; and*
9. *encourage the development and diffusion of environmentally friendly technologies.*
10. *Businesses should work against corruption in all its forms, including extortion and bribery.*

- ***What actions has your company taken to implement the Global Compact inside its business?***

Sustainable development practices are a key strategic goal for Elior, and the Group has created an ambitious framework for implementing them by drawing up a set of Sustainable Development Guidelines approved by the Executive Committee.

Using a practical approach, these guidelines set out performance standards based on the Group’s organisation and areas of business. They are structured around four key topics – Purchases, Human Resources, the Environment, and Marketing & Development – and contain action points for each area of responsibility identified by numerous in-house task forces comprising specialists and operations staff from all of Elior’s divisions. For each action point, levels of best practices have been defined and broken down into a scale of 1 to 4.

When drafting the guidelines, Elior also drew on external sources of information on incorporating sustainable development principles into corporate strategy, such as the

SD21000 guide created by France's standard-setting agency AFNOR, and the future ISO 26000.

- ***What was the outcome/result of the actions described above?***

Designed for Management, the Sustainable Development Guidelines enable each division or country to enter into a virtuous circle of sustainable development by:

- positioning its sustainable development performance in relation to the Group's standards and the selected action points
- defining priority actions and progress objectives
- drawing up and implementing specific action plans
- creating a sustainable development communication policy

In 2009, the sustainable development correspondents in each of the Group's entities drew up a status report on their entity's best practices, based on the Guidelines. This self-assessment enabled each Group entity to identify its level of performance and pursue its continuous improvement process.

- ***Country(ies) where the internal change took place (global is also an option)***

The Guidelines have been rolled out in all of the European countries where the Group has operations (France, the Netherlands, Italy, Spain and the United Kingdom).

- ***Five keywords describing the example***

Assessment – method – performance – pooling – cross-function

- ***Contact information of company representative***

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- ***Direct URL links to social impact, environmental, and/or annual reports/documents related to the example provided.***

Elior's Annual Report at [www.elior.com/information-financiere.aspx](http://www.elior.com/information-financiere.aspx)