

# newrest

CATERING UNLIMITED



**CORPORATE SOCIAL  
RESPONSIBILITY REPORT**  
2014 • 15



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## GROUP COMMITMENTS

Whether with regard to its employees, clients or suppliers, Newrest is committed to excellence in essential areas: the taste and dietary balance of meals, the quality and safety of products and services, respect for human rights and working conditions, as well as the environment, and the fight against corruption. Newrest also strictly complies with international standards and recommendations and takes all measures required to ensure conformity.

**Food preparation** - QDVC Um  
Al Hawaya labour  
community,  
Qatar



NEWREST'S COMMITMENTS  
TO ITS CLIENTS AND CONSUMERS

Gastronomic meal prepared at Charles de Gaulle's unit (CDG) – Paris, France



**3,032**  
gastronomic meals  
served per week

**954**  
chefs employed  
by the Group

**1,350**  
cooking workshops  
in 2014-15

**In all of our kitchens and canteens, our employees are committed to offering consumers balanced, varied and tasty meals, while scrupulously complying with hygiene standards.**

A PASSION FOR TASTE

**At Newrest, meals are not just about eating. We make sure meals are delightful for the palate and a pleasant moment of sharing.**

GROUP · TASTING PANEL <sup>(1)</sup>

We have created a panel in all of our business sectors to taste the dishes we plan to offer our consumers. In partnership with our clients, these taste tests help us evaluate the organoleptic properties of our dishes so we can adapt them to demand. The frequency of these taste tests depends on the business sector: for example, for our Remote sites, each meal is systematically tasted by a Chef and the Newrest team before being offered to employees.



PERU · GASTRONOMY DAYS <sup>(3)</sup>

On a number of Remote sites, Newrest's team in Peru launched the weekly "Gastronomy Days" concept. These events allow Remote site staff to discover exotic as well as local dishes. A specific decor enhances the premises on each of these Days.



FRANCE · "BOCO" ON BOARD THE TGV <sup>(2)</sup>

A partnership with the "boco" collective has been entered into regarding catering for the SNCF trains. Close to 12 Michelin-starred Chefs and Pastry Chefs prepare new recipes every four months, which are then offered on board TGV trains.

ALGERIA · THE HYDRA SCHOOL TASTE WORKSHOP <sup>(4)</sup>

Training the palates of children is important to teach them good dietary habits at the earliest age. During the "Semaine du Goût" taste training week, children in the Petite Ecole d'Hydra (PEH) in Algiers participated in a taste-test workshop organised by the Newrest team in Algeria.



HEALTHY NUTRITION

Newrest establishes healthy meal plans in all of its locations in partnership with its clients.

On group catering and Remote site premises, we have implemented a nutrition campaign called “Marcel & Linda” for adults and “Madeleine” for children. A poster campaign raises personnel's awareness on dietary balance, the importance of physical activity, the prevention of cardiovascular problems, etc. This communication often includes a nutritional assessment that is offered to consumers.



GROUP · SUPPORTING OUR CLIENTS WITH THEIR HEALTH-ORIENTED APPROACHES

In most of the catering or Remote site canteens, an optional dietetic menu is offered. The calorie breakdown of dishes is displayed so everyone can customise a menu best suited to their dietary needs. On some sites, a nutritionist is available on a regular basis and offers anyone who wishes a personal programme that includes sports activities and lifestyle recommendations.

OMAN · “HEALTHY LIVING” CAMPAIGN <sup>(5)</sup>

Aware of the importance of a healthy diet, Newrest Wacasco, our joint venture in Oman, implemented

its own educational programme, the “Healthy Living” campaign, in February 2015. This nutritional awareness campaign is present on the 105 sites managed by Newrest Wacasco and targets 1,600 employees who serve close to 5,000 meals per day.

Newrest Wacasco's objective is to train as many people as possible to provide our employees and clients as well as the local population with healthy lifestyle rules. This campaign focuses on five key areas: choosing a sport, adopting a healthy diet, being more active, eating better and taking care of one's heart. These topics are addressed through activities and contests, with prizes awarded at the end.

PERU · “VIDA SALUDABLE” CAMPAIGN

To fight pathologies caused by poor diets and lack of physical activity (diabetes, high blood pressure, obesity and cardiovascular diseases), Newrest in Peru has just launched the “Vida Saludable” (“healthy lifestyle”) campaign. This programme calls on nutritional experts who organise personal nutritional consulting, and includes training and “health and nutrition” awareness campaigns, as well as recreational and sports activities. It is already in place in 20 corporate canteens and will be extended to other sites next year. The Peruvian subsidiary offers all consumers a “light menu” composed of vegetable cream soups, salads, fish or white meat and a fruit.



TUNISIA · “DIABETES PREVENTION” DAY

On the World Diabetes Day, Newrest in Tunisia, in collaboration with the “Med Diet” association, organised a diabetes prevention day to raise the awareness of consumers regarding an illness that is

widespread in the country: diabetes. On this occasion, the QHSE team facilitated a meeting to provide information, backed by communication materials. A special menu that scrupulously complied with recommendations regarding the consumption of sugar was also provided.

MADAGASCAR · FOOD DIVERSIFICATION PROJECT IN TANJONDROA <sup>(6)</sup>

Newrest in Madagascar supports a food diversification project in a school in Tanjondroa in collaboration with the Aéroportage and B'SaN Asso associations. Since June 2015, this monthly programme has been offered to 294 children in collaboration with the Bien-être Santé Nutrition association. Its objective is to ensure meals include the right amount of proteins and calcium. The subsidiary in Madagascar participates by making a monthly donation of food products. The programme's objective is to use the existing structure, design projects that support the daily well-being and health of the children, fight hunger and promote better education.



SPAIN · MADELEINE AND SCHOOL CATERING <sup>(7)</sup>

Newrest in Spain is very involved in the dietary balance issue, in particular at kindergarten and primary school canteens. Discussions in small groups are organised for children with our nutritionists and cover subjects related to healthy diets. Educational but entertaining workshops focus on the “food pyramid”, and the Madeleine stuffed toy tells children food-related stories. The Spanish subsidiary also organises Zumba dance classes in schools to promote physical activity.

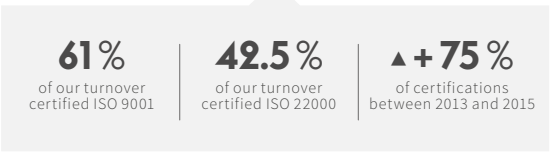


OPTIMAL QUALITY AND HYGIENE CONDITIONS

The Newrest Group applies very strict hygiene and quality rules, which is required in a stringent, demanding and sensitive sector: Catering.

Service quality is at the heart of employee concerns. Every day, they endeavour to satisfy the needs and requirements of our clients.

Newrest has implemented a Quality Management System that includes very strict processes covering all of the stages of the preparation of a meal, from menu design to service. These processes apply to all of the Newrest Group teams. In fact, the objective of our Management System is to be integrated, which has allowed us to achieve other certifications when our clients so require for their markets.



· ISO 9001 Certification

In September 2015, for Hygiene and Quality, ISO 9001-certified activities represented 61% of our turnover for the entire Group and 99.4% of turnover in the rail sector.



• ISO 22000 Certification

In September 2015, in the food safety sector (ISO 22000 or BRC standard), certified activities represented 42.6% of our turnover.

• ISO 14001 Certification

In September 2015, in the environmental management sector, ISO 14001-certified activities represented 14.3% of our turnover.

CUSTOMER SATISFACTION

Newrest implemented a number of tools to identify the level of satisfaction of its clients.

For Inflight catering, the Group created a common QMS database for all of the businesses, which includes all incidents of which the Group has been informed. However, when we are in direct contact with the client, such as in canteens or corporate cafeterias and on Remote sites, areas of improvement are identified through customised satisfaction surveys.



AUSTRIA · COLLABORATION FOR THE PAST 85 YEARS WITH ÖBB (8)



Our Austrian Newrest Wagons-Lits subsidiary, formerly “Compagnie des Wagons-Lits”, has been serving its main client for over 85 years: the Austrian rail company ÖBB. This is an optimal collaboration, based on trust. These positive commercial results were rewarded this year in the form of an evaluation of our service: “ghost travellers” now assess the quality of our services – cleaning, service quality, meal quality, information for travellers, etc. – every month. The result is extremely encouraging and the incident rate is 0.7%.

ANGOLA · CONSUMER SATISFACTION FOLLOW-UP ON THE LANCELOT

On the Lancelot barge hotel, satisfaction surveys are regularly conducted via samples and complaint forms. In 2014/15, the consumer satisfaction rate reached 90%, an increase of 6% over the prior year.

SPAIN · NEWREST ELECTED “BEST EUROPE CATERER 2014” BY QATAR AIRWAYS

The production unit of Newrest in Spain, which is located in Madrid, was named the “Best Europe Caterer 2014” by Qatar Airways. Overall, the contract renewal rate for Newrest in Spain with its clients is 95%.

OMAN · IMPLEMENTATION OF A “HAPPY OR NOT” SATISFACTION SURVEY

In all of its canteens in Oman, Newrest Wacasco has installed a computer terminal to evaluate the level of satisfaction of consumers with the quality of their meals. They can provide their opinion by indicating whether they are happy or not.

TUNISIA · 97% OF CONTRACTS ARE RENEWALS

Tunisia has implemented a very sophisticated system to exchange information with its clients based on satisfaction surveys conducted every six months and regular telephone conversations. This initiative has been successful: the contract renewal rate for Newrest in Tunisia is 97%. For example, its oldest client is the Club Méditerranée, which it has served for 10 years.



• The “Winflight” tool

For over eight years, in-house software has been developed for our inflight catering business. This software allows for the design of menus for each airline, with the printing of related recipes. Requirements can be updated to reflect the seat occupancy rate of the flights. Inventory and the cost of food products can be managed and special dietary requests of passengers (gluten-free, vegetarian, etc.) can be fulfilled.

• The “Winrest” tool

Winrest, formerly Unirest, is a software package specific to group and Remote site catering, and allows Newrest's teams to better manage their business. Detailed menu plans can be created to meet the specific needs of each client, as well as recipes with a list of the food products required. Food product inventory is optimally managed, and the nutritional impact of each dish is described. Since its launch in 2012, this software has allowed for a significant optimisation of the food product inventory. Winrest is currently used in 60% of our countries that provide group and/or Remote site catering, and it should be deployed in 80% of these countries next year.

OPERATIONAL OPTIMISATION AND IT TOOLS

Thanks to its constant search for innovative solutions to optimise its operations and improve its responsiveness, Newrest has acquired specific expertise in catering.

By reducing its costs in the procurement chain and by realising internal synergies, the Group can offer its clients the best service at the best price. With this in mind, we have acquired specific IT tools to allow our employees to better manage their tasks on a daily basis: Winflight and Winrest software.



A LONG-TERM VISION

Newrest's strategic choices are based on an overall vision that includes calculated risk-taking, and favours solid opportunities and long-term investments.

To promote this long-term vision of the business among management, Newrest constantly ensures transparency and equity.

NEWREST’S COMMITMENTS  
TO ITS EMPLOYEES

Employees  
receiving  
certificates –  
QDVC Um  
Al Hawaya  
labour commu-  
nity, Qatar



**Newrest is very vigilant in terms of human resources to ensure it provides quality services to its clients. The optimal management of employees and skill development for all personnel are the cornerstone of our strategy. The Group takes the position that respect for working conditions is a fundamental value. It also undertakes to motivate its teams and promote the continuous training of personnel.**

EQUAL OPPORTUNITY  
& ANTI-DISCRIMINA-  
TION IN EMPLOYMENT

**Newrest is committed to ensuring all employees are treated equally. In accordance with its recruitment policy, it is attentive to the experience and dynamism of applicants while guaranteeing equal opportunity for everyone.**

AUSTRIA · COLLABORATION  
WITH THE “LEBENSILFE WIEN”  
ASSOCIATION

Newrest Wagons-Lits in Austria has worked with the “Lebenshilfe Wien” organisation, which offers paid work to the disabled, for a number of years. A group of approximately 10 attend our Austrian subsidiary at its premises in Matzleinsdorfer Platz to work for one day a week. They complete packaging tasks for night trains. This programme allows disabled individuals to find paid work and be involved in a normal work activity in a business environment in contact with able individuals.

CANADA · COLLABORATION  
WITH “CIWA”

Our production unit in Calgary has worked for a number of years with “CIWA” (Calgary Immigrant Women's Association). This association helps individuals, in particular women, who have immigrated to Canada, do not speak English and have difficulty finding a job. The association trains these women, who are then found a permanent job in our production unit. Until 2015, our Canadian subsidiary was able to hire around 10 women, three of which remained for lengthy periods.



A part  
of Santiago's  
unit team  
– Chili

SPAIN · “GENDER EQUALITY” PLAN

Since 2011, Newrest in Spain has been highly involved in issues related to gender equality. Our subsidiary was the first company in the catering sector in Spain to sign the “Plano de igualdad de oportunidades entre hombres y mujeres”. In this framework, Newrest in Spain also works with local associations such as Cáritas Empleo Madrid and Federación de Mujeres Progresistas, which focus on access to employment for women who are excluded and beaten. This collaboration resulted in the hiring of three women in the Madrid centre. Next year, our Spanish subsidiary's objective is to achieve the “Distintivo de Igualdad” gender equality certification awarded by the Spanish government.

OMAN · SCHOLARSHIPS

Our Newrest Wacasco joint venture signed an agreement with the Ministry of Higher Education of Oman in September 2015 with a view to financing the studies of 44 students at the Waljat College of Applied Sciences. Scholarship beneficiaries were selected by a unified admission centre. A three-year programme will allow the beneficiaries to graduate with diverse university degrees.



OPTIMAL WORKING  
CONDITIONS & OCCU-  
PATIONAL SAFETY

The Group is committed to strict compliance with labour laws and to offering its employees a comfortable, healthy and safe work environment.



OMAN · THE SIXTH  
ACCIDENT-FREE YEAR  
AT PETROGAS

In November 2014, Newrest Wacasco celebrated its sixth year free of incidents leading to medical leave on the Petrogas LLC site. On its Sahmah site, it organised an awareness-raising day on the topic of occupational health and safety.

PERU · 2,700,000  
ACCIDENT-FREE HOURS <sup>(1)</sup>

In 2014/15, Newrest in Peru celebrated three major events related to safety at work: 2,000,000 accident-free hours at Hudbay; 500,000 accident-free hours at Goldfields and 200,000 accident-free hours at Tintaya/Antapaccay. These positive results can be attributed to the highly effective QHSE structure on



site, supervised and monitored by Newrest in Lima. Five-minute daily meetings take place on site, and our Peruvian subsidiary works hand in hand with our clients on their safety campaigns.

WELL-BEING  
OF EMPLOYEES

Newrest is very attentive to the health and well-being of its employees the Group takes all possible measures to offer the best access possible to healthcare services, in particular in the developing countries in which it operates.

Through small and more extensive actions, Newrest is also committed to making sure the daily work environment is more pleasant and comfortable for all of its employees.

GREECE · CASH ADVANCES  
FOR EMERGENCIES

In a difficult economic environment, Newrest in Greece offers its employees cash advances for emergencies, in particular when health problems occur. This programme provides for a maximum advance of two months' salary, which must be reimbursed within a time-frame defined at the time the advance is made. Since this system has been in place, 13 employees have taken advantage of this opportunity.

MEXICO · PERSONAL NUTRITION  
CONSULTING

In this country, the rate of obesity is close to 30% and 70% of the population is overweight. Hence, nutrition is a serious problem. In 2014/15, a full medical exam focused on nutrition and obesity was launched for all employees. After the exam, a personal nutrition plan was designed to allow everyone to take preventive and corrective measures.



OMAN · BREAST  
CANCER SCREENING <sup>(2)</sup>

Our joint venture in Oman, Newrest Wacasco, partnered with a hospital in support of an awareness campaign to encourage its workers to undergo breast cancer screening. Early detection can save lives, as we all know, with a recovery rate of up to 98%.

BOLIVIA · PAYMENT  
OF SCHOOL SUPPLIES

In Bolivia, Newrest partially pays for the school supplies of the children of its employees who work at the Minera San Cristobal. This grant allows them to purchase pens, notebooks and other required supplies. In 2014/15, close to 230 employees were able to take advantage of this measure.

EMPLOYEE TRAINING

In a market in constant change, skills must be upgraded. Newrest is highly committed to the professionalism of its employees and takes every measure required to offer appropriate training regardless of the employee's position.

This training relates to general subjects (languages, computers, team management, etc.); topics specific to catering trades (food safety, HACCP, kitchen production, food allergies, traceability, etc.); subjects

specific to aviation (aviation safety, safety procedures for aircraft access, airplane landing for the inflight handling business, etc.), and topics specific to Remote sites (HUET and BOSIET for offshore oil sites, survival at sea, etc.). This training is provided either externally or internally by our HSE managers, site managers or chef trainers.



MOROCCO · 539'136 TRAINING  
HOURS

Newrest in Morocco provided a total of 539,136 training hours to its 624 employees, regardless of their position within the company. The training covered catering, human resources, safety and management.

QATAR · TRAINING OF 100%  
OF NEWREST GULF EMPLOYEES <sup>(3)</sup>

Newrest Gulf, our joint venture in Qatar, trained all of its 224 employees for a total of 2,862 training hours. The training covered hygiene, HACCP, safety and customer relations. Also, 365 toolbox sessions were organised.



GHANA · 6,000 TRAINING HOURS

Newrest in Ghana provided 6,000 training hours to all of its employees. The most important subjects



were safety, HACCP, driving and halal cuisine. The Ghanaian subsidiary trains 10 employees every week via toolbox training: in 2014/15, close to 50 training sessions took place.

**ANGOLA · TRAINING OF ALL EMPLOYEES**

In 2014/15, every Newrest employee in Angola took training. In total, close to 3,800 training hours and 6,570 toolbox sessions were provided to 500 employees. The majority of the topics related to food safety, occupational safety, hygiene and HACCP.

**HEADQUARTERS · TRAINING OF 60% OF THE HEAD OFFICE EMPLOYEES**

60% of Newrest's head office employees in Toulouse took part in training sessions in 2014/15. For the most part, this training covered foreign languages, computer tools, finance, and quality and hygiene. To this end, the Group allocated 1.37% of its budget (the legal minimum being 0.9%).

**SPORTS-BASED MOTIVATION**

**All sorts of different sports events were organised throughout the Group in 2014/15.**

In fact, Newrest encourages its employees to participate in a sports activity on a regular basis, as well as in sports events. Sports, which are beneficial for both the body and mind, boost personal energy and favour a team spirit.

**GROUP · PARTNERSHIP WITH FABRICE AMEDEO <sup>(4)</sup>**

This year, the Group renewed its partnership with the skipper Fabrice Amedeo. Fabrice Amedeo sails an IMOCA bearing the “Newrest-Matmut” names. In particular, he participated in the Transat Jacques Vabre race in October 2015. The race was passionately followed by a large number of our employees. Many messages of encouragement from Le Havre to Brazil were sent to Fabrice Amedeo.



4

**SWITZERLAND · PARTICIPATION IN THE CORPORATE GAMES <sup>(5)</sup>**

In July 2015, many employees who work at Newrest Canonica, our joint venture in Switzerland, participated in the Corporate Games at Annecy-le-Vieux in France. The competition, which has brought together employees from private companies, territorial authorities and institutions for the past 25 years, consisted in three days of sporting challenges. Our Swiss team participated with a great deal of enthusiasm.

**OMAN · NEWREST WACASCO'S CRICKET TEAM <sup>(6)</sup>**

A number of Newrest Wacasco employees created a team to play cricket. The team trains regularly and performs well at competitions. In June 2015, our team came in second at the cricket tournament organised each year by the “Oman Cricket Council”.



6



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5



7



8

**GHANA · PARTICIPATION IN THE BUSINESS GAMES OLYMPICS <sup>(7)</sup>**

In September 2015, a number of Newrest's employees in Ghana participated in the fourth edition of the Business Games Olympics in Accra. The Ghanaian subsidiary came in second out of the 40 companies that participated. Newrest Ghana's employees won a gold medal in swimming.

**THE NETHERLANDS · A BOWLING TEAM & TWO VOLLEYBALL TEAMS <sup>(8)</sup>**

Newrest's and Airshop's employees in the Netherlands created a bowling team and two volleyball teams. The bowling team meets once per month and trains for the Business League in which four of our best players represent the Group. The volleyball teams compete in an inter-company tournament in April and October.



## NEWREST'S COMMITMENTS TO ITS PARTNERS



Regardless of which country is involved, relations with the Newrest Group's partners must be fully transparent and based on honesty. This requirement applies in particular to our suppliers: unfair competition is not allowed.

### FIGHT AGAINST CORRUPTION

**The Group formally prohibits its employees from making gifts or offering cash to its clients' representatives or officials as incentives for the signing of contracts.**

Additionally, Newrest personnel refuse any gift offered by suppliers or partners that are approved or seeking approval in order to close a deal or lower prices. The Group also prohibits all forms of pressure or bribery towards sanitation inspection personnel in order to have them ignore potential breaches of

hygiene standards. All of these rules apply to every country, regardless of whether corruption is common or not.

Newrest has implemented strict procedures to identify persons at risk (purchasing managers, commercial directors) who are monitored by national directors, zone directors and through internal audits that verify the financial statements of each country every month as well as procedures when they visit on a regular basis. Finally, an overall anti-corruption policy has been drafted and translated into a number of languages.

### MEXICO · STRONGER ANTI-CORRUPTION PROCEDURES

Despite the high level of corruption in the country, Newrest's operations in Cancun are transparent: no member of our personnel has given in to untoward propositions from suppliers or administrative authorities.

### SOUTH AFRICA · IMPLEMENTATION OF AN "OPEN DOOR" POLICY

A transparency, anti-favouritism policy has been implemented internally. Our dnata Newrest joint venture maintains this transparency thanks to an open door policy that allows everyone to express their fears or report practices that do not comply with the anti-corruption policy.

### SWITZERLAND · BAN ON GIFTS & INVITATIONS

No year-end gift is accepted from any supplier and invitations to any event whatsoever are politely declined.

## FAIR COMPETITION

**Foul play is unacceptable in any invitation to tender that Newrest Group responds to.**

Contracts can only be won during normal tender processes involving various participants. Dumping practices regarding labour and prices do not comply with market rules and are not tolerated. Prices are studied independently. No agreements are made with the competition. Offers proposed for all contracts are evaluated jointly by country, zone and sales managers in the business corresponding to the invitation to tender. The process of answering and awarding contracts is also closely monitored by the matrix organisation.

## FAIR SUPPLIER SELECTION

**Suppliers are selected by external audit. To be approved, suppliers must imperatively comply with certain rules.**

The only criteria on which we base our selection are quality of products, inventory management,

freshness, transport system and a continuous cold chain. Supplier audit procedures and questionnaires have been established by Newrest and are used in all countries. During invitation to tender processes, each country must receive a price quote from at least three different suppliers and the process must be deployed at least once per year for all the families of products purchased. Obviously, contracts are always drafted locally to ensure there is a legal tie between Newrest's entities and the suppliers.

### ANGOLA · IMPLEMENTATION OF A PURCHASING PROCESS

A new team took over the management of the purchasing department this year. Its primary objective was to implement a system to better control the purchasing process. Suppliers are now invited to the office and a questionnaire is filled out to better identify their capabilities and reliability. During negotiations on potential discounts, a number of management team members are present. Then all of the information is set out in the contract drafted by the legal department.

### CROATIA · CHOICE OF SUPPLI- ERS BASED ON QUALITY

Newrest in Croatia selects its suppliers and structures its client/supplier relations very carefully. Negotiations cover not only price and quality but also compliance with QHSE rules, the supplier's reputation and its honesty. Our team has always strictly complied with the principles adopted despite various attempts at bribery. All fraudulent offers have been refused and management alerted immediately.

### PHILIPPINES · PARTICIPATION IN THE ANNUAL "INTEGRITY SUMMIT"

In September 2014, Newrest SOS participated in the annual "Integrity Summit" as an innovative company in terms of raising awareness on corruption. The event was organised by the Business Centre of Makati. Many representatives of the public and private sectors, as well as youth representatives were present.



NEWREST’S COMMITMENTS  
TO ITS SOCIAL ENVIRONMENT

Children  
in orphanage  
of “Family  
Outreach”  
Organization –  
Accra, Ghana





**4,789**  
individuals have benefited  
from Newrest's assistance  
(direct actions / donations)

**320**  
employees  
involved in social  
actions

**87 %**  
of purchases  
in the Group are  
made locally

Newrest is committed to the social environment of every country in which it is present. In light of our respect for the principles of the Universal Declaration of Human Rights, we support NGO activities in countries where we work or undertake our own actions.

LOCAL  
PROCUREMENT &  
COLLABORATION  
WITH COOPERATIVES

To support local products,  
Newrest has entered into  
partnerships with farm coopera-  
tives throughout the world.

These purchases may represent up to 12% of the amount of local purchases, as is the case, for example, in Morocco. Most of the products purchased from the cooperatives are fresh produce such as fruits and vegetables, dairy products and eggs.



CAMEROUN · COLLABORATION  
WITH LOCAL PRODUCERS  
& SMALL COOPERATIVES

To support local manufacturing and farm production, Newrest in Cameroon has increased its partnerships with local suppliers to purchase all of its products locally. For example, 100% of fruit and vegetable purchases made by the subsidiary in Cameroon come from small producers or cooperatives.

PERU · LOCAL PURCHASES  
AT HUAGAYOC <sup>(1)</sup>

To entrench its local involvement in the area of the Huagayoc mine, Newrest in Peru decided to work with families in the community for all of its purchases. These families, who resell but are not producers, are organised in a “purchase-sale” structure. Each product category (meat, dry products, fruits and vegetables) is supplied by a different family, which allows us to support as many families as we can. We also work with the community for our vehicle leases of pick-up trucks and lorries.



MOROCCO · COLLABORATION  
WITH THE “COPAG” COOPERATIVE

Newrest in Morocco works with COPAG, an agricultural cooperative that includes 39 farmers in the Taroudant region in the central part of the country. Today, our Moroccan subsidiary purchases close to 12% of its products from this cooperative: milk, dairy products and fruit juices.

INVOLVEMENT IN  
LOCAL COMMUNITIES

Wherever the Newrest Group is present, it is involved in the life of local communities and neighbouring towns.

We hire our personnel close to our work sites, provide training and enter into partnerships to improve daily life in these communities.



CAMEROON · CREATION  
OF A WELL

In Cameroon, a well was dug on the land surrounding Newrest's warehouse in October 2014. The water is used in particular for the warehouse's requirements.





Next year, the subsidiary in Cameroon intends to distribute this water to the communities and families who live close to the New Bell neighbourhood of Douala.

**BOLIVIA** · COMMITMENT TO COMMUNITIES CLOSE TO MINERA SAN CRISTOBAL <sup>(2)</sup>

Newrest in Bolivia is involved in local events organised by the three communities close to the San Cristobal mine. Via its foundation, our Bolivian subsidiary participates by donating food to the communities or purchasing gifts for their draws.

**PERU** · TRAINING CENTRE AT MINERA CONSTANCIA

In February 2015, Newrest in Peru launched training at the Training Centre for Sustainable Development



for the communities. Located in Hudbay close to the Minera Constancia, this centre provides various theoretical and practical courses on cooking, food hygiene, and cleaning and maintenance, which are taught in part by Newrest employees. Our Peruvian subsidiary also introduces families in the Huaylla Huaylla community to the nutritional and medicinal benefits of the vegetables grown in their gardens.

**SOCIAL RESPONSIBILITY**

**In the countries in which it is present, the Newrest Group participates in projects and social actions to which it is committed.**

**FRANCE** · SUPPORT FOR THE TELETHON

In December 2014, in support of the Telethon, a vast marathon was held to collect funds for research on rare diseases. Newrest Private participated in making a 75-metre long sausage roll. The gigantic sausage was sliced and sold in the streets of Versailles. The organisers turned over all of the proceeds to the Telethon held in support of the Association Française contre les Myopathies.

**MADAGASCAR** · COLLABORATION WITH THE CIVIL DEFENCE UNIT OF TAMATAVE

In September 2015, Newrest in Madagascar signed a donation agreement in favour of the Civil Defence unit of Tamatave. By contributing equipment, the Group is supporting the construction of a new camp for this army corps whose primary role is to provide aid to the population. Construction work has started and the camp should open in approximately six months.

**SWITZERLAND** · PARTICIPATION IN “PADDLE FOR CANCER”

In August 2015, our joint venture in Switzerland, Newrest Canonica, partnered with “Paddle for Cancer”, an association that organises a sailing class

once per year, the profits of which are donated to the ESCA association (English Speaking Cancer Association) in Geneva. Newrest Canonica participated in this event by providing 50 lunch boxes to participants.

**SOCIAL ACTIONS IN FAVOUR OF CHILDREN**

**In recent years, the Group has committed to the reduction of its budget for press ads and paid advertising, and to transfer these savings to social actions, in particular involving children.**

**MADAGASCAR** · “HEAR THE WORLD” PROJECT IN AMBATOVY <sup>(3)</sup>

Newrest in Madagascar has partnered with the “Hear the World” association in order to assist the children of Madagascar. Two surgeons and two anaesthetists who practise in Toulouse, France provide assistance and use their expertise to treat children and support the medical teams at the hospitals in Morafeno and Analakininina. In November 2015, the four physicians visited Tamatave. They examined around 30 children and operated on three. They also shared their expertise by training medical-surgical teams and provided medical equipment. Newrest in Madagascar supported this mission by making available logistical, financial and human resources.



**MEXICO** · COLLABORATION WITH “DR. SONRISAS” IN CANCUN <sup>(4)</sup>

Newrest in Mexico works with the local Dr. Sonrisas (“Doctor Smiles”) association. This charitable project consists in working with children in the terminal stages of chronic diseases. The team endeavours to alleviate their suffering with hope and happiness, in accordance with the association's slogan: “*Our first responsibility is to be happy and then to make others happy.*” The entire Newrest team participated in the project by preparing cakes for the 300 children in the Alamo school in Cancun.



**SOUTH AFRICA** · COLLABORATION WITH “OLIVER’S HOUSE” IN JOHANNESBURG <sup>(5)</sup>

Our joint venture, dnata Newrest, worked with Oliver's House, an association that helps poor children and orphans in the slums of Johannesburg. In December 2014, the Association organised a graduation ceremony for children in its kindergarten, followed by a Christmas party. The dnata Newrest team participated in these celebrations by providing food, toys and clothing for the children. An interactive digital board was also donated to the school to improve its teaching environment.

**CAMEROON** · INTRODUCTION TO RUGBY FOR ORPHANS

In collaboration with the “Foyer Saint-Nicodème” that cares for orphans, Newrest in Cameroon organised an introduction to rugby day. Sixty orphans between the ages of five and twelve were able to participate in this sports event.



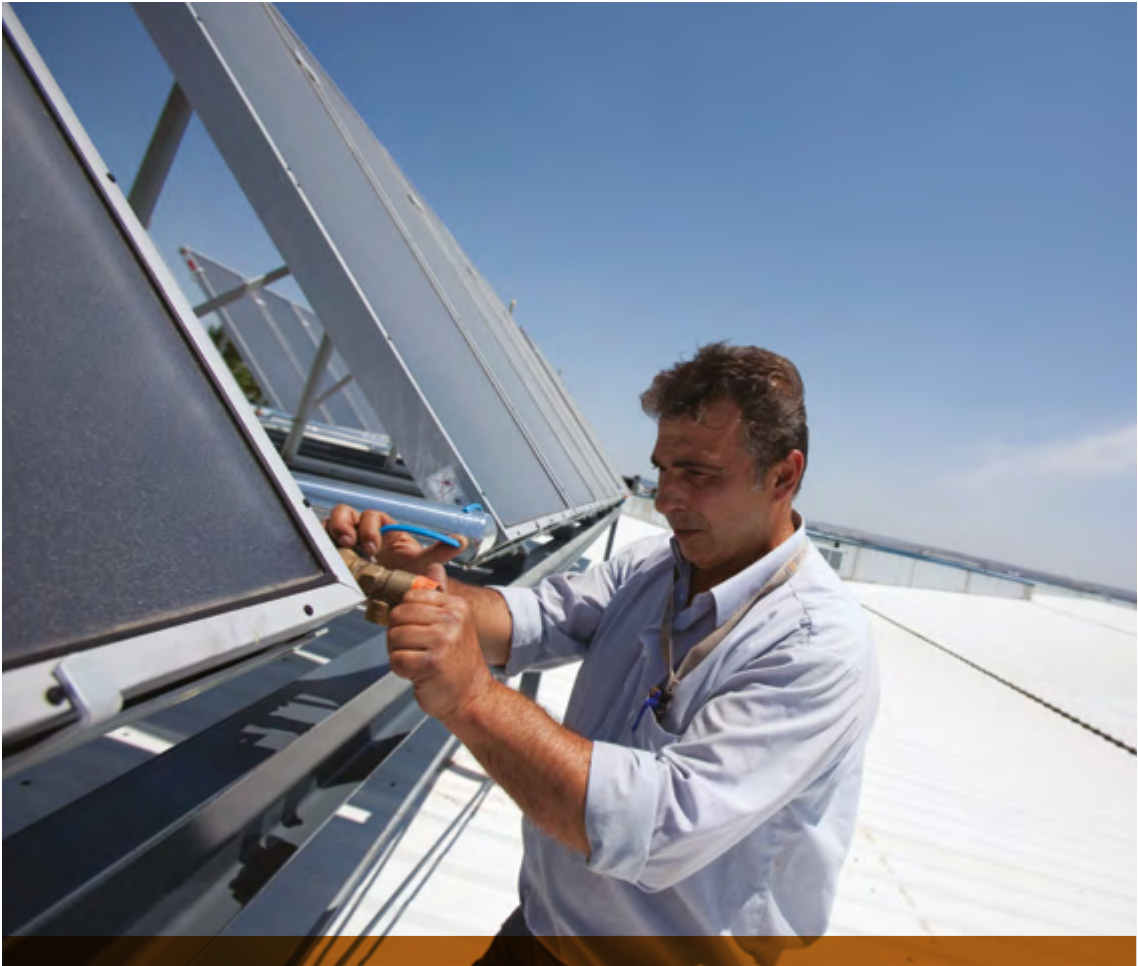
Meal distribution at the orphanage of "Family Outreach" Organization – Accra, Ghana



**BOLIVIA** · BREAKFAST FOR SCHOOLCHILDREN AT MINERA SAN CRISTOBAL

Through its foundation, our Bolivian subsidiary provides breakfast every Monday to children who attend the school close to Minera San Cristobal. A hundred children benefit from this breakfast every week.

NEWREST’S COMMITMENTS  
TO THE PLANET



Servicing of solar panels on Madrid's unit roof – Spain



**23,500**  
meals prepared every day  
with organic products

**6**  
countries certified  
ISO 14001

**1/5**  
of our subsidiaries decreased  
their waste in 2014-15

An ecological balance is the one and only guarantee of achieving harmony between the needs of mankind and nature. Newrest, aware of the importance of sustainable development, has adopted essential environmental values. The use of local seasonal products, waste treatment and reduction, and the “Zero Paper” policy are just a few examples of the Group's objectives.



# ISO 14001 CERTIFICATION POLICY

In 2014, the Newrest Group launched an extensive ISO 14001 certification campaign for its units. ISO 14001 certification covers environmental management.

It is based on the principle of continuous improvement in environmental performance by managing the impact of the company's business. In the framework of this certification, today, 6 countries have been certified ISO 14001:2004: Austria, Bolivia, Greece, Cyprus, Switzerland and Tunisia.



# LOCAL PROCUREMENT & ORGANIC PRODUCTS

To minimise its environmental impact, a major policy of the Group targets the management of its purchases: by reducing transport and favouring produce

farmed without pesticides, Newrest supports sustainable, responsible agriculture.



## CONGO · PURCHASES FROM THE “AGRO-CONTACT” POULTRY COOPERATIVE

For the past two years, Newrest Congo has been procuring eggs from Wilfried Koutiki's (or Willy's) poultry project. This rural development engineer, who studied at the university in Brazzaville, manages the Agro-contact cooperative in Tchibamba. Our Congolese subsidiary is pleased to support local resources by purchasing all of the eggs laid in Willy's cooperative, as well as all of his vegetable production.

## MEXICO · SUSTAINABLE FISHING

In Mexico, 24% of Newrest's fish purchases come from sustainable fishing. The fish are farmed instead of being fished at sea. It should also be noted that 24% of the fish bought by Newrest Servair in Belgium is MSC-certified.

## SWITZERLAND · MEALS PREPARED WITH ORGANIC PRODUCTS

In the framework of its catering activities, Newrest Canonica, our joint venture which has been accredited as “Fourchette Verte” and “Région Terre d'Avenir”, offers special organic meals on most of its sites. These balanced, organic meals are backed by awareness campaigns and quizzes organised to introduce consumers to local products. It should be noted that 30% of purchases are made in cantons in which we operate.

## SPAIN · ORGANIC PRODUCTS FOR SCHOOL CATERING

In Palma de Mallorca, Newrest in Spain has included special menus in its school catering offer: 10% of the food products purchased are sourced from certified

organic suppliers accredited by the “Consell Balear d'Agricultura Ecologica”. The Spanish subsidiary purchases pasta and rice from these suppliers in particular, but also fruits and vegetables when they are in season.

# WASTE RECYCLING & REDUCTION POLICY

A major endeavour to minimise our environmental footprint is the reduction and recycling of waste.

On all of our sites and in all of our production units, a waste-sorting process has been systematically created to reuse a large part of our waste, such as cardboard, glass, paper, electronic devices, green waste, etc.



## GROUP · FIGHT AGAINST FOOD WASTE <sup>(1)</sup>

An awareness campaign on waste, particularly food waste, was launched on a broad number of sites and units the use of *Winflight* software for inflight catering and *Winrest* software for group and Remote site catering allows many countries to optimally adjust their production to consumption. *Winflight* provides real-time forecasts of meals to be produced, leading to optimal use of raw materials.

## PHILIPPINES · REPAIR & REUSE

Instead of disposing of objects and machines, Newrest SOS in the Philippines attempts to repair them to give these objects as long a lifespan as possible: a workshop in the company manages the repairs and refurbishing of equipment. Objects such as chairs, tables, fans and water fountains are given a second life. When an object or machine can no longer be repaired, the parts are used to repair other

objects. When they are no longer used, they are donated to schools, NGOs or associations.



## GREECE & CYPRUS · RECOVERY OF COOKING OIL TO PRODUCE BIODIESEL

Our subsidiaries in Greece and Cyprus have found another use for their cooking oil. The oil is collected once per month by local accredited providers who take it to plants to be transformed into biodiesel. In 2014/15, in Greece, 1,670 kg of oil were recycled and, in Cyprus, 240 kg.

## SWITZERLAND · WASTE-SORTING AFTER FLIGHTS

In the framework of the application of the ISO 14001 standards, Newrest Canonica in Switzerland organised waste sorting for return flights as part of its inflight business: dirty trolleys are recovered and the waste is sorted. Reusable and recyclable matter is sorted and food waste is taken to a pig-raising industrialist. The joint venture was able to recycle 40 tonnes of waste in 2014.

## FRENCH POLYNESIA · WINNER OF THE “SELECTIVE WASTE SORTING PRIZE” FOR 2014

Newrest's Polynesian subsidiary, specifically the production unit in Faa'a, won the Selective Waste Sorting Prize for 2014. This prize is awarded to the company that launches the most waste management initiatives. Newrest in Polynesia recycles a large part of its waste by sorting cardboard, glass, steel and aluminium cans, and plastic materials, and then transporting them to local sorting units.

“Recycled Christmas Decorations Competition” at Newrest Peru’s head-quarters in Lima



LESS USE OF PAPER

Since the Group was founded, Newrest has committed to a paper reduction policy.

We favour digital communication while using – for paper copies that we cannot avoid – eco-friendly materials. The basic rule in this case is black and white printing on both sides of a sheet.

HEADQUARTERS · PRINTING ON 70% RECYCLED PAPER

Since 2012, all of the Head Office's printing uses non-toxic, 100% biodegradable ink. The paper used is 70% recycled and 100% recyclable. The use of this paper to print this business report saved 396 kg of CO<sub>2</sub>. Next year, our estimates are even more encouraging: we plan on reducing our quantities of printed materials by 15% by acquiring screens and organising awareness-raising sessions for our employees and partners. We estimate approximate savings of 101 tonnes of CO<sub>2</sub>.

AUSTRIA · USE OF RECYCLABLE PACKAGING ON BOARD THE ÖBB

For services on board the ÖBB trains, our Austrian subsidiary has chosen 100% recycled and 100% recyclable coffee and tea cups and 70% recycled and 100% recyclable bags. Garbage bags are also made of biodegradable materials. Organic plastic glasses are reusable and the packaging of cutlery is biodegradable. This initiative has allowed our subsidiary to save 20 tonnes of waste every year.

FRANCE · INSTALLATION OF DIGITAL PLATFORMS

Newrest Wagons-Lits in France has put a number of IT tools in place to reduce the use of paper. A blog called “SAB Ensemble” was created to communicate with all of the subsidiary's 1,500 employees. Similarly, absences have been tracked since 2015 by a digital platform. New printers were purchased that provide more optimal use of ink.

ENERGY CONSUMPTION REDUCTION

The Group's sustainable development plan sets out strict rules in terms of the reduction of electricity and fuel.

In prior years, simple initiatives allowed us to reduce our ecological footprint: systematic closing of doors and turning off lights, computers, heating and air conditioning.



FRENCH POLYNESIA · INSTALLATION OF A SOLAR-POWERED WATER HEATER

Our Polynesian subsidiary significantly reduced its energy consumption: last year, gas consumed to produce hot water declined by 100% in the Faa'a production unit once a solar-powered water heater was installed. Starting this year, all units have been systematically equipped with LED lighting.

SWITZERLAND · CARBON FOOTPRINT REDUCTION

Since the beginning of 2015, our Swiss joint venture, Newrest Canonica, systematically uses an eco-friendly courier service for its deliveries in Geneva: a taxi-bike delivers administrative papers or files within the city, leaving a minimal carbon footprint. Also, Newrest Canonica renewed its fleet of vehicles and purchased trucks that consume and pollute less. The Swiss joint venture thereby reduced its fuel consumption by 15% compared to the previous year.





VISIT  
**OUR WEBSITE**

Newrest Activity Report 2014/15  
is available on our website:

[www.newrest.eu](http://www.newrest.eu)



Airplane loading  
– Rolland Garros  
airport (RUN),  
Réunion Island





# newrest

CATERING UNLIMITED

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