



**be the
change**
by newrest

Corporate Social Responsibility Charter

Our 2025 objectives

be *the*
change
by newrest



a word from *our co-CEOs*

We can no longer ignore the strain on our planet's resources and the increasing inequalities. As we have seen in 2020, everything can come to a halt overnight; we have to decide what kind of legacy we want to leave behind.

CSR is an integral part of who we are and guides all of our strategic decisions. Eating well has become a major concern, a civic duty even. Selecting our products and encouraging our customers to adopt a healthy, sustainable diet are cornerstones in our Group's strategy. But unless we formalize and monitor our commitments, our belief will never produce tangible results.

Fulfilling these goals is paramount to our company's long-term growth and a measure of its sustainability.

We are taking action in the areas that matter, with the humility and efficiency that characterize us. To this end, we have adopted strong and concrete commitments that will make a real-life impact, extending well beyond our already ambitious business and objectives.

We want to focus our Group's growth around issues that make an impact:

- the fight against food waste,
- waste reduction and recovery,
- responsible purchasing,
- reducing our carbon footprint,
- and a strong commitment to our employees.

Respect for our values offers a clear strategic direction which requires everyone to get on board.

This charter is only the beginning, the first step in Newrest's long-term investment in sustainable and inclusive growth.

Olivier Sadran & Jonathan Stent-Torriani,
Co-CEOs

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our commitments to the planet

1.

bear in mind *what is really important*

One-third of all food on the planet ends up in the garbage bin. And yet, **25,000 people** die from hunger every day. We believe that food waste reduction must begin early on in the production chain, starting with more effective needs planning and more widespread pre-ordering practices.



reduce food waste



concrete actions

- **Measure** all of our consumable biowaste and unsold goods on all our sites in order to quantify the impact of overproduction.
- Develop an effective **pre-ordering** tool and collaborate with our clients to optimize the selections proposed to guests.
- **Recycle** our biowaste through a collection system adapted to meet the needs of all our sites.
- Install biodigesters across all our production units that generate more than **10,000 tons** of waste annually.

+10 %

OBJECTIVE
in biowaste recovered per year, in volume,
over the next five years.

beware of your day to day impact

Waste management is at the heart of current environmental issues. Today, raw materials represent 50% of our waste! Our Group generates an average of **500,000 tons of waste per year**. Newrest has adopted an active environmental approach to recover Class 2 (partially recyclable) and Class 3 (fully recyclable) non-hazardous waste on all our production sites.



implement waste sorting



concrete actions

- Implement waste sorting (cardboard and plastic) on all our sites that process **recyclable waste** when recycling facilities are established and suitable.
- Encourage our clients in support of upstream **waste reduction** by selecting products with recyclable packaging whenever possible.

+15 %

OBJECTIVE
in total waste recycled per year, in volume,
over the next five years.

2.



be a responsible foodie

Eating well has become a **major concern** in today's society, and clients are increasingly more selective about what they put on their plates. Decisions about what we eat are based on so much more than a basic need for survival. Rather, they involve questions on how to consume responsibly, for both our bodies and the planet as well as for those who harvest the food we consume on a daily basis.

As a group, we have a duty of care and a responsibility to optimize all our exchanges with our stakeholders. Purchases made by all our sites and countries must comply with this **responsible purchasing policy** to the letter.



local & responsible purchasing



concrete actions FOR OUR BUYERS



- 100% chicken purchased in our European countries (whether fresh, frozen or processed) must comply with the **"European Chicken Commitment"**.
- **All egg products** purchased must be sourced from cage-free farming methods.
- For equivalent specifications, always prioritize **national or even local purchasing**.
- Prioritize **seasonal products** when creating our menus and actively work to raise awareness among our clients.
- In order to fulfill our commitments regarding **sustainable fishing**, Newrest undertakes to no longer offer its clients and guests fish belonging to endangered species.
- Work to **establish local production** capabilities in all countries where we operate (with the official launch of at least one project per country by 2025).

concrete actions FOR OUR DIRECTORS



- Provide **one vegetarian** meal per week in all Newrest employee cafeterias by 2025 and actively work to raise awareness among our clients.
- Ensure that the contents of meals served to our employees and guests are **clearly displayed**.
- Promote **a healthy, sustainable and quality diet** that reflects consumers' current concerns and expectations.

behind the construction *be responsible*

Newrest also represents a network of more than **100 production units** and uses nearly **850 trucks** on a daily basis in **58 countries**. Any change in strategy regarding our construction and purchasing standards would make a very positive impact.



reduce our greenhouse gas emissions



concrete actions

- Each newly constructed unit will need to meet strict **specifications** concerning the reuse of waste water and the reduction of energy needs (LED lights, solar panels, etc.).
- Convert all our LCV truck and vehicle fleets to **hybrid**, **fully electric** or **hydrogen** technology.

-10 %

OBJECTIVE
impact by 2025.

100 %

OBJECTIVE
of our lights will take advantage
of LED technology by 2025.



embody your beliefs

Plastic is the third-most produced material in the world, and yet only 9% is recycled and more than 4.9 billion tons of plastic waste is discarded in natural environment directly discarded. Packaging accounts for nearly half the demand for unprocessed plastic. The European countries have already begun introducing legislation to **reduce single-use plastics**. Newrest commits to continue with this initiative in countries that have yet to legalize the elimination of such single-use plastics.



commit to the zero plastic transition



concrete actions

- Newrest commits to work alongside its clients in order to replace plastic **packaging with a 100% recyclable** or compostable material in accordance with current and future technologies.
- **No more plastic disposable cups, stir sticks or bottles** available to our employees.
- Negotiate purchases with a focus on **zero non-recyclable** plastic in the delivery of our food products.

-50 %

OBJECTIVE
in non-recyclable plastic in our catering units by 2025.

do what is best for the world

It takes on average **5 liters of water** to produce one **sheet of paper**. *Day Zero*, referring to the date when certain major cities will run out of water completely, has been estimated to arrive by 2025. In response, Newrest has decided to pursue and implement its efforts to reduce paper consumption at all its sites and in all its activities.



zero paper policy



concrete actions

- Limit the number of **printers** in each production site.
- Encourage the use of **tablets** for traceability and production operations on all our sites.
- Rethink our commercial strategy in order to submit to our client fully **digitized commercial offers**.

-50 %

OBJECTIVE
in total volume of paper
bought by 2025.



our commitments
to our employees

be concerned
be vigilant



everyday ethics

WE HAVE A RESPONSIBILITY
TO EVERYONE



Respect our people

Newrest is committed to respecting internationally recognized **human rights**, wherever the Group operates, specifically with reference to the Universal Declaration of Human Rights. Newrest has also signed the United Nations *Global Compact* initiative and undertakes to uphold human rights in the workplace for all our employees by:

- **prohibiting** the use of forced labor and child labor,
- **fighting** all forms of discrimination,
- **ensuring** safety as well as fair and equitable working conditions.

concrete actions



• Promote the values of the Newrest's ethics charter throughout the Group by sharing our commitments and raising employee awareness through internal communications channels.

Continue to support actions led by NGO in the countries where Newrest operates.

0

TOLERANCE for child labor in our production units around the world.



Ensure workplace health and safety

In our constantly evolving social and economic climate, adapting to new health and safety challenges is a top priority. Our company works hard to **guarantee a safe work environment** for all our employees. Each and every employee is thus invited to contribute, on a personal level, to our safety objective on all our sites the world over.

To this end, we have developed a **global program** which aims to foster a real culture of safety on all our sites and thus drastically reduce the number and severity of workplace accidents.

concrete actions



-10 %

OBJECTIVE in the annual frequency rate (FR*) and severity rate (SR).**

*Number of accidents resulting in absence of more than one day, occurring over the course of a one-year period per one million hours worked.

**Number of days lost due to temporary incapacity per thousand hours worked.

With talents
on our side, we will
**be able to prepare
the future**



talent and diversity



We believe that our ability to **attract, develop** and **maintain loyal** employees is not only a reflection of our company's diversity and communities but also an essential factor in our success. Our goal is to transform our talent management model in order to build effective, diverse and agile teams based on the qualities of each individual.



**A company open to all,
prioritizing skills above all.**

Recruitment is focused on skills and personality.
Job vacancies are open to all candidates.



Talent management

Newrest is committed to identifying, training and supporting talent.

concrete actions



- Continue with the roll-out of our **Graduate Program** designed to provide meaning to career paths.
- Develop **innovative training programs**.
 - Develop new core skills to empower our managers and help them expand their expertise.
 - Create a system for training at all levels.

OBJECTIVE

Broaden our mobility policy to ensure skills development.

Equal opportunity

With a presence in more than **58 countries across 5 continents**, our employees represent a diverse group of cultures, languages and lifestyles. Newrest is committed to fostering and encouraging an inclusive and diverse environment, which will help stimulate growth in the company and in our teams. Our goal is to provide equal opportunity for all employees and to ensure that our organization is the mirror of a global society.

concrete actions



- Develop **talent integration programs** in our countries.
- **Establish partnerships with schools and associations.** These programs must guarantee inclusion and diversity within Newrest's management and operational structures.

be the manager
you always dreamt about



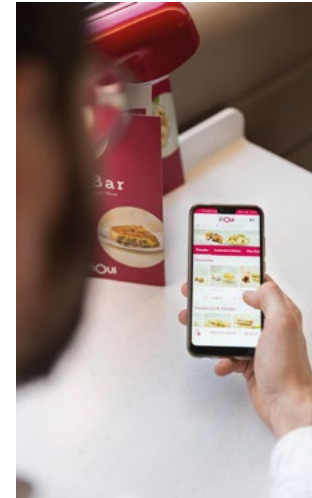
innovation in management



• Giving meaning to professional responsibility

means nourishing a sense of belonging within a company as well as strengthening our work capacity, our solidarity and our efficiency.

• **Supporting professional development for all** also means allowing to delete all cultures and profiles to grow within the company.



concrete actions

- Develop a genuine **mentorship policy** to provide more direction in employees' career paths within the Group.
- **Develop a sharing culture:** to share best practices with the aim of improving understanding in the company and developing professional and leadership skills, no matter the position.
- **Adopt a top-down and bottom-up approach** to bring about systemic changes that promote inclusion within the countries as well as at the matrix level.
- **Shift towards a millennial culture:** new technologies and digital are radically changing our relationship with work.

We must embrace the digital transition, while taking advantage of the best of each generation involved in the workforce.

Digital and information technologies are fully in line with our commitments with our commitments to both our employees and the environment.

OBJECTIVE

Launch all digital and IT solutions adapted to our strategic challenges in line with our obligation to “understand, inform, and act” together.





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61 boulevard Lazare Carnot
31000 Toulouse - France
Tél: +33 (0)5 62 89 39 88

www.newrest.eu