

QE4S POLICY

2021



Alexis Frantz
Chief Executive of Servair

Ladies and Gentlemen,

Today, in the context of this unparalleled pandemic, Servair's long-standing commitment to ensuring the health of its employees is taking on renewed resonance and rallying the whole company, both at Servair and within gategroup.

Just as importantly, in view of the considerable drop in our activity and uncertain prospects for recovery, the future appears to be tough.

Despite this adversity, Servair remains a committed company, which is continuing to maintain its business with respect for its employees, its customers and the environment in the territories and communities in which it operates, both in France and in Africa.

Building on our achievements, we must ensure that challenges of our businesses are addressed in an integrated and coordinated manner in terms of Quality, Environment, Food Safety, Occupational Health and Safety, Ramp Safety and Standards.

We must prepare for the future, and in the aviation industry, this means taking greater account of the environmental dimension.

Our industrial organization has been disrupted and we need to rebuild the performance of our units to achieve the necessary savings. The definition of and compliance with industrial standards, a process well advanced in 2019 and early 2020, demonstrate their importance and remain a priority for controlling productivity and materials.

I count on your involvement to carry out this QE4S policy and to continue making Servair a resilient and successful company.



Quality

Objectives

- ▶ **99.3%** of customers flights **with no delay** (excluding AF Paris); for AF, compliance with the punctuality objective decided on
- ▶ **90% of client audits satisfactory**
- ▶ Conformity with customers specifications as expressed, in particular, in SLAs, conformity with the objective agreed on with the client, if undefined, **95% of internal controls** on food and handling operations compliant



Environment

Objectives

- ▶ **20% material recycling rate**
- ▶ Systematize **donation to food charities** in all units
- ▶ **93% of French purchases** in dairy products, egg products, frozen pastries, breads and pastries, cassiolettes, fresh salads **for the French units.**
- ▶ **50% of biosourced packaging or tableware** references



Food Safety

Objectives

- ▶ **99% microbiological compliance** at every centre
- ▶ **97% temperature compliance** at dispatch and on-board
- ▶ **80% internal traceability** per workshop
- ▶ **85% compliance** with internal and corporate audits



Occupational Health Safety & Ramp Safety

Objectives

- ▶ **90% compliance with the Covid sanitary protocol**
- ▶ **0 accident** or major event
- ▶ **Less than 3 aircraft hits per year** for all the units
- ▶ **90% compliance** with ramp audits



Standardization

Objectives

- ▶ Implement **Lean management standards** at all units, as well as **catering operational standards**
- ▶ From **60% of activity**, continue the **GateOPEX certification process.**