

Communications On Progress (COP) September 2021 – September 2022. Select Service Partner

27. September 2022

To our stakeholders:

I am pleased to confirm that Select Service Partner AS reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, our first, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture, and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "Bente Brevik".

Bente Brevik
Managing Director, SSP Norway

DESCRIPTION OF ACTIONS

SSP Norway is a leading operator of food and beverage outlets and services at airports and railway stations.

Embedding sustainability into our business is a critical strategic objective for SSP. Despite the disruption of the pandemic, we have continued to make progress on our sustainability agenda. We have built on our existing commitments in key areas setting new and more stretching targets to help drive our strategy.

Our sustainability strategy and framework focus on three pillars: Supporting and protecting our colleagues and communities, serving our customers responsibly and protecting our environment. These pillars are interdependent; success can only be achieved by advancing in all three areas, rather than on a single dimension.

Human Rights

SSP Norway is a member of the Confederation of Norwegian Enterprise (NHO) and is bound by several different collective agreements. About 30% of the employees are organized in a workers' organisation. The company has established a group committee which meets regularly, and local negotiations on salary is held yearly.

SSP is often the first employer and first meeting with the work-life for young people – students/school students. We know our responsibility to train and welcome them and make sure our HR programmes suits this situation.

SOS Children's Villages

SSP Norway is a sponsor of SOS Villages who works to ensure that children receive care and stability so that they can grow and develop normally, complete schooling and have access to health services. In addition to a monthly donation to our Village in Zambia, we have created a campaign to support the organisations work in Ukraine.

E-learning course on Modern Slavery

At SSP, we are committed to ensuring that the people who work within our business and supply chain are fairly treated and are not subject to any form of forced labour. An e-learning course on Modern Slavery is mandatory for all members of the management team and they are responsible for cascading the information to their teams.

Labour

Colleague survey

A colleague survey is conducted once a year. With the purpose to be "A Great Place to Work where Everyone can fulfil their Potential". This survey gives all employees an opportunity to share feedback about their experiences of working at SSP. It gives everyone a voice and the opportunity to be

involved in shape our workplace. The survey for 2022 was conducted in April with a response rate of 70,4%.

Diversity, Equity & Inclusion

During this year we have defined our Diversity, Equity & Inclusion mission:

“To have a diverse, inclusive culture where everyone is welcomed and that reflects the communities we operate in and the customers, including clients and stakeholders, that we serve”.

1. *We build a strong foundation for growth by attracting and retaining diverse talent.*
We unlock the potential of our organisation through the attraction, development, progression, and retention of our global diverse talent across all communities.
2. *We actively choose to embed a culture with inclusion at its core.*
We harness and recognise the strength of our global diversity through our values, behaviours, and embedding a shared language that champions change.
3. *We know that an inclusive culture is built on education and understanding.*
We know everyone’s confidence to perform comes from a feeling of physical and psychological safety. All Colleagues feel safe with access to resources to support their physical, mental, and financial wellbeing.

Environment

Reduction of waste

- SSP has a collaboration with "To good to go" where food is made available to be bought at a lower price at the end of the day so that it is eaten rather than thrown away. We have 40 active units by 30.08.22, another five units are going to be rolled-out during September 2022.
- By 2025, remove unnecessary single-use plastic packaging and move all packaging of own brand products to be recyclable, reusable, or compostable. Plastic drinking straws and cutlery has been removed in 2022.
- Use our food competence to reduce waste of food (for example, make bread croutons from stale bread, instead of throwing away the stale bread and buying croutons)
- By 2023, make a total food waste strategy by finding ways to record and measure food waste
- By 2040, achieve net zero carbon emissions (Scopes 1, 2 & 3).

Anti-Corruption

SSP Group has implemented a global e-learning course on Anti Bribery and Corruption for all managers and support functions worldwide. This is a biyearly mandatory course and is concluded with a final test requiring an 80% score to be approved.

The management team in each country has an extended course on Corruption Prevention with the same requirements for compliance.

MEASUREMENT OF OUTCOMES

DEMOGRAPHICS

Our employees represent a total of 42 different nationalities and the age range among them varies from 15 to 72 years. The gender mix is 69% women and 31% men throughout the organisation, for the management team the ratio is 67/33.

COLLEAGUE SURVEY

Overall, the positive response rate in our colleague survey was 70,6% vs 71,1% last year.

Top questions:

- "I feel comfortable being myself at work" 90%
- "I know what my manager expects of me in my role" 89%
- "I am motivated to go the extra mile for SSP to succeed" 83%

Areas where we need to increase our focus are:

- The company has a positive impact on the planet and the environment (52%)
- My manager has spoken to me about my development over the past year (55%)
- I will still work in SSP in 2 years (57%)

SICK LEAVE

In this post pandemic year, we have experienced a total of 11,6% sick leave. This is an increase compared with the years prior to Covid-19 (2018-2019: 8,2%, 2019-2020: 9%)

TO GOOD TO GO

2022 - 18 928 bags are sold and 47 320 kg Co2 saved. (2021 – 4150 bags 3625 kg Co2 saved)

ANTI-CORRUPTION

COURSE / POLICY	COMPLETION
Corruption prevention	100%
Modern slavery	100%
Anti-Bribery and Corruption	95,6%
SSP's code of conduct policy	48,87%
Whistleblowing policy	52,89%