

ELIOR NORTH AMERICA

Sustainable Menus and Animal Welfare in 2021

2021 was a year of not only navigating the ongoing challenges of the pandemic, and supply chain and workforce disruptions, but also refocusing our approach to corporate social responsibility. Throughout 2022, Elior North America teams will continue to do our best to navigate the exceptional circumstances of inflation with our customers and partners, maintaining dialogue and exchange about the investments that are important to all. We look to strengthen the commitment to sourcing more products that are grown, raised, or produced with the intention to have a positive environmental and social impact; to work with like-minded partners to increase the sustainability of our menus; and to report our progress.

As the North American division of [Elior Group](#), we continue to support and contribute to global efforts for positive climate impact, sustainable food sourcing, and caring for our communities.

Best Practices in Animal Welfare

Elior is a founding member of the [Global Coalition for Animal Welfare \(GCAW\)](#).

The mission of the GCAW is to develop and implement action plans on priority animal welfare issues in global food production and increase the availability of food products from animals reared in systems that promote good welfare. Together, its members collectively address systemic barriers to improving animal welfare, accelerate the development of standards and drive progress on key welfare issues. Currently, the GCAW is focused on priority workstreams that address the welfare of laying hens, broiler chickens and pigs.

Raising Awareness with Our Suppliers

Partnering with suppliers who share our commitment to responsible actions and practices is important to us and to Elior teams around the world. Our [Responsible Sourcing Charter](#) asks for their support and commitment to collaborating and evolving with us to achieve responsible sourcing initiatives.

Plant-Forward Menus

Climate-friendly diets move plants into the spotlight and heavy carbon-producing meat proteins to the background. Whether we look to go meatless or just eat less meat, making plants the star of the meal is good for your health and good for the planet. We're educating ourselves and our customers on the benefits of moving plant-forward, while boosting our menus with more recipes where ingredients that grow from the earth can shine bright.

Culinary Training We partner with the Culinary Vegetable Institute (CVI) on immersive training sessions focused on plants as center-of-plate ingredients instead of simply side dishes. Our chefs walk the growing fields, discuss the regenerative farming methods, and step back into the kitchen with CVI chefs to discover inspired new ways to cook with plant-based ingredients and use every part of the plant from root to tip.

Forward Food Pledge Working together with Forward Food and the Humane Society of the United States, we move towards more sustainable menus. Our partnership is focused on training events for team members, collaboration on climate-positive promotions, and strengthening our commitment to promoting and increasing plant-forward menu options through the Forward Food Pledge.

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Plant Takeovers Many of our teams are bringing the experience directly to customers with Takeovers. These promotional events feature an all-vegetarian or vegan menu swap at a café grill station or food truck, where the existing menu is “taken over” for a time with handcrafted plant-forward recipes so tasty and satisfying that meat is not missed.

Moving Plant-Forward with Terrence J Inspiring students to put plants center-of-plate, our college and university teams partnered with actor and entertainer Terrence J to promote the benefits of flexitarian, vegetarian or vegan choices and introduce them to plant-based foods.

Progress

Elior North America remains committed to Elior Group’s [global ambitions for animal welfare responsibility](#) (2017). We continue to work with our suppliers to improve sourcing of:

- Chicken products that demonstrate higher welfare outcomes, such as discontinued use of antibiotics, and husbandry practices that align with the Better Chicken Commitment.
- A more responsible supply of eggs laid by hens reared outside cages (shell eggs and liquid eggs).
- Sustainably caught or raised seafood with recognized third-party certification.

As a member of the GCAW, we will also participate in dedicated work streams to further address crate-free pork.

Enhancements to our data collection processes have simplified the way we track our progress to our goal of increasing use of sustainable ingredients. We measure purchasing data for multiple types of food service programs including restaurants, colleges and universities, and healthcare.

Highlights:

- In congregate sites and home-delivered programs for seniors, 62% of shell eggs are cage free, and 24% of frozen seafood is certified sustainable.
- In healthcare and senior living programs, 8% of shell eggs are cage free, and 10% of frozen seafood is certified sustainable.
- 8% of our chicken purchased in high-end restaurant and café programs comes from suppliers that hold GAP, American Humane, or Certified Humane recognition.

Elior North America as of 2021:

- 20% of seafood = sustainably certified
- 2% of eggs = cage free
- 12% of broiler chicken purchased = NAE
- 2% of broiler chicken purchased meets higher standards of welfare recognized by the Better Chicken Commitment, Global Animal Partnership, and American Humane.
 - *Raised with a maximum stocking density of 6.0 lbs./sq. foot*
 - *Provides improved environment including lighting, litter and environmental enrichments*
 - *Processed in a manner that avoids pre-stun handling and instead utilizes a multi-step controlled-atmosphere processing system that induces an irreversible stun*