

Be Well. Do Well.™

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NORTHERN EUROPE
STRATEGY LAUNCH 2021



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Executive Summary

Across Aramark Northern Europe, we are constantly challenging our people, and our partners, to consider our impact on the wider world.

To my mind, there is no sustainability practice or effort too small, nor too insignificant, once it is firmly rooted in the intent to do right. It's our job as a business to equip all of our employees with the tools, resources, guides and insights to make the best decisions they can, every day, to help to leave this world in a better place.

Following the launch of our 'Sustainable Year in Review 2020' report, I'm delighted to pen the opening of the launch of our formal ESG strategy for the next four years – and beyond.

This programme, called Be Well. Do Well., is directly aligned to Aramark's global and regional sustainability plan of the same name. It sums up our goal to make a positive impact on people and planet over the next five years. Simply stated, we are working to reduce inequity, support and grow our communities, and protect our planet.

In Aramark Northern Europe, I'm very proud to lead this mission and I'm excited to share some of the detail of what is to come. As we look back on 2020, and look forward to 2021 and beyond, we understand that every part of our business must operate with the expressed responsibility to do right by people and planet. And while this is no small feat, we are in no way intimidated or deterred by the scale of the task ahead.



The goals and commitments outlined in this document – under the clearly defined programmes for ‘People’ and ‘Planet’ – convey our priorities and ambitions, by focusing our efforts and inspiring our organization to do more.

We proudly operate in partnership with clients across the region to support and accelerate their sustainability goals. There is no one size fits all and Be Well. Do Well. is designed to serve as a blueprint to guide operations teams in the creation of ESG objectives that resonate with our partners.

With this important subject, we know that there is always more to do, and I encourage you all to endorse, support, interrogate, and guide our efforts as we work together, wherever, for a better world for all.



Kind regards
Frank Gleeson
CEO & President,
Aramark Northern Europe



A Global Effort

Using the best of our Be Well. Do Well. plan, the Northern Europe sustainability committee has worked hard to develop a clear set of goals, commitments and Key Performance Indicators (KPIs) so that we can drive this plan forward across our region.

As with our colleagues around the world, each people and planet goal is supported by four priorities, which align with the United Nations Sustainable Development Goals. From there, we scrutinised and reviewed every aspect of our diverse business to identify areas of expertise and best practice, areas requiring improvement, and areas that are only beginning on their respective sustainability journey.

Every effort has been made to identify key performance indicators and internal targets tied to our business objectives, to drive outcomes against those priorities, and this launch document is an important step in embedding the best practice across our business.

Be Well. Do Well.

At the core of this approach is an express commitment to do no harm – to attempt to operate in a way that not only minimises negative impacts of operations, but with an aspiration to work in a way that leaves both people and planet in a better place for the years that follow.

I proudly endorse the Aramark Northern Europe Be Well. Do Well. plan, and look forward to supporting the important work that follows.

Kathy Cacciola

Kind regards
Kathy Cacciola
Vice President,
Enterprise Sustainability, Aramark



A group of children are sitting on a wooden plank floor, holding various fresh vegetables like carrots, tomatoes, and radishes. The scene is brightly lit, suggesting an outdoor setting. The text is overlaid on this image.

SHAPING OUR Commitments

FOR GENERATIONS
TO COME



Our Priorities

POSITIVE IMPACT

Aramark is committed to driving progress on global environmental and social issues.

The United Nations Sustainable Development Goals (UN SDGs) provide a critical framework for evaluating central issues tied to daily operations, advancing sustainable solutions and measuring progress. Our efforts to positively impact people and the planet are aligned with these goals.

Our eight priorities - engaging employees, empowering consumers, building communities, sourcing ethically and inclusively, sourcing responsibly, operating efficiently, minimising food waste and reducing packaging - support nine of the UN SDGs.



Be Well. Do Well.

OUR BE WELL. DO WELL. SUSTAINABILITY PLAN ACCELERATES OUR VISION FOR THE FUTURE.

PEOPLE

ENABLING THE SAFETY AND WELLBEING OF MILLIONS OF PEOPLE



ENGAGE OUR EMPLOYEES



EMPOWER HEALTHY CONSUMERS



BUILD LOCAL COMMUNITIES



SOURCE ETHICALLY & INCLUSIVELY

PLANET

REDUCING WASTE AND GREENHOUSE GAS EMISSIONS



SOURCE RESPONSIBLY



OPERATE EFFICIENTLY



MINIMISE FOOD WASTE



REDUCE PACKAGING

A woman wearing a straw hat and a dark tank top is laughing joyfully in a vineyard. In the foreground, the back of a child's head and shoulders is visible, looking towards the woman. The background is filled with green grapevines and a clear sky.

People Goals

ENABLE THE SAFETY AND WELLBEING OF MILLIONS

Be Well. Do Well. is about doing right by people and planet. We take a people-first approach in everything we do. We help our employees advance their skills and careers and create an inclusive culture. We also empower healthy consumers, build local communities, and source ethically and inclusively.

We're proud of our longstanding commitment to the people we connect with, and we're committed to doing even more.



TAKE:15
#TAKEYOUR15
How do you take your 15?

SCALE
AND EMBED A
HEIGHTENED FOCUS
ON DIVERSITY, EQUITY,
AND INCLUSION
PROGRAMMES

ENGAGE OUR EMPLOYEES



OUR COMMITMENTS

We **engage and empower our employees through** mentoring, training and development to achieve their professional goals.

We also pledge to **build a culture of diversity and inclusion within our workplaces** and in our leadership, empowering employees to bring their whole selves to work every day.



EMPOWER HEALTHY CONSUMERS



OUR COMMITMENTS

We take a holistic approach to **health, nutrition and mental health wellbeing** for our employees, customers and clients.

We're committed to continuous improvement towards Target Zero, which is a commitment to no harm to people or the environment, in food, occupational and environmental safety performance.



EMPOWERING BETTER CHOICES

FOR PEOPLE AND PLANET
THROUGH CLIMATE FRIENDLY AND
REDUCED CARBON MENUS





BUILD LOCAL COMMUNITIES



OUR COMMITMENTS

We make a **positive impact in the communities** in which we operate, using skills and initiatives from within our business, to support those who need it most.

We align with charity partners to increase our reach in making an impact.

SUPPORTING
THOSE WHO NEED
IT MOST, GLOBALLY
AND LOCALLY



SOURCE ETHICALLY & INCLUSIVELY



OUR COMMITMENTS

We are committed to partnering with local, small and diverse suppliers to **drive economic impact and build local communities.**

We also aim to increase our spend in ethically certified products, social enterprises and minority owned businesses.



INCREASE INVESTMENT

IN SOCIAL ENTERPRISE AND
MINORITY OWNED LOCAL
BUSINESSES



Planet Goals

REDUCE WASTE AND GREENHOUSE GAS EMISSIONS

Be Well. Do Well. empowers and enables us to connect the dots within our business practices and ongoing commitments, while using the UN's SDGs as our compass.

The climate emergency and our commitment to reduce greenhouse gas emissions are an integral part of our four areas of focus for planet, where we can track, monitor and manage our impacts within our control.



100%
CAGE-FREE
EGGS BY 2025

100%
EUROPEAN CHICKEN
COMMITMENT BY 2026



SOURCE RESPONSIBLY

OUR COMMITMENTS

Through sourcing responsibly, we are working towards reducing our carbon footprint while **sourcing products that preserve natural habitats** and maintain animal welfare standards.

We pledge to lead and inspire change among suppliers and reach a shared goal of reducing greenhouse gas emissions and waste.



OPERATE EFFICIENTLY



OUR COMMITMENTS

We are committed to **enhancing operational efficiencies among our higher greenhouse gas emitters** and aim to improve energy, waste streams, recycling rates, and the fleet within our control.

**INCREASE
OF 20 ELECTRIC
VEHICLES**

IN OUR FLEET BY 2022

**ZERO
WASTE**

TO LANDFILL FOR ALL
MANAGED SITES

BY 2025





50%
REDUCTION
IN FOOD WASTE
BY 2030

MINIMISE FOOD WASTE



OUR COMMITMENTS

Reduce ‘preventable’ food waste before it is generated in order to conserve and protect natural resources, educate our front line teams and minimise our operational impact on the environment.

We support communities with donations to reduce food insecurity and waste by partnering with food distribution organisations and collaborating with our suppliers.



REDUCE PACKAGING



OUR COMMITMENTS

Eliminate avoidable single-use plastics and **minimise** impacts of plastic packaging.

Work in collaboration with suppliers to focus on closed loop systems and **rethink** packaging on a corporate level.



100%
REUSABLE OR
RECYCLABLE PACKAGING
BY 2025



Our Promise

Our promise to do right by people and planet comes to life through our goals and commitments in each pillar.

Looking to the future and the journey we're on to transform, not only our business, but also our clients in their ambitions, we're highlighting some of our Be Well. Do Well. priorities over the next four years.

PEOPLE

Target Zero

Do no harm to people or planet through better decision making

Increase in Investment

In social enterprise and minority owned local businesses

Empowering

Better choices for people and planet through climate-friendly and reduced carbon menus

Diversity & Inclusion

Scale and embed a heightened focus on diversity, equity, and inclusion programmes

PLANET

100%

European Chicken Commitment by 2026

100%

Cage-free eggs by 2025

50% Reduction

In food waste by 2030

Zero Waste

To landfill for managed sites by 2025

An Increase

Of 20 electric vehicles in our fleet by 2022

100%

Reusable or recyclable packaging by 2025

Be Well.
Do Well.