

2016-2018
RESPONSIBLE
FOOD
REPORT



Eurest

FOOD *with*
PURPOSE

Our Business



To be a world leading company in catering services, gives us the purpose to integrate a Responsible Food into our business plan. Our 45 years of experience in Portugal, allow us to provide high quality and specialised catering services, according to our Clients and Consumers profiles. We've established the highest ethical and professional standards, which allows us to provide a competitive service of excellence.

1.1.

Eurest and the Compass Group

1.2.

Business Structure

1.3.

Sustainable Growth

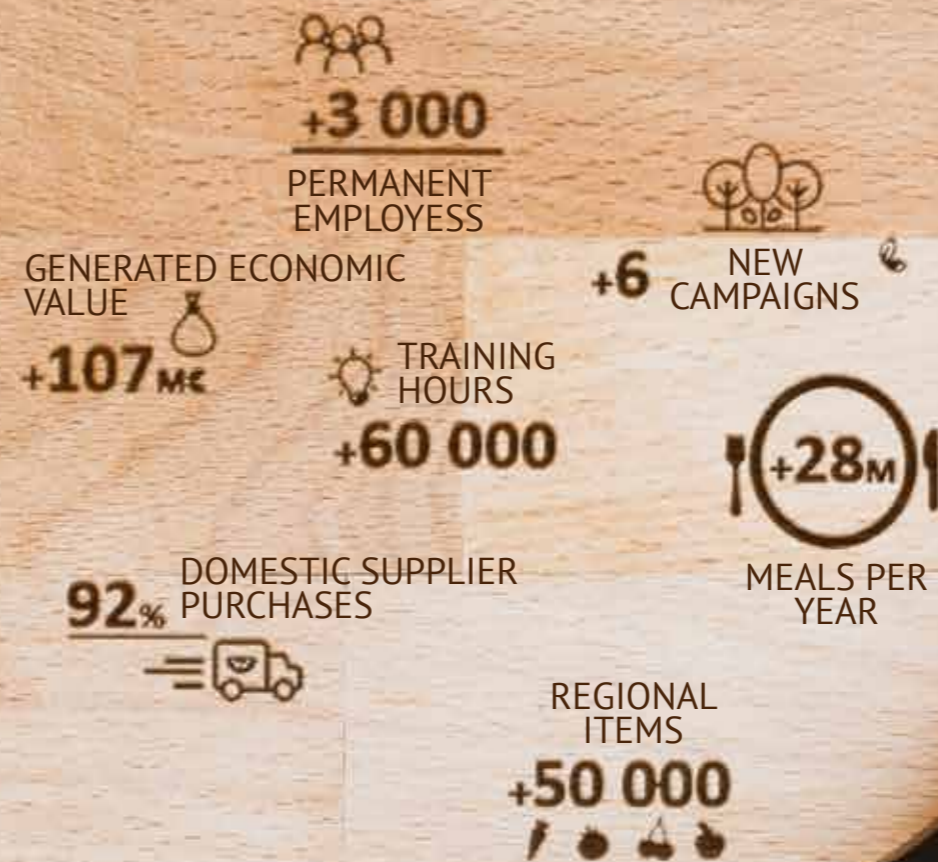
1.1. Eurest and the Compass Group

Eurest is part of the Compass Group - the largest food service group in the world - operating in different areas such as corporate restaurants (schools, hospitals and companies) and cafeteria, travel food service, events and vending.

In + 50 Countries
 60 Years of experience
 600.000 Employees
 55.000 Clients units
 5.500 Million meals per year

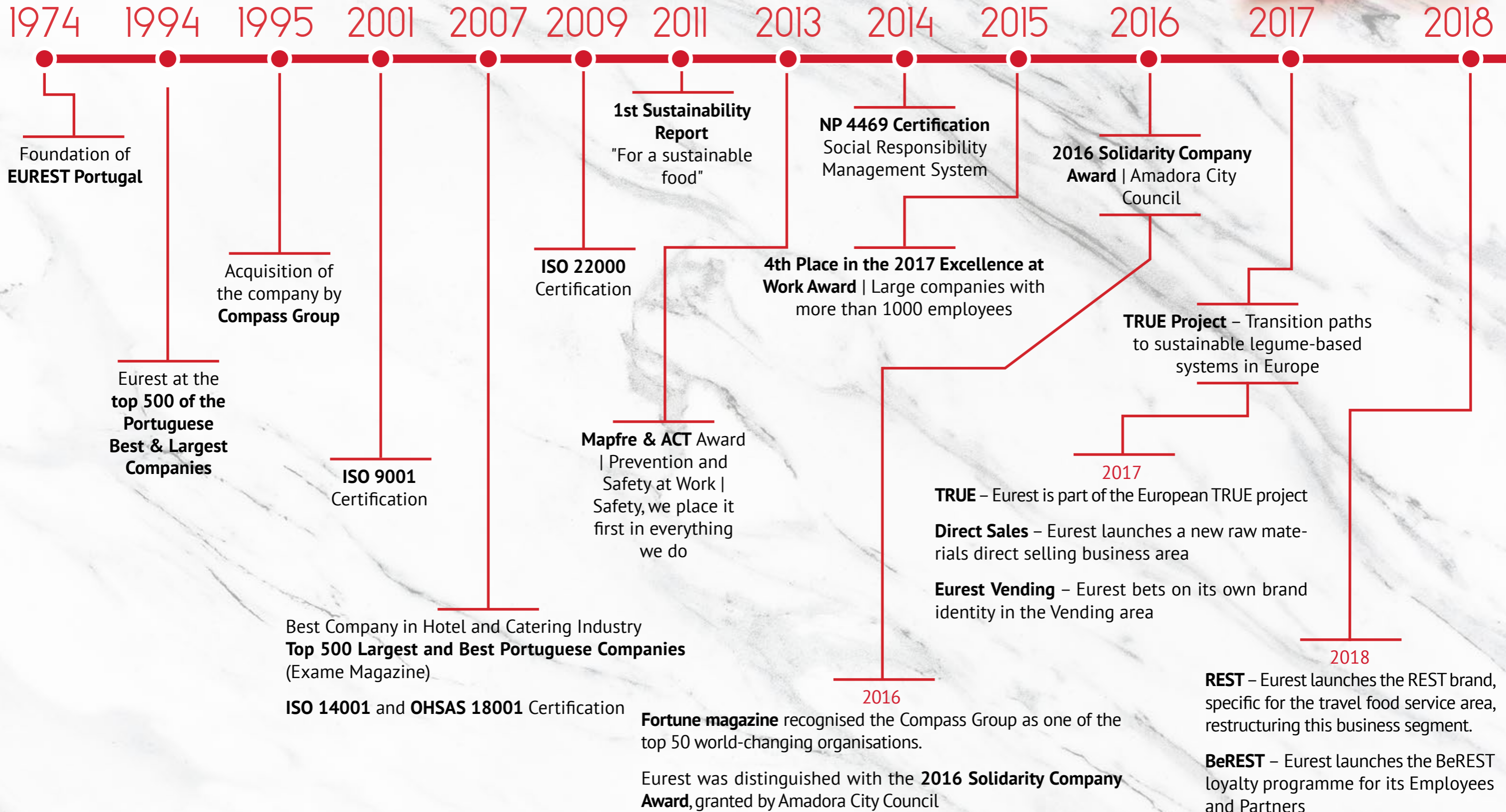


Eurest in numbers



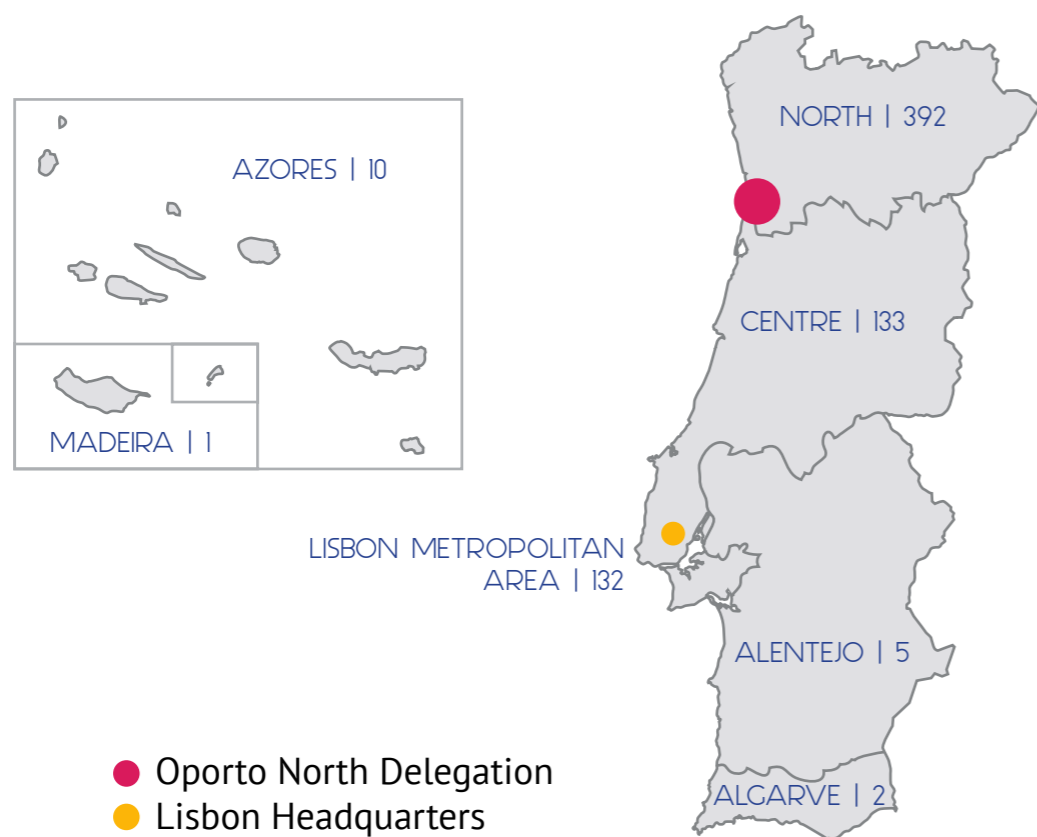
2018 Data

Our History



Where We Are

We are in the Portuguese mainland, and Islands, with a total of 675 units.



1.2. Business Structure

A healthy diet is fundamental to ensure physical, emotional and social balance. Our focus on health promotion, in consumer mobilisation and environmental awareness in the provision of meals, has brought us recognition but also an increased responsibility. This commitment is reflected daily in all sectors we operate. We work in seven market sectors. The most recent is Eurest Direct Sales.

Eurest Business

We offer a top-quality service to a wide range of corporate clients, in the widest business areas. Our service adapts itself to the specific needs of each Client.

Eurest Health

We dedicate all our technical skills to ensure Consumers satisfaction in hospitals, nursing homes and senior residences. We ensure a healthy, balanced and tasty diet for Consumers with special requirements.

Eurest Vending

Daily, we distribute thousands of products in the most diverse locations, providing Consumers with high-quality, practical and accessible solutions.

Eurest Schools

We promote food education through the adoption of healthy menus, consciously valuing the quality of school meals.

Rest | Travel Food Service

We have developed new concepts, adapted to each space and consumer, in a perfect harmony between architecture and the reinvention of the Portuguese gastronomy.

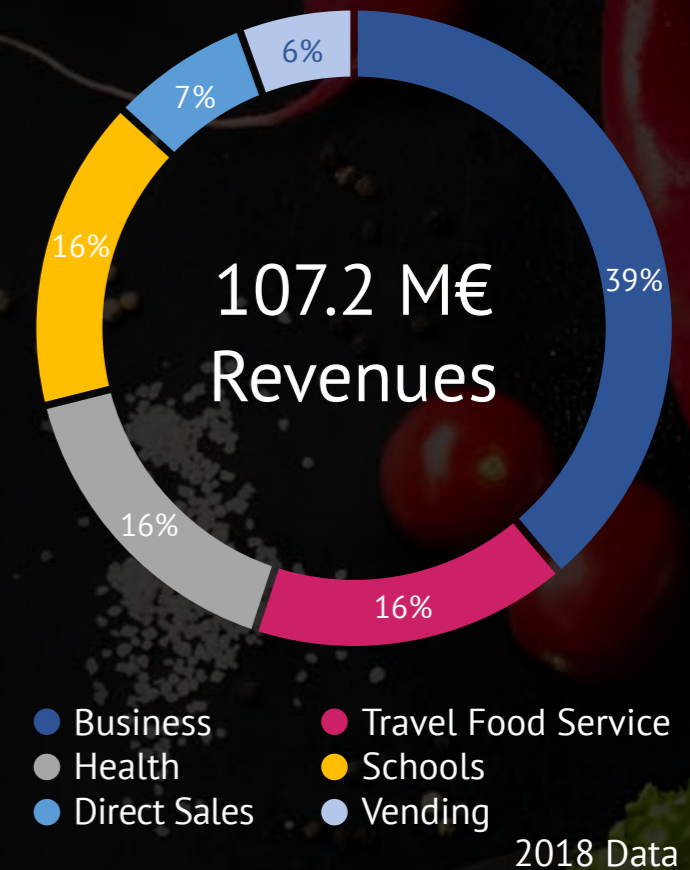
Direct Sales

We make it easy to purchase raw materials, revolutionizing the way companies can acquire food and beverages for the food service area.

Vilaplana Catering

We offer the best of our gastronomy with all the elegance, sophistication and attention to detail. We know it is essential to have a specialised and dedicated team in selecting all event details.

Over the last three years, Eurest has consolidated its leadership position in the Business and Vending sectors.

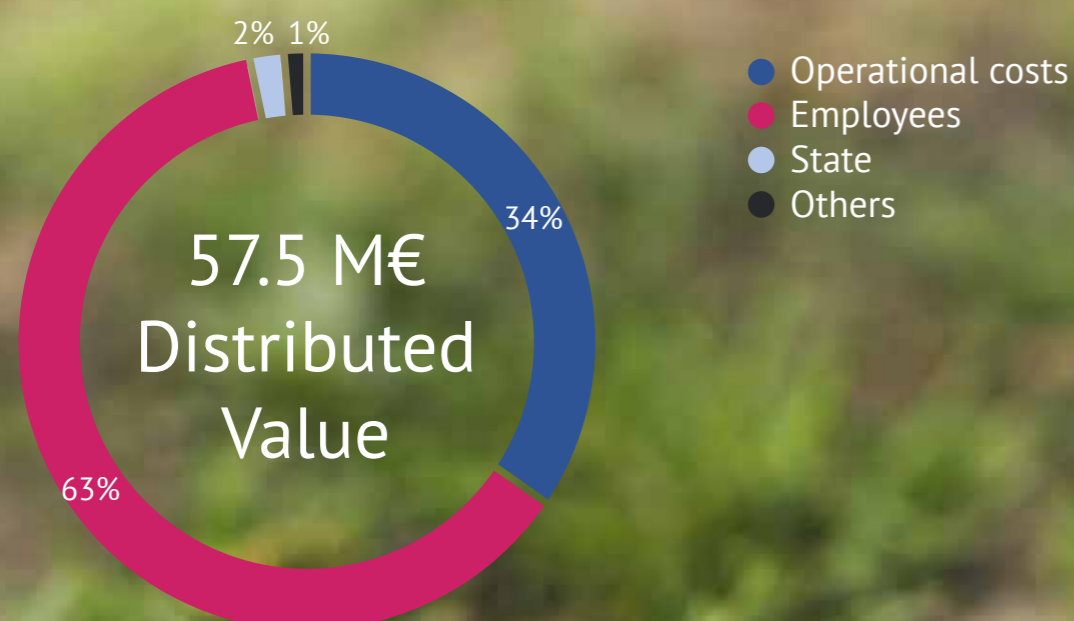


1.3. Sustainable Growth

Eurest's strategy to face the challenges posed by the recent and difficult economic, financial and social climate, led the company to focus its business strategy on sectors with greater economic and financial sustainability, based on the following axes:

- Retaining the food service provider positioning in the catering sector, by increasing the number of Clients and the loyalty of Consumers.
- Invest in the travel food service sector with new products and concepts, which combine Portuguese tradition with innovation.

Eurest wants its growth to provide value to Shareholders, Employees, Suppliers, as well as to the State and local Communities, through a disciplined and sustainable growth, based on the advantages of our global scale.



2018 Data



Message from our Managing Director

“For a Responsible Food” is Eurest’s 4th sustainable development report.

We see sustainable development as a fundamental pillar to achieve the goals to which we are committed. This report portrays our way of being, both in business and in society.

The last triennium has been challenging. The end of several travel food service contracts seemed, at first, to bring a less favourable scenario, but it was, nevertheless, the driving force for the dynamization and growth of the new Direct Sales market sector, and the strengthening of Eurest as a market leader in catering area in the Business & Industry sector.

Every day, more than 3,000 employees transform raw materials from 315 food suppliers, into 112,000 meals, served in 675 units. Because of the impact of our business on our stakeholders, we feel the responsibility to incorporate the United Nations’ Sustainable Development Goals (SDGs), defined for the 2030 horizon, into our activity.

In our daily activity, we emphasise two preponderant SDGs for our Organisation.

SDG 12. Sustainable production and consumption, highlighting in this area the Choose Beans projects, which promotes legumes consumption, and the Stop Food Waste Day project, promoted worldwide by the Compass Group, whose goal is to mobilise stakeholders to reduce food waste.

SDG 8. Decent work and economic growth. As a company from the catering sector, the quality and performance of our service essentially depend on our People. Employees’ retention and appreciation thus assume a fundamental aspect in the sustainability of the business. Granting benefits which aim to reconcile professional, family and personal life, the health card offer, among other development and career management initiatives, are part of our People Management.

We have as future commitment to continue our work promoting responsible food, fostering the use of simple, sustainable and national origin ingredients, and embodying principles of social responsibility - **Food with Purpose** - because we believe that the path is to positively influence the community where we belong.

Henrique Leite
Eurest Portugal Managing Director

Performance
People
Purpose

Milestones

2016



Fortune magazine recognised Compass Group, of which Eurest Portugal is part of, as one of the top 50 world-changing organisations, as environmental and social issues are part of its business strategy and decision-making.



Eurest was a finalist in the 2016 European Business Awards for the Environment, in management category, with the Sustainable Restaurant project, highlighting the commitment to mobilise our Stakeholders for a responsible diet, not only from a nutritional point of view, but also environmentally.



Eurest has joined the Portuguese CCL seal - Proof of Purchase in Auction, contributing to the qualitative and quantitative valuation of the fish traded in the auctions of the Portuguese mainland and, consequently, to the sustainability and profitability of the Fishing Sector in Portugal, through the identification and differentiation of this fish with the end consumer.



Eurest was distinguished with the 2016 Solidarity Company Award, granted by Amadora City Council. This distinction is a recognition of Eurest's systematic participation in social responsibility projects and actions, involving the community.

2017



TRUE - Eurest has seen its Choose Beans project recognised at European level, by being part of the TRUE project.

Eurest launched a new business area - **Direct Sales** - for raw materials trading, that reinforces the commitment to sustainability and the creation of a positive impact in the supply chain, through the application of know-how and market experience.



Eurest Vending - Eurest bets on its own brand identity in the Vending area, strengthening the products supply that meets new trends and consumer needs.



Eurest launched Caffè Dallucci's brand in Portugal, making its debut in Abrantes Service Area.

2018



Rest - Eurest integrates its own different travel food service brands into the REST brand.



Eurest has launched the BeRest loyalty programme, for all Employees and Partners, offering a wide range of advantages and benefits.



StopFoodWasteDay - Eurest has joined StopFoodWasteDay, a mobilisation Compass Group's initiative with our Partners worldwide, aiming to alert, raise awareness and reduce food waste.



The Choose Beans project is part of the prestigious publication Climate Change - Resilient Agriculture and Agroforestry: Ecosystem Services and Sustainability, chapter "Increasing Pulse Consumption to Improve Human Health and Food Security and to Mitigate Climate Change - a case study on the consumption of pulses in a food service setting"

The Path to Sustainability

In the catering sector, sustainability challenges revolve around several aspects of the value chain, from climate change affecting food production to the provision of catering service with a positive impact on consumers' health.

In addition to these challenges - peculiar to our activity - Eurest assumes its responsibility for sustainable development, integrating into its business strategy several environmental and social aspects, contributing to a fairer society and a healthier environment.

4.1.

Eurest contribution to the SDGs

4.2.

Stakeholder Involvement Strategy

4.3.

Priority Sustainability Topics

4.4.

Organisation for Sustainability

4.5.

Ethical and Responsible Conduct

4.6.

Sustainability Guidelines

4.1. Eurest Contribution to The SDGs

We intend to integrate the Sustainable Development Goals (SDGs), defined by the United Nations, into our strategy, programmes and activities. An alignment of our material topics with the SDGs was made in 2018 and, next year, commitments, objectives and KPIs will be defined to monitor and evaluate Eurest's contribution to each identified SDGs.



SDG 2 | ZERO HUNGER End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Eurest has several initiatives in place that aim to encourage the total consumption of food and legumes, in order to minimise environmental impacts and promote a healthy diet.

Initiatives: Integrated Food Use; Choose Beans; Choose Veg; Stop Food Waste day.



SDG 3 | GOOD HEALTH AND WELL-BEING Ensure healthy lives and promote well-being for all at all ages

Eurest invests in food safety and promotes initiatives to reduce diseases and to improve public health. On the other hand, and considering that our employees are key to business success, the company has also implemented health and well-being policies, through specific internal programs, tailored to their needs.

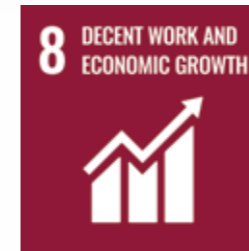
Initiatives: Choose H2O; Low Sugar; Low Salt; and Eurest Health Card.



SDG 4 | QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Eurest employs a large number of Employees, in different areas and professional categories, promoting their personal and professional development throughout their career.

Initiatives: Eurest Academy.



SDG 8 | DECENT WORK AND ECONOMIC GROWTH Promote inclusive and sustainable economic growth, full and productive employment and decent work for all

As a reference employer, Eurest promotes decent work and sustainable economic growth, and the safety of our employees is crucial to business sustainability.

Initiatives: Compass Group Codes of Ethics and Conduct, Health and Safety at Work internal programmes and Promotion of professional, family and personal life balance.



SDG 12 | RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns

Eurest invests in policies and management systems, contributing to the efficiency of resource consumption and the promotion of circular economy, having several projects aiming to reduce food waste and favour the acquisition of more sustainable products.

Initiatives: Choose Beans; Choose Veg; Full Use of Food; Stop Food Waste; Reduced Consumption of Plastic Packaging, Reduced Use of Plastic Pallets, Elimination of Plastic Straws.



SDG 14 | LIFE BELOW WATER Conserve and sustainably use the oceans, sea and marine resources for sustainable development

Eurest is aware that overfishing and climate change are the greatest threats to fish and oceans life, also threatening the way of life and the food safety of millions of people around the world. For this reason, we promote the sustainable management of fisheries resources.

Initiatives: Joined the Portuguese CCL seal - Proof of Purchase in Auction.



SDG 15 | LIFE ON LAND Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt deforestation

Eurest fosters biodiversity preservation and protection of natural habitats, through several initiatives aimed at minimizing their environmental impacts.

Initiatives: implementation of paper dematerialisation processes (e.g. Unit Portal; Human Resources Portal; Full Use of Food; Choose Beans; and Choose Veg).



SDG 17 | PARTNERSHIPS FOR THE GOALS Strengthen the means of implementation and revitalise the global partnership for sustainable development

Eurest is actively present in several organisations, and sector groups, and established partnerships aimed at enhancing its contribution to sustainable development.

Partners: AHRESP; Portuguese Nutrition Association (APN); BCSD; GRACE and Make a Wish.

4.2. Stakeholders Involvement Strategy

Our Stakeholders involvement is key part of Eurest's Sustainability strategy, as we believe their active participation is essential to build a relationship of trust and ensure satisfaction. It is also through this ongoing involvement of our Stakeholders that we are able to leverage innovation and ensure competitive advantage. The identification of our Stakeholders followed a consultation procedure, through the focus group methodology, with our Employees. Mutually dependent relationships, as well as shared value creation, were considered in order to ensure the future of business sustainability. There are several communication channels established for our Stakeholders to express their needs, concerns and expectations. The systematisation and periodic evaluation of these communication channels are fundamental to ensure the efficiency and relevance of each contact tool, in the desire to exceed their expectations.



Note that in 2018, we eliminated some communication channels to optimise others that already existed, in terms of volume information, response time and dialogue capacity. Thus, we are able to improve the effectiveness of our internal and external communication.

Communicating and Listening to Employees

At Eurest, the internal communication strategy aims to promote the transmission of values and organisational culture to Employees. We foster dialogue and promote the sharing of good practices, in order to identify opportunities for improvement and foster a spirit of innovation and initiative.

SURVEY INTO OUR SOCIAL RESPONSIBILITY, AS SEEN BY YOU

We carry out the biennial survey "Our social responsibility as seen by you" on Eurest's performance regarding the company social responsibility dimensions. In these internal surveys, topics such as occupational safety and health, environmental practices, community involvement, food safety, human resources and purchasing practices, responsible marketing and communication, trends in sustainable food and nutrition are analysed.

SPEAK-UP

Speak-Up is an international Compass Group programme that allows Employees, anonymously, to report behavioural or ethics problems in the company. This programme demonstrates the commitment of the whole Group to an ethical business culture, risk management and the appreciation of Employees. All calls are answered by specialists from an independent company and each case is investigated and followed up by a responsible person.



4.3. Material Topics

The identification of material topics was based on a specific consultation with our Stakeholders, carried out in 2016, to learn about their concerns and expectations, regarding priority sustainability issues related to our business. The survey and script used were based on key themes, recommended by the Sustainable Restaurant Association. In 2018, we reviewed this consultation results, seeking to adjust and aggregate the identified material topics with the company's effective practice, over the past three years. With this work nine material topics were identified and organised into five strategical axes:

Risk Management

The risk assessment is performed from the Major Risk Assessment (MRA) / Risk Register and Action Plans matrix, on a biannual basis. The risks are evaluated based on their occurrence probability, as well as the financial impact they may have on Eurest, being classified into three categories: Green, Amber and Red.

The risks included in the MRA matrix are identified by Eurest, in accordance with the Group's standards. It is also through the matrix that risk mitigation actions are defined, and the evaluation of their effectiveness is performed in the next cycle of Risk Assessment.

Among the identified risks, the follow stands out for their potential impact, with a risk rating: Contract Retention | Labour Cost | Aggressive Unions.

Material Topics	STRATEGICAL AXES
Sustainable & Balanced Food	Health & Well-Being
Sustainable Purchases	Supply Chain
Clients & Consumers Satisfaction	
Food Safety	Service Quality
Communication & Awareness	
Health & Safety at Work	Human Capital
Training & Retention	
Food Waste	Environment & Community
Environmental Performance	

9
MATERIAL
TOPICS

4.4. Organisation for Sustainability

Eurest follows the Compass Group governance model, consisting of a Board of Directors, a Supervisory Board and an Executive Committee. The Chairman of Eurest' Executive Committee performs the functions of Managing Director on Compass Group Board of Directors.

It is the Executive Committee that undertakes the commitment to sustainability management and has the responsibility to approve, implement and manage Eurest' sustainability strategy.

Governance Structure

BOARD OF DIRECTORS Compass Group

Governing authority in charge of Compass Group' management and direction, being responsible for approving its long-term objectives, the business strategy and the annual budget. It supervises operations and monitors performance, according to the outlined strategic objectives, the business plan and the annual budget.

Eurest Portugal Executive Committee

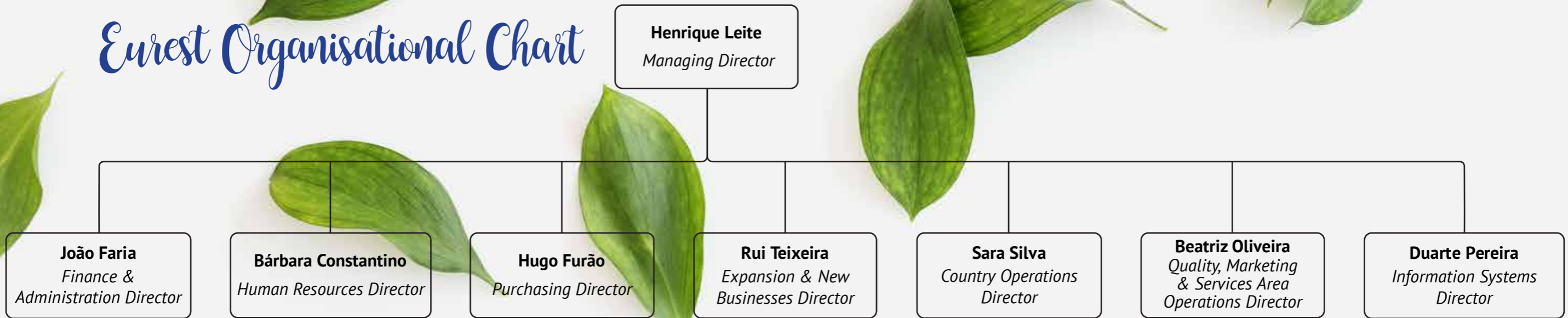
It operates at an individual level for each Group' company and is composed of the respective executive directors. This Committee implements the strategy defined by the Group, manages the business operations and reports periodically to the Board of Directors.

Supervisory Board

This Board is composed of independent non-executive members, appointed by the Board of Directors, who supervise any activity that disrespects the integrity of the company. They ensure the compliance of the financial reporting of the Group companies, validate the companies' financial control and risk management systems effectiveness, at an individual Group level.



Eurest Organisational Chart



Operation' Organisational Structure

4.5. Ethical and Responsible Behaviour

OUR VALUES

Eurest's activities consider its Vision, Mission and Values, based on its business sustainability, focusing on the creation of value throughout its chain:

VISION

"what we want to be"
To be a world leading food service provider, known for our excellent people, excellent services and excellent results.

MISSION

"how we're going to achieve it"
At Compass, we are all committed to consistently provide superior services, in the most efficient way, for the common benefit of our Clients, Shareholders and Employees.



Openness, Trust & Integrity

We always set the highest ethical and professional standards. We want all our relations to be based on honesty, respect, justice and commitment to open dialogue and transparency.



Passion for Quality

Provide high-quality food and services, is our passion and we are proud to achieve it. We seek to replicate success, learn from mistakes and develop ideas, innovations and practices that will help us improve and lead the market.



Success through teamwork

We encourage individual property, but we work as a team. We value competence, individuality and the contribution of all colleagues who work helping others, and who readily share good practice in achieving common goals.



Responsibility

We take responsibility for our actions, individually and as a Group. We always seek to positively contribute to the health and well-being of our clients, the communities in which we work and the world we live in.



Dynamism

We adopt a dynamic, positive and business oriented approach in the light of the opportunities and challenges we face.

Guiding Principles

SAFETY, HEALTH AND ENVIRONMENT FIRST – never endanger the health and safety of our Clients and Employees, and responsibly manage the impact of our company on the environment.

WE KEEP OUR PROMISE TO CLIENTS AND CONSUMERS – win the continuous loyalty of our Clients, by consistently demonstrating why we are the first choice when it comes to quality, service, value and innovation.

WE EMPOWER OUR EMPLOYEES AND VALUE DIVERSITY – value and recognize our employee's diversity and contribution. We create a challenging work environment that provides opportunities and support for everyone to develop, learn and succeed.

PROFITABLE GROWTH – provide value to Shareholders through disciplined and sustainable growth, supported by a strong ethical sense, contributing to extending the advantages of our global scale.

CONSTANT FOCUS ON PERFORMANCE AND EFFICIENCY – offer the best quality and performance, while constantly striving to be the most economical and efficient supplier.

Behaviour Code

Eurest's Behaviour Code establishes the company's commitment to conduct business fairly, treating all stakeholders with honesty, integrity and respect. This code incorporates the ethical issues and is transversal to all companies of the Compass Group. The document is based on social, ethical and environmental principles that establish the company's commitment to responsible business performance and also reflects our commitment to the 10 Principles of the United Nations Global Compact.

4.6. Sustainability Guidelines

Eurest's management approach is based on guidelines, coming from our business and governmental context and from our adherence, and commitment, to national and international principles and recommendations.



COMPASS GROUP

As part of the Compass Group, we are inspired by its corporate responsibility strategy, based on four pillars: health and well-being; responsible purchasing; human resources and environment.



SUSTAINABLE RESTAURANT ASSOCIATION

Eurest considers the 14 sustainable management principles for catering companies, recommended by this non-profit association. It covers three areas: purchases (responsible food supply), society (fair treatment and stakeholders involvement) and environment (food waste reduction and efficient resource management).



UNITED NATIONS GLOBAL COMPACT

As a signatory of the United Nations Global Compact, through the Compass Group, Eurest undertakes all human rights commitments, labour standards, environmental responsibility and anti-corruption.



GLOBAL REPORTING INITIATIVE

As reporting company, Eurest has been improving its management and communication according to GRI (Global Reporting Initiative) standards for a more sustainable business conduct.



SUSTAINABLE DEVELOPMENT GOALS

We have guided our way of communicating sustainability, in line with the United Nations' sustainable development goals on the agenda until 2030.



BCSD PORTUGAL

We are members of BCSD Portugal (Business Council for Sustainable Development), a public utility non-profit association, which assembles and represents companies that are actively committed to sustainability.



GRACE - REFLECTION AND SUPPORT GROUP FOR CORPORATE CITIZENSHIP

We are members of GRACE, contributing to the sharing of good corporate responsibility practices and the promotion of sustainable development in Portugal.



AHRESP

We are part of AHRESP - the Portuguese Hotel, Restoration and Related Association -, actively contributing to the projects carried out by this organisation.

Health & Well-Being



As a food and nutrition field specialist, Eurest develops a set of projects, oriented by nutritionists, aiming to promote the health and well-being of all its Employees, Clients and Consumers, through nutritional monitoring and encouraging the practice of a healthy diet and lifestyle. We believe we have unique capabilities to provide a specialised, high quality catering service, based on each client's culture and specific needs.

5.1.

Quality, Innovation and Nutrition in all Market sectors.

5.2.

Assessment and Definition of Commitments

5.1. Quality, Innovation and Nutrition in all Market sectors.

Eurest serves more than 130,000 meals every day. The quality of these meals is based on our food selection, menus definition and the way we prepare and cook them. We are committed to:

- Presenting a food offer with high quality standards, meeting our Clients and Consumers culture and preferences.
- Ensuring the purchase of fresh and quality food, in accordance with the highest standards of hygiene and food safety.
- Constantly innovating - from culinary processes to environmental initiatives - to lead a demanding and differentiated service.
- Establishing partnerships with the Academic and Scientific Community in the nutrition and health area, for the development and innovation of our catering service.

It is our responsibility to raise awareness of conscious and healthy lifestyles and eating, expressed in the investment in a number of initiatives and campaigns. The success of this contribution is achieved by working with Clients and Consumers - equally concerned about these issues - through events, campaigns or longer-term initiatives.

Over the last few years, Eurest has been developing several campaigns in the balanced and sustainable food area, having in mind its contribution to sustainable development in partnership with Employees, Clients and Consumers.

Choose
Beans
Campaign



It aims to encourage the consumption of legumes, diversifying the supply, towards a healthier and more sustainable diet. Legumes have unique nutritional characteristics with great health benefits (high protein value, high-fibre, vitamins and minerals) and a much lower ecological footprint than meat or fish (lower carbon and water footprint in their production).

To point out...

- External Acknowledgement – Food & Nutrition Awards.
- A 27% increase in the frequency of legume consumption, since the beginning of the campaign, in the participating business units.
- Publication of the book “40 Healthy and sustainable recipes”, with a chapter dedicated to legume recipes.

Choose Veg Campaign



This campaign aims to encourage the consumption of ovo-lacto-vegetarian dishes, diversifying its offer, towards a healthier and more sustainable food. Most experts suggest reducing meat and fish consumption in developed countries, for nutritional as well as environmental reasons, since the ecological footprint of these foods is smaller than meat and fish.

To point out...

- External Acknowledgement - Food & Nutrition Awards.
- Promotion of vegetarian meals consumption, since the project's creation, in the participating business units.
- Publication of the book "40 Healthy and sustainable recipes", with a chapter dedicated to legume recipes.

Low Salt Campaign



This campaign aims to reduce the consumption of salt added in cooking. The salt reduction significantly lowers blood pressure and thus the risk of cardiovascular disease. The recommended salt intake is 5 g/day, but in Portugal the consumption reaches 12 g/day.

To point out...

- External Acknowledgement - Food & Nutrition Awards and Hospital for the Future.
- Overall, and considering the communication effort of this campaign, the reduction in salt consumption was 3%.

Choose H₂O

Launched in the summer of 2017, this project seeks to inform Clients, Consumers and Employees about the importance of consuming the recommended quantities of water. Whether at work, home or on travel, this campaign challenges the adoption of healthy habits through tips, suggestions and the demystification of some water consumption concepts.



Integrated Food Use

It aims to encourage total consumption of food by reducing the necessary natural resources and promoting a healthy diet, considering the high content of nutrients in the food stalks and shells.

MAIN ACHIEVED RESULTS

- Launch of an e-book "Our Stop Food Waste Day recipes" to mark the date and promote more conscious diet among our stakeholders, particularly Clients and Consumers.

5.2. Assessment and Future Commitments

Assesment of Commitments				
Commitments	Goals	Target	Status	Comment
LOW Sugar	Cut back hot drinks sugar to $\frac{3}{4}$ in the Vending segment	2016		
LOW Salt	Cut back salt by 10%, using local intervention of Chefs	2016		<p>Although there was a reduction in the addition of salt (1.3%) the goal wasn't achieved.</p> <p>We are developing a pilot project in order to evaluate a methodology to support salt reduction.</p>

Future Commitments		
Commitments	Goals	Target
Low Salt	Cut back 10% of added salt	2020
Choose Beans	Increase consumption by 10% over the previous year	2020

Supply Chain

In today's climate change context, with the increase of environmental degradation and unsustainable production systems, raw materials supply is subject to several risks such as water scarcity, fish stocks reduction and child labour, which can have major impacts for catering sector companies.

When we're selecting our food and non-food products, the impact of our activity is always present, now and for the future, thus developing a set of principles and policies that serve as a basis for our work with Suppliers and Business Partners, and vice-versa.

6.1.

Sustainability Criteria when choosing our Food Products

6.2.

Suppliers - Our Strategic Partners

6.3.

Assessment and Definition of Commitments

6.1. Sustainability Criteria when choosing our Food Products

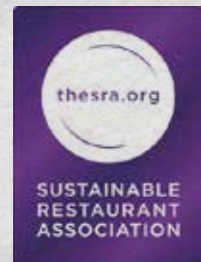
We have included a set of corporate responsibility criteria in our business practices and strive to extend this experience to our Suppliers. Our business depends on the supply of a wide variety and quantity of food products, and it is essential that our Suppliers meet some requirements, namely: current legislation, good sustainability practices, Eurest principles and policies, willingness to audit and have appropriate and valid certificates.

All our suppliers accept and comply with our Eurest Policy, Purchasing Policy, Principles of Social Responsibility, Behaviour Code, Quality Regulations, Food Safety, Safety at Work, Environment and Social Responsibility. Therefore, we positively influence our suppliers and consecutively our supply chain.



6.1.1. Sustainable Purchasing

Eurest considers social, environmental and economic responsible practices in the supply chain, in order to encourage Suppliers to also adopt sustainability criteria in the production and marketing of their products, enabling competitive advantages and, simultaneously, greater contributions to Society.



In the food and catering sector, Eurest considers relevant aspects based on the **Sustainable Restaurant Association:**

- Domestic and Seasonal Products
- Animal Welfare
- Fair Trade
- Responsible Fisheries Policy
- Sustainable Agricultural Products

Domestic and Seasonal Products

Eurest uses domestic production, in particular fruit and vegetables, where quality, quantity, variety, responsiveness and cost criteria are ensured. It also should be noted that Eurest has been a channel for the export of domestic products to the Compass Group, thus contributing to the stimulation of the national economy. For example, more than 33 tonnes of Portuguese sugar were exported.



Regional Products in Travel Food Service

One of the differentiating factors of the REST brand - specific for the travel food service sector - is the bet on regional products. Eurest gives priority to local products, and producers, from north-south of the country, where the travel food service are located. Examples are the fruit (cherry from Fundão, strawberry from Almeirim, among others), regional cheeses, honey and handicraft. In 2018, these products represented €1.5 million.

Animal Welfare

We share the growing concern for farm animal welfare, not only involving moral and legal issues, but also the demand for food quality.



Through Compass Group, Eurest subscribes the Animal Welfare Council "Five Freedoms", fostering animal welfare, which are the minimum requirements to be met by all national and international Suppliers:

- Freedom from hunger or thirst
- Freedom from pain, injury or disease
- Freedom from discomfort
- Freedom from fear and distress
- Freedom to express (most) normal behaviour

Fair Trade

Eurest believes fair trade is a way to improve the environment for many small national and international producers, who otherwise might be subject to unequal and non-transparent trade practices. At Eurest, we seek to raise awareness on this issue among our Clients and Consumers, in order to increase the supply of fair-trade products, in particular coffee, tea and Portuguese products.



"Portugal Sou Eu" Programme

Eurest joined the "Portugal Sou Eu" seal, a Public Prosecutor's Office initiative, as an "Establishment Member", for the marketing of products in the programme catalogue.

Responsible Fisheries Policy

Considering the importance of fish in Portuguese gastronomy, Eurest aims to contribute to the preservation of its species. We comply and demand compliance with the applicable national and EU legislation in force, ensuring that 100% of our supply chain is limited to the fishing quotas outlined by European directives, and are in accordance with an overall responsible fisheries strategy.



Eurest bets on Certified Portuguese Fish

Eurest acquires the following fish species with the Portuguese CCL-Proof of Purchase in Auction seal: horse mackerel and black swordfish. This is an important Eurest contribution to the sustainability and profitability of the fisheries sector, through the identification and differentiation of fish from auctions to our final Consumers.

Sustainable Agricultural Products

In the medium to long term, food production needs to be more sustainable in order to preserve biodiversity and natural resources.

Aware of its responsibility, Eurest pays attention to the conditions of food production and favours the purchase of food from integrated production, based on sustainable agricultural practices.



UTZ Certified Coffee

In 2018, Eurest started a pilot project in 5 trade food service to replace the coffee served in the Public Catering sector with UTZ certified coffee.

This replacement was very well accepted by Consumers. That's why, in 2019, we aim to proceed with the full replacement of UTZ coffee in this business sector.

6.2. Suppliers - Our Strategic Partners

A good relationship with our Suppliers is fundamental for maintaining the quality of products and services, part of Eurest's business, and for the continuous improvement of sustainability criteria integration in our value chain.

6.2.1. Evaluation and selection of suppliers

Eurest purchases goods and services from a wide variety of Suppliers, from major international organisations to specialised local Suppliers, and is governed by Eurest Procurement and Supply Chain Policy which is aligned with the Compass Group Supply Chain Integrity Policy Statement.

We evaluate and select our Suppliers based on their ability to supply the product according to the Company's requirements:



The most relevant business suppliers are also subject to risk assessment in the four areas defined by Eurest: Financial, Reputation, Operational and Strategic. As a market leader, it is our duty to leverage suppliers for best practices and continuous improvement.

In the last three years, 48 suppliers' audits have been carried out, representing an increase of about 12% when compared to the previous triennium. The audits carried out by Eurest focused on food suppliers. It should be noted that the calculated ratio is based on the total volume of all suppliers' categories (food, non-food, services, logistics) and all are referenced in the Integrated Purchasing System.



REFERENCED SUPPLIERS IN THE
INTEGRATED PURCHASING SYSTEM



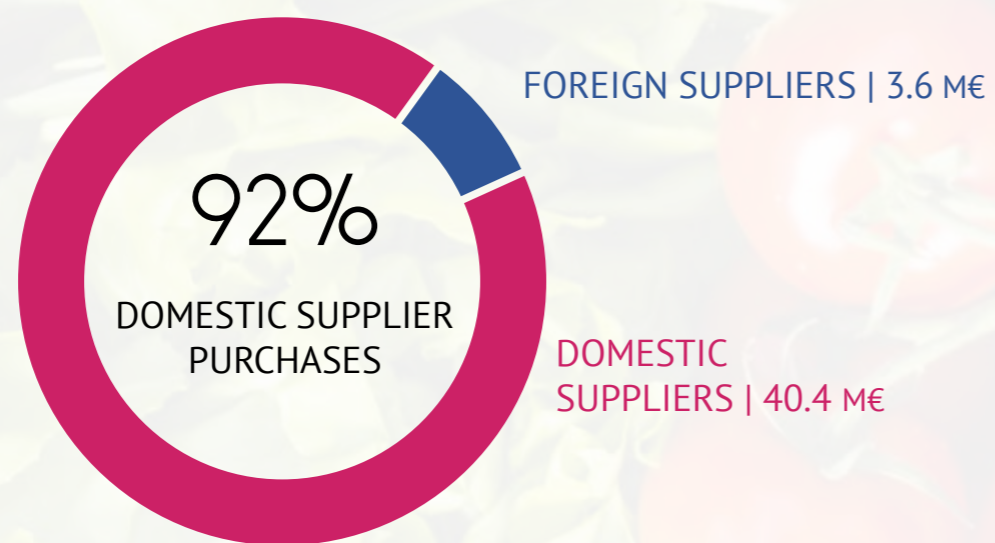
PRODUCTS IN THE INTEGRATED
PURCHASING SYSTEM

In order to consolidate the available supply chain information, we are reviewing the Supplier Portal Platform to ensure that the information made available by our suppliers is more easily validated and consolidated. In the last three years, Eurest has acquired more than €14 million of purchases from audited suppliers, representing 11% of the total.



6.2.2. Costs with Suppliers

In 2018, the total acquisition costs were around €44 million, of which 92% related to domestic Suppliers. In the last three years there's been a stability of the Suppliers associated cost value.



Suppliers of raw materials, logistics and services are evaluated by our teams, through Quality of Service Assessment Surveys (available through online platforms) and/or internally or externally submitted complaints.

6.3. Assessment and definition of commitments

Assessment of Commitments

Commitment	Goal	Target	Status	Comment
Fair Trade	Creation of the menu "Portugal Sou Eu"	2016	✘	Other goals related to fair trade are under evaluation.
Responsible Fisheries Policy	Buy fish with catch certificate only	2016	✔	
	Support strategies to fight illegal fishing	2016	✔	
	Increase the amount of purchased fish with Portuguese CCL seal- Proof of Purchase in Auction	2016	✔	
Animal Welfare	Extend the traceability of animal welfare conditions to all production animals	2016	✔	

Future Commitments

Commitment	Goal	Target
Sustainable Purchasing	100% cage free eggs	2025
	FSSC 22000 implementation including Food fraud and Food defense (version 4.1)	2020

Service Quality

At Eurest, we value a service of excellence, ensuring it is personalised and reliable for our Clients and Consumers. This area is one of the most important for Eurest. Therefore, and because we want to satisfy and maintain a close relationship with our Clients and Consumers, we have implemented tools that allow us to evaluate their expectations and our performance as a supplier.

7.1.

Quality, Environment, Safety and Social Responsibility Policy

7.2.

Food Safety

7.3.

Listening to Clients and Consumers for a Satisfaction Commitment

7.4.

Assessment and Definition of Commitments

7.1. Quality, Environment & Safety Policy

In order to ensure the highest quality standards, we are committed to continuously improve our performance, developing a set of practices and measurable goals, in accordance with the Quality, Food Safety, Environment, Health & Safety at Work and Social Responsibility standards, being an integral part of Eures's business plan and determinant factors in the strategy for a sustainable future.

Every year we have been investing in the certification process of our units, having in 2018 reached 58 certified units and about 5 million meals served.



 <p>ISO 9001 QUALITY 39</p>	 <p>ISO 22000 FOOD SAFETY 12</p>
 <p>ISO 18001 HEALTH & SAFETY AT WORK 7</p>	 <p>ISO 14001 ENVIRONMENT 10</p>

Eures also adopted the Portuguese Social Responsibility Management Standard (NP 4469) becoming the first certified company in the sector, having 100% of its units in accordance with the requirements of this Standard.

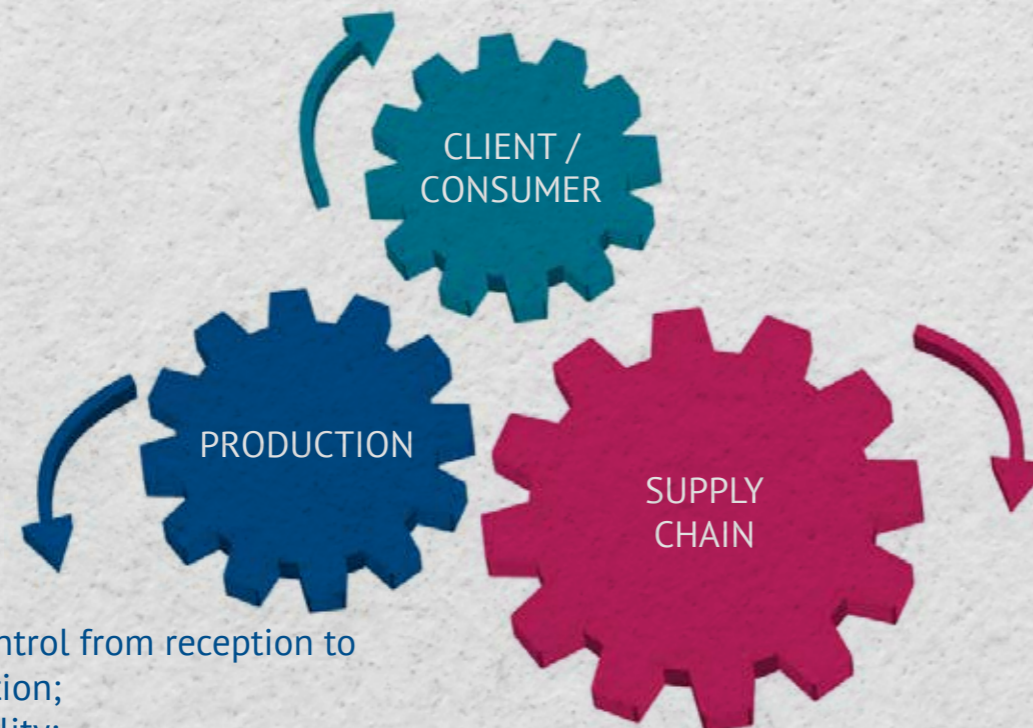
7.2. Food Safety



Due to our business' nature, food safety is the basic pillar of Eurest's action, ensuring demanding control standards that derive from the HACCP System - Hazard Analysis and Critical Control Point - applicable in all stages of food product processing, from initial production and preparation to final consumption, considering the fulfilment of all legal and normative requirements.

In the selection process of Suppliers and products, early on we demand strict food safety criteria, analysed based on the Supplier Evaluation Survey, ensuring greater confidence in the quality of purchased and marketed products.

Eurest has several control instruments, and processes, to integrate a continuous improvement system, aiming to evaluate and monitor all products and services, since their production and during their supply chain.



- Food control from reception to distribution;
- Traceability;
- Quality, Environment and Safety Audits;
- Microbiological analysis.

- Evaluation and Selection of Suppliers and Products;
- Supplier Audits;
- Communication through the Purchasing and Suppliers Portal;
- Survey of service provided by Suppliers.

The impact assessment of our products and services is based on four stages: planning and communication, traceability system, distribution and production.

PLANNING AND COMMUNICATION

Survey, assessment and control of the associated product hazards, in order to minimise/ eliminate them in the various process stages.

TRACEABILITY SYSTEM

Follow the trail of raw materials from their selection to the final Consumer.

PRODUCTION

Both qualitative and quantitative monitoring are carried out throughout the several stages of production, preparation and cooking.

DISTRIBUTION

Sample collection and product follow-up through contact with Consumers.

One of the tools to verify compliance with the Management System is the internal and external audits carried out periodically by Eurest. These are carried out on the production process, and in the entire supply chain, based on risk assessment. Whenever there are non-conformities or deviations from the outlined goals and targets, opportunities for improvement are identified and corrective actions are taken to optimise the performance of these processes.

	2016	2017	2018
Quality, Environment and Safety Audits	395	332	369
Microbiological analysis	5,884	7,305	2,326
Food poisoning	0	0	0

Footnote : In 2018, due to the end of contracts that required very regular microbiological analyses, Eurest performed fewer analyses.

A top-down view of a wooden desk. In the top left corner is a red apple. In the top right is a silver laptop with a black keyboard and a red mouse. In the bottom center is a pair of dark blue glasses. The text is overlaid on the left side of the desk.

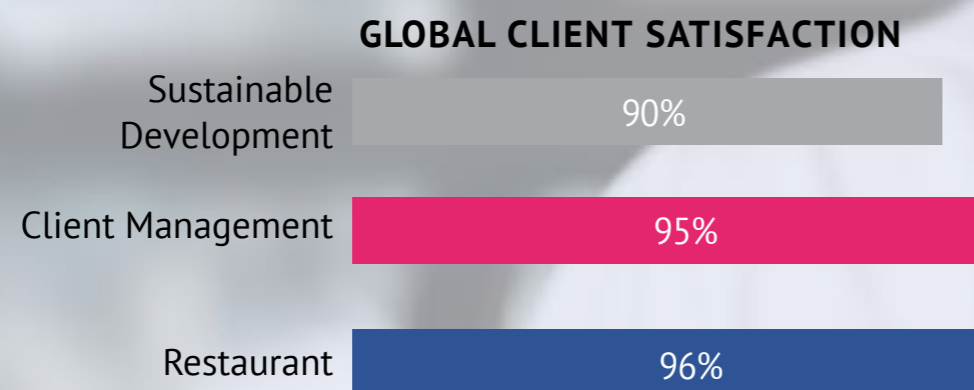
7.3. Listening to Clients and Consumers for a Satisfaction Commitment

Periodically, we assess with our Clients and Consumers whether the provided service complies with all the expected parameters of quality and food safety. To this, Eurest uses several mechanisms that make possible this direct and effective communication, such as satisfaction surveys and periodical meetings. These tools are a fundamental key for ensuring a high-quality product, a superior service performance and a valuable method for identifying areas for improvement and business opportunities:

- **Clients Satisfaction Surveys** | Bi-annual minimum periodicity in digital format where clients assess the overall service provision and trends, in food and nutrition, as well parameters related to the company's social responsibility.
- **WITY – What Is Important To You** | Identification of positive points and opportunities for improvement in an interview environment with our clients.
- **Consumers Satisfaction Surveys** | Minimum annual frequency where Consumers are invited to carry out an evaluation of the product quality (meal), the provided service, the dining areas, the promotion of events and also social responsibility actions.

Clients Satisfaction Survey

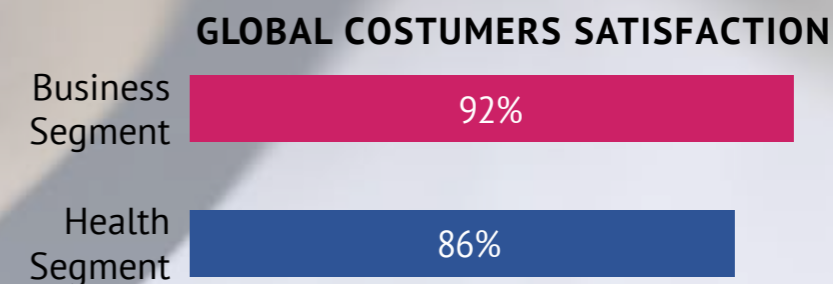
The Client Satisfaction Survey revealed that we remain a reference in the sector. In 2018, the global satisfaction index reached 94%, exceeding the defined target (92%). This way, we strengthen our position as an ideal business partner, recognised for the efficiency, trust and professionalism.



The global satisfaction index covers products' quality and excellence parameters, such as taste and food seasoning, Client support, ethics and professionalism, sustainability and vision for a better future, among others, being integrated in three categories: Restaurant, Client Management and Sustainable Development.

Consumers Satisfaction Survey

In 2018, the conducted Customer Satisfaction Survey revealed an overall satisfaction index of 87%, exceeding the defined target (84%). All answers were analysed by a specialised internal team, assessing the effectiveness of the implemented actions, and future actions still needed to ensure all our Consumers' expectations.



Among the needs highlighted in the 2018 survey, we point out service time improvement, dining areas refurbishment for their modernisation, a more personalised service and event organisation.

Survey on our Social Responsibility, as seen by you

In 2018, we also conducted a survey on Social Responsibility which has shown that our stakeholders believe the transparency and ethics policy in the development of Eurest's activity, having knowledge of ongoing sustainable actions and practices. We were also known on which subjects our stakeholders want to receive more information, considering their concerns, such as sustainable fisheries policy, animal welfare and products from environmentally responsible farming practices.

Eurest considers the handling of Complaints Management as an extremely important tool at the level of image and client and consumer loyalty. Our Consumers can exercise their right to complain through the Official Complaints Book, amicable dispute resolution through the Consumer Conflict Arbitration Centres, by email and also through a Satisfaction Assessment Form (proactive internal mechanism).

Complaints Official Book	17/18	16/17
Business	16	6
Travel Food Service	78	73
Health	18	19
Schools	8	6
Total	120	104
Units with Official Complaints	16%	12%

In 2018, the number of official complaints increased due to two new contracts, which registered 10% of the total.

7.4. Assessment and Future Commitments

Future Commitments

Commitment	Goal	Target
Consumer satisfaction	85%	19/20
New Client Communication Model – Magazine Eurest	Quarterly reporting	19/20
Consumers' portal for communicating allergies and intolerances		2020

Human Capital

We recognise our employees are key to the success of our business, and therefore we want to provide challenging conditions with opportunities for personal and professional development. We seek to ensure a healthy and safe working environment for our Employees, Suppliers and Partners.

8.1. Our Employees

8.2. Health & Safety at Work

8.3. Training and Development

8.4. Assessment and Definition of Commitments

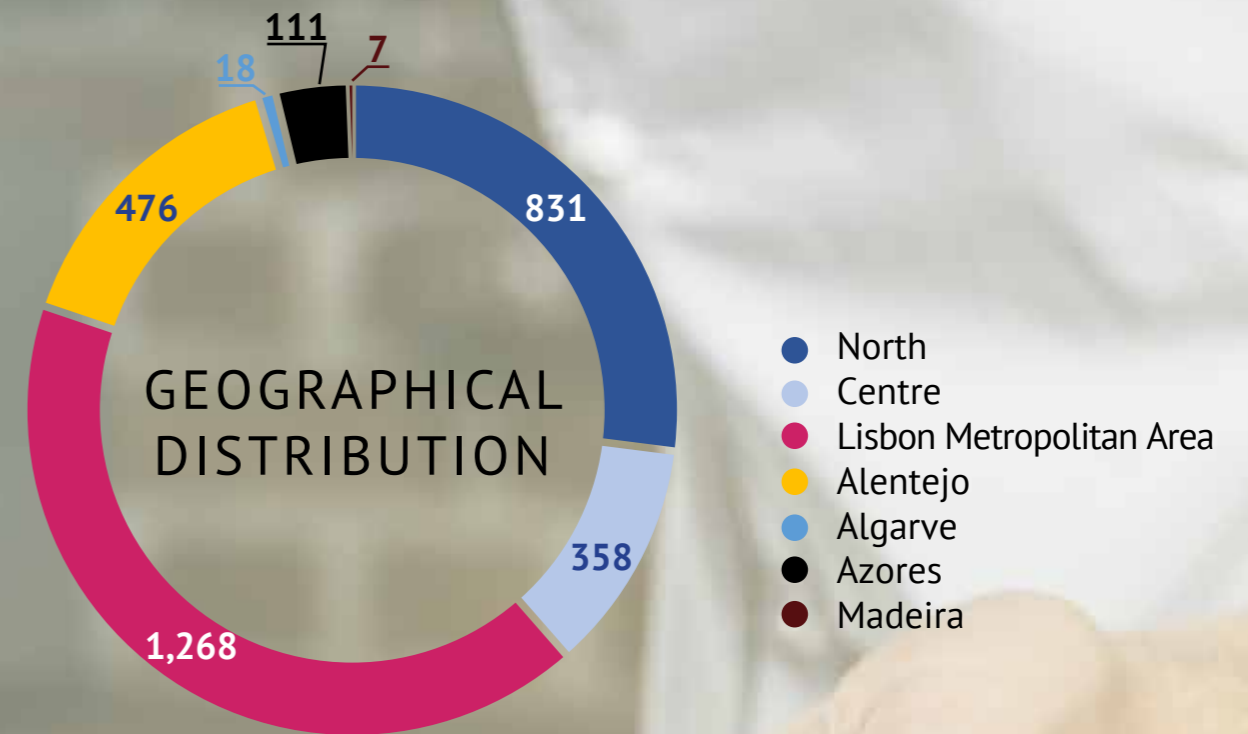
8.1. Our Employees

Eurest's Ethical Code sets out the principles for relations with our Employees, in which we express that:

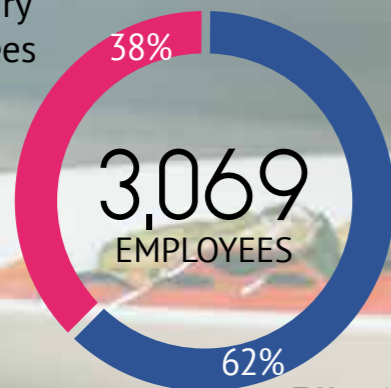
- We believe that we create opportunities to capitalise diversity potential and our business performance
- We are committed to build our relations based on respect for individual dignity and fair treatment for all
- We intend to recruit, and promote, without discrimination or sexual, physical, mental or any other kind of harassment
- We intend to develop all the relevant skills for career progress
- We promote safety and health at work
- We practice a policy based on fair and equitable remuneration
- We established disclosure channels for conflict of interest management.

By the end of 2018, Eurest had a total of 3,069 employees. The fluctuation in the number of Employees is directly related to the characteristics of our sector and the respective labour legislation, in which the employees are transferred between dealerships when there is a change in service concession, to ensure the stability of their jobs and rights. In 2018, the number of Eurest' employees fell by 9.8%, to a total of 3,069, of which 88% were female, reflecting the company's business area. Around 90% of Eurest' employees are on a full-time basis and the remaining 10% on part-time.

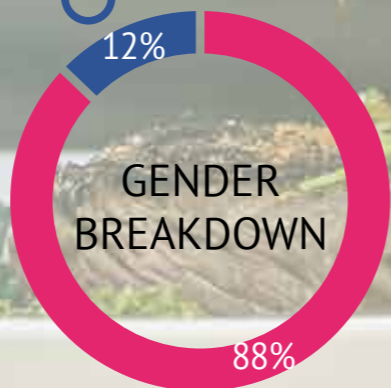
In terms of geographical distribution, 41% of our employees are located in the Lisbon Metropolitan Area and 27% in the northernmost region of the country. We also have significant operations in the Centre and Alentejo, with the remainder dispersed throughout the Algarve and autonomous regions.



Temporary Employees



Effective Employees



In 2018, 1,453 employees were hired and 1,399 left the company, in the same period. These numbers represent an entry rate of 47.3% and an exit rate of 45.6%, justified by the implicit dynamics of the Education Segment.

Eurest and the implementation of the NP 4552:2016 standard

Eurest is part of the project “3 em Linha”, a 2018-2019 programme promoted by the Portuguese Government for Professional, Personal and Family Life Reconciliation, and the company is heading towards the NP 4552 certification. This programme aims to promote a better balance between professional, personal and family life, as a condition for effective equality between men and women, and for a full citizenship. The importance of this balance is recognised in the European Pillar of Social Rights as one of the fair working conditions.

The NP 4552 implementation has as main goal to build employee loyalty and reinforce Eurest’s name as a reference entity in the market. Several actions are in place, namely the attribution of extra holidays per seniority, Eurest health card, BeRest loyalty, among other measures.

Knowing the importance of benefits in attracting and retaining talent, we have added to the rewards package a set of programmes, and initiatives, oriented to the different work generation’s needs – The “Ser Eu” Conciliation Programme.

Ser Eu



Eurest Health Card

As a Socially Responsible company, Eurest is committed to the recognition of its people and to the implementation of added value for its employees. The Eurest Health Card, from União das Misericórdias Portuguesa and with advantageous prices, allows access to a wide network of specialties and doctors from North to South of the country. It has no age limit, restriction period or any other kind of restrictions.

8.2. Health & Safety at Work

Because we consider our employees as an indispensable part in providing a service of excellence, we make a clear commitment, and a direct and proactive attitude, towards their Health and Safety issues, preventing risks, injuries and work incidents.

In addition to the OHSAS 18001 certification, Eurest has invested in employee communication, and motivation, through the creation of the Health and Safety at Work (HSE) Mentors Group. These carefully selected employees aim to motivate and involve local teams in the implementation HSE procedures.

Our action plan also foresees a multidisciplinary audits programme (directors, operational managers, unit managers and technicians) in order to assess and guarantee the working conditions of our employees.

As a specialist in the food and nutrition field, Eurest develops a set of internal projects aimed at promoting health and well-being for all its employees, of which we highlight:

- Promotion of workplace exercise
- Sharing of best practices between Unit teams.

Over the last three years, we have also carried out other initiatives aimed at improving the working conditions of our Employees, with special focus on continuing the investment in Personal Protective Equipment and specific training.



No deaths have been recorded in the last three years and the number of occupational diseases has fallen significantly since 2016 (80%). In 2018, there was a decrease in both the frequency index (5%) and the severity index (22%).

8.3. Training & Development

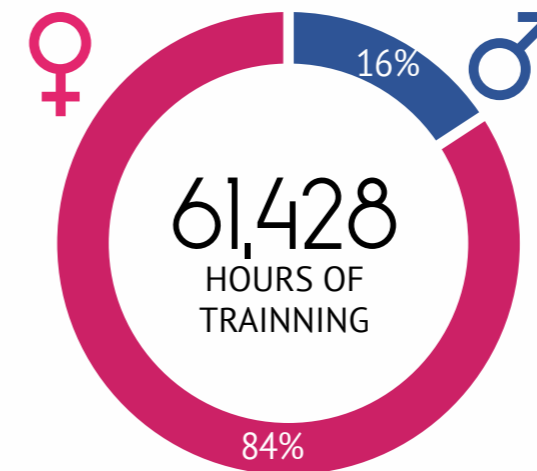
At Eurest, we believe that training is fundamental to make our business more competitive and innovative.

As an employer, we are committed to the professional and personal development of our employees, providing them with the necessary resources to consolidate leadership skills, organisational development and career opportunities, as well as strengthening the personal and professional potential of young executives.

Eurest's training policy is based on Eurest Academy. The welcome training marks the early stage of Employees professional development, raising awareness of the several company's cultural identity pillars. The training actions cover issues related to food safety and nutrition, as well as issues associated with the environment, health and safety at work, social responsibility, conciliation and the development of personal, language and management skills.

Academia
Eurest

Every year, a training plan is drawn up based on the company's main needs, as well as a subsequent evaluation of the training actions effectiveness. In addition to the training plan, prepared according to relevance and performance, we support Employees who wish to attend postgraduate, master's or MBA courses related to Eurest's activity. The total hours of training provided decreased by 25% between 2016 and 2017, due to the reduction in the number of employees. Data for 2018 are not yet available at the publication date of this Report.



The annual performance evaluation is extended to all permanent employees. There are 3 different evaluation models: operations, support and leadership teams, all based on the company's Vision, Values and Behaviour Code.




100% of employees received a performance evaluation

The performance evaluation applies only to employees who have been with the organisation for more than 6 months. From this evaluation results the future goals in their function and the individual development plan that will ensure an adequate performance to the strategic challenges of the company.

8.4. Assessment and Future Commitments

Assesment of Commitments

Commitment	Goal	Target	Status
E-learning Training	5% increase in the number of training hours	2017	The goal moves to 2019-20, as there is a need for computer systems integration between two platforms.
	Cover 30% of Employees, non-managers, with e-learning training	2017	
Development of management skills	10% increase in the number of training hours with these Employees	2017	

Future Commitments

Commitment	Goal	Target
E-learning Training	Powerful e-learning system implementation	2020
Enlargement of the Conciliation Programme	Employee benefits and services broadening	2019

Environment & Community

In managing the resources required for the production of 27 million meals per year, we seek to be rigorous to allow environmental impacts reduction, resulting from the volume of our activity along the value chain, as well as the promotion of sustainable and healthy consumption.

Eurest has a positive impact on the Community, based on a logic of prevention, mitigation and compensation of its environmental and social impacts, thus believing in the sustainability of its business.

9.1.

Environmental Performance

9.2.

Environmental Campaigns

9.3.

Positive Force in the Community

9.4.

Assessment and Definition of Commitments

9.1. Environmental Performance

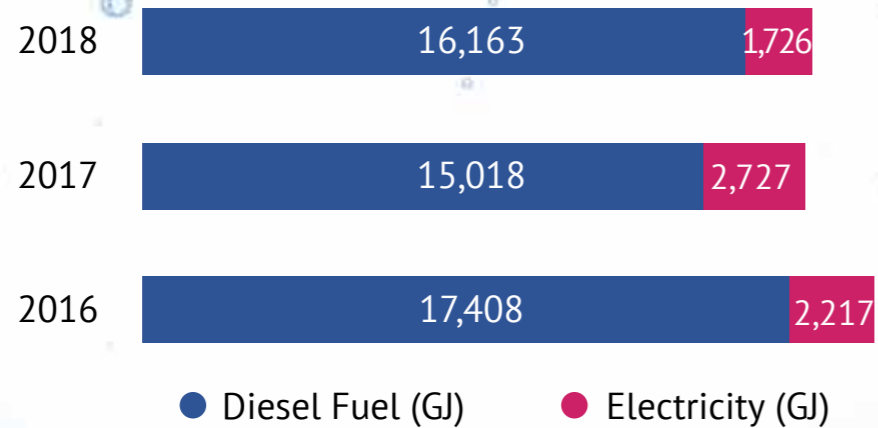
At Eurest we are concerned about the impact of our activity on the environment, systematically evaluating a set of performance indicators that guarantee the desired level of efficiency, in relation to the most relevant environmental aspects, namely energy consumption, water and materials, as well as waste production.

Energy Consumption

Energy consumption includes the electricity used in offices, and meal preparation units, and diesel fuel used for business travels.

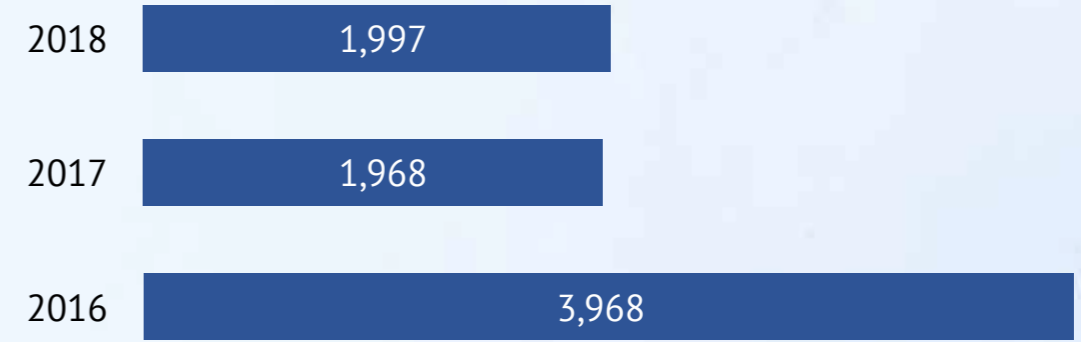
Eurest considers the continuous improvement of energy consumption management, with a decrease of about 9% in the last three years. Such measures as investment in LED illumination, reinforcement of internal preventive maintenance actions for cooling equipment and the acquisition of equipment with lower energy consumption, contributed for this result. In 2018, it can be observed that the largest energy consumption in Eurest's activity is still diesel fuel, being consumed a total of about 17,900 GJ of energy.

ENERGY CONSUMPTION EVOLUTION (GJ)



Regarding the Greenhouse gas emissions (GHG), there's been a decrease of about 50% over the last three years, explained by the smaller number of travel food service areas.

EVOLUTION OF GREENHOUSE GAS EMISSIONS (t CO₂)

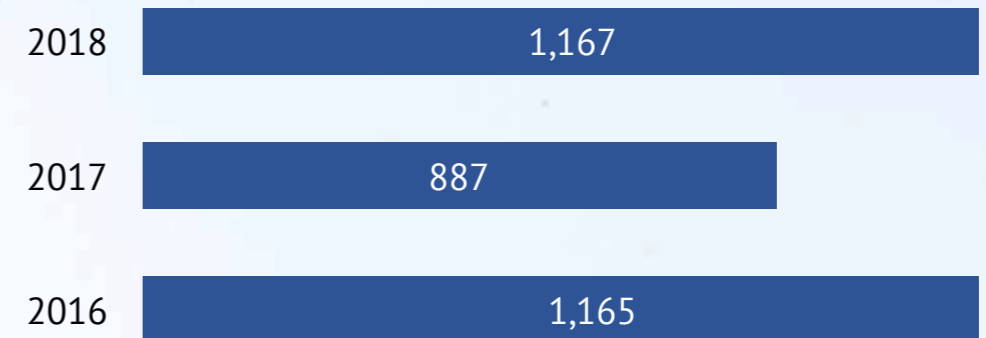


Source of emission factors: EDP Comercial

Water Consumption

Water is an increasingly scarce natural resource, fundamental to Eurest's activity, and ensuring its sustainable use is a priority. The quality of the water used in Eurest's activities is regularly evaluated, being essentially consumed in the preparation of meals and in the cleaning of equipment and infrastructures.

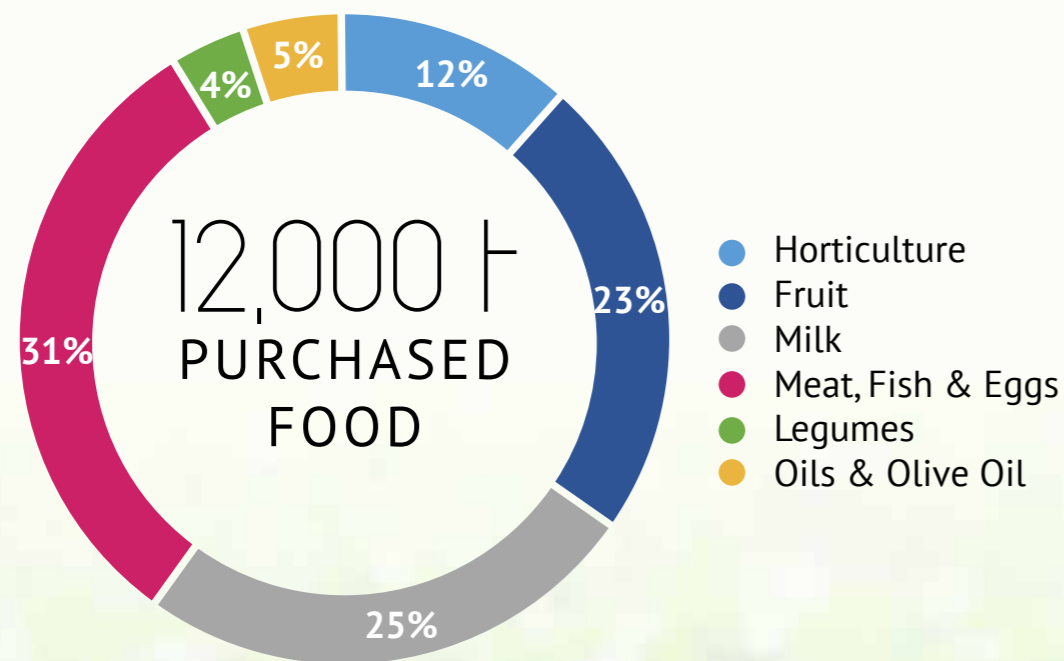
WATER CONSUMPTION EVOLUTION (m³)



Material Consumption

In 2018, Eurest consumed around 12 thousand tonnes of food, with a higher consumption of vegetables, fruit, meat, fish and dairy products standing out, reflecting the company's commitment to serving healthier and more balanced meals, and the actions to promote these foods that has been developed with its Customers and Consumers.

PURCHASED FOOD (t) IN 2018



There has been a decrease of 5% in the amount of food consumed over the last three years. This is justified by the termination of some contracts with a large meal volume.

In 2016, there was an increase in A4 paper consumption due to the need to print consumer satisfaction surveys. This process was subsequently computerised, enabling a paper consumption reduction of around 27% between 2016 and 2018.

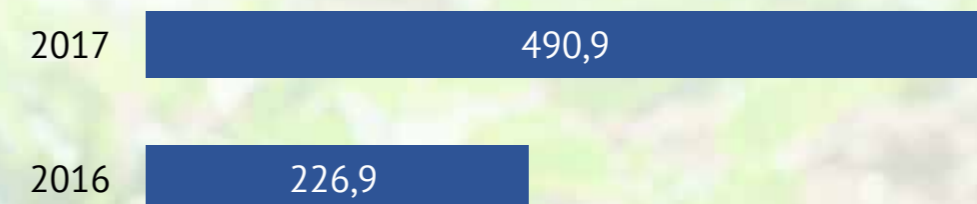
As for the paper used in sachets and wipes, there is also a decrease of 4% (value indexed to the number of meals), being currently used mostly in the Education Segment, complying with contractual requirements.

It should be noted that Eurest uses biodegradable detergents in its facilities, composed of less toxic elements and more easily absorbed in the natural environment and, consequently, with less environmental impact.

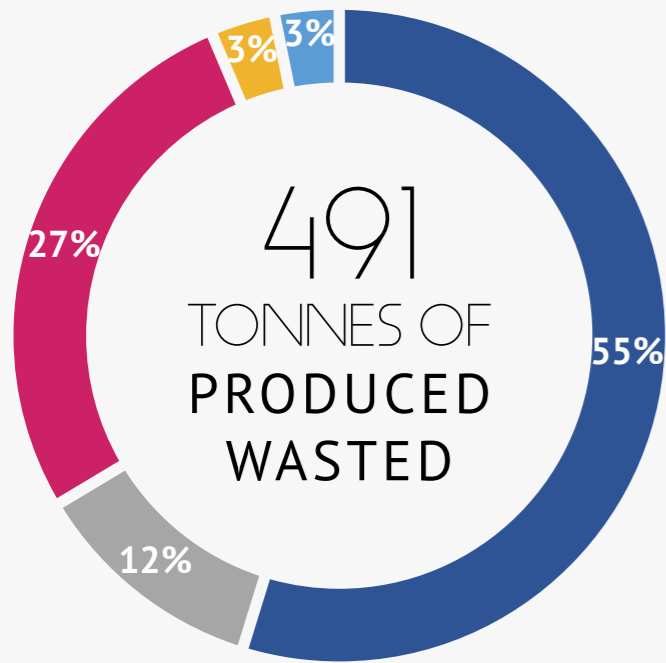
Waste Production

According to their classification, the collection and treatment of the produced waste is carried out by licensed companies. In 2017, around 490 tonnes of waste were produced in Eurest's activity. Data for 2018 are not yet available at the time of this Report.

WASTE PRODUCTION EVOLUTION (t)



The type of waste derives from the nature of our business, being characterised by the waste volume from grease and oil blends, oil/water separation, containing edible oils and fats.



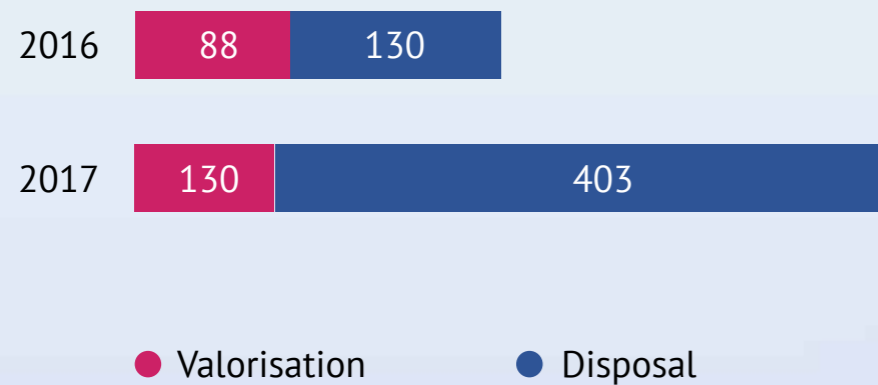
- Mixtures of fats and oils, from oil/water separation, containing edible oils and fats
- Edible oils and fats
- Other municipal and similar waste, including waste mixtures
- Paper and cardboard packaging
- Others



In past few years, Eurest has produced minimum quantities of hazardous waste. In 2017, almost all of the produced waste was non-hazardous (99.9%). Data for 2018 are not yet available at the time of this Report.

In 2017, around 82% of non-hazardous waste went to disposal operations and the remaining 18% went to recovery operations.

QUANTITY OF NON-HAZARDOUS WASTE BY FINAL DESTINATION (t)



9.2. Environmental Campaigns

Eurest has been developing environmental campaigns with Clients and Consumers, as it believes that the capacity for mobilisation and collective vision contributes to the success of most initiatives and, globally, of the business.

These initiatives are developed in a dynamic and multifaceted way, and are aligned with the needed changes to mitigate climate change, reduce food waste and improve environmental performance.

Stop Food Waste Day Project

This campaign is primarily aimed at reducing food waste. Our main focus is the mobilisation of our Employees, Clients and Consumers to the importance of reducing food waste through the marketing of experiences of new feeding concepts.

Eurest has been part of this worldwide Compass Group campaign since its first edition.

TO POINT OUT...

- In 2018, we had impact on 133,687 consumers.
- Fulfilment of a common vision and cooperation for a sustainable development in our activity, together with our stakeholders



CCRE Conscious Consumption Respects the Environment

This initiative aims to raise awareness among Clients and Consumers to the need of food waste reduction. Not only reducing the use of natural resources but also the amount of produced waste. The goal is for the Consumer to carry on the tray the amount of food strictly necessary to satisfy their nutritional needs and appetite.

MAIN ACHIEVED RESULTS

- 1.3 tonnes of donated food | 4.3 tonnes since the campaign started in 2007
- 17 Solidarity institutions involved
- 29 editions, fulfilling the goal of accomplishing at least 20
- 30% reduction of food waste
- 75% of our Consumers joined the campaign



CARE - Sachets and Wipes

The use of sachets and wipes is an environmentally negative practice with no food safety benefits. As far as sachets and wipes are concerned, our policy of reducing paper consumption resulted in a 35% decrease, representing a saving of 550 tonnes of paper or approximately 9,295 tonnes of trees.

Healthy Restaurant Project

Aimed at all our Clients, this project is based on three fundamental vectors: resources management, food waste and waste management. Client units wishing to join the Sustainable Restaurant seal are committed to implement 10 basic and essential campaigns for the sustainable production and distribution of meals.

TO POINT OUT...

- Eurest was finalist in the 6th edition of the Food & Nutrition Awards, in the category "Initiative and Mobilisation" with the Healthy Restaurant project

CARE Flavoured olive oil

It aims to reduce the amount of olive oil and vinegar glass packaging to be placed on the market. Flavoured oils improve food nutritional value, promoting the reduction of salt addition, due to its more intense taste compared to the conventional olive oils. The implementation of the Flavoured Oils campaign made it possible to reduce the quantity of glass placed on the market by 38%, approximately 23 tonnes.

9.3. Positive Force in the Community

Eurest's creation of value for the Community involves social actions in which our Employees, Clients and Consumers actively participate.

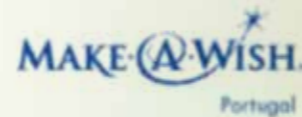
Eurest has established partnerships with entities in different areas, enabling the implementation of several actions in the community. In particular, we talk about support for employees who have dependent relatives with special needs and support for some relevant social institutions, where we highlight the fulfilment of children's wishes through the Make-a-Wish organisation.

In the last three years, Eurest has invested more than 118 thousand euros in support and donations to several entities. More than half of this amount has been allocated to educational projects.

We support multiple charities:



fundação
portuguesa de
cardiologia



As food specialists, we understand as good practice contribute to a healthier and a more sustainable diet. For this purpose, we have also developed partnerships with the scientific and academic community, government entities and private associations in the health area to share information, internship programmes as well as innovation and research projects.



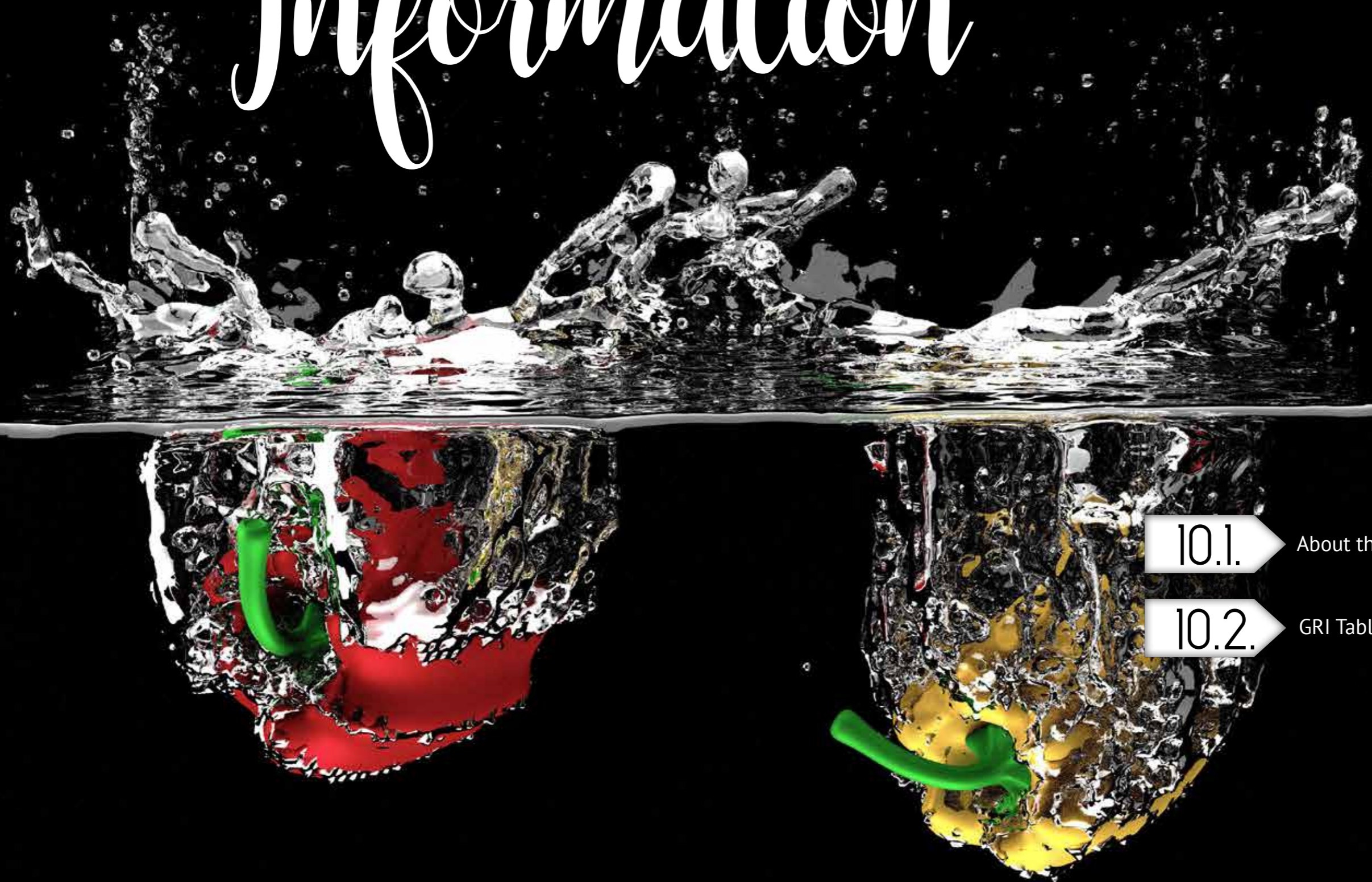
9.4. Assessment and Future Commitments



<i>Assessment of Commitment</i>			
Commitment	Goal	Target	Status
Flavoured Olive Oil	Reduce packaging by 5% (number of bottles/ number of meals)	2016	✓
CARE Energy CARE Water	Monitor consumption at all establishments where energy and water management are Eurest's responsibility	2016	✓

<i>Future Commitments</i>		
Commitment	Goal	Target
Reduction of plastic use	80% reduction of straws	2019
	50% reduction of plastic pallets	2019
	80% reduction of packed pallets	2019

Additional Information



10.1.

About the report

10.2.

GRI Table

10.1. About the Report

It is intended that the fourth Sustainability Report portrays Eurest Portugal, Lda improvement on economic, environmental and social performance, sharing this information with all our stakeholders.

The structure and content of the Report were defined in accordance with a sector benchmark, best practices and the Compass Group corporate responsibility strategy, into which Eurest is integrated, and from which derives its own strategy encompassing nine material topics, which are organized along five strategic axes: Health & Well-being, Service Quality, Supply Chain, Human Capital, Environment & Community, which correspond to chapters in this document.

This Report comprises the results obtained between 2016 and 2018, in a period corresponding to the Compass Group fiscal years from October 1st 2015 to September 30th 2018, and prepared in accordance with the GRI Rules, under the option in accordance - core. The G4 Food Processing Sector Disclosures (FPSS) were also considered. The Report covers all Eurest business units, with the exceptions mentioned in the GRI Table.

The information in this Report allows us to comply with the Decree - Law No. 89/2017, published on July 28th, 2017, concerning the disclosure of non-financial information and the information on diversity by large companies and groups. It also highlights our contribution to the United Nations' Sustainable Development Goals and the 10 UN Global Compact Principles.

For further clarification about the information published in this document, please contact:

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10.2. GRI Table

GENERAL DISCLOSURES

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES																																			
GRI 102: General Disclosures	Organisational Profile																																					
	102-1 Name of the organisation	4																																				
	102-2 Activities, brands, products, and services	4																																				
	102-3 Location of headquarters	8																																				
	102-4 Location of operations	8																																				
	102-5 Ownership and legal form Private limited company																																					
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102-9 Supply chain	Eurest depends on the supply of a wide variety and quantity of food and non-food suppliers, as well as basic consumables inherent to its processes (fuel and electricity) and general services.										
102-10 Significant changes to the organisation and its supply chain	There were no significant changes during the reporting period.										
102-11 Precautionary Principle or approach	In addition to the Behaviour Code, Eurest seeks to ensure the highest quality standards, making a commitment to continuously improve its performance, developing a set of practices and measurable goals, to ensure service quality, food safety, prevent and minimise environmental impacts, anticipate incidents/accidents at work, through compliance with legislation, applicable requirements and codes of good practice in force.										
102-12 External initiatives		34-35									
102-13 Membership of associations		34-35									
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AHRESP - Portuguese Hotel, Restoration and Related Association	Member										
Strategy											
102-14 Statement from senior decision-maker		14-15									
102-15 Key impacts, risks, and opportunities		27									
Ethics and integrity											
102-16 Values, principles, standards, and norms of behaviour		32-33	10								
102-17 Mechanisms for query handling and report on alleged ethical issues irregularities		25	10								
Governance											
102-18 Governance structure		28-29									

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	Contests	O																																																																																																																																																																																																																																																																																																																																																																																
	Animations in catering units	O																																																																																																																																																																																																																																																																																																																																																																																
	Ecometrica's Indicator Report	W																																																																																																																																																																																																																																																																																																																																																																																
Satisfaction Assessment	Supplier Risk Assessment Report	M																																																																																																																																																																																																																																																																																																																																																																																
	General Standards for External Contractors	A																																																																																																																																																																																																																																																																																																																																																																																
	Supplier's Portal	P																																																																																																																																																																																																																																																																																																																																																																																
	Your Voice - Organisational climate survey	B																																																																																																																																																																																																																																																																																																																																																																																
	Employees Consultation - Health & Safety at Work	B																																																																																																																																																																																																																																																																																																																																																																																
Partnerships	Periodical Meetings	P																																																																																																																																																																																																																																																																																																																																																																																
	Speak Up - Anonymous report channel	P																																																																																																																																																																																																																																																																																																																																																																																
	Client Satisfaction Survey	B																																																																																																																																																																																																																																																																																																																																																																																
	Social Responsibility Survey	Be																																																																																																																																																																																																																																																																																																																																																																																
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Partnerships	Wily Interviews - What is important to you	A																																																																																																																																																																																																																																																																																																																																																																																
	Educational Fairs	O																																																																																																																																																																																																																																																																																																																																																																																
	Volunteer Scholarship	O																																																																																																																																																																																																																																																																																																																																																																																
	Charitable initiatives	O																																																																																																																																																																																																																																																																																																																																																																																
	Classes and Lectures / Scientific papers / Congresses	O																																																																																																																																																																																																																																																																																																																																																																																
	Working groups members and research organisations	O																																																																																																																																																																																																																																																																																																																																																																																
Stakeholders Engagement																																																																																																																																																																																																																																																																																																																																																																																		
102-40 List of stakeholder groups		22-23																																																																																																																																																																																																																																																																																																																																																																																
102-41 Collective bargaining agreements	The percentage of Employees covered by collective bargaining agreements is 100%.		3																																																																																																																																																																																																																																																																																																																																																																															
102-42 Identifying and selecting stakeholders		22																																																																																																																																																																																																																																																																																																																																																																																

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES
	102-43 Approach to stakeholder engagement	22-23	
	102-44 Key topics and concerns raised	26	
Reporting practice			
	102-45 Entities included in the consolidated financial statements All Eurest Portugal business areas are included.		
	102-46 Defining report content and topic Boundaries	26	
	102-47 List of material topics	26	
	102-48 Restatements of information There were no reformulations.		
	102-49 Changes in reporting There were no changes.		
	102-50 Reporting period From October 1st 2015 to September 30th 2018		
	102-51 Date of most recent report November 2016		
	102-52 Reporting cycle Eurest publishes its sustainability reports every two years. Exceptionally, this report covers the years 2016 to 2018.		
	102-53 Contact point for questions regarding the report	98	
	102-54 Claims of reporting in accordance with the GRI Standards	98	
	102-55 GRI content index Present table		
	102-56 External assurance The report was not verified		

SPECIFIC CONTENT

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES	
Economic Performance				
Economic Performance				
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	12 and 26		
	103-2 The management approach and its components	12		
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To assess the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.			
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed			
	(thousands of Euro)	2016	2017	2018
	Direct economic value generated	115,911	118,704	107,246
	Revenues	115,911	118,704	107,246
	Direct economic value distributed	67,266	64,857	57,519
	Operating costs	27,754	23,390	19,799
	Employee wages and benefits	37,325	39,967	35,921
	Other Operating costs	450	335	649
	Payments to providers of capital	5	48	30
	Payments to government	1,662	1,092	1,097
	Community investments	70	25	23
Economic value retained	48,645	53,847	49,727	
Procurement / Supply Practices				
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary Pages	26, 48, 50-51 and 54		
	103-2 The management approach and its components	48, 50-51 and 54		
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.			

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES																		
GRI 204: Procurement / Supply Practices	204-1 Proportion of spending on local suppliers	54																			
	<table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Total costs with foreign suppliers (M€)</td> <td>3.0</td> <td>3.0</td> <td>3.6</td> </tr> <tr> <td>Total costs with domestic suppliers (M€)</td> <td>40.4</td> <td>43.9</td> <td>40.4</td> </tr> <tr> <td>Total costs with suppliers (M€)</td> <td>43.4</td> <td>47.0</td> <td>44.0</td> </tr> <tr> <td>Percentage of purchases made from domestic suppliers</td> <td>93%</td> <td>94%</td> <td>92%</td> </tr> </tbody> </table>		2016	2017	2018	Total costs with foreign suppliers (M€)	3.0	3.0	3.6	Total costs with domestic suppliers (M€)	40.4	43.9	40.4	Total costs with suppliers (M€)	43.4	47.0	44.0	Percentage of purchases made from domestic suppliers	93%	94%	92%
	2016	2017	2018																		
Total costs with foreign suppliers (M€)	3.0	3.0	3.6																		
Total costs with domestic suppliers (M€)	40.4	43.9	40.4																		
Total costs with suppliers (M€)	43.4	47.0	44.0																		
Percentage of purchases made from domestic suppliers	93%	94%	92%																		
	FP2 - Percentage of purchasing volume verified as complying with recognised international standards for responsible production, specified by standard.	51																			
Anti-corruption																					
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.																				
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption The fight against corruption is ensured by internal procedures established by the formalised and audited management systems. The information is included in the Business Behaviour Code and in the Compass Group Code of Ethics, made available to all employees.		10																		
	205-2 Communication and training about anti-corruption policies and procedures The information is included in the Business Behaviour Code and in the Compass Group Code of Ethics, made available to all employees.		10																		
	205-3 Confirmed incidents of corruption and actions taken There were no confirmed cases of corruption during the reporting period.		10																		
Anti-competitive behaviour																					
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 32-33																			
	103-2 The management approach and its components	32-33																			
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.																				
GRI 206: Anti-competitive behaviour	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices No such occurrences were recorded in the reporting period.																				

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES																																						
Environment Performance																																									
Materials																																									
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 84-85																																							
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GRI 301: Materials	301-1 Materials used by weight or volume	84	7 e 8																																						
	<table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Meat & Fish</td> <td>4,459</td> <td>4,233</td> <td>3,761</td> </tr> <tr> <td>Fruit</td> <td>3,241</td> <td>3,285</td> <td>2,780</td> </tr> <tr> <td>Milk</td> <td>2,335</td> <td>2,820</td> <td>3,005</td> </tr> <tr> <td>Vegetables</td> <td>1,544</td> <td>1,569</td> <td>1,387</td> </tr> <tr> <td>Legumes</td> <td>476</td> <td>456</td> <td>447</td> </tr> <tr> <td>Oils</td> <td>210</td> <td>240</td> <td>253</td> </tr> <tr> <td>Olive Oil</td> <td>393</td> <td>352</td> <td>334</td> </tr> <tr> <td>Eggs</td> <td>11</td> <td>11</td> <td>12</td> </tr> <tr> <td>Total (t)</td> <td>12,669</td> <td>12,965</td> <td>11,978</td> </tr> </tbody> </table>		2016	2017	2018	Meat & Fish	4,459	4,233	3,761	Fruit	3,241	3,285	2,780	Milk	2,335	2,820	3,005	Vegetables	1,544	1,569	1,387	Legumes	476	456	447	Oils	210	240	253	Olive Oil	393	352	334	Eggs	11	11	12	Total (t)	12,669	12,965	11,978
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	NA – The 2018 figures are not available, as the control of these consumptions is no longer an Eurest goal.																																								
Energy																																									
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 82																																							
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STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES																
GRI 302: Energy	302-1 Energy consumption within the organisation <table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Diesel Fuel</td> <td>17,408</td> <td>15,018</td> <td>16,163</td> </tr> <tr> <td>Electricity</td> <td>2,217</td> <td>2,727</td> <td>1,726</td> </tr> <tr> <td>Total (GJ)</td> <td>19,625</td> <td>17,745</td> <td>17,888</td> </tr> </tbody> </table>		2016	2017	2018	Diesel Fuel	17,408	15,018	16,163	Electricity	2,217	2,727	1,726	Total (GJ)	19,625	17,745	17,888	82	7 and 8
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GRI 303: Water	303-1 Total Water Consumption, by source <table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Total (m3)</td> <td>1,165</td> <td>887</td> <td>1,167</td> </tr> </tbody> </table> <p>Footnote Water consumption only includes the Head Office in Lisbon and the North Delegation in Oporto.</p>		2016	2017	2018	Total (m3)	1,165	887	1,167	83	7 and 8								
	2016	2017	2018																
Total (m3)	1,165	887	1,167																
Biodiversity																			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.																		
GRI 304: 2016 Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to protected areas and or in areas of high biodiversity value outside protected areas There are no operational facilities under these conditions.		8																

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES																								
Emissions																											
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.	26 and 83																									
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions 305-5 Reduction of GHG emissions	83	9																								
Effluents and Waste																											
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GRI 306: Effluents and Waste	306-2 Waste by type and disposal method <table border="1"> <thead> <tr> <th>Produced Waste & Disposal Method</th> <th>2016</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>Hazardous waste</td> <td>0,05</td> <td>0,02</td> </tr> <tr> <td> Valorisation</td> <td>0,05</td> <td>0,02</td> </tr> <tr> <td> Disposal</td> <td>-</td> <td>-</td> </tr> <tr> <td>Non-hazardous waste</td> <td>227</td> <td>491</td> </tr> <tr> <td> Valorisation</td> <td>96</td> <td>88</td> </tr> <tr> <td> Disposal</td> <td>130</td> <td>403</td> </tr> <tr> <td>Total (t)</td> <td>227</td> <td>491</td> </tr> </tbody> </table> <p>Footnote 2018 data was not available at the time of this report.</p>	Produced Waste & Disposal Method	2016	2017	Hazardous waste	0,05	0,02	Valorisation	0,05	0,02	Disposal	-	-	Non-hazardous waste	227	491	Valorisation	96	88	Disposal	130	403	Total (t)	227	491	86	8
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GRI 401: Employment	<p>401- 1 New employee hires and employee turnover</p> <table border="1"> <thead> <tr> <th>Year 2018</th> <th>No. of Entries</th> <th>No. of Exits</th> </tr> </thead> <tbody> <tr> <td><30 years</td> <td>312</td> <td>325</td> </tr> <tr> <td>30-50 years</td> <td>710</td> <td>718</td> </tr> <tr> <td>>50 years</td> <td>431</td> <td>356</td> </tr> <tr> <td>Men</td> <td>187</td> <td>179</td> </tr> <tr> <td>Women</td> <td>1,266</td> <td>1,220</td> </tr> <tr> <td>Minho</td> <td>64</td> <td>51</td> </tr> <tr> <td>Trás-os-Montes</td> <td>20</td> <td>17</td> </tr> <tr> <td>Douro Litoral</td> <td>293</td> <td>297</td> </tr> <tr> <td>Beira Litoral</td> <td>123</td> <td>161</td> </tr> <tr> <td>Beira Alta</td> <td>39</td> <td>29</td> </tr> <tr> <td>Beira Baixa</td> <td>12</td> <td>8</td> </tr> <tr> <td>Ribatejo</td> <td>134</td> <td>136</td> </tr> <tr> <td>Estremadura</td> <td>562</td> <td>583</td> </tr> <tr> <td>Alto Alentejo</td> <td>26</td> <td>22</td> </tr> <tr> <td>Baixo Alentejo</td> <td>130</td> <td>70</td> </tr> <tr> <td>Algarve</td> <td>26</td> <td>3</td> </tr> <tr> <td>Açores</td> <td>17</td> <td>13</td> </tr> <tr> <td>Madeira</td> <td>7</td> <td>9</td> </tr> <tr> <td>Total</td> <td>1,453</td> <td>1,399</td> </tr> </tbody> </table>	Year 2018	No. of Entries	No. of Exits	<30 years	312	325	30-50 years	710	718	>50 years	431	356	Men	187	179	Women	1,266	1,220	Minho	64	51	Trás-os-Montes	20	17	Douro Litoral	293	297	Beira Litoral	123	161	Beira Alta	39	29	Beira Baixa	12	8	Ribatejo	134	136	Estremadura	562	583	Alto Alentejo	26	22	Baixo Alentejo	130	70	Algarve	26	3	Açores	17	13	Madeira	7	9	Total	1,453	1,399	70-71	6
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	<p>401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</p>	72																																																													
Labour Relations																																																															
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.																																																														
GRI 402: Labour Relations	<p>402-1 Minimum notice periods regarding operational changes The minimum number of days given to employees, and their representatives, before the implementation of relevant operational changes that may significantly affect them, is of 8 or 30 days, depending on whether the change is temporary or definitive, and is specified in the collective bargaining agreements.</p>		3																																																												
Health & Safety at Work																																																															
GRI 103: Management Approach	<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.</p>	26 and 74-75																																																													

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES		
GRI 403: Health & Safety at Work	403-2 Types and rates of injuries, occupational diseases, lost days, absenteeism and number of work-related deaths				
		2016	2017	2018	
	Absenteeism Rate	Men	23,2%	25,8%	28,3%
		Women	24,4%	25,9%	24,7%
	Severity Rate	Men	211,9	208,6	216,3
		Women	659,5	552,6	484,6
	Frequency Rate	Men	6,9	9,1	4,6
		Women	15,0	14,2	13,3
		2016	2017	2018	
	No. Work-Related Accidents	Men	5	7	3
	Women	91	84	59	
No. of Days Lost	Men	153	161	140	
	Women	4,009	3,275	2,149	
No. of Occupational Diseases	Men	0	0	0	
	Women	0	0	0	
No. of Deaths	Men	0	0	0	
	Women	0	0	0	
	Footnote Light injuries, treated with first aid kit, were not considered into labour accident accounting. When calculating the number of lost days, calendar days were taken into account and counting began on the day after the accident. Absenteeism Rate = (No. of absence hours / No. of potential hours) x 100 Frequency Rate = (No. of accidents with sick leave / No. of hours actually worked) x 1,000,000 Severity Rate = (No. of lost days / No. hours actually worked) x 1,000,000				
	403-3 Workers with high risk or incidence of occupational diseases There are no workers with high risk or incidence of occupational diseases.				
Training and Education					
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 76-77			
	103-2 The management approach and its components	76-77			
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.				

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES			
GRI 404: Training and Education	404-1 Average hours of training per year and per employee	76-77	6			
		2016	2017			
	Administrative/Support	10	16			
	Frontline Staff	26	19			
	Unit Management	10	3			
	Management	47	81			
	Total	24	18			
		Footnote 2018 data was not available at the time of this report.				
		404-3 Percentage of employees receiving regular performance and career development reviews				
		2016	2017			
	Administrative/Support	100%	92%			
	Frontline Staff	64%	65%			
	Unit Management	90%	95%			
	Management	100%	89%			
	Total	67%	68%			
	Footnote The data was calculated based on the total number of employees in the Organisation. 2018 data was not available at the time of this report.					
Diversity and Equal Opportunity						
GRI 103: Management Approach	This is a mandatory topic response under Decree-Law 89/2017 for which Eurest has no Management Approach, only answering to the associated GRI indicator.					
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees		6			
		Gender	Age Group			
		Homens	Mulheres	<30	30 a 50	>50
	Governance Bodies	100%	0%	0,0%	100,0%	0,0%
	Administration	35,7%	64,3%	17,9%	71,4%	10,7%
	Senior Management	46,5%	53,5%	0,0%	71,2%	28,8%
	Middle Management	17,4%	82,6%	7,7%	56,2%	36,1%
	Managers	50,0%	50,0%	0,0%	66,7%	33,3%
	Performers	11,0%	89,0%	12,1%	53,5%	34,4%
	Non-discrimination					
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.					
GRI 406: Non- discrimination	406-1 Incidents of discrimination and corrective actions taken No incidents of discrimination have been reported.		6			

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES
Freedom of Association and Collective Bargaining			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.		
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk The risk in question has not been identified in any operation or supplier.		3
Child Labour			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.		
GRI 408: Child Labour	408-1 Operations and suppliers at significant risk for incidents of child labour The risk in question has not been identified in any operation or supplier.		5
Forced or Compulsory Labour			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.		
GRI 409: Forced or Compulsory Labour	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour The risk in question has not been identified in any operation or supplier.		4
Security Practices			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.		
GRI 410: Security Practices	410-1 Security personnel trained in human rights policies or procedures The security of several facilities is ensured by private security companies, which address the human rights in the training of their employees.		1
Human Rights Assessment			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.		
GRI 412: Human Rights Assessment	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening In its tender specifications for the purchase of products and services, Eurest includes a number of obligations from contractors which include human rights clauses.		2

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES
Local Communities			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 92	
	103-2 The management approach and its components	92	
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.		
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments and development programs	92	1
Supplier Social Assessment			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 52-53	
	103-2 The management approach and its components	52-53	
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.		
GRI 414: Supplier Social Assessment	414-2 Negative social impacts in the supply chain and actions taken Eurest has not identified significant negative social impacts on the supply chain.		2
Public Policy			
GRI 103: Management Approach	Eurest has no Management Approach for this topic, but only an associated GRI indicator in order to meet Decree Law 89/2017 requirements.		
GRI 415: Public Policy	415-1 Political contributions Eurest makes no contributions to political parties.		10
Client Health and Safety			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	26 and 58-61	
	103-2 The management approach and its components	58-61	
	103-3 Evaluation of the management approach Eurest regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management, the company also relies on stakeholders' feedback, benchmarking analysis and, when available, external performance ratings.		

STANDARDS	INDEX/RESPONSE	PAGES	UNGC PRINCIPLES
GRI 416: Client Health and Safety	416-1 Assessment of health and safety impacts of major product and service categories	61	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services In the reporting period, 22 incidents were recorded.		
	FP5 - Percentage of production volume manufactured in operational units, certified by an independent organisation, in accordance with internationally recognised food safety management system standards.	58	
	FP6 - Percentage of total products sales volume to the Consumer, broken down by product category, containing low content of saturated and trans fats, salt and added sugars.	38 and 39	
	FP7 - Percentage of total products sales volume to the Consumer, broken down by product category, containing an increased content of nutritional ingredients such as fibre, vitamins, minerals, phytochemicals and addition of functional foods.	38 and 39	

TECHNICAL DATA

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