

A SUSTAINABLE FUTURE FOR ALL

SUSTAINABILITY REPORT 2019 – 2022



FOOD *with*
PURPOSE

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EUREST

Being a leading company in providing catering services, gives us purpose to integrate responsible food in our business plan.

Thanks to our more than 45 years of experience in Portugal, we can provide specialised catering services according to our Customers' and Consumers' profiles.

We set the highest ethical and professional standards, which enables us to provide a competitive and excellent service.

1.1. MESSAGE FROM GENERAL DIRECTOR

*I proudly present you our **Sustainability Report - A Sustainable Future for Us All**, - which reports Eurest's performance over the four-year period 2019-2022.*

Undoubtedly, launching this 5th Sustainability Report - A Sustainable Future for All - is yet another important milestone in our history as a Socially Responsible and Sustainable Organisation.

It has been four distinct years, all challenging and some even unprecedented. We went through a pandemic. It is said that hard times do not shape character, but rather reveal it. I am sure we have only been able to make our way over the last few years by using our character: Resilience, Perseverance, Innovation and Teamwork.

This is what defines us and we are proud of how we have overcome each and every one of these challenges. We have worked with total dedication, we have shown a willingness to embrace change, we have protected our health and of those close to us, and we have always ensured our Clients receive the best possible meal service. We have achieved extraordinary things!

2022 was marked by the EUREST brand's sustainable growth in Portugal.

*The **Performance** achieved in terms of financial results was essentially due to customer loyalty, process optimisation, constant service and project innovation, but above all thanks to trust and transparency conveyed to our stakeholders.*

I never forget the secret of Eurest's recipe: People. Our People constitute the perfect team to meet the goals we set ourselves. So, thank you very much.

*As a differentiating company in our business sector, we have a responsibility to lead Clients, Consumers and Employees towards a sustainable food system. We recognise the importance of tackling climate change, and for this reason we have accelerated our strategic efforts over the last year, setting ambitious goals in terms of reducing food waste, in order to achieve carbon neutrality by 2050. We are therefore in a perfect position and timing to positively influence our entire value chain. Providing security for people and protecting the planet is more than a set of goals and metrics: it is our business **Purpose**.*

Together with our Partners, Clients, Suppliers, Employees and Consumers, I am sure we will accelerate change and, together, create a more sustainable food supply system.

***Planet Promise** our commitment to a sustainable future for all.*



Henrique Leite
Eurest Portugal General Director



1.2.

A EUREST AND COMPASS GROUP



A EUREST AND COMPASS GROUP

COMPASS GROUP WORLDWIDE

A EUREST IN PORTUGAL

World Leader in
Catering



Market Leader in
Several Segments

+ 75 Years of
Experience



48 Years of
Experience

Present in 40
Countries



Operations all over
Portugal

500,000
People



+ 3,000
People

5,500 Million
Meals a Year



23,5 Million
Meals per Year

PASSION FOR QUALITY

We work on a daily basis to create inspiring gastronomic solutions, adapted to our Clients' and Consumers' needs, as a result of combined know-how, commitment and dedication of our Teams.

We do it because we love food and how it brings people together to share great moments. This is what motivates us all at Eurest, to offer the best and most efficient food service for each Client, in a consistent, ethical and sustainable way. We work relentlessly to implement the most innovative ideas and concepts.

Innovation is our driving force - new trends and seasonal dishes are added through the year. Each menu is considered for its nutritional value and contributes to a balanced and more sustainable diet. We are committed to responsible sourcing practices throughout our supply chain.



Our history

1995

Acquisition by **Compass Group**.

2001

ISO 9001 Certification.

2007

- Best Company in Hospitality and Catering Sector
Top 500 Biggest and Best Companies.
- ISO 14001 and OHSAS 18001 certification.

2009

ISO 22000 certification.

1994

Eurest ranked among the **500 Best & Largest Companies.**

1974

EUREST Portugal Foundation.

2011

1st Sustainability Report
"For a sustainable diet".

2014

NP 4469 Certification
Social Responsibility Management System.

2013

Mapfre & ACT Award | Prevention and Safety at work | Safety, we place it first in everything we do.

2015

4th Position in 2017 Work Excellence Award
Large Companies with more than 1000 Employees.

2021

- **NP 4457 Certification** | Systems Management, Research, Development and Innovation Certification.
- **Certification** | Management System for Minimising Food Waste.
- **NP 4427 Certification** | People Management System.

2019

- **NP 4552 Certification** | Conciliation between professional, family and personal life.
- **Choose Beans** | Project certification indexed to SDG 12 - Sustainable Production and Consumption.

2018

- **REST** | Eurest restructures its public catering area distinguishing with the REST brand.
- **BeREST** | Eurest launches a loyalty programme, BeREST, for its Employees and Partners.

2017

- **TRUE Project** | Transition paths to sustainable legume-based systems in Europe.
- **TRUE** | Eurest joins European project TRUE.
- **Direct Sales** | Eurest launches a new business area for raw materials direct sales.

2016

- **2016 Solidarity Business Award** | Amadora City Council.
- Compass Group recognised by Fortune as one of 50 organisations changing the world.

2022

- Eurest wins **Healthy Living Award** | Project of the year in Collective Food and Catering | **Zero Waste Heroes.**
- Eurest is finalist for **2022 National Sustainability Award** | Creativity in Sustainability Communication.





WHERE WE ARE

We operate in hundreds of locations from north to south of Portugal, including Madeira and Azores islands.

Units distributed by district in 2022

- Azores - 3%
- Aveiro - 5%
- Beja - 0,2%
- Braga - 18%
- Bragança - 1%
- Castelo Branco - 0,3%
- Coimbra - 5%
- Évora - 1%
- Faro - 0,3%
- Guarda - 1%
- Leiria - 2%
- Lisbon - 15%
- Madeira - 0,2%
- Oporto - 34%
- Santarém - 3%
- Setúbal - 2%
- Viana do Castelo - 2%
- Vila Real - 3%
- Viseu - 4%



- Lisbon Headquarters
- Oporto North Branch



1.3.

MAJOR MILESTONES 2019-2022

Since 1974 Eurest has been consolidating its position as market leader in catering services.

Over the last four years we have been working on our strategic priorities, certifying our practices and products by an external entity, which proves our commitment to continuously improve our activity.





MAJOR MILESTONES 2019–2022

2019 Year



**Work Life Balance
Conciliation between Work, Family
and Personal Life (NP 4552)**

Aware of how important and significant our People’s satisfaction is to our service performance, we have reinforced measures aimed at improving life quality for our People and their families. We have developed actions to:

- Increase our People’s satisfaction, and consequently their sense of belonging.
- Reduce turnover and absenteeism.
- Increase retention and attract talent.
- Be recognised in our market as a reference in promoting a balance between professional, family and personal life.
- Contribute to Client and Consumer satisfaction.

The investment we have been making in our People since 1974 resulted in our NP 4552 certification.



**SDG SCORING
SDG12**

Eurest ranks all its sustainability projects under Sustainable Development Goals (SDGs).

Because we want transparency and external validation to be our motto for all our actions, we went ahead with the external certification of the Choose Beans project indexed to SDG 12 according to the SDG Scoring tool of Bureau Veritas Certification, which aims to promote a more sustainable diet among our Customers, Consumers and society in general.

In recent years, this project has been subject to successive investments on our part, both internal and external, being part of an EC-funded project under TRUE | Transition pathways to sustainable legume-based systems in Europe.

This certification has strengthened Choose Beans and our methodology for sustainability projects.





2021 Year



Research, Development and Innovation (NP 4457)

Eurest Portugal has, over the years, invested in groundbreaking initiatives in the market, with national and international recognition.

Projects such as Choose Beans, Conscious Consumption, Respect the Environment, among others, have received awards such as Nutrition Awards, Green Awards and Dupont distinctions.

The new projects, Green Vibes and Take Away Marking System, allowed us to obtain NP 4457 certification for Research, Development and Innovation Management Systems.



Reduce Food Waste SGMDA

As part of our sustainability strategy, we have made a commitment to act in reducing food waste and minimising single-use packaging waste.

We were the first catering company at national and Iberian level to obtain certification according to Management System Standard to Reduce Food Waste (SG-MDA) by Bureau Veritas Certification.

To this end, we work together with our stakeholders, namely with our People, Clients and Suppliers, in a constant search to improve our performance to reduce food waste throughout the whole chain, from selecting raw materials to serving the Consumer. We also develop awareness campaigns for reducing food waste among our stakeholders.

Simultaneously, we seek, on a case-by-case basis, to find more appropriate solutions for recovering food by-products and waste, instead of sending them to landfill or incineration.

In 2021, we certified two Catering Units from industry segment in this new benchmark.



People Management (NP 4427)

As our people management strategy is perfectly aligned with our business strategy, after two critical years of pandemic, with a high personal and professional impact on our People, we considered it the ideal moment, in recognition to all our Teams, to go ahead with our People Management System (PMS) certification.

Our purpose, with PMS, is to increase people management efficiency, and to enhance, develop and recognise individual and collective skills of our Teams.

In terms of external context, the focus on PMS implementation and certification is also part of our market differentiation strategy.

The work carried out by Eurest has allowed us to obtain NP 4427 People Management System certification.





2022 Year

FISH REVOLUTION

Fish Revolution Launch

The Conference “Lunch of Future Tastes of the Sea” aimed to debate the future of school meals, where science and innovation go hand in hand at the table. At this event, Eurest Portugal launched Fish Revolution, an innovative fish-based project, developed at Iberian level by Compass Group Spain in partnership with Pescanova and Chef Ángel León. This new product - hake noodles - is based on 70% certified Cape hake. It’s not pasta, it’s fish in pasta form! The hake noodles combine nutritional and behavioral components, through promoting a new way of consuming fish among the younger sections of our population. This product has a strong sustainability component, from selecting raw materials with sustainability certification, to its production process and culminating with reducing food waste that is inevitably associated with fish dishes.



Book Launch
Great Tastes, without Waste

Eurest Portugal, as a socially responsible company concerned about how its services impact the environment, reinforces its commitment to work for a more sustainable future by launching the book “Great Flavours, no Waste”. This is a book with sustainable recipes developed by Eurest’s Chefs and made with parts of food usually wasted in conventional recipes.

Sustainable recipes in this book “Great Flavours, no Waste” result from an internal competition - “EurestChef - Edition Stop Food Waste 2022”, where 49 recipes competed.



1.4.

BUSINESS STRUCTURE

A sustainable diet is fundamental to ensure physical, emotional and social balance.

Our focus on health promotion, consumer mobilisation and environmental awareness in catering has brought us recognition, but also increased responsibility.

This commitment is daily reflected in all segments in which we operate. We work in six market segments, Eurest Direct Sales being the most recent one.



BUSINESS STRUCTURE



EUREST | Business & Industry

We offer top quality service to a range of corporate Clients from the most diverse business areas. Our service is adapted to each Client's specific needs.



EUREST | Education

We promote diet education by adopting healthy menus, consciously valuing school food quality.



EUREST | Health & Seniors

We dedicate all our technical skills to guarantee consumer satisfaction in hospitals, nursing homes and senior residences. We ensure healthy, balanced and tasty meals for consumers with special requirements.



REST | Sport & Leisure

We develop new concepts adapted to each space and final consumer. In a perfect harmony between architecture and Portuguese gastronomy reinvention.



VILAPLANA | Fine dining

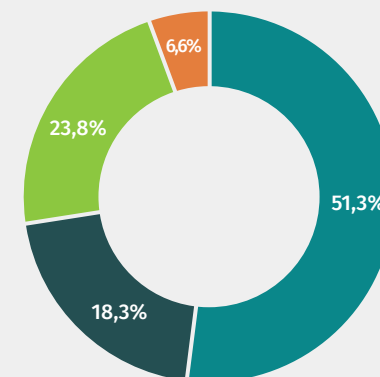
We offer the best of our gastronomy with elegance, sophistication and attention to detail. We know that it is essential to have a specialised and dedicated team in selecting all the details in any event.



Food Buy

We make it easier to buy raw materials, revolutionising how companies can source food and beverages for Foodservice, taking advantage of the positive impact on supply chains by applying know how, market experience and economy of scale effect.

STRUCTURE OF BUSINESS IN 2022



- Companies
- Health
- Education
- Travel



SOCIAL AND ENVIRONMENTAL TRENDS IN OUR STRATEGY



HEALTH AND SAFETY

Safety and health are top priority for us. We have been witnessing an increased focus on well-being, with particular emphasis during the covid-19 pandemic.



WELL-BEING

Confinements have led to a new focus on how important correct nutrition and exercise are to maintaining good health, both physically and mentally.



CLIMATE CHANGE

The covid-19 pandemic highlighted the world's vulnerability to systemic risks and reaffirmed the importance of governments, businesses and individuals to take steps to prepare organisations to deal with these risks, with particular emphasis on the climate crisis.



FOOD WASTE

Giving a new chance to all food resources, in particular reducing food waste, has become increasingly important over the past four years.



TRANSPARENCY

Expectations of transparency and trust in supply chains have been rising. Consumers increasingly want to buy locally or be able to trace raw materials back to their origin.



LOCAL COMMUNITIES

The restrictions following the covid-19 pandemic forced many people to stay at home, fostering a greater spirit of belonging and mutual support in the local community.

1.5.

STRATEGY FOR SUSTAINABILITY

Producing tasty and sustainable meals is our core expertise. We are industry leaders and industry and we want to create value for our clients and Consumers by providing a range of innovative gastronomic solutions.

At Eurest Portugal, Quality, Food Safety, Environment, Health and Safety at Work are an essential part of our business plan and a determining factor in our strategy for the future, through sustainable development, relying on excellent People and excellent services.



STRATEGY FOR SUSTAINABILITY

We are committed to improve our environmental performance, respecting legal guidelines and promoting the continuous improvement of our processes, in order to reduce environmental impacts associated with our service.

We involve our Stakeholders in our goals, aiming to provide and raise awareness of more sustainable and environmentally friendly options.

We share our good practices and outcomes and work towards continuous improvement.

More important than aligning our strategy with industry trends, it is crucial to understand where and how we can positively impact our Stakeholders.

Our strategy for sustainability is based on 3 cornerstones: 1) Health and well-being; 2) Environment; and, 3) Better for the world.

1

HEALTH AND WELL-BEING

Help people make better choices, promote mental health and adopt healthier lifestyles.



HEALTH AND WELL-BEING



Dietary choices



Mental health



Lifestyles

2

ENVIRONMENT

Reduce food waste and single-use plastics, and promote vegetable and legume-based meals.



ENVIRONMENT



Food waste



Single-use plastics



Vegetable-based meals



Safety culture

SECURITY

3

BETTER FOR THE WORLD

Carry out sustainable and responsible sourcing, local community promotion and collaboration for a better world.



BETTER FOR THE WORLD



Sustainable shopping



Local communities



Collaboration

This work is only possible with the commitment and dedication of our People, but above all by prioritising safety. Safety and People are the basis of our strategy.

In catering, sustainability challenges are set around multiple aspects of the value chain, from climate change affecting food production to the provision of a catering service that has a positive impact on the health of Consumers. In addition to these challenges - specific to our activity - Eurest assumes its responsibility in sustainable development, incorporating several environmental and social aspects into its business strategy, in order to contribute to a more just society and a healthier environment.



1.6. OUR STAKEHOLDERS

The engagement of our Stakeholders is a fundamental part of Eurest's Sustainability strategy, as we believe that their active participation is essential to build a relationship of trust and ensure their satisfaction. It is also through this permanent involvement of our Stakeholders that we are able to promote innovation and ensure a competitive advantage.





OUR STAKEHOLDERS

Below we describe **Eurest's main Stakeholder groups**, as well as the **main engagement mechanisms** with them. We also consider that the institutional website and the Eurest and Compass Group Sustainability Report are communication mechanisms that apply to all Stakeholder groups.

Code of Conduct and Code of Ethics; Eurest Academy; Eurest welcome Manual; Surveys: Consultation, Your Say, NPS; App Share; Pop up's; Safety Minutes; + Ideas - Eurest platform within the scope of Innovation; Eurest Newsletter; "Conversas com Sabor", Meetings; Responsibilities and Authorities.

OUR PEOPLE



Direct contact; Participation in national and international associations.

REGULATORY AUTHORITIES



OUR PEOPLE'S FAMILY

Engagement of Eurest initiatives; **Be You** Conciliation Programme; Consultation surveys.

Request and answer to information demands.

TRADE UNIONS



COMPASS GROUP/ SHAREHOLDERS

MAP - global report; SoFi - sustainability report; Meetings and work groups.

Social responsibility initiatives; Promotion of local products | "Portugal sou Eu".

LOCAL COMMUNITIES



SUPPLIERS

Global Supplier Code of Conduct; Supplier Risk Assessment; Audits; Supplier Assessment; Eurest Newsletter; Planet Promise Survey, Visits and Meetings.

Communication in catering venues; Communication in menus; Surveys: Did we Make You Smile; **Engagement** campaigns.

CONSUMERS



CLIENTS

Commercial management and operations; Visits; Meetings; Consumer Portal - Digital platform for managing dietary restrictions; Surveys; Brookside; NPS, Planet Promise; Eurest Newsletter.



OUR STAKEHOLDERS

Our Stakeholders identification followed a consultation procedure carried out with our People. Relationships of mutual dependence were considered, as well as shared creation of value, in order to ensure the future sustainability of business. In comparison to the previous sustainability report, we added another group of Stakeholders, splitting the Stakeholder “our people and their families” into two different Stakeholders, in conformity with the requirements of the certification “Conciliation between professional, family and personal life” (NP 4552).

Several communication channels have been established for our Stakeholders to express their needs, concerns and expectations. Systematisation and periodic evaluation of these communication channels is fundamental to guarantee the efficiency and relevance of each contact tool.

Compared to the previous report, we highlight new ways of internal communication through the Share app, security minutes, pop ups and the Consumer Portal.



1.7. MATERIALITY ANALYSIS

Since 2016, Eurest has been carrying out extensive work to identify its material topics, based on a specific consultation with our Stakeholders, in order to find out their concerns and expectations regarding key sustainability issues related to our business. Since then, this consultation results have been revisited, aiming to adjust and aggregate the material topics identified with the company's actual practice.





MATERIALITY ANALYSIS

In 2019, Compass Group consulted a number of experts, reviewed mega trends for the sector and sustainability strategies of clients and suppliers, consulted relevant NGOs and scientific articles, as well as a benchmarking analysis.

Employee input was also considered, as well as a review of existing policies, programmes and practices.

This work resulted in a materiality matrix that in 2021 was revised also considering inputs from a business analytics tool, regulation in the countries where we operate, news and social networks.

This made it possible to identify and monitor the most important topics for our Stakeholders and our business.

It was also in 2021 that an exercise was carried out to bring together the main material topics of Eurest and Compass Group. We thus ensured a more robust sustainability strategy aligned with the Group's strategic priorities.

Results from this exercise are reflected in this matrix, which is the basis of our sustainability strategy and is reflected in the main aspects covered in this report.

The topics listed are key priorities identified in the Matrix and are highlighted in this report and in our 2021-2023 strategy:

- Employee health and safety.
- SConsumer health and safety & food safety.
- Food waste.
- Talent attraction and retention.
- Diversity and non-discrimination.
- Employee engagement.
- Climate change.

IMPORTANCE TO STAKEHOLDERS	VERY IMPORTANT	Energy	Innovation and Technology Human and Labour Rights Well-being and Mental Health Cybersecurity and Data Privacy	Employee Health & Safety Consumer Health & Safety & Food Safety Food Waste Diversity and Inclusion Employee Engagement Climate Change & GHG Emissions
	IMPORTANT	Biodiversity and Land use	Plant forward supply and Sustainable food options Nutrition Community engagement, Partnerships and Collaborations Circular Economy and Packaging Tax & economic contribution & providing employment	Supply Chain Integrity & Local & Responsible Sourcing Business Ethics Governance
			IMPORTANT	VERY IMPORTANT

IMPORTANCE FOR EUREST (COMPASS GROUP)



1.8.

EUREST'S CONTRIBUTION TO SDG

Our planet faces huge economic, social and environmental challenges.

The United Nations has identified **17 major** challenges for the world we face today and **Sustainable Development Goals** (SDG) have been outlined to address them.

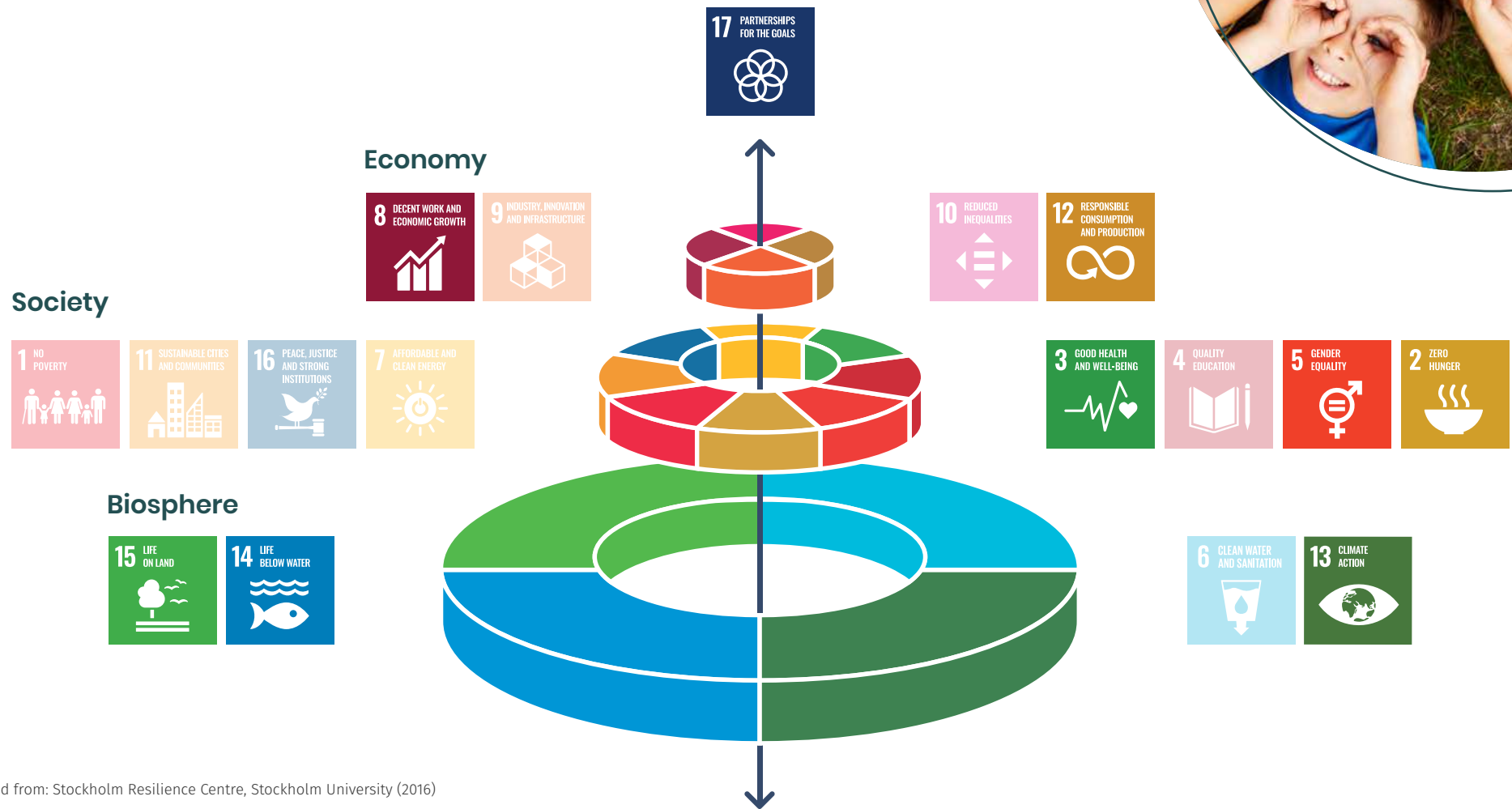
These goals include key issues such as tackling climate change and poverty around the world. We respond to global challenges by aligning our priorities with SDG.










EUREST'S CONTRIBUTION TO SDG

Eurest's sustainability strategy ensures focus on areas where we can have the greatest impact, contributing significantly to the 9 Sustainability Development Goals outlined in the picture.



Adapted from: Stockholm Resilience Centre, Stockholm University (2016)



Sustainable Development Goal and Associated Targets	Our Contribution
 <p>2.1 End hunger and ensure access to sufficient, nutritious and quality food.</p> <p>2.4 Ensure sustainable food production systems and implement resilient agricultural practices.</p>	<p>Eurest has several ongoing initiatives aimed at sustainable food selection, encouraging integral use of food and minimising food waste, in order to mitigate environmental impacts and promote healthy eating.</p> <p>Initiatives: Green Vibes Integral Use of Food; Choose Beans; Stop Food Waste Conscious Consumption, Respect the Environment; Zero Waste Heroes; CARE Health</p>
 <p>3.4 Reduce premature mortality via both prevention and treatment, and promote mental health and well-being.</p>	<p>Eurest invests in food safety and promotes initiatives aimed at reducing illnesses and improving public health. Moreover, considering that our People are key to business success, we have also implemented health and welfare policies, through specific internal programmes tailored to their needs.</p> <p>Initiatives: Benefit Card; CARE Health; Nutrition Consultation, “Conversas com Sabor”, AppShare; Eurest Club; Safety Coach.</p>
 <p>5.5 Ensure full and effective participation of women and equal opportunities for leadership at all decision-making levels.</p>	<p>Eurest strives for its People’s satisfaction. The female predominance in our business is transversal at all hierarchical levels. As far as management is concerned, there is gender parity, which is recognised as good practice by Compass Group.</p> <p>Initiatives: In 2021, Compass Group developed the WOW project, and a Eurest Portugal employee is part of this project’s first group.</p>
 <p>8.5 Achieve full and productive employment and decent work for all women and men, including young people and people with disabilities, and equal pay for equal value work.</p> <p>8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking, and ensure that all forms of child labour are prohibited and eliminated.</p> <p>8.8 Protect labour rights and promote safe and secure work environments for all workers.</p>	<p>Eurest, as a leading employer, promotes decent work and sustainable economic growth, and our People’s safety is crucial to the business’ sustainability.</p> <p>Initiatives: Compass Group Codes of Ethics and Conduct, internal Occupational Health and Safety programmes and Promotion of work-life balance; Eurest Academy; Career development; Assessments; Work groups.</p>
 <p>12.3 By 2030, halve per capita food waste globally.</p> <p>12.5 Reduce waste production through prevention, reduction, recycling and reuse.</p> <p>12.6 Adopt sustainable practices and integrate information on sustainability into activity reports.</p>	<p>Eurest invests in policies and management systems to contribute to resource consumption efficiency and to promote circular economy, developing several projects which reduce food waste and favour more sustainable products.</p> <p>Initiatives: Green Vibes; Choose Beans; Integral Use of Food; Stop Food Waste Conscious Consumption, Respect the Environment; Zero Waste Heroes; CARE Health; CARE Zero Packaging; CARE Cooking Oil.</p>

Sustainable Development Goal and Associated Indicator(s)

Our Contribution



13.3 Improve mitigation capacity, adaptation, impact reduction concerning climate change

As part of the Compass Group we are committed to Planet Promise, a strategy to fight climate change, having set targets to reduce GHG emissions. By promoting a plant forward supply, reduction of food waste and sustainable procurement.

Initiatives: Electric/hybrid fleet; Centralised logistics; Preference for online meetings; Stop Food Waste: Conscious Consumption, Respect the Environment; Zero Waste Heroes; CARE Health; Total Food Usage; Green Vibes; Choose Beans (TRUE).



14.1 Prevent and reduce marine pollution

Eurest is aware that overfishing and climate change are the greatest threats to fish and ocean life, as well as threatening the livelihoods and food security of millions of people around the world. For this reason, we promote the sustainable management of fishery resources.

14.C Improve conservation and sustainable use of oceans and their resources

Initiatives: CARE Cooking Oil; Non-purchase of endangered species; Adherence to the Proof of Purchase at Auction promoted by Docapesca; Certified fish products; Fish Revolution.



15.1 Ensure conservation, restoration and sustainable use of terrestrial and freshwater ecosystems

Eurest promotes the conservation of biodiversity and the protection of natural habitats through several initiatives that aim to reduce its environmental impacts.

15.2 Promote sustainable management of all types of forests and halt deforestation

Initiatives: Subscription to the act4nature commitment (BCSD Portugal); Support to the ecosystem recovery program (100 thousand trees); Implementation of paper dematerialisation procedures (e.g. Agir; Unit Portal; Human Resources Portal; Promotion of sustainable food (e.g. Integral Food Use; Choose Beans; Green Vibes; use of sustainably certified palm oil); Sustainable purchases (e.g. Coffee).



17.16 Strengthen global partnership for sustainable development, complemented by multi-sectoral partnerships which mobilise and share knowledge, expertise, technology and financial resources to support achieving sustainable development goals

Eurest is actively present in different organisations and sector groups, and has established partnerships designed to enhance its contribution to sustainable development.

Partners: AHRESP; APEEA; APEMETA; APN; APQ; Associação Zero; BCSD; GRACE; Instituto Nacional Ricardo Jorge; Social Partners; Ordem dos Nutricionistas; Unidos contra o desperdício; Universities; Zero Desperdício.



1.9.

SUSTAINABILITY TARGETS

In October 2021 Compass Group, was the first international catering company to announce its global commitment to Net Zero - Planet Promise.

The Planet Promise commitment defines 3 major areas of action:

- . Climate Change and GHG Emissions
- . Food Waste and Supply Chain Integrity
- . Local and responsible sourcing





SUSTAINABILITY TARGETS

These are goals that the Compass Group takes on at an international level, sharing good practices and monitoring the evolution of each country. Throughout this Sustainability Report, some of the achievements and projects implemented in order to reach these targets will be presented.

Topic	Goal	Target	Date
Climate change and GHG emissions	Reduce direct emissions (scope 1&2)	46%	2030
	Reduce indirect emissions (scope 3) associated with food and beverage purchases	28%	2030
	Achieve carbon neutrality across the entire value chain	100%	2050
Food waste	Reduce food waste	50%	2030
Supply chain integrity & local and responsible sourcing	Use free-range eggs and liquid egg products	100%	2025
	Use sustainable certified palm oil	100%	2022





2.1. Climate Net Zero 2050

2.2. Environmental Targets

2.3. Plant-based Meals

2.4. Reducing Food Waste

2.5. Future Packaging

2.6. Responsible Sourcing

2.7. Environmental KPI's

PLANET

At Eurest we are committed to the Planet, in line with Compass Group's sustainability vision and strategy. "Our Planet Promise" embodies our values as an ethical, sustainable and inclusive company in our approach to our People, our Clients and our Suppliers. We aim to reduce our environmental impact through the sustainability of our value chain and by selecting strategic partnerships.

Over the past quadrennium we have taken concrete actions to accelerate our response to tackle climate emergency. We served more plant-based meals, doubled our target to reduce food waste and cut single-use packaging. We have also strengthened our sustainable sourcing strategy. We seek to have a positive impact on our community, based on a mindset of prevention, mitigation and compensation for any negative impacts.

2.1.

CLIMATE

NET ZERO 2050

In line with Compass Group's sustainability strategy, Eurest is committed to "Our Planet Promise". A global commitment to a sustainable future, detailed in a roadmap with precise actions to reduce environmental impact of our activities. This commitment to our people, our clients, our suppliers and other stakeholders encompasses values for achieving a more ethical, sustainable and inclusive business.

Our mission is to make a positive impact on our world by contributing to its sustainable development.





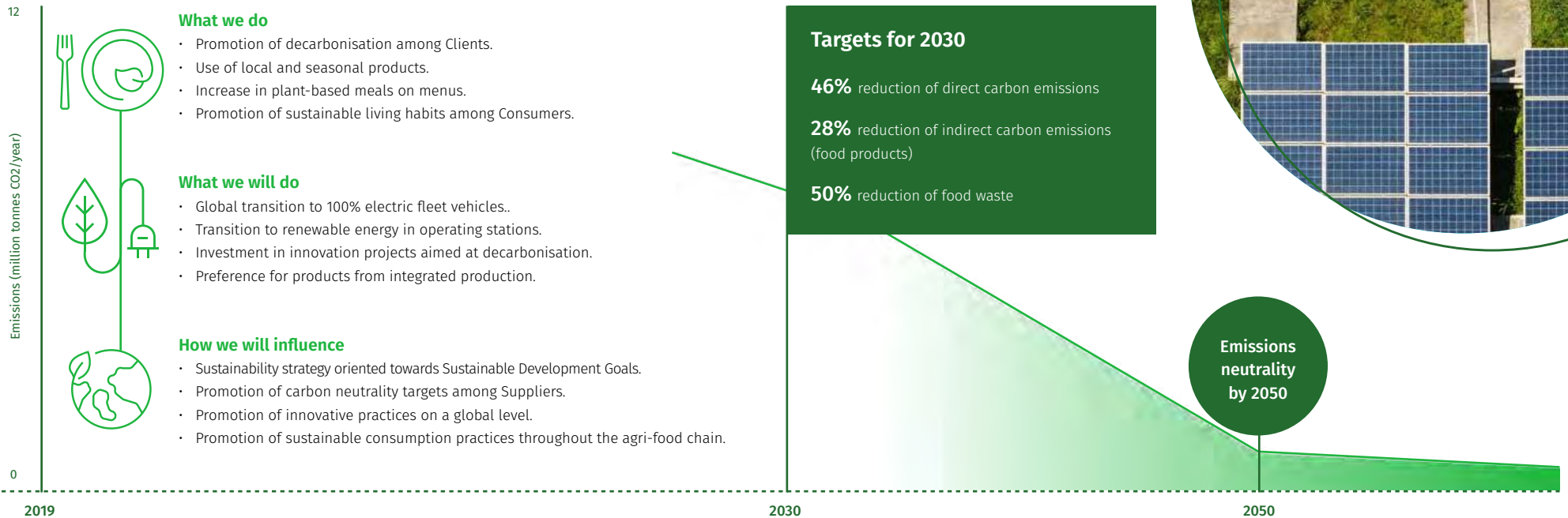
CLIMATE NET ZERO 2050

We have defined a roadmap of actions aimed at reducing the Greenhouse Gas (GHG) emissions of our activities, in order to contribute to commitments made in the Paris Agreement. We know that the food industry contributes significantly to this problem, so we are committed to do our part and achieve Carbon Neutrality. In the last year we contributed to this transition through three main vectors in our activity, focused on: reducing GHG emissions; reducing food waste; and increasing the supply of plant-based meals.

ROADMAP TO ACHIEVE CARBON NEUTRALITY

Our Targets

If our strategy for carbon neutrality is to be achieved, then our actions over the next decade will be crucial. Learn about our purpose:



CLIMATE NET ZERO 2050

Meeting our targets will only be possible through effective collaboration with our Stakeholders and investment in innovation throughout our value chain. We will continue to implement programmes to promote plant-based food, to reduce waste and to innovate in our packaging. We are committed to improve our environmental performance, complying with legal guidelines and promoting continuous improvement of our procedures, aiming to reduce the environmental impacts associated with our service.

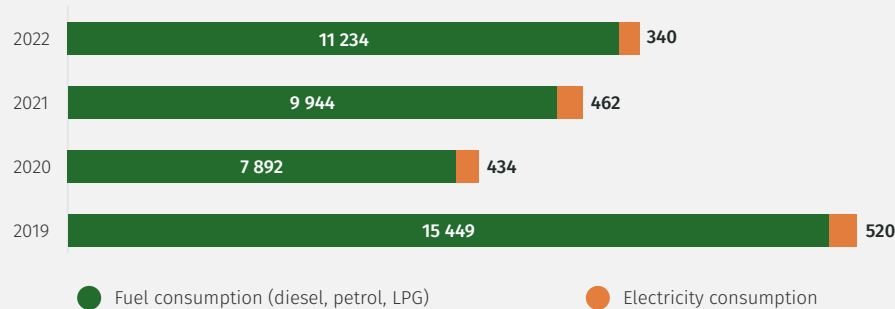
ENERGY

Energy consumption includes electricity used in offices and in some catering spaces and diesel, petrol and LPG used in business travel.

Eurest seeks continuous improvement in the management of energy consumption, implementing actions such as: Campaigns for defensive driving and optimisation of displacements, investing in LED lighting, increasing internal preventive maintenance actions for cold storage equipment and the acquisition of equipment with lower energy consumption.

Regarding energy consumption, there has been a 27% decrease in the last four years, mainly due to the shutdown of several facilities and the reduction in displacements due to the COVID-19 pandemic.

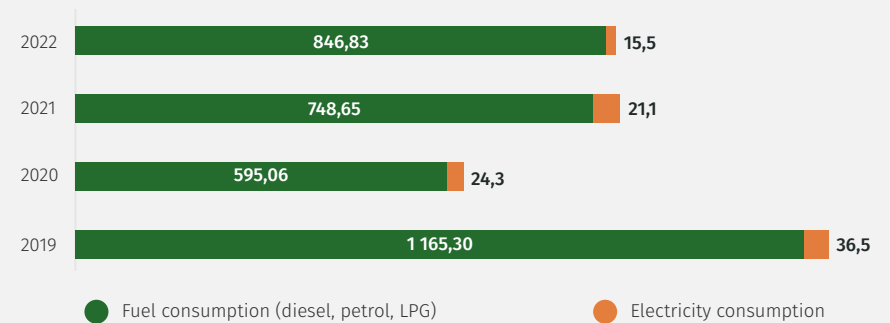
Evolution of Energy Consumption (Gj)



GREENHOUSE GAS EMISSIONS (GHG)

Similarly to energy consumption figures, in GHG emissions there was a 27% drop between 2019 and 2022, with an even more accentuated drop (around 49%) in 2020. Although Eurest has carried out projects and initiatives to reduce GHG emissions. The 2020 decrease was mainly due to several establishments closing down and reduction in displacement due to the COVID-19 pandemic.

Evolution of GHG Emissions (t CO2e)



2.2.

ENVIRONMENTAL TARGETS

In October 2021, Compass Group made the “Our Planet Promise” commitment, becoming the first company in the industry to set itself a target to be carbon neutral by 2050.





ENVIRONMENTAL TARGETS

As part of the defined roadmap, targets for 2030 GHG emission reductions were defined and verified by the Science-Based Targets initiative (SBTi).

Topic	Goal	Target	Date
Climate change and GHG emissions	Reduce direct emissions (scope 1&2)	46%	2030
	Reduce indirect emissions (scope 3) associated with food and beverage purchases	28%	2030
	Achieve carbon neutrality along the value chain	100%	2050
Food waste	Reduce food waste	50%	2030
	Implement the monitoring/certification and food waste reduction project	>10	2022
Supply chain integrity & local and responsible sourcing	Use free-range eggs and liquid egg products	100%	2025
	Use sustainable certified palm oil in kitchens	100%	2022
	Increase the purchase volume of certified products and Suppliers	90%	2022
Biodiversity	Promote integration of biodiversity protection and promotion in the organisation's global strategy	YES	2023
Plant-based meals	Promote consumption of one non-animal protein meal per week	≥ 50 Units	2022
Circular Economy and Packaging	Reduce single-use packaging CARE Zero Packaging	20%	2022

In 2022, Eurest has defined as a priority to align its environmental strategy with Compass Group's "Our Planet Promise" commitment. In these cases, the sharing of methodologies, tools and good practices will be fundamental for evolving results and reducing environmental impacts generated by services provided. Some goals presented result from Eurest's adhesion to act4nature Portugal, which comprises 10 commitments in the biodiversity area. Throughout this chapter, the major projects and initiatives of Eurest for achieving these goals and objectives will be further developed.

2.3. PLANT-BASED MEALS

Being aware of how our eating habits impact the planet, Eurest follows the guidelines of the EAT-Lancet Commission and has adapted its menus to include a greater selection of plant-based products and exclusively vegetarian meals.

Adopting a sustainable diet, such as a plant-based one, allows us to make a difference starting with what we eat. Choosing plant-based meals is one of the simplest ways we have, as individuals, to reduce our water and carbon footprints.



PLANT-BASED MEALS

The [EAT-Lancet Commission](#) report highlights how important our food choices are as a contribution to preserving our health and environment. Producing plant-based food is, from an environmental point of view, more sustainable than producing animal-based ones, meaning that the Plant Forward offer is considered to be more conscientious. We advocate Flexitarianism - which merges the concepts "vegetarian" and "flexible" - a new nutritional trend that applies to those who favour plant-based foods, but also allows occasional consumption of fish, and even, sporadically, of a portion of meat. This food option favours lower GHG emissions, a reduction in deforestation - considering that the area of land necessary for the production of a plant-forward supply is smaller -, among other benefits.

At Eurest we have developed and implemented two innovative initiatives to promote consumption of vegetable-based proteins rather than animal protein: Green Vibes and Choose Beans.



GREEN VIBES

According to data from the most recent ["National Diet and Physical Activity Survey"](#), over half of Portugal's population does not meet World Health Organisation recommendations for fruit and vegetable intake (>400g/day). In addition, consumption of processed and red meat among Portuguese people is higher than recommended intakes of 50g and 100g, respectively.

Green Vibes is an initiative that promotes vegetable consumption and plant-based meals as opposed to ones rich in animal protein. The project proposes to optimise clients' and consumers' knowledge and habits, alerting them to consumption benefits of plant-based meals for health and for the planet.

Green Vibes project started in 2021 in all Eurest segment units.



Main Outcomes of Pilot Project in 2021:

- 100% adherence | Patients able to participate in the initiative.
- Three times as many vegetarian meals | Daily average in weeks 1 and 2 (compared to sales in preparation and awareness week).
- Twice as many vegetarian meals | Approximate number.
- 7% less animal-based meals | Average dropped from 95% to 88%.



PLANT-BASED MEALS



CHOOSE BEANS (PARTNERSHIP WITH TRUE PROJECT)

At Eurest we believe that food should be sustainable and accessible, as well as healthy and socially fair. Thus, we have integrated [European Project “TRUE”](#) (Transition paths to sustainable legume-based systems in Europe, funded by the European Union’s Horizon 2020 programme), which aims to promote sustainable legume-based farming systems and, consequently, foster a sustainable food chain.

Legumes have unique nutritional characteristics with major health benefits - high protein value, rich in fibre, vitamins and minerals - and a much lower ecological footprint than meat or fish - lower carbon and water footprints in their production. Growing legumes also benefits nitrogen retention in soils, increasing soil fertility.

Eurest’s contribution to this project comes through European-level dissemination of its Choose Beans project, which aims to encourage consumption of legumes by diversifying food supply. We highlight that, in 2019, we obtained an external certification of Choose Beans project under SDG 12 - Sustainable Production and Consumption.

Currently, sustainability is part of the selection criteria for an increasing number of consumers, particularly when it comes to food products. Through this project, we are reinforcing our efforts to promote healthier meals, while at the same time valuing all the work carried out in favour of sustainability.

Check out our [Green Vibes | Choose Beans recipes](#) and enjoy a taste of sustainability.

2.4. REDUCTION OF FOOD WASTE

Eurest is committed to reduce food waste and minimise single-use packaging waste. To this end, we work together with our Stakeholders, namely our People, Clients and Suppliers, in a constant search for improving our performance in reducing food waste throughout the entire value chain, from selection of raw materials to Consumer service.



REDUCTION OF FOOD WASTE

Since 2007, Eurest has been concerned with this issue and it has become a major flagship in offering a more sustainable food service. We have developed and participated in various programmes, which are presented below. Also worth mentioning is implementation of the [Management System to Minimise Food Waste](#) (SG-MDA), which was certified in June 2021 by Bureau Veritas Certification. Eurest thus became the first company in Portugal to implement and obtain this certification, which reinforces our entire strategy and positioning in monitoring and reducing food waste.



STOP FOOD WASTE

Eurest has been part of Compass Group's [Stop Food Waste Day \(SFWD\)](#) global campaign since its first edition. Food loss and/or waste have significant negative impacts on environmental sustainability, food security and rural and economic growth. Acting to reduce food waste and loss is a crucial step towards achieving the SDGs, namely SDG 2 "Zero Hunger and Sustainable Agriculture" and SDG 12 "Responsible Consumption and Production".

Each year, Compass Group and Eurest Portugal devote April to raising Stakeholders' awareness to food waste issues. The climax is Stop Food Waste Day, which takes place on the last Wednesday of April.

ENGAGEMENT OF OUR PEOPLE IN TACKLING FOOD WASTE

We develop our People within the scope of awareness raising for food waste reduction, namely through: on-the-job training, tips sharing, implementation of agile food waste monitoring systems; multidisciplinary work groups; recipe contests.

In 2022, we highlight our **EurestChef** competition Edition Stop Food Waste 2022, in which we challenged our Chefs to create a recipe to reduce food waste. Our teams responded massively with innovative recipes. On 26 April, we held the competition's final, where we cooked eight recipes that made it to the final. We had a panel of judges - Henrique Leite (General Director of Eurest Portugal), Chef Justa Nobre, Susana Fonseca (from ZERO) and Virgílio Gomes (gastronome) - who had a tough time choosing the best recipe. The winning recipe in this 2022 edition was honey bread with whole banana, by Casimira Neves.

Following this competition, the cookbook "Great Tastes, with no Waste" was launched. Find other publications on this subject on our [recipes](#) page.



REDUCTION OF FOOD WASTE



MEAL BOOKING | REST APP

By engaging our Clients and Consumers in meal production adjusted to their daily needs and expectations, we have developed an application | **Rest app**, which aims to simplify booking a meal to be consumed at the restaurant area and/or take away.

Production process management throughout the whole production chain, from ordering raw materials, preparation, cooking and distribution of meals with prior booking of meals, allows the production of meals adjusted to real needs, optimisation of human resources and natural resources, namely energy and water.

REST app guarantees consumers a more sustainable and healthy diet.

CONSCIOUS CONSUMPTION, RESPECT THE ENVIRONMENT | BUSINESS & INDUSTRY SEGMENT

Focusing on reducing food waste in our restaurants, we work to optimise the way we store, plan, prepare and serve meals. We strongly believe in making our Consumers aware of food waste and it is in this context that our “Conscious Consumption, Respect the Environment” project fits in.

Campaign dynamics are based on encouraging Consumers to take the strictly necessary amount to satisfy their nutritional needs and/or appetite, thus avoiding food waste. If, at the end of a meal, trays (soup, plate, dessert and bread) are presented empty/without leftovers, Consumers receive a token which is equivalent to 10g of non-perishable food that is donated to charitable institutions.

This campaign helped raise awareness among Consumers about how important it is to reduce food waste, in order to guarantee the sustainability of our planet, combining the promotion of a conscious and healthy diet with a social cause.

Main Achievements:

552kg of Food Donated | Results achieved in the period 2019/2022.



REDUCTION OF FOOD WASTE

ZERO WASTE HEROES | EDUCATION SEGMENT

Inspired by “Conscious Consumption, Respect the Environment” project concept, in 2021 a new campaign based on fighting food waste was designed for our Education segment - “Zero Waste Heroes”.

We estimate that this project will contribute 15% towards Planet Promise’s goal of a 50% reduction in food waste by 2030. Zero Waste Heroes was considered a benchmark project by Compass Group in its [sustainability report](#).

Main Outcomes of the Pilot in 2021:

- 41% of students delivered an empty tray (average) | Percentage achieved out of a total of 1990 meals served on campaign days.
- 31% reduction in food waste | Estimated impact of this campaign on the school segment.

This campaign was a finalist in 2022 National Sustainability Award in the category of creativity in communication for sustainability and won the Healthy Living Award | Project of the Year in Food and Catering.

CARE HEALTH | HEALTH & SENIORS SEGMENT

We want to ensure that food waste fighting culture is transversal to all aspects of our business. With evaluation and monitoring of food waste already ensured in the Business & Industry and Education segments, it is now time to dedicate ourselves to Health & Seniors, with implementation of the “CARE Health” campaign.

With this project, we intend to find out what percentage of Consumers in hospitals, nursing homes and senior residences do not consume all components of their tray. This data enables respective Nutrition Services to analyse causes inherent to non-meal consumption, to flag users who typically have a reduced food intake and also to prevent malnutrition among individuals in this risk group.

Heróis do Desperdício



A very interesting campaign that aims to raise awareness and make students conscious of food waste generated by not consuming the entire meal; reducing food waste in terms of leftovers and promoting consumption of different components of the meal. In our municipality, results were very promising and feedback from those involved and within the educational community was very positive.

Education and Youth Division of Fafe City Council

It’s unbelievable how many children go back to finish their meal so that they can get a sticker.

Gabriela Silva,
Eurest Nutritionist



2.5. FUTURE PACKAGING



FUTURE PACKAGING

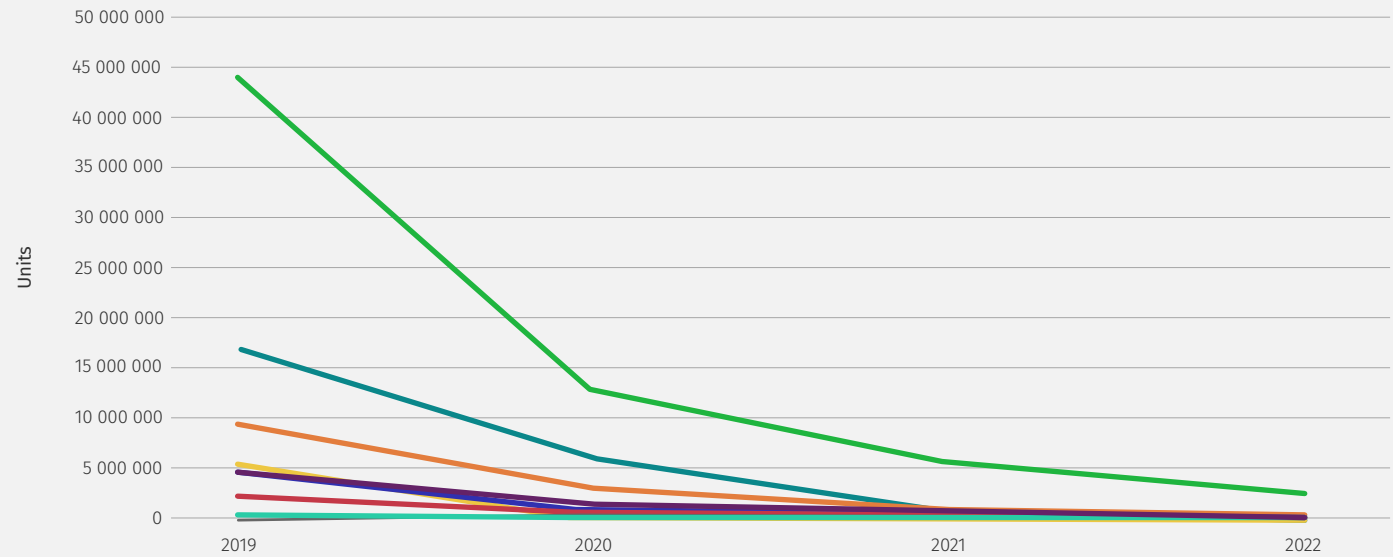
Single-Use Plastics











We acknowledge single-use plastic as a problem in our sector and we are taking measures to reduce its use in the production and distribution of meals. We work closely with Suppliers to replace plastic with more sustainable materials and to raise awareness of this issue among Clients and Consumers.

In our operations, despite efforts to reduce single-use plastics, due to service changes imposed by COVID-19 pandemic it was necessary to reintroduce several single-use plastic packages. However, despite COVID-19 pandemic, it was possible to reduce single-use plastics due to various initiatives implemented.

By the end of 2022, there was a 49% reduction in the total (purchasing units) of the Single-Use Plastics category compared to 2021, a reduction of approx. 93% compared to 2019. It should be noted that sharp reduction occurred between 2019 and 2020 (-70%) was due to a joint effort to implement reduction measures, but also to several establishments closing as a result of COVID-19 pandemic.

Single-Use Plastic Acquired (2019-22)



-  Plastic cutlery (-89%)
-  Plastic plates (-100%)
-  Plastic packaging/recipients (-93%)
-  Plastic Cups (-96%)
-  Plastic bottles (-40%)
-  Plastic straws (-100%)
-  Plastic bags (-100%)
-  Plastic lids (-22% face a 2020)
-  Plastic chopsticks (for stirring drinks) (-100%)
-  Total single-use plastic products (-93%)

Note: variations have been calculated considering 2022 data versus 2019.



FUTURE PACKAGING

To respond to legal commitments and challenges in relation to single-use plastics, Eurest has set up “Team Plastic”, which includes members of Purchasing, Quality and Operations, who, in partnership with Suppliers, have analysed, tested and evaluated alternatives, contractual needs, environmental issues (such as collection by Waste Management Operators) and other factors involved in transitioning to reusable and/or biodegradable materials.

Constraints imposed by COVID-19 pandemic led to a setback, delaying ongoing processes aimed at drastically reducing the use of disposable materials and replacing them with reusable alternatives and biodegradable disposables. In parallel to examining alternatives, we have continuously invested in raising teams’ awareness concerning how important it is to prioritise reuse of packaging materials and “sensible” use of single-use materials.

Care Zero Packaging

Over the past 10 years, we have placed 136 million paper sachets on the market, corresponding to about 313 tonnes of paper, which cannot be recycled because they are greasy. This figure corresponds approximately to cutting down 5,300 trees and consuming 6,200 m³ of water. Our Care Zero Packaging project contributes to Planet Promise’s commitment by reducing unnecessary packaging, without affecting food safety and meal distribution.

The adopted strategy aims to eliminate unnecessary packaging, resorting to tongs to serve the bread and using dispensers for cutlery. In this way, there is a reduction in plastic packaging for bread and a reduction in paper for cutlery bags and wipes.

Main Outcomes in 2022:

- Reduction of paper sachets by 23%, corresponding to a total of 8880 kg of paper.
- Increase by 53% in unpacked bread supply per meal.



2.6. RESPONSIBLE SOURCING

In today's context of climate change, growing environmental degradation and unsustainable production systems, raw material supply is subject to (social and environmental) risks, such as water scarcity, diminishing fish stocks, deforestation and loss of biodiversity, which can have major implications for companies in food service industries.



RESPONSIBLE SOURCING

In selecting our food and non-food products, our activity's impact, both today and in the future, is always present, thus developing a set of principles and policies that serve as a basis for our relationship and actions with Suppliers and Business Partners, and their reciprocity.

To ensure safety and sustainability of our raw materials, we know that it is important to invest in integrated production methods, where good agricultural practices and rational management strategies of natural resources are preferred. We work daily with Suppliers renowned for their responsible production and distribution standards and we are concerned with encouraging all our partners to adopt targets for carbon neutrality.

Sustainability criteria in choosing our Food products

We have included a set of corporate responsibility criteria in our business practices and we strive to extend this experience to our Suppliers. Our business depends on supplying a large variety and quantity of food products, and it is essential that our Suppliers comply with requirements such as: current legislation; good sustainability practices; Eurest's principles and policies; availability for audits; existence of appropriate and valid certifications.

All our Suppliers accept and abide by these **Eurest Policies**:

- Business Code of Conduct.
- Global Supplier Code of Conduct.
- Quality, Environment and Safety Policy.
- Social Responsibility and Conciliation Principles and Values.
- People Management, Social Responsibility and Conciliation Policy.
- Research, Development and Innovation Policy.
- Quality, Food Safety and Security at Work Regulations, Environment and Social Responsibility.

Some initiatives include focusing on seasonal and national foods in our activity, as well as choosing foods with ethical and sustainability certifications. Below we illustrate several initiatives with which we collaborate in order to guarantee the best supply of responsibly sourced food.



Eurest takes into account relevant aspects in food and catering based on the Sustainable Restaurant Association:

- National and Seasonal Products.
- Animal Welfare.
- Fair Trade.
- Responsible Fishing Policy.
- Sustainable Agriculture Products.

RESPONSIBLE SOURCING

National and Seasonal Products

We resort to national production, namely fruits and vegetables, whenever criteria of quality, quantity, variety, response capacity and cost are assured. It should also be noted that we have been an export channel for national products for Compass Group, thus contributing to stimulate national economy. As an example, we export Portuguese sugar and rice.



Regional products in public catering

A differentiating factor of the REST brand - specific for public catering - is its commitment to regional products. We prioritise local products and producers from north to south of Portugal, especially in Service Areas where they are located. Examples of this commitment are fruit - Fundão cherry, Almeirim strawberry, among others -, regional cheeses, honey and handicraft.

Animal Welfare

We share a growing concern for the welfare of farm animals, involving not only moral and legal issues, but also demands for food quality.



We endorse, through Compass Group, the “five freedoms that promote animal welfare developed by the Farm Animal Welfare Council as minimum requirements that must be met by all domestic and international suppliers:

- Freedom from Hunger and Thirst.
- Freedom from Pain, Injury or Disease.
- Freedom from Discomfort.
- Freedom from Fear and Distress.
- Freedom to Express Normal Behavior.

Fair Trade

We believe that fair trade is a way to improve context for many small national and international producers, who might otherwise be subject to unfair and non-transparent trading practices. We aim to raise awareness of this issue among our Clients and Consumers in order to increase supply of fair-trade products, in particular coffee, teas and Portuguese products.



We subscribed to “Portugal Sou eu” seal, under “Adherent Establishment” category, for selling products present in the programme catalogue launched by the Public Ministry.



RESPONSIBLE SOURCING

Sustainable Fishing Policy

Considering how important fish is in Portuguese gastronomy, we intend to contribute to protecting the most endangered fish species. We comply and enforce applicable national and EU legislation, ensuring that 100% of our supply chain sticks to catch quotas outlined by European Directives and in line with a global responsible fishing strategy.



Certified Fish

About 23% of fish purchased by Eurest comes from sustainable production. With regard to national fish, we focus on species with **Proof of Purchase at Auction**. This is an important contribution from Eurest to a sustainable and profitable fishing sector, by identifying and differentiating catches in auctions for final Consumer.

Sustainable Agricultural Products

Food production needs to be more sustainable, an essential requirement if we are to ensure that biodiversity and natural resources are preserved in the medium to long term. Aware of our responsibility, at Eurest we monitor food production conditions and prefer to purchase food products that come from integrated production, based on sustainable agricultural practices.



In 2019 we have established a goal to replace 100% of coffee in Public Catering with UTZ Certified coffee, and this goal has been met and now represents the entire segment. Since June 2022, UTZ certification has been integrated into **Rainforest Alliance certification**.



We know that sourcing specific food products, such as palm oil, can lead to deforestation and desertification. At Eurest, we are committed to preventing this and actively seek to reduce our sourcing of products from Amazon biome region.

We monitor palm oil present in purchased oils, which is currently 100% sourced from sustainable sources, according to RSPO - Roundtable on sustainable Palm Oil rules in which palm oil from certified sources is kept apart from other oil throughout chain - segregated palm oil (RSPO SG).



RESPONSIBLE SOURCING

Our Suppliers

Good relationships with our Suppliers are fundamental to maintaining product and service quality as part of Eurest's business and to continuously improving how we integrate sustainability criteria into our value chain. Our priority is to partner with Suppliers that meet our high standards of food safety and quality, ethical trading, animal welfare and sustainability.

One of our most impactful initiatives is to centralise most of our products in logistics operators, in order to optimise delivery routes to our production units. Centralising products in logistics operators means a reduction in GHG emissions, as 83% of our suppliers deliver their products directly to the logistics operator, as opposed to direct deliveries to units. After analysing how many meals we have versus our units' storage capacity, our Supply Chain Manager defines strategic routes, thus minimising fuel consumption and consequent GHG emissions.



Initiative: Integration of an objective Supply Chain Manager	
Needs	Outcomes
It was identified the need to streamline processes and procedures with logistical operators, namely: monitoring of logistical operator and Supplier performance levels; management and optimisation of internal logistics; management of logistical incidents of operator, Supplier and units; monitoring and optimisation of stock levels in logistical operators.	Reduction of percentage of kg in rupture (chilled and frozen) by monitoring Suppliers' delivery failures on our platform.

Initiative: Quality Control of Raw Materials in Logistics Operators	
Needs	Outcomes
Integration of a Quality Technician/Nutritionist in Logistics Platform in order to control chilled and frozen raw materials upon reception. This allows minimisation of non-conformities in raw materials arriving at Eurest's units.	Since 2019, decrease in no. of non-conformities reported by the catering venues by approximately 30%. In 2022, there is a decrease in returns (approx. 120,000kg) of raw materials to suppliers, due to increased compliance with technical specifications of products on delivery.

Initiative: Supplier Complaint Management	
Needs	Outcomes
Integration of a workflow process in AGIR platform (Quality and Process Management Software), following up on non-conformities of raw materials reported by catering venues.	Integration of workflow in the AGIR platform. It is therefore possible for units to monitor, in real time, the status of their complaints and obtain a response from their supplier directly on this platform.





RESPONSIBLE SOURCING

act4nature
Empresas pela Biodiversidade

act4nature – Companies for Biodiversity

In 2021 we endorsed act4nature Portugal, an initiative promoted by BCSD Portugal within act4nature international, aiming to mobilise companies to protect, promote and restore biodiversity. The implementation of the ten act4nature Portugal common commitments is ensured by Eurest Portugal by implementing these individual commitments:

- 1 To promote integration of biodiversity protection and promotion in the organization's global strategy. To this end, it will be encouraged recognition of how important biodiversity is and its incorporation into activities, through the following actions: analysis of impacts and of key business areas with influence on biodiversity; and establishment of an action plan.
- 2 Develop awareness-raising actions for teams involved in action plan.
- 3 Integrate sourcing requirements that include biodiversity concerns into sourcing policy and increase the percentage of purchases under sustainable criteria (UTZ/RainForest Alliance/Fairtrade/Sustainable Palm Oil/Cage Free Eggs/Certified Fish).
- 4 Intervention at a level of conscious consumption of raw materials with intervention in reducing food waste, through: internal awareness-raising actions - for Employees and external - for Clients, Consumers and Suppliers; actions in our Logistics Operator in order to reduce waste.
- 5 Select raw materials and Suppliers based on food waste reduction requirements.
- 6 To encourage recognition that biodiversity is important and should be incorporated into activities, by raising awareness among Stakeholders, through training/awareness-raising activities on Good Agricultural Practices for Clients, Consumers, Employees and Suppliers.
- 7 Raising awareness among Consumers about Plant Based diets, through Green Vibes and Choose Beans projects.
- 8 Establish a partnership with an organisation with identified activity in biodiversity, to support nature conservation projects in order to carry out compensatory actions.
- 9 Include biodiversity in Eurest's communication plan.

2.7. ENVIRONMENT KPI

At Eurest, we are concerned with how our activity impacts the environment, and we systematically assess a set of performance indicators that guarantee our intended efficiency level in regard to the most relevant environmental aspects, namely: energy consumption; water; materials; waste production.





ENVIRONMENT KPI

Energy and Climate Change	2019	2020	2021	2022
GHG emissions - Scope 1 and 2				
GHG emissions - Scope 1 (tCO ₂ e)	1 165.30	595.06	748.65	846.83
GHG emissions - Scope 2 (tCO ₂ e)	36.46	24.30	25.87	15.51
GHG emissions - Total (tCO ₂ e)	1 201.76	619.35	774.51	862.34
GHG emissions intensity (tCO ₂ e/million € turnover)	0.02	0.02	0.03	0.017
Energy				
Energy consumption by non-renewable source (Gj) - fuels (diesel, petrol, LPG)	15 448.72	7 892.25	9 944.04	11 233.79
Energy Consumption purchased for consumption (Gj) - electricity	519.72	433.97	462.02	339.99
Energy Consumption - Total (Gj)	15 968.44	8 326.21	10 406.06	11 573.78
Energy Intensity (Energy Consumption Gj/ thousand euros of turnover)	0.30	0.23	0.34	0.223

ENVIRONMENT KPI

Single-Use Plastics	2019	2020	2021	2022
Total number of single-use plastic products purchased	43 661 822	13 208 570	5 763 587	2 949 912
Total number of plastic cutlery items purchased	4 623 700	1 512 650	984 800	522 000
Total number of plastic plates purchased	164 000	59 400	42 344	0
Total number of plastic cups purchased	9 462 290	3 203 470	1 280 750	359 500
Total number of plastic containers/packaging purchased	4 782 104	723 564	892 810	323 690
Total number of plastic bottles purchased	2 308 018	737 038	801 990	1 389 254
Total number of plastic straws purchased	203 000	62 000	36 000	0
Total number of plastic bags purchased	5 523 710	12 750	44 500	23 500
Total number of plastic stirring sticks purchased	16 595 000	6 470 000	950 000	0
Total number of plastic tops purchased	0	427 698	730 393	331 968
Plant-based meals	2019	2020	2021	2022
% Expenditure on fruit and vegetables in comparison with total food expenditure	7%	7%	10%	12%



ENVIRONMENT KPI

Sustainable Sourcing

Palm Oil (frying oil)		2019		2020		2021		2022	
Product		Frying oil containing palm oil in its constituents	Frying oil containing certified palm oil in its constituents	Frying oil containing palm oil in its constituents	Frying oil containing certified palm oil in its constituents	Frying oil containing palm oil in its constituents	Frying oil containing certified palm oil in its constituents	Frying oil containing palm oil in its constituents	Frying oil containing certified palm oil in its constituents
Certified Total (%)		33%		100%		100%		100%	

Note: This analysis considered all products - frying oils - that present palm oil in their composition, in order to assess their origin. The drop in consumption in 2020 is explained by a reduction in purchasing volume by units as a result of COVID-19 pandemic.

Cage Free Eggs		2019		2020		2021		2022	
Natural Egg		0%		0%		0%		0%	
Liquid egg product		0%		0%		0%		0%	
Processed Egg		N/A		N/A		0%		N/A	

Note: **Cage Free Eggs** - Despite the intention to start product replacement for Cage Free Eggs in 2020, this initiative did not go ahead due to supply availability constraints resulting from COVID-19 pandemic.

ENVIRONMENT KPI

Sustainable Certified Fish	2019	2020	2021	2022
Sustainable certified fish (%)	2%	2%	3%	23%

Note: All purchases of fish and seafood, both farmed and wild, were considered.

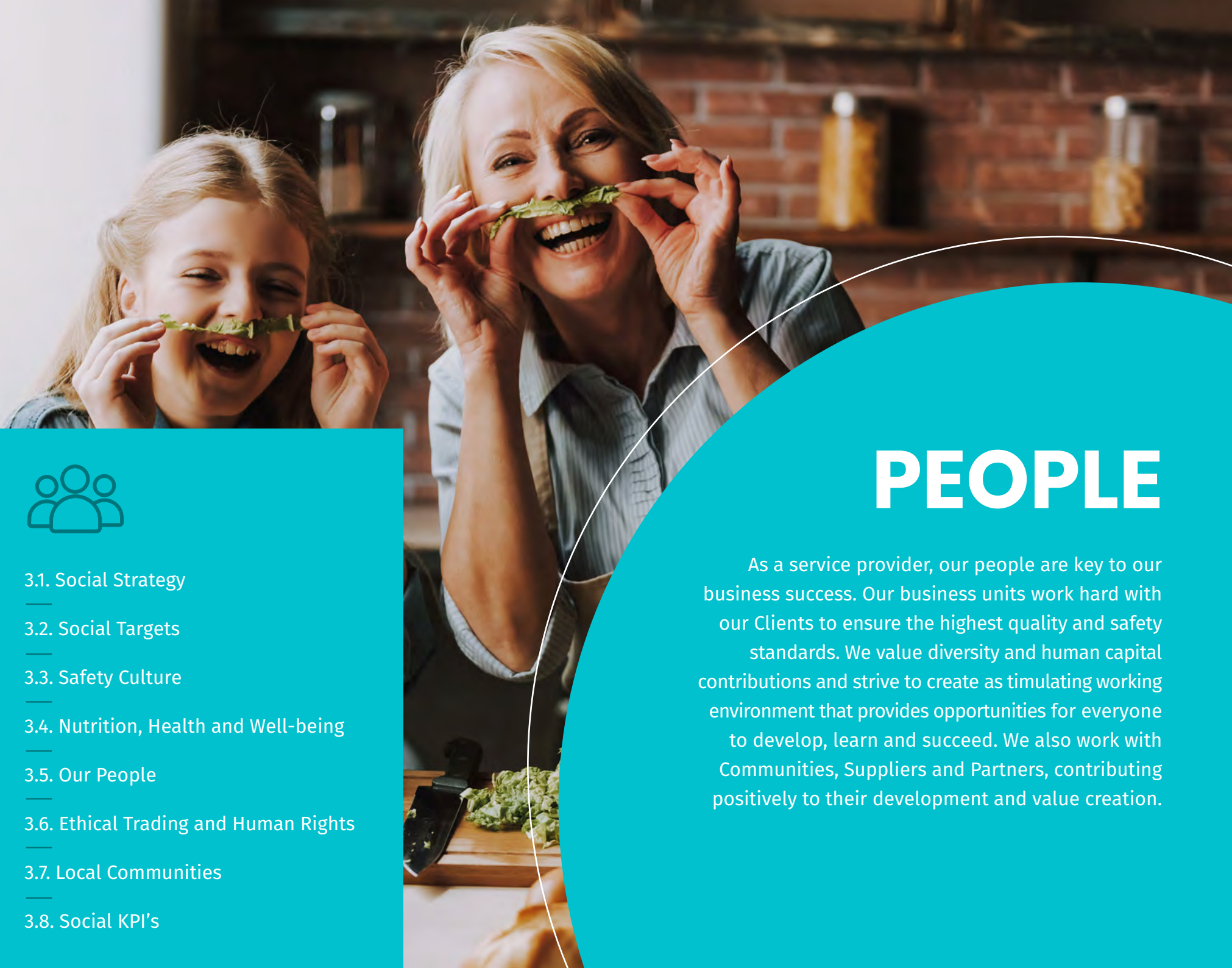
Food Waste

We are proud to share that we are on the right track.

In 2022,

- We integrated new Catering Units into SG-MDA, currently representing our main sectors of activity: Business, Education and Health.
- We reduced edible food waste by 28% in Catering Units certified by SG-MDA.





3.1. Social Strategy

3.2. Social Targets

3.3. Safety Culture

3.4. Nutrition, Health and Well-being

3.5. Our People

3.6. Ethical Trading and Human Rights

3.7. Local Communities

3.8. Social KPI's

PEOPLE

As a service provider, our people are key to our business success. Our business units work hard with our Clients to ensure the highest quality and safety standards. We value diversity and human capital contributions and strive to create as stimulating working environment that provides opportunities for everyone to develop, learn and succeed. We also work with Communities, Suppliers and Partners, contributing positively to their development and value creation.

3.1.

SOCIAL STRATEGY

Our success is built on our People. Our quality of service and involvement with our Clients and Consumers comes down to our Employees' dedication and hard work.

Together with Compass Group, we have made a set of commitments that define, in clear and simple terms, what we want to offer to all those who work with us and demonstrate such dedication and competence.



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SOCIAL STRATEGY

We want our People to feel valued, respected, supported, and happy. Our Commitments support our Vision and Values which embody Eurest's spirit and what we stand for. **We care for each other and our Clients.**

One team, three commitments



RESPECT

We treat each other with respect and in an impartial manner

We know that justice, respect, and courtesy must come first. We value individuality and appreciate everyone's contribution.



GROWTH

We have opportunities to develop and progress

We promote the development of our people. We support and encourage our people to develop their skills and fulfil their potential.



TEAMWORK

We work as part of a positive and caring team

We work in excellent teams. We care about the well-being of our People, Clients, and Consumers and we enjoy what we do.

These Commitments represent the cornerstone of our culture, which places our People at our business centre. They act as a set of standards – and a call to action - to all of us for how we behave and treat each other daily. Our People live these commitments every day so that we can continue to build a culture we can be proud of.



3.2. SOCIAL TARGETS

In addition to the global sustainability commitments undertaken by Eurest, aligned with Compass Group's sustainability commitments, social commitments were also made, especially concerning Employee health and safety.



SOCIAL TARGETS

The table below illustrates the main social targets assumed by Eurest:

Topic	Goal	Target	Date
Employee health and safety	Injury accidents	↓ 20%	2023
	Lost workdays	↓ 25%	2023
	Safety walks implementation new methodology	100%	2023

It will be detailed, throughout this chapter, Eurest's main projects and initiatives for meeting these targets and achieving these goals.



3.3.

SAFETY CULTURE

Safety is our priority. Eurest's goal is to perform our service with minimum risk to our Employees, ensuring high standards of hygiene and food safety.

We believe that taking care of ourselves and others is what will lead us to further optimise our personal and food safety performance.

We work hard to create a safety culture and educate our teams to adopt safe practices.



SAFETY CULTURE

Three priorities that drive our **Health and Safety** strategy:

Personal Safety



Our personal safety model is collaborative, thus creating a strong safety culture.
We highlight safety culture, valuing both individual and collective importance.

Food Safety



Ensuring that we serve safe and nutritious food is of the utmost importance. We continue to develop our processes and invest in simplifying and improving our food safety system.
Our Teams have regular training in food safety, and performance in this area is monitored and audited.

Simplification



We have simplified our security procedures and processes.
By reducing complexity, we help our People be more efficient and productive as they build and strengthen our safety culture.



SAFETY CULTURE

In order to guarantee quality standards that we set ourselves, we are committed to continuously improving our performance, developing a set of practices and measurable targets - in accordance with Quality, Food Safety, Environment, Occupational Health and Safety, Social Responsibility and Conciliation standards, encompassing Innovation and People Management across our organisation - as an integral part of Eurest's business plan and a determining factor in our strategy for a sustainable future.

Every year we have been investing in the certification process of our units, and in 2022 we maintained certified units (ISO9001, ISO22000, ISO45001 and ISO14001) in all market segments. The remaining benchmarks are applicable across the entire Organisation.

Safety culture underpins our sustainability strategy.



SAFETY CULTURE



Personal Safety

Every day, thousands of Eurest employees serve thousands of meals to consumers nationwide. Safety is a cornerstone of our service delivery, be it for our People or our Consumers, so keeping everyone safe is our priority.

Because we consider our Employees essential to provide a first-class service, we have a clear commitment and a direct and proactive attitude towards health and safety issues. We ground our culture in zero tolerance, basing it on risk, injury and work incident prevention, intervention and collaboration.

We launched the “Safety Culture Perception Survey” on 31 March 2021 in order to assess our employees’ perceptions. Around 71% report feeling “safe” at their workplace. About 98% consider that Eurest has security values (beliefs and principles) that are well established and properly communicated.

Initiative: Covid - How to act?

Activities	Outcomes
In response to COVID-19 pandemic, in 2020, Eurest Portugal's OHS Team launched several information dissemination campaigns.	A manual was prepared for our teams, as well as associated signage, in order to communicate basic safety standards to our People, Clients and Consumers.

Initiative: beCareful Logo

Activities	Outcomes
Creation of a logo easily associable with safety actions. All actions, as well as documents related to the security theme, are identified with the logo.	Standardisation of safety communication (OHS and food).



Initiative: Safety Walks

Activities	Outcomes
<p>Safety Walks are part of our leadership programme and aim to engage and create a safety culture change across the organisation. It consists of informal safety talks, with our employees sharing their thoughts, ideas and concerns together.</p> <p>Our leadership team consists of 22 people, each with a minimum target of 12 safety walks/year.</p>	There were 282 safety walks in 2022, exceeding the minimum target of 12 per year and person.



SAFETY CULTURE



Personal Safety



Initiative: Safety Coach

Activities	Outcomes
<p>Pilot Project launched in 2022 in a unit of our Health & Seniors segment that consists in the team appointing a representative whose duties are to: welcome and integrate new employees in terms of emergency procedures/OSH and food safety; report potential accidents at work; help investigate accidents at work; identify needs for creating work instructions or review existing ones; be responsible for promoting safety minutes. To be an example to other employees. The safety coach carries a badge to be easily identified by his team.</p>	<p>Besides the safety coach appointed team's strong commitment and involvement, there was a decrease of about 40% in accidents and near misses.</p>

Initiative: Lessons Learned

Activities	Outcomes
<p>Lessons Learned are used to monitor incidents that occur in our units and that may put Employees' and Customers' safety at risk. Its main goal is to describe an incident and understand what went well and what went wrong, in order to identify its root causes and define corrective and preventive actions, making Employees aware of them.</p>	<p>These were issues addressed since 2021 through lessons learned:</p> <ul style="list-style-type: none"> • Handling of hot liquids. • Cleaning procedures and use of PPE. • Organização dos espaços e das tarefas. • Organization of spaces and tasks. • Handling chemicals. • Equipment and machinery.

Initiative: "A Terra Treme" Drills ("The Earth Shakes" Drills)

Activities	Outcomes
<p>Every year we join in the "The Earth Shakes" drill. Yearly, this initiative reinforces behavioural and performance routines and improves established procedures among our Teams.</p>	<ul style="list-style-type: none"> • Active participation of units and office teams. • Training in safety drills.

Initiative: Safety Minute

Activities	Outcomes
<p>Initiative of daily communication with Employees via e-mail and through the Share app, which emphasises how important it is to report near misses, as a fundamental practice to prevent accidents with injuries.</p> <p>Any safety issues can be reported for further discussion or presentation to catering unit Teams. Because it is better to lose one minute in life... than to lose your life in a minute.</p> <p>When faced with an incident that causes no harm, however insignificant it may seem to you, report it. Prevent it from happening to others.</p>	

SAFETY CULTURE



Food Safety and Quality

Eurest’s main area of activity is meal supply, so food safety is one of our core principles, and an integral part of our business plan, along with Quality, Environment, Health, and Safety at Work - crucial in defining a strategy for a sustainable future. We ensure strict control standards, from supplier selection to meal delivery. We efficiently guarantee high standards of service, so that food safety is never at risk, complying with all legal and regulatory requirements. Our motto is “Safety first. Never endanger our Customers’ and Employees’ health and safety.”

At Eurest, the Quality, Environment, and Safety Policy sets out a commitment to effectively guarantee high standards of service, with all Eurest Employees contributing towards providing a restaurant service of excellence.

We are committed to continuously improving performance by developing a set of practices and measurable targets, compatible with our context and strategic planning.

Our teams have regular food safety training, and performance in this area is monitored and audited. We continue to develop our processes and invest in simplifying and improving our food safety system. Among our focus areas, our action plan foresees an optimisation and improvement of existing allergy management procedures, with further reinforcement of training for teams and increased internal communication on this subject for 2022 and 2023. Additionally, it is planned for these same years to computerise and optimise the communication processes in Food Safety through the use of the AGIR platform.

Initiative: Quality Control at Eurest Logistics Platform	
Activities	Outcomes
Every day, an Eurest Quality technician (nutritionist) performs a qualitative assessment of raw materials delivered to Eurest’s Logistics platform. With this initiative we intend to increase the quality control of raw materials delivered to our units, by carrying out a double control: on the Logistics platform and in our units.	Quality improvement of raw materials delivered to Eurest units. Control of purchased raw material: validation of purchased raw material based on Eurest requirements versus raw material delivered by the Supplier. Supplier Evaluation by delivered raw material and number of non-conformities identified in quality control carried out at the logistics platform. Food waste reduction as a result of better management and routing.

Initiative: Consumer Portal	
Activities	Outcomes
Development of a Web Portal where Clients can register Consumers’ allergies and intolerances. Clients, Quality Management, and unit Managers have secure access to this portal in compliance with GDPR.	Improved organisation and systematisation of information: Allergen Management. Security and privacy assurance regarding personal data.



SAFETY CULTURE



Quality of service

Together with our Clients and Consumers, we periodically check whether our service is following all expectations in terms of quality and food safety. To this end, Eurest uses several mechanisms that make this direct and effective communication possible, such as satisfaction surveys and regular meetings.

These instruments constitute a fundamental tool for ensuring high-quality products and superior service performance and are also a valuable method for identifying areas of improvement and business opportunities.

As **consultation mechanisms in this area**, we highlight the following:

- **Planet Promise Survey (Clients)** – digital survey where Clients evaluate global service performance, food and nutrition trends and also parameters related to corporate social responsibility.
- **Brookside Surveys** – double entry surveys, i.e. Eurest contract management team and Client answer the same survey based on their perception of services provided.
- **NPS Client Surveys** – we invite Clients monthly to answer a brief survey based on the Net Promoter Scale.
- **WITY - What Is Important To You** – identification of positive points and opportunities for improvement in an interview environment with our Clients.
- **Did we make you smile** – survey in which Consumers evaluate product quality (meals), service, dining space, event organisation and also social responsibility actions.

As a support tool for continuous improvement of our services, we also have a **Complaints Management Process**.



SAFETY CULTURE

Customer Satisfaction Survey

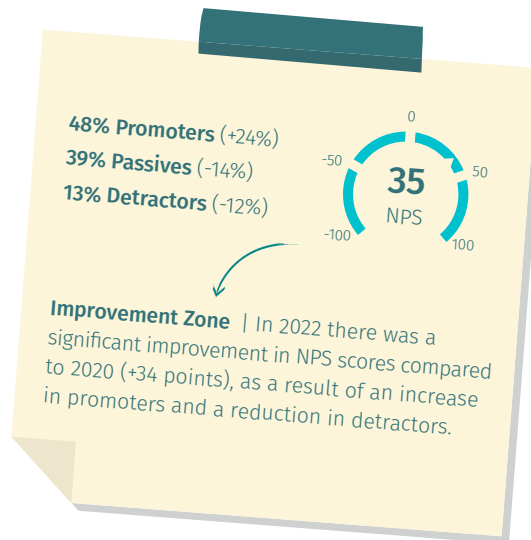
The Client Satisfaction Survey carried out among our Clients changed in 2020, with client satisfaction percentage no longer being used as an indicator, having been replaced by Client loyalty rate (NPS - Net Promoter Score). Our new survey's main purpose was to understand levels of "fulfilment" of client expectations. In 2020, due to an atypical year, we focused our analysis on a qualitative rather than quantitative level.

Loyalty | How likely would you recommend Eurest to colleagues, family, or friends?

Promoters | Clients who select a 9 or 10 rating. This group represents our most satisfied Clients, with the highest probability of recommending our services to others.

Passives | Clients who select a 7 or 8 rating. This group is relatively satisfied but may be influenced by a competitor based on factors such as price, new features, and customer service, among others.

Detractors | Clients who select an evaluation between 0 and 6. These are the less satisfied Clients, who may stop using our services and even share negative experiences with others.



In 2022 there was a 24% increase in promoters compared to 2020, reaching a percentage of 48%.

Consumer Satisfaction Survey

It was conducted among our Consumers a Satisfaction Survey, which revealed an overall satisfaction rate of 89% in 2022, surpassing the target set (85%). All the answers were analysed by a specialised internal team, assessing how effective implemented actions were and what future actions are still necessary to ensure that our Consumers' expectations are met.



SAFETY CULTURE

Complaints Management

At Eurest we consider Complaints Management to be an extremely important tool when it comes to our image and building Client and Consumer loyalty. Our Consumers can exercise their right to complain through the Official Complaints Book, settle disputes amicably through Consumer Conflict Arbitration Centres, by email and also through a Satisfaction Evaluation Bulletin - the latter is a proactive internal mechanism.

Complaints - Official Book	2019	2020	2021	2022
Total	71	38	39	70

In 2022 the number of claims decreased by about 10% compared to 2019.



3.4. NUTRITION, HEALTH AND WELL-BEING

As a specialist in food and nutrition, Eurest develops a series of projects, guided by nutritionists, to promote Employee, Client, and Consumer health and well-being through nutritional monitoring and encouraging healthy eating and lifestyle habits.



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NUTRITION, HEALTH AND WELL-BEING

Our passion for wellness and nutrition provides a precursor for our People, Consumers and Clients to adopt a more balanced lifestyle.



Food Choices



Mental Health



Lifestyle



Portugal is far from being one of the best positioned in the European ranking of countries with less prevalence of overweight people. According to Health at a Glance 2019 report, released by the Organisation for Economic Cooperation and Development (OECD), Portugal stands out precisely in obesity and appears in fourth place. According to that document, 67.6 % of Portugal's population over 15 years old is overweight or obese.

Eurest is uniquely placed to promote better food choices, including reducing salt and sugar intake, and eating vegetables, legumes, and water - all without compromising quality or taste. We believe we have unique skills to provide a specialised, high-quality catering service, based on each Client's specific needs and culture.

FOOD *with*
PURPOSE



NUTRITION, HEALTH AND WELL-BEING

Eurest serves more than 130,000 meals every day. These meals' quality is determined by our food selection, menu design, and how we cook and prepare them.

In this sense, we are committed to:

- Offer food with high-quality standards, meeting our Clients' and Consumers' culture and preferences.
- Ensure that fresh, quality food is purchased in accordance with high standards of hygiene and food safety.
- Constantly innovating - from culinary procedures to environmental initiatives - to lead a demanding and differentiated service.
- Establish partnerships with Academic and Scientific Communities in nutrition and health, to develop and innovate our specific catering service for each Client.

As part of our commitment to promote well-being, we believe that protecting People's mental health should be a priority for all responsible companies. We aim to provide decent work environments for our employees, helping them to identify and deal with stressful moments. Concerned with our Employees' well-being, in 2019, we certified Eurest in NP 4552 which aims to manage work-life balance (see the specific point on the subject).

One of our areas of intervention also involves helping our Consumers and Employees to adopt a balanced diet and make viable lifestyle changes.

Initiative: "Conversas com sabor" (Tasty Conversations)

Weekly webinars open to our Client community, based on topics related to food, safety and sustainability.



Thank you for inviting me.
It is always great to share knowledge and experiences!

Client Education segment



3.5. OUR PEOPLE

At Eurest, we believe that both today and in the future, our concerns will be not only about economic challenges but also about improving our organisational environment to retain top talent.



OUR PEOPLE

Since our People Management strategy perfectly aligns with our Business strategy, and given that we have a sufficiently mature system in terms of standards NP 4469 - Social Responsibility Management System and NP 4452 - Management System for Conciliation of professional, family, and personal life, we considered it an ideal moment to start implementing the PMS - People Management System (NP 4427).

We aim with our PMS to:

- Make human resources processes more efficient.
- To boost individual and collective problem-solving skills.
- And to stimulate value attribution to internal clients.

In external terms, PMS implementation and certification is also part of our strategy to differentiate ourselves from our market competitors.

We were the first company in our sector to implement NP 4427 Certification: People Management.



Our People Profile

Eurest employees





OUR PEOPLE

Talent Management

We are aware that a large company's success is intrinsically related to its People. We live in an era of change and permanent adaptation - where flexibility, agility, and new systems are increasingly important aspects to ensure a company's permanence in the market - as well as differentiation - by optimising resources and by needing to reach the market in better conditions than our competitors - where human factors play a fundamental role.

Our recruitment policy aims to guarantee that we choose Employees with the most appropriate professional and personal skills, to ensure effectiveness and efficiency in performing their functions. This goal is achieved through recruitment oriented towards assessing and validating these skills, while also ensuring that academic qualifications are rigorously in line with the duties.

We believe that Eurest's service reflects our People's well-being and motivation. For this reason, we are committed to offering people not a job, but a career in a solid, reliable, and reference company in the national market.



Training is fundamentally important to make our business more competitive and innovative. We are committed to continuously developing skills so our employees can respond to constant market, customer, and end-consumer changes.

Eurest's Training Policy is structured around Eurest Academy, which arranges its training offer in four areas, from which branch out different training specificities. Eurest training also consists of two phases:

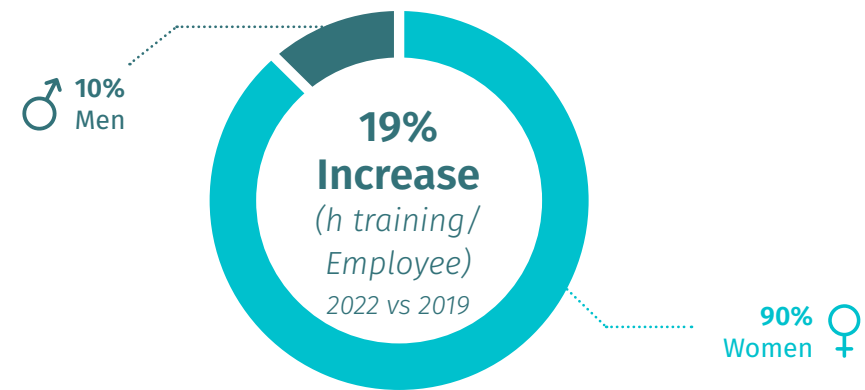
- **Initial Training** | Welcoming Employees.
- **Ongoing Training** | Throughout performance.

Every year, a Training Plan is prepared based on our company's main needs, and a subsequent evaluation of training effectiveness. In addition to training plans, we support Employees who wish to attend post-graduate courses, master's degrees or MBAs related to Eurest's activity.



Initiative: Eurest Up Portal	
Goals	Outcomes
Eurest UP aims to identify our employees' potential and talent.	Assessment interviews were carried out with 100% of Employees from 3 strategic areas of our Organisation.

Initiative: Chef Appreciation Day	
Goals	Outcomes
We implemented an action to recognise those behind our magnificent meals, our Chefs.	Launch of 2 e-books: https://online.flowpaper.com/7a830756/EbookCAW2/#page=1
Through Chef appreciation week, we made our Chefs and their recipes known in two e-books.	





OUR PEOPLE

Diversity and Inclusion

Valuing and recognising diversity is part of our organisational culture and is one of our five guiding principles. We create a challenging work environment that provides opportunities and support for everyone to develop, learn and succeed. This approach runs throughout our organisation and is instilled from day one at Eurest - as an integral part of our Welcome Handbook given to all our employees.

More recently, Compass Group has issued "Compass commitments" - Respect | Growth | Teamwork - highlighting respect as a fundamental part of our commitments to our employees.

Our Social Responsibility and Reconciliation principles (presented in the next section) also reflect how important diversity and inclusion are, stating that we stand for equality and non-discrimination regardless of colour, race, gender, nationality, social background and sexual orientation, respecting political or religious convictions and favouring diversity, fairness and tolerance.

These principles are enshrined in various governing documents:

- Our Golden Rules, which include treating colleagues fairly and without discrimination.
- Our Codes of Conduct and Ethics, which explicitly state that we aim to recruit and promote employees based on their suitability for the job, without discrimination, and that we will not tolerate discriminatory situations.

Additionally, to identify possible discriminatory practices, we have a whistleblowing mechanism - our Speak Up channel (see Chapter 4 Prosperity) - through which an external and fully independent entity manages these practices.



Gender Equality

Although we currently have a 98% prevalence of women, there is gender parity on the Board of Directors, which Compass Group recognises as good practice. Parity at the management level has been a longstanding practice and was a subject featured in Exame magazine in February 2005. In 2021 Compass Group.



Nationality Diversity

Eurest embraces 13 nationalities in its Teams.



Integration of People with Disabilities

In some units, people with special needs are integrated to develop their skills.



OUR PEOPLE

Work life balance

We are convinced that Eurest's service mirrors our people's well-being and motivation. Aware that satisfaction has an important impact on our service provision, we have strengthened - through the "Be You" Conciliation Programme - measures that actively contribute to it and aim to increase our people's quality of life.

One of the implemented measures in 2019, is a system for reconciling work, family, and personal life (in accordance with NP 4552), which includes an attractive package of measures.

Within this system, "Be you" satisfaction surveys were carried out among Employees and their families.



be you

OUR PEOPLE

Communicating and Engaging Our Employees

YOUR SAY

Consulting Employees

An online survey conducted by Compass Group of our Employees in 2021 to evaluate their satisfaction with our company (100% response rate from a representative sample of 20% of employees)

- 84% of our Employees say "I can be myself at work".
- 93% say "I enjoy doing my job".
- 68% say "I am recognised for my contribution".
- 70% state that "I have access to the necessary training to develop my skills".

BE YOU

Auscultação dos Colaboradores

An online survey of all our Employees and their families, carried out in 2020, within the scope of conciliation of professional, family and personal life and in accordance with normative requirement NP 4552.

- Overall, employees are satisfied with various questions asked - with satisfaction averages of over 90%.
- In 2020, 95% of our Employees consider that Eurest acts following Social Responsibility and Conciliation principles and values (equality and non-discrimination, conciliation, accountability, transparency, ethical conduct, and respect for Stakeholders).

Consulting Employee families

Overall satisfaction among the families of our employees is 91%.





OUR PEOPLE

Communicating and Engaging Our Employees

Eurest's Code of Ethics establishes our relationship principles with our Employees, promoting a corporate culture in which:

- We believe that we create opportunities to capitalise on diversity potential and our business performance.
- We are committed to grounding our relationships in respect for individual dignity and fair treatment for all.
- We aim to recruit and promote without discrimination or harassment of a sexual, physical, mental, or any other kind.
- We aim to develop all relevant skills for career progression.
- We promote health and safety in the workplace.
- We practice a fair and equitable remuneration policy.
- We have established disclosure channels for managing conflicts of interest.

At Eurest, a communication strategy is important to transmit values and organisational culture to employees. We encourage dialogue and promote sharing of best practices, intending to identify opportunities for improvement and promote a spirit of innovation and initiative.

Share

Initiative: Eurest Newsletter	
Activities	Outcomes
<p>Launch of a newsletter. During the pandemic, we established that communication with our People and other Stakeholders should be closer.</p> <p>Direct communication with People was fundamental to ensure that teamwork was maintained, but also emotional support and mental health.</p>	<p>In our People survey in September 2020, we found that 99% considered this means of communication a good initiative.</p> <p>Check our newsletters.</p>

Initiative: Share App	
Activities	Outcomes
<p>Design and implementation of a two-way communication tool between employees. Share App brings together all available benefits and news for our Employees.</p>	<p>By the end of 2022, 10% of our People joined the Share app.</p> <p>Team structure: speed of information sharing.</p> <p>Units' teams: sharing photos of good practices implemented in units. We foster a culture of teamwork and sharing.</p>

Initiative: Eurest + Ideias	
Activities	Outcomes
<p>Following the world of catering's constant evolution, Eurest Portugal assumes Research, Innovation and Development as an essential ingredient for the organisation's sustainability.</p> <p>Therefore, Eurest stimulates and promotes among employees a creativity culture that enables us to innovate products and services and to produce and enhance knowledge. In this context, "Eurest +Ideas" was created.</p> <p>We aim to ensure that submitted ideas are, whenever possible, aligned with our business model - Performance, Purpose, and People - and with our sustainability strategy - Health and well-being, Environment, and being "Better for the world".</p>	<p>25 submitted ideas</p>

3.6. ETHICAL TRADING AND HUMAN RIGHTS

At Eurest, we are committed to acting responsibly and professionally in all our business activities and along our value chain. We act with integrity, aiming for fairness, honesty, and transparency. As a Group, we source goods and services from a variety of suppliers, ranging from large international organisations to specialised local suppliers.



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ETHICAL TRADING AND HUMAN RIGHTS

Our **Global Supplier Code of Conduct** and **Purchasing and Supply Chain Policy** ensure that we only work with Suppliers who share our values. We establish responsible social, environmental, and economic practices in our supply chain to encourage Suppliers to adopt sustainability criteria in producing and selling their products, enabling competitive advantages and, simultaneously, better contribution to society. We are aware that there will be Suppliers in some countries who will struggle to meet the standards expected of large organisations, in these cases we anticipate that Suppliers will meet Compass Group audit requirements for small and medium-sized businesses and demonstrate continuous improvement. We will buy directly from producers and manufacturers to maintain a robust supply chain, ensuring traceability and the precautionary principle.

Our priority is to partner with Suppliers that comply with our food safety and quality standards, ethical trading, animal welfare, and sustainability (see [Chapter 2.6. Responsible Sourcing](#)). We also resort to national products, namely fruit and vegetables, as long as quality, quantity, variety, responsiveness, and cost criteria are ensured.

We believe Fairtrade is a way to improve conditions for many small national and international producers, who may otherwise be subject to unequal and non-transparent commercial practices (see [Chap. 2.6. Responsible Sourcing](#)). Our scale allows us as a company and Group to contribute positively by working with Communities, Local Suppliers, and Partners.

Eurest became a signatory, in September 2019, to the Portuguese version of the **“CEO Guide on Human Rights”** launched by BCSD Portugal. This guide is a call to action that provides insight not only into how companies are fulfilling their corporate responsibility to respect human rights but also into actions that business leaders are taking to advance and stay ahead in this area.

By subscribing to this guide we reinforce our commitment to respect and promote universally recognised Human Rights when developing our operations and throughout our value chain.



3.7. LOCAL COMMUNITIES

At Eurest, we invest in communities where we operate through partnerships with various institutions and initiatives that benefit local areas.

We aim to identify and share, when possible, good practices and knowledge. To achieve this, we are members of some trade associations, work with different organisations/partners, and are involved in many forums with Government Departments, Agencies, and Non-Governmental Organisations (NGOs).



LOCAL COMMUNITIES

EUREST's contribution to community value creation also involves social actions in which our Employees, Clients, and Consumers actively participate. At Eurest we have established partnerships with entities from different areas, enabling several actions to be carried out within the community, namely:

- Assistance to employees with dependent family members with special needs.
- Support for leading social institutions.



Among institutions we support, we highlight making children's wishes come true through the Make-a-Wish organisation. We have supported Make-a-Wish for 8 consecutive years, associating Make-a-Wish stars in our Christmas season and other initiatives. Since the first edition, 77,118 euros have been donated to help grant wishes for special children and young people.

Furthermore, we have supported Food Bank against Hunger since the 90s by offering snack/lunch kits to its volunteers on national collection dates.

To assess our performance regarding the social responsibility dimensions in which we operate, every two years we carry out "Our social responsibility as seen by you", a survey sent to a variety of stakeholders - Employees, Customers, Suppliers, Partners, NGOs, Regulatory Entities and Trade Unions.



Eurest has been with **Make a Wish** since 2014 and, together, we have already fulfilled 47 wishes for seriously ill children and young people. It has been a very consistent partnership of which we are very proud.

Eurest's involvement and dedication are crucial to these actions' success, and we hope that together we can continue to bring strength, joy and hope to children and young people with serious illnesses.

Together, transforming lives, one wish at a time!

Mariana Carreira,
Make a Wish CEO



LOCAL COMMUNITIES

“Our Social Responsibility as seen by you” survey

In 2020 we conducted our survey “Our social responsibility as seen by you”. Sent to 3664 entities, we obtained an overall response rate of 11%, 2% higher than the last survey, applied in 2018.

Overall, Stakeholders rate our performance very highly, and there is a consensus that Eurest adopts a policy of transparency and ethics when developing its activities. There is a unanimous opinion that our performance during and after the pandemic was brilliant. Food waste is the most impactful topic and is part of all Stakeholders’ vision for the future. Animal welfare is not yet in our Stakeholders’ vision for the future.

We noticed some changes between the top-ranked themes in 2018 and 2020 - “balanced diet” remains a top theme, though marketing, involvement with communities and local suppliers have risen to a place on the podium. This shows that our Clients have an excellent perception of our effort and dedication in marketing, as well as in conciliation and sustainable sourcing.

A balanced diet is still one of our Consumers’ concerns, but we are witnessing a new concern for food waste reduction and a preference for local Suppliers and seasonal products.

Employees maintain a positive note for marketing and environmental management and highlight reducing food waste in favour of a balanced diet. As usual, their main concerns are safety at work and food safety.

Suppliers flagged up waste reduction, balanced nutrition and environmental management in 2020.





3.8. SOCIAL KPI

At Eurest, we concern ourselves with our activity's social impact, systematically evaluating numerous performance indicators that guarantee our efficiency levels on the most relevant social aspects, namely safety, people, ethics and human rights, along with local communities.





SOCIAL KPI

Safety Culture

Work accidents	2019	2020	2021	2022
No. of fatalities resulting from accidents at work	0	0	0	0
No. of serious accidents at work - excluding fatalities	1	0	0	0
No. of work incidents	256	147	101	105
Fatalities as a result of accidents at work rate	0.00	0.00	0.00	0.00
Serious work accidents rate (excluding fatalities)	0.22	0.00	0.00	0.00
Work incident rate	56.53	43.00	33.66	19.59

Notes: as a criterion for serious accidents, we considered accidents with mandatory communication to ACT (authority for working conditions) within 24 hours maximum. To calculate rates, we used a normalisation factor of 1 million hours worked.

Non-compliance cases regarding health and safety impacts caused by products and services	2019	2020	2021	2022
No. of non-compliances with regulations that led to fines by the competent regulatory body	1	2	1	0
No. of non-compliances with regulations that led to warnings by the competent regulatory body	0	0	0	0
No. of non-compliances with voluntary codes	0	0	0	0
Total no. of non-compliances with regulations and voluntary codes	1	2	1	1



SOCIAL KPI

Our People

Total number of Employees by contract duration and gender		2019	2020	2021	2022
Open ended contract	Men	212	188	152	153
	Women	1 538	1 457	1 359	1 382
	Subtotal	1 750	1 645	1 511	1 535
Fixed-term contract	Men	99	44	24	69
	Women	692	233	132	808
	Subtotal	791	277	156	877
Temporary	Men	27	25	524	67
	Women	342	285	57	888
	Subtotal	369	310	581	955
Trainees	Men	2	0	0	0
	Women	4	0	0	0
	Subtotal	6	0	0	0
Total Employees		2 916	2 232	2 248	3 367

Note: fluctuation in employee numbers is directly related not only to characteristics of our sector and respective labour legislation but mainly to the effects of COVID-19 pandemic that led to several of our units closing down.

SOCIAL KPI

Our People

Total number of Employees by type of contract and gender		2019	2020	2021	2022
Full time	Men	322	250	220	263
	Women	2 313	1 809	1 857	2 398
	Subtotal	2 635	2 059	2 077	2 661
Part-time	Men	18	7	13	26
	Women	263	166	158	680
	Subtotal	281	173	171	706
Total Employees		2 916	2 232	2 248	3 367

Note: fluctuation in employee numbers is directly related not only to characteristics of our sector and respective labour legislation but mainly to the effects of COVID-19 pandemic that led to several of our units closing down.

Hiring rate and employee turnover by gender		2019	2020	2021	2022
Arrival Rate	Men	37%	14%	18%	28%
	Women	33%	12%	12%	38%
	Total	33%	13%	13%	37%
Departure Rate	Men	48%	48%	47%	18%
	Women	41%	44%	23%	11%
	Total	42%	44%	26%	12%

Hiring rate and employee turnover by age		2019	2020	2021	2022
Arrival Rate	<30	101%	20%	47%	62%
	30-50	35%	12%	11%	38%
	>50	22%	12%	10%	32%
	Total	33%	13%	13%	37%
Departure Rates	<30	104%	82%	47%	41%
	30-50	40%	43%	22%	10%
	>50	35%	40%	28%	9%
	Total	42%	44%	26%	12%

Note: entry and exit rates are justified not only by the dynamics implicit in Education Segment, but above all by effects of COVID-19 pandemic, which led to the closure of several of our units.



SOCIAL KPI

Our People

Percentage of Employees per job category and their distribution by gender and age (2022)

Job category	Gender		Age		
	Men	Women	<30	30 to 50	>50
Administration	100.0%	0.0%	0.0%	0.0%	100.0%
Direction	50.0%	50.0%	0.0%	33.3%	66.7%
Administrative Staff	28.6%	71.4%	10.7%	63.4%	25.9%
Unit Managers	12.1%	87.9%	1.6%	60.5%	37.9%
Operational Staff	7.9%	92.1%	6.6%	43.9%	49.4%

Ratio of wage and salary between women and men (2022)

Job category	W:M Ratio
Administration	-
Direction	-
Administrative Staff	0.83
Unit Managers	0.65
Operational Staff	0.83



- 1
- 2
- 3
- 4

SOCIAL KPI

Ethical Trading and Human Rights

Note: see also chapter 2.7 Environment KPI - Sustainable Sourcing

New Suppliers selected based on Social and Environmental Criteria	2019	2020	2021	2022
No. of new Suppliers	39	19	33	36
Percentage of new Suppliers that have undergone due diligence processes for social and environmental impacts	17.9%	15.8%	9.1%	11.1%

Notes: All suppliers open that year were taken into account, not only considering social or environmental criteria. In due diligence processes, only those which were subject to a Technical Audit by EUREST Portugal were considered.





PROSPERITY

It is our concern, through our strategy and business and governance models, conduct and organisational practices, to generate wealth while ensuring that it does not come from environmental degradation, is based on ethics, integrity, compliance, transparency and innovation, and that we provide dignified working conditions, equal opportunities and respect for human rights.



- 4.1. Strategy and Business Model
- 4.2. Governance Model
- 4.3. Partnerships and Commitments
- 4.4. Ethical and Responsible Conduct
- 4.5. Data Privacy & Security
- 4.6. Innovation
- 4.7. Economic Value Creation

4.1.

STRATEGY AND BUSINESS MODEL

Compass Group has aligned its 2020 strategy under the claim **“People, Purpose & Performance”**, thus focusing on a clear and objective message about our approach and conduct in business.





STRATEGY AND BUSINESS MODEL

People

People are our key to success and competitive differentiation in providing excellent service to our Clients and Consumers.

Purpose

Our purpose is, above all, a social purpose based on a safety culture built around caring for People, combined with personal and food safety.

Our sustainability strategy focuses on three key areas: “Health & Wellness”; “Better for the Environment”; and “Better for the World” ([Chapter 1.5. Sustainability Strategy](#)).

Performance

Our core focus remains on delivering a sustainable catering service in every aspect.

Performance People Purpose

People First! Care our People
Protect our Planet! Care our Planet
 And we will **Grow!**



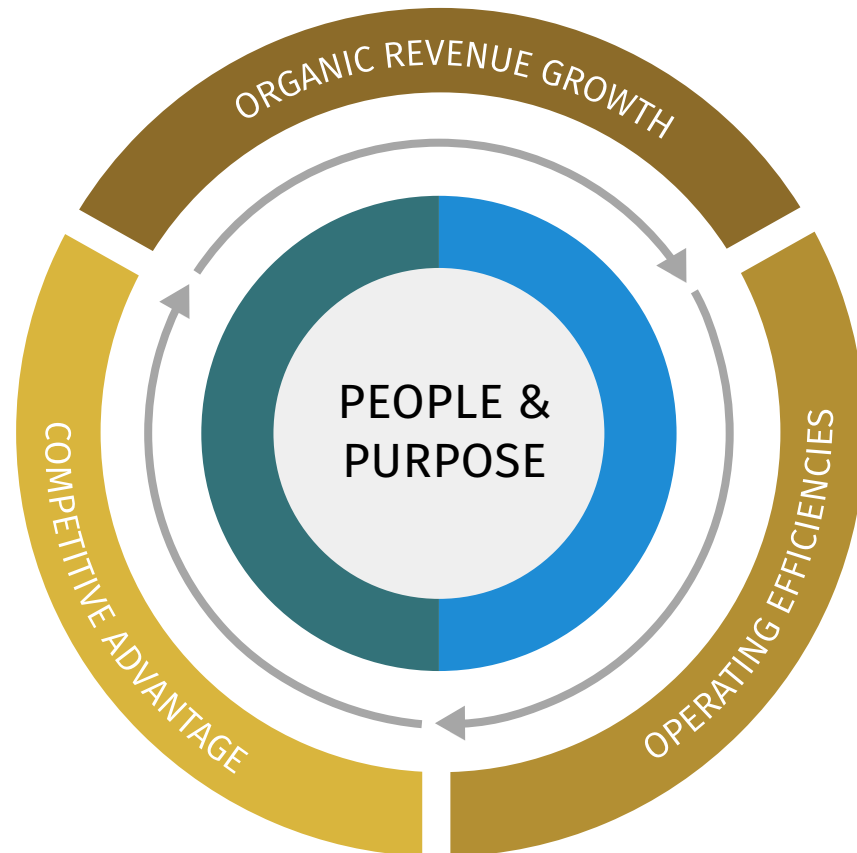
Eurest seeks to conduct its business activity in a correct and ethically responsible manner. All those involved in Eurest’s activity, such as employees, clients and suppliers, are vitally important, and Eurest strives to maximise their satisfaction through a clear strategy of:

- Focus on food.
- Priority to organic growth.
- Excellence in execution, quality and innovation.

STRATEGY AND BUSINESS MODEL

We are committed to providing our Clients with the highest quality meals. We have increased our focus on innovation in order to add value to our business proposition.

Our People are at our business centre. Our goal is to foster a loyal and highly capable workforce to manage our units efficiently and effectively, offering healthier and innovative food concepts to provide an exceptional experience to our Clients and Consumers.



It should be noted that, as part of our strategy, we are committed to differentiation, through implementation and certification of our management system. The certificates we currently hold are concrete and objective proof of a successful path, in which the 10 vectors of action were the target of constant investment:

- ISO 9001 | Quality Management
- ISO 14001 | Environmental Management
- ISO 22000 | Food Safety Management
- ISO 45001 | Occupational Health and Safety Management
- NP 4469 | Social Responsibility Management
- NP 4552 | Work life balance
- NP 4427 | Human Resources Management
- NP 4457 | Management of Research, Development and Innovation
- Management System for Food Waste Minimization
- ODS 12 | Choose Beans

4.2. GOVERNANCE MODEL

At Eurest, we are driven by high standards of governance - believing that this is fundamental to ensuring the effective management of our business, its long-term sustainability and continued success.



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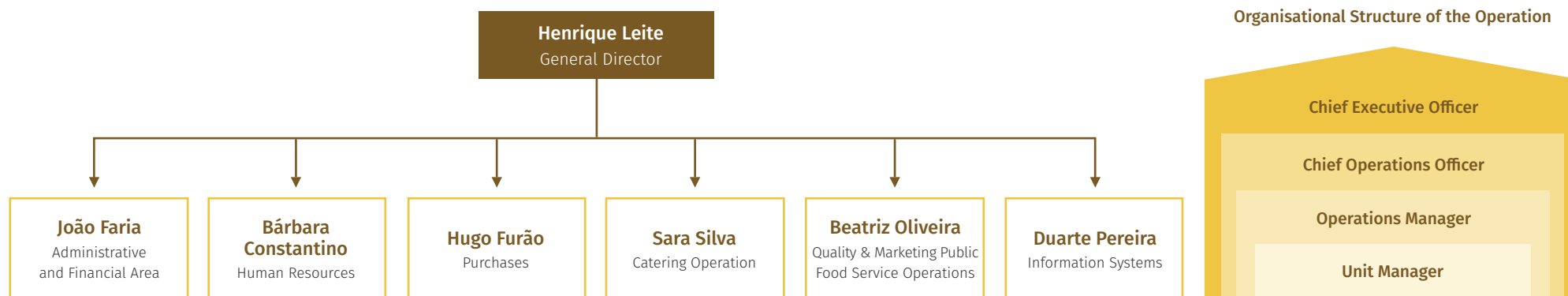
4



GOVERNANCE MODEL

We follow Compass Group's governance model, consisting of a Board of Directors, a Supervisory Board and an Executive Committee. Eurest's Chief Executive Officer acts as CEO of Compass Group's Board of Directors. Executive Committee is responsible for managing sustainability and is in charge of approving, implementing and managing Eurest's sustainability strategy.

<p>Compass Group Board of Directors</p>	<p>Governing body responsible for managing and directing Compass Group and for approving the Group's long-term goals, commercial strategy and annual budget. It oversees operations and monitors performance conforming to strategic objectives, the business plan and the annual budget.</p>
<p>Eurest Portugal Executive Committee</p>	<p>It operates at an individual level for each company of the Group and is composed of their respective executive directors. It implements the strategy defined by Compass Group, manages business operations, and reports periodically to the Board of Directors.</p>
<p>Supervisory Board</p>	<p>It is composed of independent non-executive members, appointed by Board of Directors, who supervise any activity that disrespects company integrity. They ensure the Group companies' financial reporting compliance and validate how effective financial control and risk management systems are at the individual Group level.</p>



GOVERNANCE MODEL

Management Meeting

In 2022, for the first time in Eurest’s history, we closed our offices from north to south for our senior management meeting. The event was hosted by our General Director in Portugal, Henrique Leite.

Our management meeting strengthened company relations in a post-pandemic face-to-face event with room for several moments. Among these, we highlight new initiatives sharing, such as:

- Safety Minute.
- A moment of reflection about the growth achieved - growth in action.
- A moment dedicated to the company’s strategy - where we are and where we are going.
- A look at the future - new business and loyalty.
- A moment dedicated to Eurest’s purpose; and analysis of our performance.

In addition to Eurest’s management team, some special guests also attended this meeting, namely charitable institutions that were “sponsored” by Eurest to celebrate goals achieved. We concluded the event by presenting the institutions and the respective social impact of Eurest:

- Make a Wish – amount for the fulfilment of 1 wish.
- 100,000 árvores – the planting of 1 hectare.
- Nuvem Vitória – 100 stories to 4rganization children.



100 histórias



1 hectare



1 desejo



4.3.

PARTNERSHIPS AND COMMITMENTS

Eurest's management approach is based on guidelines that stem from our business and governance contexts, our adherence to and commitment to national and international principles and recommendations.



PARTNERSHIPS AND COMMITMENTS



COMPASS Group

As a company belonging to Compass Group, we are inspired by its corporate responsibility strategy.



SUSTAINABLE DEVELOPMENT GOALS

We are committed to contributing to the achievement of SDGs – Sustainable Development Goals, defined in Agenda 2030 by the United Nations Organisation ([Chapter 1.8. Eurest's contribution to SDGs](#)).



SUSTAINABLE RESTAURANT ASSOCIATION

We take into account sustainable management principles for catering businesses recommended by this non-profit association ([Chapter 2.6 Responsible Sourcing](#)).



BCSD PORTUGAL

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



UNITED NATIONS GLOBAL COMPACT

As a supporter of the 10 Principles of the United Nations Global Compact through Compass Group, Eurest is committed to human rights, labour standards, environmental responsibility and anti-corruption.



GRACE – RESPONSIBLE COMPANIES

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



GLOBAL REPORTING INITIATIVE

As a reporting company, Eurest has been improving its management and communication following the GRI – Global Reporting Initiative Standards for responsible business conduct.



AHRESP

We are part of AHRESP – Associação da Hotelaria, Restauração e Similares de Portugal and we contribute actively to projects carried out by this 5 organization.



4.4. ETHICAL AND RESPONSIBLE CONDUCT

Our Vision and Values put the spirit of Eurest into words:

- They guide the decisions, actions and behaviour of our Employees.
- They are evidenced in our Clients' experience.
- They drive our performance and growth.



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ETHICAL AND RESPONSIBLE CONDUCT

Our Vision

Defines what we want to be | To be a leading global food service provider, known for our excellent people, excellent service and excellent results.

Our Mission

Defines how we will achieve | At Compass Group, we are all committed to consistently delivering superior service, as efficiently as possible, for the common benefit of our Clients, Shareholders and Employees.

Values



OPENNESS, TRUST AND INTEGRITY

We set high ethical and professional standards. We want all our relationships to be based on honesty, respect, fairness and a commitment to open dialogue and transparency.



PASSION FOR QUALITY

We are passionate about delivering superior food and service and take pride in achieving these. We look to replicate success, learn from mistakes and develop ideas, innovation and practices that will help us improve and lead our market.



WIN THROUGH TEAMWORK

We encourage individual ownership, but work as a team. We value the expertise, individuality and contribution of all colleagues, working in support of each other and readily sharing good practice, in pursuit of shared goals.



RESPONSIBILITY

We take responsibility for our actions, individually and as a Group. Every day, everywhere we look to make a positive contribution to the health and wellbeing of our Customers, the Communities we work in and the world we live in.



CAN-DO SAFELY

We take a positive and commercially aware 'can-do' approach to the opportunities and challenges we face.

ETHICAL AND RESPONSIBLE CONDUCT

Guiding Principles

Safety, health and the environment first | Never to compromise on the health and safety of our Customers and our People, and to manage responsibly the impact that our business has on the environment.

Delivering for Clients and Consumers | To earn the continued loyalty of our customers by consistently demonstrating why we are the first choice for quality, service, value and innovation.

Developing our People and Valuing Diversity | To recognize the diversity and contribution of our people. We create a work environment that is challenging and provides the opportunities and support for everyone to develop, learn and succeed.

Profitable growth | To deliver Shareholder value through disciplined, sustainable growth, underpinned by strong governance, that contributes to and leverages the benefits of our global scale.

Constant focus on performance and efficiency | To deliver the highest quality and performance, whilst relentlessly driving to be the lowest cost, most efficient provider.

Codes of Conduct and Ethics

Good reputation and credibility are one of our most important assets and depend directly on our governing bodies and our Employees, both in their internal interactions and with our different stakeholders.

Our success and future depend on each of us acting professionally, responsibly and in accordance with the standards set out in our **Code of Conduct**.

This code sets out the company's commitment to conducting business fairly, treating all stakeholders with honesty, integrity and respect, and also brings together our policies on compliance and ethical issues for all employees to follow.

The **Code of Ethics** underpins our social, ethical and environmental commitments, sends a powerful message to all our stakeholders about our commitment to responsible business practice and it also mirrors our commitment to the **United Nations Global Compact 10 Principles**.

Both documents are transversal to all Compass Group companies.



ETHICAL AND RESPONSIBLE CONDUCT

Compliance Programme

Our Compliance Programme defines procedures to prevent, detect and remedy risks related to compliance with laws and regulations from the perspective of ethics and integrity. This topic is crucial as it covers the entire organisation, including Clients and Business Partners. We are committed to strengthening focus on Integrity Risk Management, increasing Eurest's visibility and oversight of risk and improving its control.

We consider **seven risk categories**:

- Bribery and corruption.
- Anti-competitive behaviour.
- Money laundering.
- Theft, fraud and financial misrepresentation.
- Personal data.
- Trade controls and sanctions and human rights.
- Modern slavery.

At Compass Group we believe that the best way to maintain a strong ethics and integrity culture is through knowledge of the Group's values, behaviours and expectations. We, therefore, provide initial training for all new employees and annual refresher training for all other employees. Among the training's contents are topics such as:

- Compass Group's annual ethics and compliance statement.
- Global antitrust law.
- Global corruption and bribery.
- Privacy and data protection (GDPR).

It should be noted that we regularly insist on highlighting the existing tools made available by Compass Group for reporting any irregularities - **SpeakUp Line**.

Additionally, regarding our Partners and Clients, the Ethics and Integrity approach is fundamental. Our Suppliers are referenced, and we only work with Suppliers that meet the minimum requirements of the **Global Supplier Code of Conduct** (see [Chap. 3.6 Ethical Trading and Human Rights](#) and [Chapter 2.6 Responsible Sourcing](#)).

Besides, in our service contracts, we have taken the initiative to place a Compliance clause or Code of Ethics for compliance with legal obligations applicable to employee relations, environmental protection and occupational safety.

SPEAKUP INITIATIVE

We encourage our employees and stakeholders to speak up if anything in our business and/or approach seems inappropriate and undermines our Codes of Conduct and Ethics on many levels: health and safety of our employees; environmental performance; harassment; human rights; bribery and corruption; anti-competitive behaviour; theft and fraud; financial or other irregularities; and general business integrity issues.

SpeakUp is a Compass Group reporting mechanism accessible to anyone, available 24 hours a day, 7 days a week, 365 days a year. The circuit is managed by the Ethics and Integrity (E&I) Group, a dedicated team of caring and trusted professionals, independent of any other business lines, who maintain whistleblower confidentiality or anonymity.

In 2021 we renewed and updated SpeakUp's image and access mode, stressing the importance of this channel.



4.5.

DATA PRIVACY AND CYBERSECURITY

Digitalisation is a global trend that accelerated during the pandemic, and despite presenting various opportunities - ease of access and information processing efficiency - it also entails risks, such as cyber-attacks.

Data privacy and cybersecurity are extremely important to Compass Group, where all the Information Systems Divisions of the countries where the Group operates have to implement a broad set of IT Controls, which ensure protection against cyber attacks and compliance with legal requirements, such as the GDPR - General Data Protection Regulation.



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DATA PRIVACY AND CYBERSECURITY

Key IT Controls (KITC) are a series of rules that require policy creation and registration processes related to several areas of information systems. Examples include:

- Software development methodology.
- Monitoring of backups and of the disaster recovery process.
- Action plans for remediation of vulnerabilities detected by various processes operating at different levels.

Initiative: Creation of an APN for Units' access

Activity	Outcomes
In 2020 we partnered with our telecommunications operator on a project to create an APN - Access Point Name, which implies that all data traffic will be delivered in a Eurest Private Network.	Units' computers and Points of Sale (POS) are no longer connected to the Internet, thus increasing their protection.
This project's goal is to protect the use of information systems dispersed throughout our different Units.	

Initiative: Migration from Network Load Balancers to Application Load Balancers in the AWS infrastructure

Activity	Outcomes
AWS - Amazon Web Services created Application Load Balancers (ALB) applications to replace our previous solution of connecting our private network, running in an AWS datacentre in Frankfurt, with the internet and our offices in Lisbon and Porto.	Providing Eurest with a much more capable means of protecting data and systems.
ALBs have much greater configuration capacity increasing protection against external attacks	



4.6. INNOVATION

Following the world, society and particularly the catering sector's constant evolution, Eurest Portugal assumes Research, Innovation and Development (RDI) as essential for the organisation's sustainability.



INNOVATION

We have implemented and certified a **Management System of Research, Development and Innovation**, by NP 4457, oriented towards collective and public restaurant services provision, catering and supply of food and non-food products. Our goal is to increase value for the organisation, our stakeholders and society in general, ensuring new and differentiating solutions development.

2021 marks year zero of consolidated RDI. We defined our **Research, Development and Innovation Policy**. Aiming at constantly improving our service and products, optimising our performance and promoting internal and external communication, certification in Research, Development and Innovation Management Systems became a goal with an increasing dimension in 2022.

At Eurest, we have been investing in our employees' ideas through **"Eurest +Ideas"** - a platform to register their ideas ([Chapter 3.5 Our People](#)).



We sow ideas



We make them grow



We Reap Fruits

Inove

Year	Submitted Ideas
20/21	3
21/22	22
Total	25

During 2021/2022, we had 22 contributions of new ideas from our Employees and added six RDI projects:

- **Marketing Innovation** | Green Vibes ([Chap. 2.3. Plant-based Meals](#)).
- **Process Innovation** | Consumer Portal ([Chap. 3.3 Safety Culture](#)).
- **Process Innovation** | Meal Booking Portal via intranet, reservation kiosk and Rest App ([Chap. 2.4. Food Waste](#)).
- **Process Innovation** | AGIR - digital platform for process and document management ([Chap. 1.8. Eurest contribution for SDGs](#)).
- **Marketing Innovation** | Zero Waste Heroes ([Chap. 2.4 Reduction of Food Waste](#)).
- **Marketing and Product Innovation** | Fish Revolution Fish Revolution ([Chap. 2.4 Food Waste Reduction](#)).



+ Ideas

Ideas are the perfect spice for innovation!

The + Ideas platform promotes a favourable environment for sharing ideas. It is our People that guarantee Eurest's innovation.

That is the key to our success!



We innovate in

- Product
- Service
- Marketing
- Organisational
- Process

4.7. ECONOMIC VALUE CREATION

How we create and distribute economic value mirrors the way we generate shareholder return and also create wealth along our value chain, impacting the different Stakeholders, not only through our products and services but also through jobs and salaries generated, taxes paid, purchases from Suppliers and Service Providers, community investment, among others.



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ECONOMIC VALUE CREATION

After the negative impacts of the two-year pandemic, there was a recovery, with 2022 results exceeding those of 2020 and 2021. Despite frankly good results, our optimism levels remain moderate, as our activity is highly exposed to external factors such as inflation, increased fuel and energy prices and the consequent impact on raw material prices and availability, as well as labour shortages.

Value Generated and Shared in 2022





ABOUT THIS REPORT

Eurest Portugal publishes its fifth Sustainability Report, referring to 2019-2022.

This report was prepared following the Global Reporting Initiative (GRI) Standards in the “Essential” option.

The “Eurest Sustainability Report 2019-2022” is available in digital format and can be consulted on Eurest’s website at www.eurest.pt/sustentabilidade.

This Report’s information responds to Decree-Law no. 89/2017, published on 28 July 2017, regarding the disclosure of non-financial information and information on diversity by large companies and groups. It also allows us to highlight our contribution to the United Nations Sustainable Development Goals and the 10 Principles of the United Nations Global Compact.

Information presentation | This Report includes results obtained between 2019 and 2022, allowing a comparative analysis between the years and an evolutionary view of the various indicators. All business areas of Eurest Portugal are included except for ECSG - Eurest Catering and Services Group Portugal, Lda.

Document navigability | This Sustainability Report is interactive. For a better consultation and reading experience, use the navigation bar on the left side or at the top of the pages. For additional information, please consult the links available for external sites.

Publication cycle and reporting period | This report covers the financial year corresponding to the period from 1 October 2018 to 30 September 2022, Compass Group’s fiscal years. It is published biannually, with a hiatus in the last reporting cycle.

Publication date | December 2022.

Information Verification | This report’s information was not subjected to external verification by an independent entity.

Acknowledgements | Thank you to all the partners who have supported the development of numerous initiatives carried out over these four years and to all those involved in data collection that enabled this report to be issued.

Feedback and contacts | Eurest values all its stakeholders’ opinions and contributions. For further clarifications on this document’s information, please contact:

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GRI TABLE

UNIVERSAL STANDARDS

GRI 102: GENERAL CONTENTS

LOCATION

Referring to the 2016 standard

ORGANIZATIONAL PROFILE

102-1 Organisation's name

Eurest Portugal, Lda

102-2 Activities, brands, products and services

Chap. 1.4. Business Structure

P. 13 and 14

Catering | Food service and restaurant management for the corporate and public market

102-3 Location of the organisation's headquarters

Edifício Prime, Av. Quinta Grande, 53 - 6º Alfragide 2610-156 Amadora

102-4 Location of operations

Chap. 1.2. A Eurest and Compass Group

P 8

Distribution of units by districts in 2022 (September 22):

District	Distribution	District	Distribution
Azores	3%	Leiria	2%
Aveiro	5%	Lisbon	15%
Beja	0,2%	Madeira	0,2%
Braga	18%	Oporto	34%
Bragança	1%	Santarém	3%
Castelo Branco	0,3%	Setúbal	2%
Coimbra	5%	Viana do Castelo	2%
Évora	1%	Vila Real	3%
Faro	0,3%	Viseu	4%
Guarda	1%		

GRI TABLE

ORGANIZATIONAL PROFILE

102-5 Type and legal nature of ownership

Private limited company.

102-6 Markets served

Chap. 1.2. A Eurest and Compass Group

P. 6 and 8

102-7 Organisation's size

Organisation's size	2019	2020	2021	2022	
Number of Employees	2 608	2 031	1 654	3 367	
Net Sales / Net Revenues	108 726	81 927	77 251	103 216	
Capitalisation	Shareholders' Equity	20 707	14 949	10 746	13 579
	Liabilities	47 473	39 159	35 131	39 043

102-8 Information on employees and other workers

Chap. 3.5. Our People

P. 74

Chap. 3.8. Social KPI's

P. 88 and 89

102-9 Supply chain

The greatest supply weight is in terms of food products, which are delivered daily to the logistics platform and to Eurest units, to be later prepared and served.

Type of suppliers (e.g. contractors, brokers, distributors, consultants, etc.)	Food; Non-Food; Services and Maintenance.
No. of direct suppliers (tier 1)	796 (YTD – Year to Date)
Location of main suppliers (by country or region)	Portugal
Other relevant information regarding the value chain	Nothing to report

102-10 Significant changes in the organisation or its supply chain

In the reporting period, at the organisational level, we highlight the sale of the vending business area, focusing on business areas where we add value and in which we have expertise. Concerning the supply chain, we highlight the logistics platform's change for fruit and vegetables, with optimisation for a single logistics partner.

GRI TABLE



ORGANIZATIONAL PROFILE

102-11 Approach to the precautionary principle

Eurest follows Precautionary Principle. In addition to the Code of Conduct, Eurest strives to ensure the highest standards of quality and is committed to continuously improving its performance, developing a set of practices and measurable goals to ensure the quality of service, 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

Main external charters, principles or other initiatives to which Eurest subscribes/supports:

- BCSD Charter of Principles (appendix)
- Act4nature - BCSD
- United Nations Sustainable Development Goals
- UN Universal Declaration of Human Rights – through Compass Group
- Base Code of the Ethical Trading Initiative – through Compass Group
- ILO Declaration on Fundamental Principles and Rights at Work – through Compass Group
- UN Guiding Principles on Business and Human Rights – through Compass Group
- UN Global Compact ten principles – through Compass Group

102-13 Participation in associations

Chap. 4.3. Partnerships and Commitments

P. 98 and 99

Entity name	Views participation as strategic	Participates in projects, working groups or committees
AHRESP - Associação da Hotelaria, Restauração e Similares de Portugal	●	●
APEE – Associação Portuguesa de Ética Empresarial	●	●
APEMETA - Associação Portuguesa de Empresas de Tecnologias Ambientais	●	●
APN - Associação Portuguesa de Nutrição	●	●
APQ - Associação Portuguesa da Qualidade	●	●
BCSD - Business Council for Sustainable Development Portugal	●	●
GRACE - Empresas Responsáveis	●	●
INSA - Instituto Nacional de Saúde Doutor Ricardo Jorge	●	●
National Council of Nutritionists	●	●
Unidos contra o desperdício	●	●
Universities	●	●
Zero - Associação Sistema Terrestre Sustentável	●	●
Zero Waste	●	●

Note: Eurest does not exercise functions in the Governing Bodies nor does it contribute with substantial funding in any of the above-mentioned entities.

GRI TABLE



STRATEGY	
102-14 Administration Statement	
Chap. 11. Message from General Director	P. 4
102-15 Main impacts, risks and opportunities	
Chap. 14. Business Structure	P. 14
Chap. 15. Sustainability Strategy	P. 16 and 17
Chap. 17. Materiality Analysis	P. 21 and 22
Chap. 18. Eurest contribution to SDGs	P. 23 to 26
Chap. 4.4. Ethical and Responsible Conduct	P. 103
ETHICS AND INTEGRITY	
102-16 Values, principles, standards and norms of behaviour	
Chap. 4.4. Ethical and Responsible Conduct	P. 100 to 103
102-17 Mechanisms for ethical advice and concerns	
Chap. 4.4. Ethical and Responsible Conduct	P. 100 to 103
GOVERNANCE	
102-18 Governance structure	
Chap. 4.2. Governance Model	P. 96
STAKEHOLDER ENGAGEMENT	
102-40 102-40 List of stakeholder groups	
Chap. 1.6. Our Stakeholders	P. 19
102-41 Collective bargaining agreements	

Collective bargaining agreements	2019	2020	2021	2022
Total no. of employees covered by collective bargaining agreements	2 547	1 922	1 667	2 412
Total no. of employees	2 547	1 922	1 667	2 412
Percentage of employees covered by collective bargaining agreements (%)	100%	100%	100%	100%

GRI TABLE



STAKEHOLDER ENGAGEMENT

102-42 Stakeholder identification and selection

Chap. 1.6. Our Stakeholders P. 20

102-43 Approach to stakeholder engagement

Chap. 1.6. Our Stakeholders P. 18 to 20

102-44 Main issues and concerns identified

Chap. 3.3. Safety Culture P. 64 to 69

Chap. 3.5. Our People P. 73 to 79

Chap. 3.7. Local Communities P. 82 to 84

Through existing consultation mechanisms with our Stakeholders (Ch. 1.6) and within the scope of the various management systems we have implemented, information is collected that enables us to identify our main Stakeholders' needs, expectations, concerns and satisfaction. Some of these results are highlighted in this report (Ch. 3.3, 3.5, 3.7).

REPORTING PRACTICES

102-45 Entities included in the consolidated financial statements

All business areas of Eurest Portugal are included except for ECSG - Eurest Catering and Services Group Portugal, Lda.

102-46 Definition of report content and topic boundaries

Chap. 1.7. Materiality Analysis P. 21 and 22

102-47 Material Topic List

Chap. 1.7. Materiality Analysis P. 22

102-48 Restatements of information

No restatements to report.

102-49 Reporting changes

Chap. 1.7. Materiality Analysis P. 22

Compared to the previous report, Eurest's materiality matrix and the material topics list have been updated, to align the information reported with Compass Group.

102-50 Period covered by the report

1 October 2018 to 30 September 2022

GRI TABLE



REPORTING PRACTICES

102-51 Previous report date

November 2018

102-52 Reporting cycle

Eurest publishes its sustainability reports every two years. Exceptionally, this report covers the years 2019 to 2022.

102-53 Contacts for questions about the report

About this report.

P. 110

102-54 Declaration of compliance with GRI Standards

About this report.

P. 110

102-55 GRI Index

This table.

P. 111 to 134

102-56 External verification

About this report.

GRI 103: MANAGEMENT APPROACH

LOCATION

Referring to the standard published in 2016

103-1 Material Topic and its Boundary Explanation

Chap. 1.7. Materiality Analysis

P. 22

Each material topic presents, at the beginning of the subchapter where it is inserted, introductory information about its relevance for Eurest.

103-2 Management approach and its components

Chap. 1.5. Sustainability Strategy

P. 16 and 17

Each material topic presents, in its respective chapter and sub-chapter, information on established commitments, existing policies and other relevant information that reflects Eurest's management approach. Additionally, a selection of specific actions, such as projects, programmes and initiatives, is presented to illustrate the implementation of its management in each specific area.

103-3 Evaluation of the management approach

Eurest carries out regular monitoring and evaluation of indicators associated with each topic. To assess the management approach's effectiveness, it also relies on audit results (internal and external), effectiveness of actions taken to address risks and opportunities, feedback from stakeholders, benchmarking analyses and, where available, external performance ratings.

GRI TABLE



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SPECIFIC STANDARDS

GRI 200: ECONOMIC TOPICS

GRI 201: ECONOMIC PERFORMANCE

LOCATION

Referring to the standard published in 2016

201-1 Direct economic value generated and distributed

Thousands of euros	2019	2020	2021	2022
I) Direct Economic Value Generated	108 726	81 927	77 251	103 216
Revenues	108 726	81 927	77 251	103 216
II) Direct Economic Value Distributed (Operating Costs)	55 412	46 503	47 059	51 361
Operating costs	21 948	17 232	19 254	23 332
Employee salaries and benefits	32 888	28 207	27 153	27 639
Payments to capital providers	76	764	380	106
Taxes	488	292	261	261
Investments in the community	12	8	11	23
III) Accumulated Economic Value (I-II)	53 314	35 424	30 192	51 855

GRI 204: SOURCING/SUPPLY PRACTICES

LOCATION

Referring to the standard published in 2016

204-1 Proportion of expenses with local suppliers

Local suppliers were considered to be those entities with a national VAT number.

Thousands of euros	2019	2020	2021	2022
Total costs with local suppliers	40 805	28 904	30 450	40 658
Total costs with other suppliers	5 564	8 612	3 011	4 516
Total costs with suppliers	46 370	37 516	33 462	45 174
Percentage of purchases from local suppliers	88%	77%	91%	90%



GRI TABLE

GRI 205: ANTI-CORRUPTION

LOCATION

Referring to the standard published in 2016

205-1 Operations subject to corruption risk assessment

Fight against corruption is ensured by internal procedures established by formalised and audited management systems, with information contained in Compass Group's Code of Business Conduct and Code of Ethics, which are made available to all Employees.

205-2 Communication and training on anti-corruption policies and procedures

Information is contained in the Compass Group Code of Business Conduct and Code of Ethics, which are made available to all employees. In addition, training is provided by Compass Group on the subject:

Year	Trainees
2019	56
2020	244
2021	226
2022	196

Among the training's contents are topics such as: Compass Group's annual ethics and compliance statement; global antitrust law; global corruption and bribery; privacy and data protection (GDPR).

205-3 Confirmed cases of corruption and measures taken

There were no confirmed cases of corruption during the reporting period.

GRI 206: UNFAIR COMPETITION

LOCATION

Referring to the standard published in 2016

206-1 Legal actions due to anti-competitive behaviour, unfair competition or monopoly practice

In reporting period, there is no record of any occurrences of this nature.

GRI TABLE



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GRI 300: ENVIRONMENTAL TOPICS

GRI 301: MATERIALS

LOCATION

Referring to the standard published in 2016

301-1 Total consumption of materials used by weight or volume

Chap. 2.3. Plant-based Meals

P. 35 to 37

Chap. 2.5. Future Packaging

P. 42 to 44

Chap. 2.6. Responsible Procurement

P. 45 to 48

Chap. 2.7. Environmental KPI's

P. 53 to 55

The main types of materials consumed are presented below.

Total consumption of materials used by weight or volume:

Food (t)	2019	2020	2021	2022
Vegetables	1 541	1 371	1 411	1 775
Fruit	2 831	2 099	2 327	2 525
Legumes	227	220	231	298
Meat	2 473	1 878	1 793	2 241
Fish	1 487	1 175	1 176	1 434
Milk and dairy products	2 922	2 266	2 212	2 955
Eggs	330	246	225	286
Oil	376	326	255	268
Olive oil	280	226	240	304
Total (t)	12 468	9 806	9 870	12 087

GRI 302: ENERGY

LOCATION

Referring to the standard published in 2016

302-1 Energy consumption inside the organisation

Chap. 2.1. Climate Net Zero 2050

P. 30 to 32

Chap. 2.7. Environmental KPI's

P. 52

Consumption only includes values related to electricity at the head office and delegation premises, in compliance with the instructions from Compass Group.



GRI TABLE

302-3 Energy Intensity

Chap. 2.1. Climate Net Zero 2050

P. 30 to 32

Chap. 2.7. Environmental KPI's

P. 52

GRI 303: WATER AND EFFLUENTS

LOCATION

Referring to the standard published in 2016

303-1 Interactions with water as a shared resource

Eurest uses water from the public network and discharges it into the public sewer network. Although it is difficult to monitor water volumes used in each unit due to the lack of partial meters (mainly in production units), we consider environmental impacts of our activities in our analysis.

As water is one of the daily “ingredients” used in food preparation, regular samples are taken in several units to control water quality.

As it is not feasible to quantify consumption, the organisation continues to raise awareness for a conscious consumption of this resource through communication tools. Additionally, we optimise water use in cleaning tasks, using washing equipment, such as floor cleaning machines. We count on our partners and suppliers of cleaning products to get involved. We also try to optimise washing and sanitisation methodologies for fruit and vegetables, as well as the acquisition of raw materials that do not need to be soaked (for example, previously soaked codfish).

303-2 Management of water disposal impacts

Eurest acts in compliance with current legislation and local requirements of its operating units regarding the management of water disposal impacts. It was considered the quality standard for water intended for human consumption

303-3 Water catchment

Regarding water catchment, only the head office's (Lisbon) consumption values were considered:

Location	Unit	2019	2020	2021	2022	
Acquired from third parties (e.g. municipal management bodies)	Municipal - Lisbon Head Office	m ³	0.305	0.305	0.341	0.241
Total water collected		m³	0.305	0.305	0.341	0.241

Note: No water catchment was carried out in water stress areas nor of water that falls into “other type of water” category (total dissolved solids >1,000 mg/L).

GRI 304: BIODIVERSITY

LOCATION

Referring to the standard published in 2016

304-2 Activities, products and services' significant impacts on biodiversity

Chap. 2.6. Responsible Sourcing

P. 50

Organisation's activities, products and services do not cause significant impacts, direct or indirect, on biodiversity.



GRI TABLE

GRI 305: EMISSIONS

LOCATION

Referring to the standard published in 2016

305-1 Direct GHG emissions (Scope 1)

Chap. 2.1. Climate Net Zero 2050

P. 30 to 32

Chap. 2.7. Environmental KPI's

P. 52

GHG emissions (ton CO2e)	2019	2020	2021	2022
Diesel (ton CO2e)	1 165.3	590.7	733.0	837.7
Petrol (ton CO2e)	0.0	4.4	11.1	9.2
LPG (ton CO2e)	0.0	0.0	4.6	0.0
Total (ton CO2e)	1 165.3	595.1	748.6	846.8

305-2 Indirect GHG emissions (Scope 2) resulting from purchased energy

Chap. 2.1. Climate Net Zero 2050

P. 30 to 32

Chap. 2.7. Environmental KPI's

P. 52

Scope 2 emissions, associated with Eurest electricity consumption, were calculated based on the location-based approach.

To do so, emission factors indicated by the Association of Issuing Bodies in its annual reports, "European Residual Mixes - Results of the calculation of Residual Mixes" were used.

305-4 Intensity of GHG emissions

Chap. 2.1. Climate Net Zero 2050

P. 30 to 32

Chap. 2.7. Environmental KPI's

P. 52

GRI 306: WASTE

LOCATION

Referring to the standard published in 2020

306-1 Waste generation and significant impacts related to waste

Chap. 2.4 Reducing Food Waste

P. 38 to 41

Chap. 2.5 Future Packaging

P. 42 to 44

GRI TABLE



306-2 Management of significant impacts related to waste

Chap. 2.4. Reducing Food Waste

P. 38 to 41

Chap. 2.5. Future Packaging

P. 42 to 44

In managing the waste generated within the scope of our services, we rely on municipal waste collection and treatment services (applicable at most sites) and, in other cases, on licensed waste management operators, who ensure collection, transportation and recovery or elimination of waste. Adequate waste management is guaranteed through specific contractual clauses and existing legal obligations that must be followed by those entities involved. Within processes used to collect and monitor data related to waste, the official e-GAR management platform and our Management System to Minimise Food Waste (SG-MDA) stand out.

306-3 Waste generated (tons)

Waste generated (tons)	2019	2020	2021	2022	
Hazardous waste	Destined for recovery operations	0.000	0.000	0.066	0.000
	Destined for disposal operations	0.000	0.000	0.000	0.000
	Total	0.000	0.000	0.066	0.000
Non-hazardous waste	Destined for recovery operations	1.366	2.147	15.777	1.040
	Destined for disposal operations	0.000	0.000	0.000	0.000
	Total	1.366	2.147	15.777	1.040
Total waste generated	1.366	2.147	15.843	1.040	

GRI 308: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS

LOCATION

Referring to the standard published in 2016

308-1 New suppliers selected based on environmental criteria

Chap. 2.6. Responsible Sourcing

P. 46 to 48

Chap. 3.8. Social KPI's

P. 90

308-2 Negative environmental impacts in the supply chain and actions taken

Chap. 2.6. Responsible Sourcing

P. 49

Chap. 3.8. Social KPI's

P. 90

GRI TABLE

GRI 400: SOCIAL TOPICS

GRI 401: EMPLOYMENT

LOCATION

Referring to the standard published in 2016

401-1 New hirings and employee turnover

Chap. 3.5. Our People

P. 74

Chap. 3.8. Social KPI's

P. 88 and 89

Baseline data for the indicator calculation in Chap. 3.8. Social KPI:

Total no. of employees by gender and age group	2019			2020			2021			2022		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Men	44	148	106	26	121	75	19	100	57	37	115	70
Women	120	1 079	1 012	102	859	729	74	733	684	125	1 083	982
Subtotal	164	1 227	1 118	128	990	804	93	833	741	162	1 198	1052
Total employees by gender	Men	298		232			176			222		
	Women	2 211		1 690			1 491			2 190		
	Total	2 509		1 922			1 667			2 412		

Total no. of entries and exits, by gender and age group	2019						2020					
	Entries			Exits			Entries			Exits		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Men	47	43	19	53	60	31	10	13	9	34	44	33
Women	118	383	225	118	427	359	16	108	86	71	386	287
Subtotal	165	426	244	171	487	390	26	121	95	105	430	320
Total employees by gender	Men	109		144			32			111		
	Women	726		904			210			744		
	Total	835		1 048			242			855		

Total no. of entries and exits, by gender and age group	2021						2022					
	Entries			Exits			Entries			Exits		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Men	10	15	6	12	37	34	24	25	14	20	13	7
Women	34	79	66	32	146	171	76	428	320	46	110	90
Subtotal	44	94	72	44	183	205	100	453	334	66	123	97
Total employees by gender	Men	31		83			63			40		
	Women	179		349			824			246		
	Total	210		432			887			286		

GRI TABLE



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GRI 402: LABOUR RELATIONS

LOCATION

Referring to the standard published in 2016

402-1 Minimum notice periods regarding operational changes

The minimum number of days given to employees and their representatives before implementing relevant operational changes that may significantly affect them, is 8 or 30 days, depending on whether change is temporary or definitive, and is specified in collective bargaining agreements.

GRI 403: OCCUPATIONAL SAFETY AND HEALTH

LOCATION

Referring to the standard published in 2018

403-1 Occupational safety and health management system

Eurest's Occupational Safety and Health Management System (OSHMS) is governed by ISO 45001 and is transversally implemented in terms of procedures. It should be noted that in some locations local certifications are assumed.

403-2 Hazard identification, risk assessment and incident investigation

Chap. 3.3. Safety Culture

Chap. 3.8. Social KPI's

Eurest has implemented Risk Assessment (according to procedure) and review according to the defined periodicity. Annual internal and external validation audits are carried out. This monitoring is performed by the DQ/OSH team and the external entity of Occupational Medicine and the Insurance Company. The risk assessment results are analysed and measures are implemented according to the areas identified.

Employees can report hazards and dangerous situations through the Speak UP portal, Agir | Safety Walks platform, by email, via Whatsapp or on AppShare.

There are policies and processes in place that enable workers to protect themselves from situations that they believe could cause injury or illness. These issues are covered in procedures, instructions, training (internal/external), safety minutes and internal communications.

As a form of investigation of work accidents, the communication of Work Accidents (AT) is made on the internal AGIR platform. The Quality Department technician investigates in partnership with those involved in the AT situation, focusing on the site or locally.

P. 64 and 65

P. 86

403-3 Occupational health services

Eurest guarantees that occupational medicine appointments are provided, and these services' quality is ensured by the contracted entity and through sharing procedures and actions with the Human Resources and Quality Department.

403-4 Employee engagement in participation, consultation and communication on health and safety at work

Employee consultation and participation processes take place through an annual general consultation and twice a year for machine operators - in accordance with the current legislation. Surveys are conducted online via a link with a QRCode and also on paper in exceptional cases.

403-5 Training given to employees on occupational health and safety

Training is delivered through various training courses and approaches, including: face-to-face and online training; internal communications; safety minutes; and through AppShare. Eurest's training is free of charge and takes place during working hours.

GRI TABLE



403-6 Promotion of employee health

Eurest provides employees access to medical services and non-work related healthcare through: onsite medical consultations and monitoring; offer of health insurance according to beYou; free nutrition consultations for the whole organisation.

403-7 Prevention and mitigation of impacts on health and safety at work attributable to commercial relations

Eurest's approach to prevention and mitigation of significant negative impacts in the context of OHS, directly linked to its operations, products or services, as well as those resulting from its commercial relations, occurs through: risk assessments of the activity developed; investment in training; supply of adequate PPE - Personal Protective Equipment; raising awareness on the topic; and team engagement in safe behaviour adoption.

403-9 Accidents at work

Chap. 3.3. Safety Culture

P 64 and 65

Chap. 3.8. Social KPI's

P. 86

In Eurest's activities, the main types of accidents at work are related to the following situations:

- Slipping/tripping/falling.
- Cutting.
- Collision with materials/objects.
- Hot handling - contact with high-temperature liquids.
- Exposure to chemicals.
- Crushing/pinching.

The main hazards likely to cause serious injury are:

- Burns (liquid/steam/contact).
- Use of equipment with blades/cuts.
- Road accidents.
- Cargo handling.

The above-mentioned hazards have been identified through risk assessments and onsite audits.

GRI TABLE

GRI 404: TRAINING AND EDUCATION

LOCATION

Referring to the standard published in 2016

404-1 Average annual training hours per employee

Chap. 3.5. Our People

P. 75

Chap. 3.8. Social KPI's

P. 89

Total number of employees by functional category and gender		2019	2020	2021	2022
Administration	Men	1	1	1	1
	Women	0	0	0	0
	Subtotal	1	1	1	1
Direction	Men	4	3	3	3
	Women	3	3	3	3
	Subtotal	7	6	6	6
Administrative Staff	Men	13	13	12	32
	Women	18	18	26	80
	Subtotal	31	31	38	112
Units Managers	Men	47	42	9	15
	Women	194	166	47	109
	Subtotal	241	208	56	124
Operational Staff	Men	246	173	151	172
	Women	2 015	1 503	1 415	1 997
	Subtotal	2 261	1 676	1 566	2 169
Total	Men	311	232	176	223
	Women	2 230	1 690	1 491	2 189
	Total	2 541	1 922	1 667	2 412

Total number of training hours by functional category and gender		2019	2020	2021	2022
Administration	Men	0	2	35	35
	Women	0	0	0	0
	Subtotal	0	2	35	35
Direction	Men	1	10	30	30
	Women	1	8	115	120
	Subtotal	2	18	145	150
Administrative Staff	Men	554	162	283	100
	Women	695	421	214	297
	Subtotal	1 249	583	497	397
Units Managers	Men	233	563	0	56
	Women	1 561	2 909	0	649
	Subtotal	1 794	3 472	0	705
Operational Staff	Men	4 032	3 176	0	3 817
	Women	30 301	27 099	0	37 098
	Subtotal	34 333	30 275	0	40 915
Total	Men	4 820	3 913	348	4 038
	Women	32 558	30 437	329	38 164
	Total	37 378	34 350	677	42 202

GRI TABLE

404-1 Average annual training hours per employee

Average training hours by unctonal category and gender		2019	2020	2021	2022
Administration	Men	0	2	35	35
	Women	0	0	0	0
	Subtotal	0	2	35	35
Direction	Men	0	3	10	10
	Women	0	3	38	40
	Subtotal	0	3	24	25
Administrative Staff	Men	43	12	24	3
	Women	39	23	8	4
	Subtotal	40	19	13	4
Units Managers	Men	5	13	0	4
	Women	8	18	0	6
	Subtotal	7	17	0	6
Operational Staff	Men	16	18	0	22
	Women	15	18	0	19
	Subtotal	15	18	0	19
Total	Men	15	17	2	18
	Women	15	18	0	17
	Total	15	18	0	17

GRI TABLE



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404-2 Programmes for skills development and end-of-career management

Chap. 3.5. Our People

P. 75

Programmes for skills development were carried out through internal training actions for skills development as well as financial support for external courses. The organisation deliberated on a case-by-case basis sabbatical periods with guaranteed reintegration.

404-3 Percentage of employees receiving regular performance and career development reviews

Total number of employees, eligible for performance evaluation, by professional category and gender		2019	2020	2021	2022
Administration	Men	1	1	1	1
	Women	0	0	0	0
	Subtotal	1	1	1	1
Direction	Men	4	3	3	3
	Women	3	3	3	3
	Subtotal	7	6	6	6
Administrative Staff	Men	13	13	12	29
	Women	18	18	26	75
	Subtotal	31	31	38	104
Units Managers	Men	47	42	9	15
	Women	194	166	47	101
	Subtotal	241	208	56	116
Operational Staff	Men	246	173	151	129
	Women	2 015	1 503	1 415	1 327
	Subtotal	2 261	1 676	1 566	1 456
Total	Men	311	232	176	177
	Women	2 230	1 690	1 491	1 506
	Total	2 541	1 922	1 667	1 683

Number of employees who received a performance and career development review		2019	2020	2021	2022
Administration	Men	1	1	1	1
	Women	0	0	0	0
	Subtotal	1	1	1	1
Direction	Men	4	3	3	3
	Women	3	3	3	3
	Subtotal	7	6	6	6
Administrative Staff	Men	13	13	12	29
	Women	18	18	26	75
	Subtotal	31	31	38	104
Units Managers	Men	47	42	9	15
	Women	194	166	47	101
	Subtotal	241	208	56	116
Operational Staff	Men	246	173	151	129
	Women	2 015	1 503	1 415	1 327
	Subtotal	2 261	1 676	1 566	1 456
Total	Men	311	232	176	177
	Women	2 230	1 690	1 491	1 506
	Total	2 541	1 922	1 667	1 683

GRI TABLE

404-3 Percentage of employees receiving regular performance and career development reviews

Percentage of employees who received a performance and career development review		2019	2020	2021	2022
Administration	Men	100%	100%	100%	100%
	Women	100%	100%	100%	100%
	Subtotal	100%	100%	100%	100%
Direction	Men	100%	100%	100%	100%
	Women	100%	100%	100%	100%
	Subtotal	100%	100%	100%	100%
Administrative Staff	Men	100%	100%	100%	100%
	Women	100%	100%	100%	100%
	Subtotal	100%	100%	100%	100%
Units Managers	Men	100%	100%	100%	100%
	Women	100%	100%	100%	100%
	Subtotal	100%	100%	100%	100%
Operational Staff	Men	100%	100%	100%	100%
	Women	100%	100%	100%	100%
	Subtotal	100%	100%	100%	100%
Total	Men	100%	100%	100%	100%
	Women	100%	100%	100%	100%
	Total	100%	100%	100%	100%



GRI TABLE

GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES

LOCATION

Referring to the standard published in 2016

405-1 Diversity in governance bodies and employees

Chap. 3.5. Our People

P. 76

Chap. 3.8. Social KPI's

P. 87 to 89

Baseline data for the indicator calculation in Chap. 3.8. Social KPI:

Number of Employees, by functional category	2021	2022
Administration	1	1
Direction	6	6
Administrative Staff	38	112
Units Managers	56	124
Operational Staff	1 566	2 169

Number of Employees, by functional category and their distribution by gender and age	2021					2022				
	Gender		Age			Gender		Age		
	Men	Women	<30	30 a 50	>50	Men	Women	<30	30 a 50	>50
Administration	1	0	0	0	1	1	0	0	0	1
Direction	3	3	0	3	3	3	3	0	2	4
Administrative Staff	12	26	5	26	7	32	80	12	71	29
Gestores Unidades	9	47	1	32	21	15	109	2	75	47
Operational Staff	151	1 415	87	770	709	172	1997	144	953	1072

Percentage of Employees, by functional category and their distribution by gender and age	2021					2022				
	Gender		Age			Gender		Age		
	Men	Women	<30	30 a 50	>50	Men	Women	<30	30 a 50	>50
Administration	100%	0%	0%	0%	100%	100%	0%	0%	0%	100%
Direction	50%	50%	0%	50%	50%	50%	50%	0%	33.3%	66.7%
Administrative Staff	31.6%	68.4%	13.2%	68.4%	18.4%	28.6%	71.4%	10.7%	63.4%	25.9%
Units Managers	16.1%	83.9%	1.8%	57.1%	37.5%	12.1%	87.9%	1.6%	60.5%	37.9%
Operational Staff	9.6%	90.4%	5.6%	49.2%	45.3%	7.9%	92.1%	6.6%	43.9%	49.4%

GRI TABLE

405-2 Ratio of wage and salary between men and women

Chap. 3.5. Our People

P. 76

Chap. 3.8. Social KPI's

P. 89

Average remuneration, by functional category and gender		2021	2022
Administration	Men	-	-
	Women	-	-
	Ratio	-	-
Direction	Men	-	-
	Women	-	-
	Ratio	-	-
Administrative Staff	Men	1 584	1 985
	Women	1 200	1 646
	Ratio	0.76	0.83
Units Managers	Men	1 575	2 119
	Women	953	1 372
	Ratio	0.61	0.65
Operational Staff	Men	876	891
	Women	725	739
	Ratio	0.83	0.83

GRI TABLE



GRI 406: NON-DISCRIMINATION

LOCATION

Referring to the standard published in 2016

406-1 Incidentes de discriminação e medidas corretivas tomadas

No discrimination accidents occurred in the reporting period.

GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

LOCATION

Referring to the standard published in 2016

407-1 Operations and suppliers where freedom of association and collective bargaining may be at risk

Chap. 3.6. Ethical Trading and Human Rights

P. 80 and 81

Respect for Human Rights is integrated into our Code of Ethics and in the Global Supplier Code of Conduct. We have a communication channel for detecting irregularities

- Speak Up, We're Listening - and no cases have been reported of operations or suppliers where incidents have occurred in which freedom of association and collective bargaining were at risk.

GRI 408: CHILD LABOUR

LOCATION

Referring to the standard published in 2016

408-1 Operations and suppliers where there is a significant risk of incidents of child labour

Chap. 3.6 Ethical Trading and Human Rights

P. 80 and 81

Respect for Human Rights is integrated into our Code of Ethics and in the Global Supplier Code of Conduct. We have a communication channel for detecting irregularities

- Speak Up, We're Listening - and no cases have been reported of operations or suppliers where incidents of child labour have occurred.

GRI 409: FORCED OR SLAVE LABOUR

LOCATION

Referring to the standard published in 2016

409-1 Operations and suppliers where there is a significant risk of incidents of forced or slave labour

Chap. 3.6 Ethical Trading and Human Rights

P. 80 and 81

Respect for Human Rights is integrated into our Code of Ethics and in the Global Supplier Code of Conduct. We have a communication channel for detecting irregularities

- Speak Up, We're Listening - and no cases have been reported of operations or suppliers in which incidents of slave or forced labour have occurred.



GRI TABLE

GRI 410: SAFETY PRACTICES		LOCATION
Referring to the standard published in 2016		
410-1 Security personnel trained in human rights policies or procedures		
The different facilities' security is ensured by private security companies, which address human rights issues in the training of their employees.		
GRI 412: HUMAN RIGHTS ASSESSMENT		LOCATION
Referring to the standard published in 2016		
412-2 Training of employees in human rights policies or procedures		
All our recently arrived employees receive a welcome manual, code of ethics and conduct and initial training in human rights.		
GRI 413: LOCAL COMMUNITIES		LOCATION
Referring to the standard published in 2016		
413-1 Operations with local community engagement, impact assessments and development programmes		
Chap. 3.7. Local Communities		P. 82 to 84
GRI 414: SOCIAL ASSESSMENT OF SUPPLIERS		LOCATION
Referring to the standard published in 2016		
414-1 New suppliers selected based on social criteria		
Chap. 3.6. Ethical Trading and Human Rights		P. 80 and 81
Chap. 3.8. Social KPI's		P. 90
414-2 Negative social impacts in the supply chain and actions taken		
Chap. 3.6. Ethical Trading and Human Rights		P. 80 and 81
Chap. 3.8. Social KPI's		P. 90

GRI TABLE



1



2



3



4



GRI 415: PUBLIC POLICIES

LOCATION

Referring to the standard published in 2016

415-1 Political contributions

We made no monetary or in-kind contributions to political organisations during the reporting period.

GRI 416: CLIENT HEALTH AND SAFETY

LOCATION

Referring to the standard published in 2016

416-2 Cases of non-compliance regarding health and safety impacts caused by products and services

Chap. 3.3. Safety Culture

P. 66 and 67

Chap. 3.8. Social KPI's

P. 86



FOOD *with*
PURPOSE

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