# Dethe change by newrest

 $\rightarrow$ 



# Report 2021

# Corporate Social Responsibility







itment





be the change by Newrest | 2021 CSR Report



I. Introductior

2. Stakeholders

3. Our comm

# Our Stakeholders p. $8 \rightarrow$



itments



**be the change by Newrest** | 2021 CSR Report

 $\leftarrow$ 

 $\rightarrow$ 





... FOR THE PLANET

- | Reducing food waste p.  $|2 \rightarrow$
- **2** Imposing selective sorting p.  $|4 \rightarrow$
- **3** Promoting local and responsible purchasing p.  $|7 \rightarrow$
- 4 Reducing greenhouse gases  $p.20 \rightarrow$
- **5** Commiting to the zero plastic transition  $p.22 \rightarrow$
- **6** Adopting the zero paper policy  $p.24 \rightarrow$
- > Focus on the Planet Pack p.26  $\rightarrow$

#### ... TOWARDS THE EMPLOYEES

- **7** Everyday ethics  $p. 28 \rightarrow$
- **8** Talents and diversity p.  $30 \rightarrow$
- **9** Managerial innovation p.  $33 \rightarrow$



p. 5 | be the change by Newrest | 202I CSR Report | -> Summary

 $\bigcirc$ 

CSR is intrinsic to who we are, it guides each of our strategic decisions.





p. 6 | be the change by Newrest | 202I CSR Report | -> Summary

Olivier Sadran Co-president

Jonathan Stent-Torriani Co-president

Aurélie Gueguen Olivier Laurac 000 MOAA Division

CO0

EA Division

"The Corporate Social Responsability (CSR) is intrinsic to who we are, it guides our strategic decisions."

### You created the CSR department -in September 2020, would you say that the Covid-19 crisis acted as a decision accelerator?

0S. The health crisis has accelerated our digital, environmental and social transition. We had to adapt to new codes and we actually had to formalise our CSR approach. Our CSR charter was published in November 2020. It is the fruit of our collective reflection and it is today carried by a department dedicated to its global influence.

Our societal involvement and sustainable initiatives existed long before the creation of this department, they are part of our DNA. The creation of a CSR department also makes it possible to highlight and share the initiatives of our employees.

### How is CSR practically integrated at Newrest?

AG.We have built our CSR commitment around 9 social and environmental pillars. These are now part of the daily lives of our 29,000 employees.

Practically, CSR at Newrest is above all linked with employee shareholding, 95% of the Group's capital is owned by 400 executives.

# We look above all for small victories, measurable, observable and in line with our businesses.

We wish to project ourselves into initiatives in accordance with the reality of our ecosystem, and play an active part in its evolution. Here are some examples:

 Sorting of our waste and recycling of our bio-waste

• The policy of donation and the fight against waste

• The modelling of our units to reduce our carbon impact

 Digital tools that help us raise the awareness of our employees and our clients

• The transition to zero plastic in our own way.

#### Why are sustainability aspects important in your industry?

**0L**.We serve over 2,000,000 meals a day. The impact that we have on the health of consumers and on their daily enjoyment is important. Raising awareness among our guests, our clients and our employees and through them, their families, is a structuring element

of the change towards which our companies must go in order to be more sustainable. The overhaul of our supply chains, our purchasing books and modes of consumption will define the outof-home catering market of tomorrow. We have a role to play and we must move forward together with the other market players. Are you confident about the achievement of the 2025 objectives that you set through the be the change charter? JST. We set ourselves clear objectives, which we could qualify as ambitious, that's true, but we are moving forward in the right direction, measuring step by step the results in order to reach them. All of our stakeholders - the associations and the administrations in particular help us maintain an achievable course. We are not alone in this transition and the entire Newrest team is involved. I am confident that we will achieve these

objectives, we are giving ourselves the means to do so.

p. 7 | be the change by Newrest | 2021 CSR Report | > Summary

U

 $\leftarrow$ 

 $\rightarrow$ 



p.8 | be the change by Newrest | 202I CSR Report | -> Summary

 $| \rightarrow$ 

 $\leftarrow$ 



#### Role

Produce and create value
Respect hygiene standards
Transform healthy products
Ensure the quality of end products
Carry the Newrest DNA

Provide know-how

### THE SHAREHOLDERS

THE EMPLOYEES

#### Role

• Promote young talents and ensure diversity

• Define the CSR strategy of the company

#### Role



• Offer healthy products that meet our strict specifications in terms of quality and hygiene

Support local communities and local know-how

### THE SUPPLIERS & PRODUCERS

Dethe

change

by nEwrest

## THE PUBLIC AUTHORITIES

Role

• Accelerate the energy and economic transition

• Consolidate a regulatory framework that promotes respect for the environment and consumer health

THE NGO

THE CLIENTS

Role

Challenge and support our commitment

Role

• Support the economic transition

• Choose a reliable and committed partner

 $(\mathbf{x})$ 

itments







 $\leftarrow$ 

 $\rightarrow$ 

# JIP 0



**Following our** materiality analysis, we are focusing our efforts on 9 distinct issues.

p. 10 | be the change by Newrest | 2021 CSR Report | -> Summary

 $\leftarrow$ 

 $\rightarrow$ 

# Commitments **Everyday** ethics

Talents and diversity

Managerial innovation

0

Reducing food waste

11.



Imposing selective sorting

Promoting local and responsible purchasing



Reducing greenhouse gases

N

Committing to the zero plastic transition

Adopting the zero paper policy

# Commitments planet



p. II | be the change by Newrest | 202I CSR Report | -> Summary

 $\leftarrow$ 

 $\rightarrow$ 

0

Reducing food waste



Imposing selective sorting

Promoting local and responsible purchasing



Reducing greenhouse gases

Committing to the zero plastic transition

Adopting the zero paper policy

# Commitments planet



# Reducing food waste

As a player in the catering business, food waste is a major topic on which we have focused our efforts for many years.



# **Objective 2025**

+ 10% peryear volume of bio-Waste recycled 



p. 13 | be the change by Newrest | 2021 CSR Report | > Summary



# Reducins food waste

We first act upstream to ensure better optimisation of stocks and production.We assess our losses in raw and finished products via our internal management tool, *Winrest.* This enables us to obtain key information to target practical actions to fight against food waste.

### 2,124 **MEALS SAVED THANKS TO OUR COLLABORATION WITH** *TOO GOOD TO GO* (FRANCE AND SPAIN) THIS YEAR

Downstream, we work with various partners around the world to **add value to our unsold products** such as the **Banque Alimentaire (French food bank)** and Too Good To Go.

Our intention is that all the countries of the Group identify simple and pragmatic actions to reduce food waste to be an actor of change, each in their own way.

# A GROUP TOOL





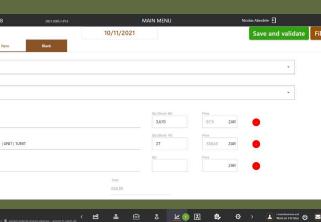
# The Waste

# Management module

Within our Winrest management tool, our teams have developed the Waste Management mod

It enables to obtain the finan of the losses of finished and ra to improve production manage and implement practical actions a

# winrest









Condren, France

# **Global & local** scale initiatives

### FRANCE

La Banque Alimentaire - Collaboration with this organisation for the collection and distribution of its unsold products to people in need.

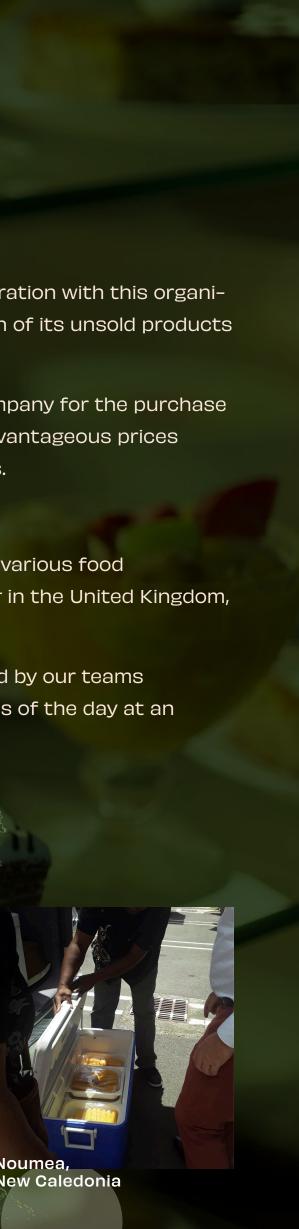
**Atypical** - Collaboration with this company for the purchase of products from organic farming at advantageous prices because they are downgraded products.

#### **AROUND THE WORLD**

Food donations - Partnership with various food donation organisations: UK City Harvest in the United Kingdom, NGO Vinzi in Austria and many others.

**Save'Eat** - Internal solution developed by our teams to enable guests to buy the unsold items of the day at an advantageous price.





Noumea, **New Caledonia** 

# Imposing selective sorting

Selective sorting within our operations is a critical area that we have started to tackle through **the certification of some of our countries to the ISO 14001 standard.** 

# **Objective 2025**

# + 1596 per year of total volume of recycled waste

pour vos plantes, fabriqué aux portes de Paris I



p. 15 | be the change by Newrest | 2021 CSR Report | -> Summary



# Imposing selective sorting

18.2% OF BIO-WASTE **RECYCLED IN 2021** 

The integration of this topic as a pillar of our CSR charter has enabled us to raise awareness across employees around the world to the need to reduce and recycle waste.

This work has also encouraged many employees to think outside the box to create new value chains, in particular when recycling facilities are not present in their countries. For example, bio-waste generated in several units are transformed into compost or simply given to local communities for different uses. Our goal is to increase the recycling of our waste by 15% per year until 2025.



My name is Rukayat Oshinowo, I have been the Logistics and CSR Manager of Newrest in Nigeria since November 2019.

We collected 30 tons of waste (plastics, paper, cardboard) and above all, we reduced our waste management costs.



#### MEETING WITH

# ukayat Oshinowo orting in Nigeria

#### are you and what is your position at Newrest?

#### Tell us about your zero waste Inflight Unit project?

I first noticed that we were facing many challenges, especially in terms of CSR, before I put forward an action plan that was accepted by the Managing Director of Newrest Nigeria, who is very involved in CSR himself.

We already had bins available in the unit. We therefore used them to set up the selective sorting of our waste. At the same time, I contacted several organisations to handle the recycling.

Our challenge in 2022 is to recycle our bio-waste to achieve our unit's objective of *recycling 100%* of its waste.

A word to encourage other employees to achieve what you have done?

Go ahead, go for it!

# Get started and own this changel

### **Global & local** scale initiatives

**SPAIN** Recycling and reusing cooking oils.

**CROATIA** Sorting and processing of bio-waste using a biodigester.

**FRENCH POLYNESIA** Sorting and recycling of bio-waste as natural fertiliser.

MADAGASCAR Setting up sorting bins.





**French** P



p. 16 | be the change by Newrest | 2021 CSR Report | > Summary

**LES ALCHIMISTES IN FRANCE IN 2021:** 

46,904 KG OF BIOWASTE RECYCLED

8,443 KG OF COMPOST GENERATED

In France, unsold food that could not be recycled and **other bio-waste** is transformed into compost thanks to a strong partnership with Les Alchimistes.





18,761 KG OF CO2 EMISSIONS AVOIDED



# Mathieu Theurial Les Alchimistes

### Who are you?

Les Alchimistes is a French socially conscious company (ESUS) working in the collection and composting of urban food waste locally.

# We use food waste as compost to create fertile soils.

With the composting of food waste, we create a virtuous cycle for more sustainable ecosystems and return precious nutrients back to the earth.

### How are you supporting Newrest in upgrading its bio-waste?

Our collaboration with Newrest began with a thorough inventory of Newrest sites in France, a precise diagnosis and adapted recommendations. We opted for a collection service and a transformation of bio-waste as close as possible to the sites.

After a conclusive test on an inflight catering site and a catering retirer licensed in Toulouse, we set up this service in the 8 territories where we are present.

We offer practical support to Newrest through:

- personalised volume calculations of bio-waste,
- technical studies,
- precise recommendations
- (number of collections, bins, etc.),
- internal communication tools (signage, monthly reports, monitoring platform) and external, as well as on-site team training, - legal monitoring of the management of bio-waste and the regulations.

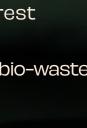
We have co-built with Newrest a real national solution for the management of bio-waste which materialised with the signing in 2021 of a framework agreement. This partnership works very well and is expanding rapidly. Our objective is to go further with Newrest by supporting it in 15 French territories in 2022.

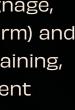
### What are the practical results of this recycling?

Thanks to this collaboration, we have:

- recycled 46,904 kg of bio-waste,
- generated 8,443 kg of compost,
- avoided18,761 kg of CO<sub>2</sub> emissions.

Mathieu Therial - President Co-Founder of Alchimistes Occiterra.











# Promoting local and responsible purchasing

The involvement of our clients as well as the emergence of new government requirements encouraged our teams to move towards new national sources of supply and to develop structuring projects for local economies. A virtuous approach that contributes to the development of sustainable agriculture in the countries where we operate.



# **Objective 2025**









p. 18 | be the change by Newrest | 2021 CSR Report | -> Summary



### 100%

**OF CHICKENS PURCHASED IN OUR EUROPEAN COUNTRIES MUST RESPECT** THE EUROPEAN CHICKEN COMMITMENT BY 2026

# Promoting local & responsible purchasing

53.6% **OF PRODUCTS PURCHASED ARE NATIONAL PRODUCTS** 

23.5%

**OF EGG PRODUCTS COME FROM ALTERNATIVE** BREEDING METHODS TO THE CAGE

In 2021 we achieved one of our commitments: since 1<sup>st</sup> January, no Group subsidiary has purchased any endangered fish (list defined in 2021).

These species are no longer cooked by our chefs. This is the result of raising the awareness of our clients and of our suppliers so that this process evolves over time, with the list of protected fish changing every year.

 $\rightarrow$  Full details on our website



#### GABON AND CAMEROON

# Partnership with La clé des champs & ASL

Newrest collaborates with the company La Clé des Champs in Gabon to obtain eggs (from non-caged hens) and fruits & vegetables that are fresh and local.

It is a central purchasing agency that supports and participates in the structuring of local sectors.

Based on the same model, we work hand in hand with ASL, a company based in Cameroon that offers fruits and vegetables from farmers in the region.

## **Global & local** scale initiatives

FRENCH POLYNESIA Willingness to include the production of fruits and vegetables from employees in the purchasing.

**COLOMBIA** Commercial agreement between Corpagolfo and Newrest to source fresh and local fish.

**CROATIA** Collaboration with a nearby agricultural cooperative of the unit.

NIGERIA Creation of an ecological farm close to our unit in collaboration with a specialised organisation to buy more local vegetables and promote healthy diets, which are important to Nigerians.



p. 19 | be the change by Newrest | 2021 CSR Report | -> Summary



# **Focus on** Plynnpton Farm

# in Guyana

**Project selected for the internal** competition Green Superherces > Details



**MEETING WITH** 



I am Antoine Morillon, General Manager of Newrest in Guyana. I joined the Group in 2018 following a contract being awarded to the company SBM.

. Our commitments

2. Stakeholders

# Antoine Morillon

#### Who are you and what is your position at Newrest?

#### How did the collaboration with Plympton Farms start?

We met with the CFBD - Center for Global Development. Thanks to them, we got to know the people in charge of Plympton farms, who have the know-how to grow many products in hydroponics.

We asked our client SBM to finance this project which is fully in line with their CSR approach.

What does this project consist of? What are the practical results?

# The project consists of producing locally and hydroponically fruits and vegetables which are imported into Guyana.

Our goal is to reduce by 30% our annual volume of imports for this product category.

#### What is the social impact of this project?

To ensure the sustainability of this project, we wanted to create economic opportunities for remote communities of the Highway to Linden region as well as develop a value chain that directly involves them (source of stable income, acquisition of specific agricultural know-how).

> **GOAL: REDUCE BY THE ANNUAL VOLUME OF IMPORTS**



# Reducing greenhouse gases

Newrest has started its energy transition thanks to practical actions that involve all of our countries and our employees. All our production sites use LED technology for example to reduce their electricity consumption.

# objective 2025 -1096 impact



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE







p. 21 | be the change by Newrest | 202I CSR Report | -> Summary



78% OF LIGHTING **IN OUR UNITS ARE LEDS** 

# Reducing Steenhouse <u>g</u>ases

### Our group's QHSE team has been trained in audits and plans to carry out energy audits in all of our countries where this has not yet been achieved.

This first step gives us a clear and practical roadmap for the actions to be prioritised to improve our energy performance on directly owned production sites. We also support our clients with infrastructures that do not belong to us, towards more energy efficiency.

The ongoing construction of numerous units dedicated to airline catering allows us to apply the solutions that we have identified to reduce our carbon impact. The most significant actions will become essentials for our future units.

# LAOS

FRANCE

# Vehicles & electric tuk tuks

**Newrest Laos has been committed** to using electric vehicles and tuk tuks since 2017 for its operations at Residential Villages.

Their batteries are also 100% recycled with client support.



# **Global & local** scale initiatives

**Route optimisation** - Removal of 2 routes and reduction in diesel consumption thanks to the implementation of route optimisation software and a vehicle geolocation tool.





# Commilling me to the Zero plastic transition

In our context, reducing single-use plastic requires the involvement of our clients. The economic stakes must be in line with the type of service that they want.

2. Stakeholders

**3. Our commitments** 



# **Objective 2025**

50% non recyclable in our production sites







p. 23 | be the change by Newrest | 202I CSR Report | > Summary



28% OF PRODUCTS WITHOUT PLASTIC PACKAGING (PRIMARY)

# committing to the zero plastic transition

In order for all employees to understand the collective effort to be made, the Newrest group has decided to no longer make any cups, stirrers and disposable plastic bottles available to its employees. Target that was reached in 2021.

The purchasing departments of our subsidiaries around the world have improved their skills to be able to offer coherent solutions to our clients and to work with our suppliers to develop food delivery methods that limit the use of plastic. We remember from last year the dynamism of the packaging sector which gave us a glimpse of a significant change in consumption habits, even within territories where the legislation is not restrictive.

Can you give us more information on your plastic-free packaging project? We wish to promote the zero plastic policy for Newrest Mexico clients in order to reduce our environmental impact. To do so, we have replaced plastic cutlery with biodegradable cutlery created from avocado seeds and plastic trays with boxes made from biodegradable vegetable cellulose.

2. Stakeholders

#### WHICH CLIENT USES SUCH PACKAGING?

# ana Castillo exico - cardboard unch box and cutlery from avocado seeds

#### Who are you and what is your position at Newrest?

My name is Diana Castillo, I work in the HR department and my colleague Dora Luna works in the QHSE department.

#### What are the results of this project?

We have reduced the volume of single-use plastic packaging products by more than 60% thanks to this initiative with 2 clients of the Inflight activity: *Southwest* and World2fly.

## Spain - Vueling goes plastic-free

We supported Vueling in the elimination of all plastic cups cutlery and coffee stirrers on planes, replacing them with sustainable alternatives made from wood or recycled paper. In total, over 5 million cups, I million coffee stirrers and 200,000 plastic cutlery were removed. Plastic has also been eliminated from the plastic packaging of crew meal trays

## **Global & local** scale initiatives

#### MOROCCO

Water fountains - replacement of plastic bottles by water fountains in 13 schools. Elimination of 1 million plastic bottles in one school year.

#### SWITZERLAND

Returnable containers - Newrest collaborates with the company reCircle, which offers a returnable container service.







p. 24 | be the change by Newrest | 2021 CSR Report | > Summary

# Adopting the Zero-paper policy

Since the publication of our CSR charter, we have implemented a simple action to reduce our paper consumption: **reducing printers**, **especially at the head offices in our 57 countries**.

# Objective 2025

# -50% of paper volume







p. 25 | be the change by Newrest | 2021 CSR Report | > Summary



# the zero-paper

16

**COUNTRIES HAVE DIGITISED AT LEAST 50% OF THEIR PURCHASE-RECEPTION-INVENTORY** PROCESS

15 **COUNTRIES HAVE DIGITISED 100% OF THE HACCP PROCESS**  Within our operations, once we digitise the purchasereception process we start to implement the concept of EDI (Electronic Data Interchange) with those suppliers who make it possible to do so. This solution comes in addition to the ever stronger integration that we want with our clients.

A large-scale project was launched in early 2020: the digitalisation of our HACCP records. This is a very paper-consuming activity since there are at least 8 control points in our production process (from receipt of raw materials to consumption of products), and this affects all our operational sites without exception. Since March 202I, several of our countries have totally completed this digitalisation; we estimate that over 80% of our sites will be fully digital before the end of the first half of 2022.



hain ambition was to connect our internal Winrest system to our suppliers in order to automate the exchange of information and thus reduce the use of paper documents.

This enabled us to make the communication with our suppliers secure by linking our systems (and thus avoiding the risk of loss or alteration of information) while saving processing time, in particular for invoicing and reducing paper exchanges especially for invoices.





#### **TESTIMONIAL - THE CONCEPT OF EDI**

# hristophe Bajon

What was the main stake of the deployment of the computerised data exchange at Newrest?

#### What were the main benefits?

**TESTIMONIAL - DIGITISATION OF OUR HACCP PROCESS WITH WINREST** 

## Samia Hamdouch **HSE Morocco**

The digitisation of our HACCP (Hazard Analysis and Critical Control Point) procedure has greatly contributed to reducing our use of paper. In the past we had to print many documents to assess and control critical points throughout the production chain. This procedure is now carried out entirely via our internal management tool.

## **Global & local** scale initiatives

#### FRANCE

**Reduction in the number of printers** - Elimination of half of the printers on the Newrest Orly site and development of the use of tablets for many procedures initially on paper.

#### GROUP

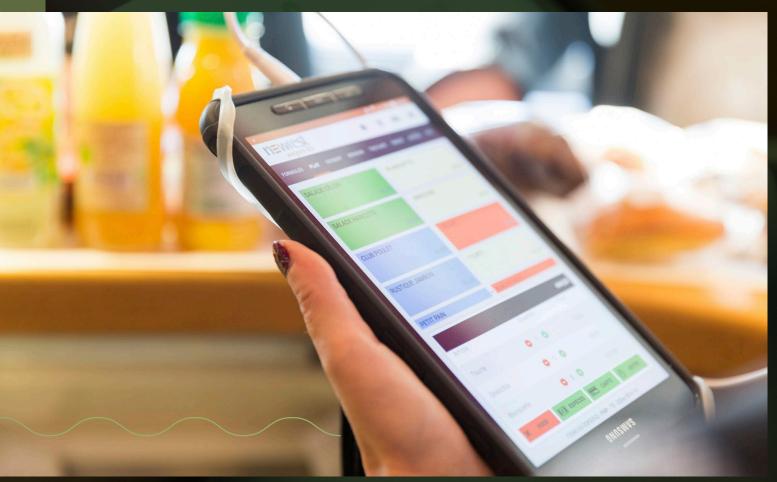
We offer our clients **solutions that are 100% digital** adapted to their needs and to market requirements. Our responses to calls for tenders are also sent digitally.

The Business cards of our employees are now accessible online directly via our Connect'Eat application to eliminate all printing of business cards on paper.

Out off all the sites that use the Display Eat app, 83% display their menus on an app or screen. Our ambition is to increase this ratio by 2025 to **reduce menu printing**.

#### **UNITED STATES & FRANCE**

None of the digital pay slips of Newrest employees are printed and all are available online and therefore accessible at any time and place.



p. 26 | be the change by Newrest | 2021 CSR Report | > Summary



# Focus on the IVEWICSI Planet Pack

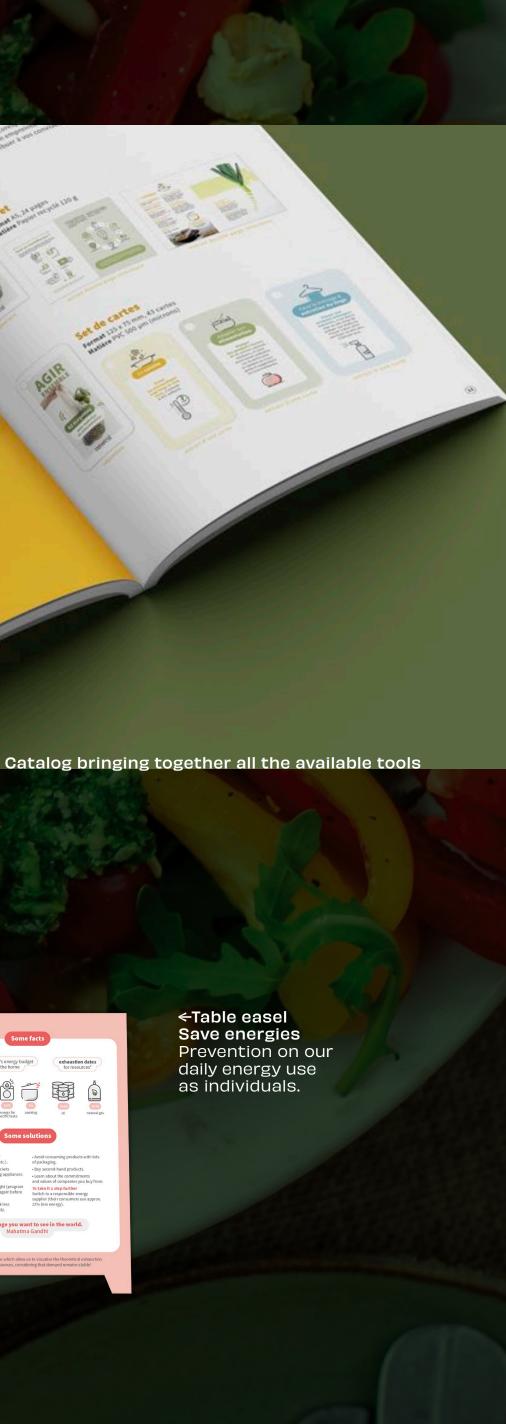
This pack offers a large number of small actions to be implemented across our collective catering sites to improve the environmental impact of our activities. Several tools are available to raise awareness and mobilise guests around fundamental CSR topics such as food waste or waste sorting.

### Some examples:

Cards → Acting together 82 eco-gestures to control one's consumption.



m





#### If I take it, I eat it!

Dear guests, your restaurant kindly asks that you take into consideration how hungry you are and requests that you indicate how much you would like to eat during this service in order to reduce food waste.

#### thank you



← Poster Combatting food waste Prevention against food waste in restaurants.





p. 27 | be the change by Newrest | 202I CSR Report | -> Summary

 $\leftarrow$ 

 $\rightarrow$ 

# Commitments OUT Staff Everyday ethics





Managerial innovation

0



 $\leftarrow$ 

 $\rightarrow$ 

# 

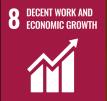
Present in 57 countries, Newrest has developed for 15 years in **line with its commitment** to UN Global Compact. This approach is now reinforced through its CSR charter which contributes to the achievement of the sustainable development objectives goals (SDGs).



# child labour tolerance

in our production units

around the world





p. 29 | be the change by Newrest | 2021 CSR Report | > Summary

# Everday ethics

Despite the health challenges we are experiencing, many initiatives **promoting well-being at work**, as well as communities in need have been developed or kept.

In the United States, the CARES program promotes respect and the professional development of our employees. In Peru, a committee against sexual harassment has been created. All these initiatives bring together teams and make them aware of respecting others.

Occupational health and safety is everyone's responsibility. In New Caledonia, our Safety Ambassadors program has become a benchmark for the Group. The creation of a safety culture through better communication, putting forward talent and the empowerment of employees have generated a significant reduction in accidents.





oundation was created in 2011 to develop social rams like the *Vivenda a tu alcance* program which supports and accompanies employees in the management of their administrative procedures to acquire housing or carry out renovations.



#### SERVIHOTELES FOUNDATION

# rlet Piret

# HR Director Colombia

#### at is it all about?

#### What is the social impact of this project?

Over IOO employees have benefited from grants given by the Foundation since its creation. This support has contributed to the well-being and the improvement of the quality of community life.

## **Global & local** scale initiatives

### AUSTRIA

### Lebenshilfe Association - In collaboration with the Lebenshilfe Association, we welcome people with disabilities every week to our premises to help us prepare welcome baskets for night train passengers.

#### MADAGASCAR

### Support from the NGO Entendre le Monde

Intervention in developing countries to treat hearing problems and ear tumours.

#### MOROCCO

### **Master Chef for prisoners**

Setting up a cooking competition between inmates throughout the Kingdom of Morocco in collaboration with our client to positively contribute to their future reintegration into society.





# Talents Roliversity

The evolution of our managerial organisation during the year 2021 has encouraged internal promotion. This was made possible through the loyalty of our employees and to the attention given to the development of each of them to the 4 business lines of the Group.

# **Objective 2025**

# emplify our mobility policy to ensure development of our skills



p. 31 | be the change by Newrest | 2021 CSR Report | > Summary



# 1 UIVE

### **Dominique Doupa Mve**

Master in Project Management and Sustainable Management

**QHSE Assistant in the QHSE department** of Newrest Gabon

# Talents and diversity

76

**YOUNG TALENTS** JOINED OUR TEAMS **THIS YEAR** 

25 PARTNERSHIPS WITH SCHOOLS

This reorganisation supported mobility within the company despite the difficulties of intercontinental movements. The graduate program is always a reliable foundation for training tomorrow's leaders and is steadily expanding within the countries. 80% of the trainees have now joined the Group and are participating in the Newrest Adventure.



ML. Newrest Nouvelle-Calédonie gave me the opportunity to *access a position of responsibility* from the start of my career. I learn and I grow every day within a team that is united and always listening.

BG. Team spirit, the diversity of missions and projects as well as the *autonomy* lenjoy.

**3. Our commitments** 

### **Marie Laennec**

Degree in Hospitality and Catering From New Caledonia

Manager in the Accommodation department of Newrest New Caledonia



### Benoît Geckeler

Former paratrooper in the army Bachelor Catering Manager at the Ferrandi School

**Project Manager for Newrest Laos** 

#### What do you appreciate most about Newrest?

DDM. Newrest Gabon is a company with a lot of young talents. I particularly appreciate

the **trust** our managers place in us

by entrusting us with the execution of tasks requiring a high level of responsibility. That's not the case in all companies.

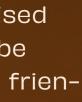
### Your working environment in a nutshell

ML. *Exciting and dynamic* every day is a new challenge to take up, you never get bored on the Goro New Caledonia site.

DDM. I work in an environment that's characterised by a **strong team spirit**, which enables us to be more efficient and versatile, and this is all in a friendly atmosphere.

**BG.** Caring







p. 32 | be the change by Newrest | 2021 CSR Report | > Summary



## Focus on internal competition



which aimed to reward and *promote CSR initatives* implemented by employees, served as a talent scout and sounding board for teams **around the world**.

### Employee Prize



Collection and processing of bio-waste to bio-fertiliser. → French Polynesia

# Guyana ⇒ Focus

all



Project Subborring local populations Collaboration with local communities and promotion of local products → Gabon



Balance Ton Pot" project

Creation of a sorting table made from 100% recovered materials to raise awareness amongst the guests to the challenges of selective sorting and of food waste.  $\rightarrow$  France



Using bicycles rather than cars, aim: 20,000 km! → France



Use of reusable containers to reduce the use of single-use plastic packaging. Switzerland



### Change, Blossom the Seed

Promotion of local products and Tunisian 👡 ancestral know-how. → Tunisia



Implementation of selective sorting on site → Nigeria





# Managerial Innovation

The growth of our activities in the United States was made possible thanks to the **development of a platform** for providing business know-how.

# **Objective 2025**

deploy all the IT and digital solutions tailored to our strategic challenges, meeting our requirement to understand, inform, act





p. 34 | be the change by Newrest | 2021 CSR Report | > Summary



# Managerial innovation

Combined with a strong mentoring policy, the successful opening of the Atlanta unit is a credit to the American teams. This example of sharing know-how and mentoring is a reflection of the company. In addition to sharing the company's capital (95% of the capital belongs to the employees), the provision of **educational material** necessary for individual and collective development is a historic vision.



The training tools are in particular available directly within our digital tools (like our ERP – Winrest). Content production is now facilitated by the provision of video support construction solutions in order to make information consumption more fun.

From this common base, the employees of the Group have been a great source of innovation to cope with the structural changes generated by the Covid-19 pandemic.



### FOCUS ON

# USA training site

Since 1st January 2021, all Newrest USA employees can follow training courses through a new online platform accessible from a computer, tablet or phone.

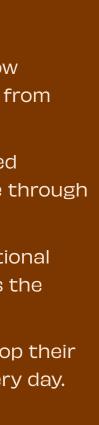
Anyone can register to a multitude of sessions to be trained in different areas such as food safety or customer service through the HACCP procedure for example.

Each program consists of several sections offering educational photos and videos as well as quick tests in order to assess the employees' knowledge on the subject.

We want to give all our employees the opportunity to develop their individual skills to enable them to use them collectively every day.

### GROUP

**Easymovie** - We use this solution to create videos to support, inform and train our employees on a daily basis.





 $\leftarrow$ 

6I boulevard Lazare Carnot 31000 Toulouse - France Tel. +33 (0)562 893 988

www.newrest.eu