



CSR

2024 REPORT

Corporate
Social
Responsibility



1 2 3

1. Introduction

Interview

→ p. 3

2. Our ecosystem

Our stake- holders

→ p. 7

3. Our commitments

... to the planet

- p.12 1/ Reducing food waste
- p.15 2/ Improving waste management strategy
- p.18 3/ Promoting a sustainable purchasing approach
- p.21 4/ Committing to the reduction of single-use plastics
- p.23 5/ Developing paperless processes
- p.26 6/ Reducing greenhouse gas emissions

... to our employees

- p. 30 7/ Everyday ethics
- p. 33 8/ Talent & diversity
- p. 36 9/ Innovation in management



01 Introduction

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



Interview



1. **Olivier Sadran**
Chief Executive
Officer

2. **Marc Starké**
Communications,
Marketing, Digital
& CSR Director

3. **Lucie Lalanne**
Deputy CSR director

4. **Morgane Jaffrézic**
CSR projects officer

How far have you got in improving your carbon footprint?

O.S. By signing the **United Nations Global Compact**, we commit to respecting it. In addition to its 10 principles, we have also made a commitment in line with the **Paris Agreement** to reduce our carbon footprint. In this regard, I have demanded that we manage our **carbon trajectory** on a perimeter representing **50% of our turnover**, i.e. more than 90 production units around the world. Although constraining, this initiative is essential.

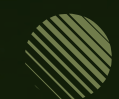
We have set up an information collection tool to calculate our **carbon footprint (scopes 1, 2, 3)**. We are currently formalizing the action plans and evaluating their impact. Every year, significant investments are made to renovate and build our production units. Renewable energies are favored as well as the improvement of the insulation of our buildings, among other things.

Where relevant, we **adapt the fuel** of our vehicle fleet. In some sites in France, we use electric cars and in Sweden, biofuel, testing all possibilities.

The **ACA (Airline Catering Association)**, of which we are a member, as well as **IATA (International Air Transport Association)** have taken a position with the legislator in Europe on the issue of **international waste**. The latter has a significant carbon footprint. The current regulations prevent airlines and our sector indirectly, from sorting and recovering this waste. This must change!

I am always impressed by the **initiatives of our employees** concerning the development of local supply chains in order to limit imports which have an important carbon footprint. Our teams in Zambia or Gabon, which won our Heroes of change competition, are good examples. This allows us to involve local communities who are an essential link in our value chain.

Finally, simple initiatives are shared with everyone in order to achieve our ambitious goal. **The Group does not plan to compensate its emissions.**



Regarding your commitments to your employees, what are the major advances of 2024?

M.S.L.L.&M.J. The training of our teams is a priority. We are building strong **partnerships** with **educational institutions** in various countries to identify future talent, integrate them into our subsidiaries and provide them with professional opportunities. This year, more than 70 young graduates were able to join us on permanent contracts.

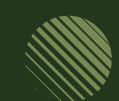
The creation of **in-house training centers** contributes significantly to the development of our employees. For example, a center has been inaugurated in Port-Gentil, Gabon. It offers courses on culinary techniques and quality standards, as well as training on our management tool.

To structure training within the Group, we are currently deploying a **learning management system**. Through a dedicated portal, all our employees will be able to access online content, register for training sessions, and track their academic and operational progress.

Our **Code of Conduct** is now a reference for all our stakeholders. Our collaborators are enthusiastic about our whistleblowing solution. These tools are necessary for everyone to thrive in a healthy, safe and constructive environment.

Outside of the usual professional setting, the **One Team Unlimited Challenge** program and the **Foundation Unlimited** create opportunities to get out of one's comfort zone and build connections with colleagues and one's direct social environment. This year, many initiatives related to sport, health and the environment have been carried out.

Additionally, the launching of our **Feel Good** program in November 2024 aims to raise awareness among our teams of the importance of quality of life at work.





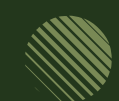
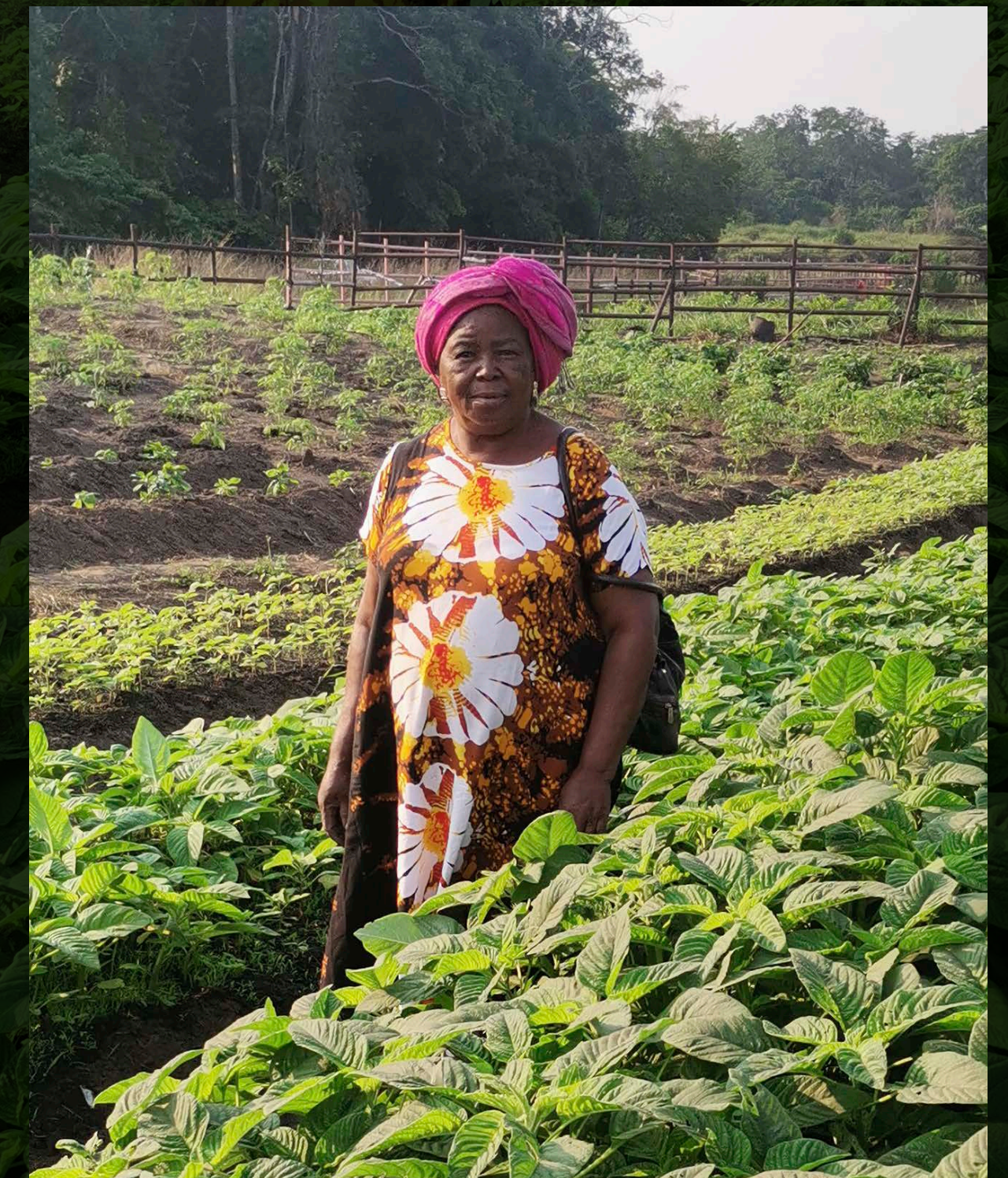
How did you structure the evaluation and communication of your CSR performance?

M.S.L.L. & M.J. We are aware that within our value chain, the time has come to **integrate and evaluate our stakeholders**. Our subsidiaries focus on the needs of our clients, while at the head office, we have made the decision to coordinate the evaluation and communication of our CSR performance. We have chosen two evaluation organizations: **ECOVADIS** and **CDP**. However, this requires considerable resources to get results, sometimes hard to interpret.

At the same time, we are preparing for the **CSRD (Corporate Sustainability Reporting Directive)**. This new strict European framework is structuring and requires an in-depth review of the collection of information from our I20 subsidiaries. We are putting in place the necessary human and technical resources to be ready for the publication of our first report.

In our ecosystem, the requests for CSR-related information increase, therefore we are focusing our efforts on **carbon emissions data**. This approach is effective and understandable by all.

Our company continues to focus on **concrete actions** on the field. Beyond the numbers, change comes from action. This report aims to share the efforts of the women and men who work every day on this transformation. This is the foundation of our long-term CSR performance.



02 our ecosystem

Working hand in hand with our stakeholders is key to guaranteeing the sustainability of our activities. »



Our stake-holders



03 Our commitments

Our CSR charter is based on 9 pillars, all related to our reality. »



9 pillars

Everyday ethics



Talent & diversity



Innovation in management



Reducing food waste



Improving waste management strategy



Promoting a sustainable purchasing approach



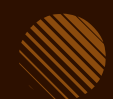
Committing to the reduction of single-use plastics



Developing paperless processes



Reducing greenhouse gas emissions



6 pillars

Our commitments to the planet



Reducing food waste



Improving waste management strategy



Promoting a sustainable purchasing approach



Committing to the reduction of single-use plastics



Developing paperless processes



Reducing greenhouse gas emissions





Reducing food waste

-40%

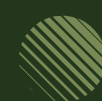
OBJECTIVE 2030 ↓

40% REDUCTION IN FOOD WASTE

ORIGINATING FROM OUR OPERATIONS

(in financial value in relation to total purchases)

As a player in the catering industry, **food waste is a major topic** on which we have been focusing our efforts for many years.





Reducing food waste

Our fight against food waste centers on raising awareness among our collaborators and creating strategic partnerships.

Beyond our activities, we involve all stakeholders in our value chain in this process.

Through the dissemination of information on waste reduction methods and the organization of educational workshops, we promote collective awareness of this major issue. Our partnerships are constantly evolving to better value unconsumed products. This topic deeply engages our employees and reinforces their mobilization in favor of solidarity and sharing actions.

65%
OF COUNTRIES
ALREADY USE OUR
WASTE MANAGEMENT
MODULE

FOCUS WORLD

Our anti-waste approach in three areas of action:

Upstream

Actions

- Rethink recipes by maximizing the use of ingredients
- Training chefs in anti-waste recipes
- Adjust packaging with suppliers
- Adapt portions to needs

Stakeholders

- Suppliers, chefs & clients

Production

Actions

- Raise awareness among guests through communication and adapted offers
- Involve our guests in waste reduction

Stakeholders

- Newrest teams & guests

Downstream

Actions

- Donate unsold products
- Selling anti-waste baskets

Stakeholders

- Associations and service providers



Global & local scale initiatives



FRANCE – CATERING

Anti-Waste Week

Organization of a day dedicated to the promotion of anti-waste good practices among guests.

FRANCE – CATERING

Collaboration with a Food Bank

More than 775 kg of meals and 7,000 kg of drinks saved during the *Rugby World Cup* in Toulouse.

CHILE

Food Waste Awareness Campaign

Contest aimed at encouraging guests to present their trays without food leftovers.

FRANCE - RAIL

Participation in the Anti-waste forum

Sharing knowledge and best practices to reduce food waste on board, in trains' bar cars.

FRANCE - RAIL

Friwaste

Partnership with the *Restos du Cœur* to distribute unconsumed products.





FOCUS WORLD

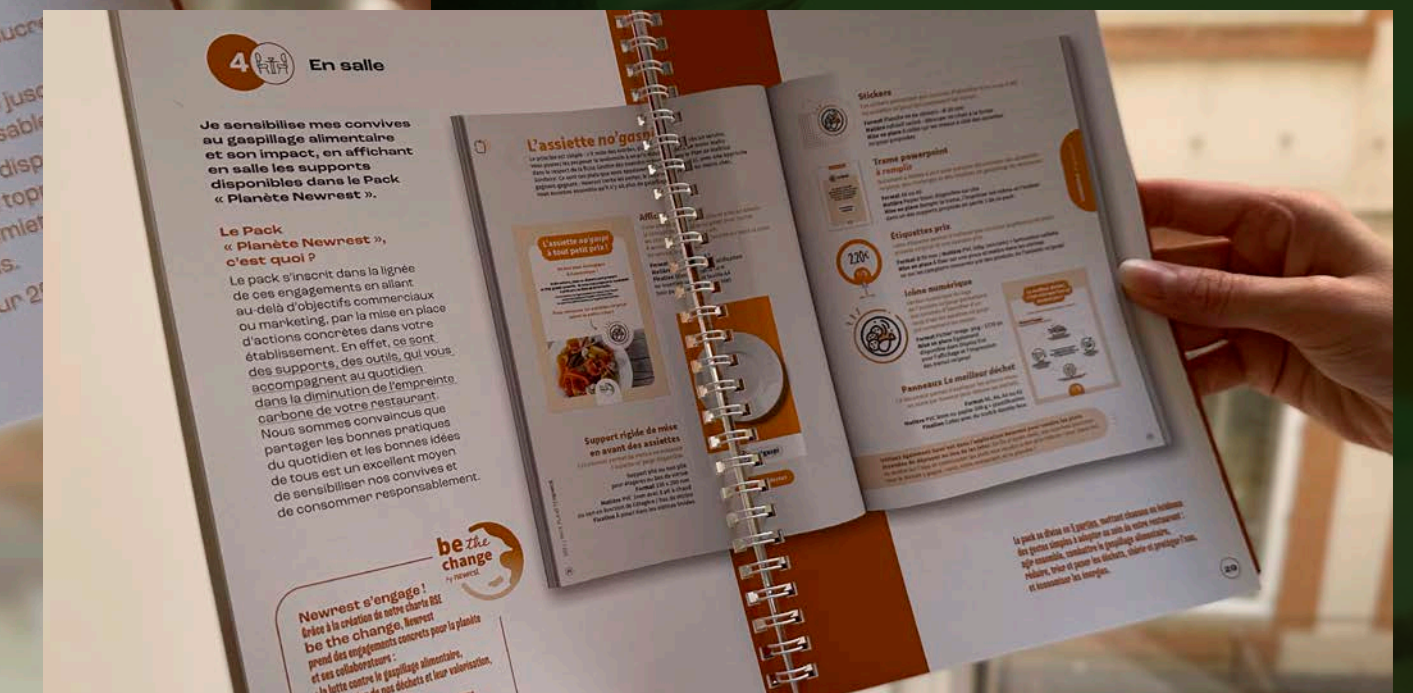
My anti-waste booklet

+ The Planet Pack and our deck of cards

This document is a methodological tool designed to raise awareness among our catering teams. It includes information on the current context of food waste in the world, good practices to adopt to reduce it, but also recipes made from surplus food, in strict compliance with hygiene standards.



In addition to training our chefs, we are also committed to raising awareness among our guests by deploying the Planet Pack. This guide aims to help consumers adopt simple and environmentally friendly practices on a daily basis. ↓





Improving waste management strategy

Newrest and its employees are getting involved in **increasingly ambitious and innovative projects**. We are in tune with the realities of each region and follow the notion of **circular economy** as a model.

50%

OBJECTIVE 2030↓

50% OF TOTAL WASTE

SORTED BY 2030





Improving waste management strategy

Despite our efforts to minimize the production of waste at the source, it remains an inevitable consequence of our operations.

24%
OF BIOWASTE REUSED
22%
OF WASTE SORTED & RECYCLED

In the absence of adequate recycling solutions, we make sure to optimize the recovery of waste from our processes. Our awareness and training programs have developed a culture of innovation and strengthened the efficiency of our waste management. Our teams offer concrete solutions adapted to their realities, integrating recycling into our daily practices. This is reflected in many projects that are gradually involving our local stakeholders in a circular economy approach. We recognize the spirit of initiative of our employees who dare to explore new paths, even if their environments are not very developed on these matters. The experience gained in various innovative projects reinforces our know-how and benefits our ecosystem.

FOCUS USA

No biowaste in landfill!

Waste generation entails significant financial costs and contributes to the increase in greenhouse gas emissions into the atmosphere. Newrest in Salt Lake City has partnered with *Momentum Recycling* to turn its organic waste into biogas, which is used to power approximately 40,000 households. This recycling process also generates a nutrient-rich fertilizer used by local farmers and significantly reduces the frequency and cost of the garbage collection service. Since the implementation of this project in February 2024, more than 45 tons of biowaste have been collected.



Global & local scale initiatives ↓

ANGOLA CABINDA

Nothing is lost, everything is transformed!

Collection of organic waste by several local partners to feed pigs & transformation of used cooking oil into soap for local communities.

FRANCE

Put down your cigarette

Sorting and recycling of cigarette butts & organization of awareness days on smoking and its consequences on health and the environment. Since the beginning of the operation, more than 13,800 cigarette butts have been collected.

ANTILLES

Pou en pli bel laté *For a more beautiful land*

Collection and recycling of biowaste, PET plastic, wooden pallets as well as paper and cardboard waste.

SOUTH AFRICA

Controlled waste management

Sorting and recycling of cardboard, plastic and glass bottles, cans and *Tetra Pak* packaging. Transformation of organic waste into compost used for the site's vegetable garden, thanks to the installation of a manual composter.



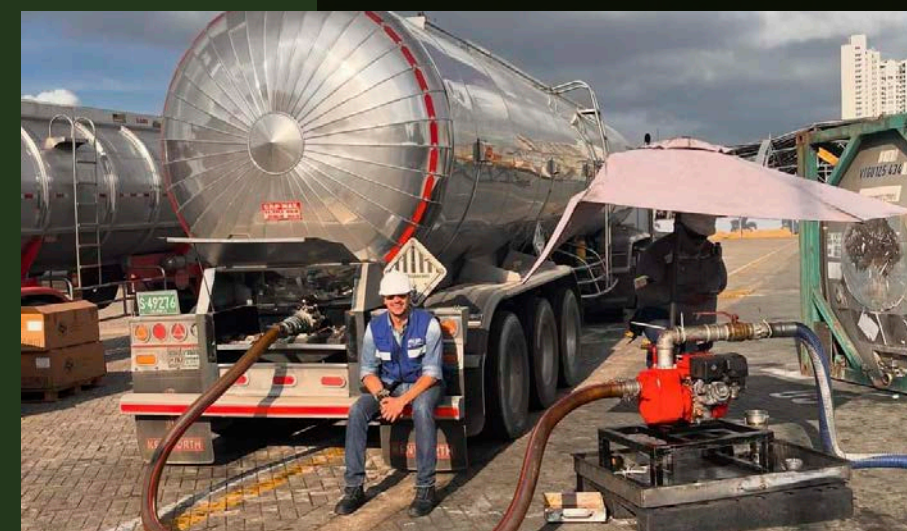


Sorting and recycling of used cooking oils

FOCUS COLOMBIA

→ *A local commitment to the environment*

Building on its experience in the field, Newrest now applies its know-how well beyond its core activities. The aim is to **disseminate our knowledge** to local communities through a specially designed program.



Objective



Promote locally the culture of sorting and processing used cooking oil to minimize its impact on the environment.



Creating a circular model

supporting restaurants in communities surrounding remote locations where we operate.



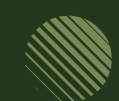
Training on the correct use of cooking oil:

- contact the communities to find out their interest in this project,
- educate the client about the scope and purpose of the initiative,
- train communities to sort and recycle used cooking oil.



Implementation of a system for collecting oils and transforming them into biodiesel in collaboration with Newrest's teams:

- provide communities with containers and equipment to store and label the oil as well as safety information,
- implement the collection and processing of cooking oils,
- analyze results and improve sorting & processing procedures.



Promoting a sustainable procurement approach

Sustainable **sourcing** is crucial to reduce greenhouse gases and **promote more responsible** production and livestock farming **industries.**



13%
OF EGG PRODUCTS
PURCHASED
FROM CAGE-FREE
FARMED HENS IN 2023-24

100%

OBJECTIVE 2025 ↓

PURCHASING EGG PRODUCTS

FROM CAGE-FREE FARMED HENS ONLY





Promoting a sustainable procurement approach

59 %

OF PRODUCTS
PURCHASED
ARE SOURCED
DOMESTICALLY

0 %

OF ENDANGERED
FISH SPECIES
PURCHASED
(LIST DEFINED IN 2021)

In our sector, purchasing is the main source of greenhouse gas emissions.

Sustainable procurement is therefore essential to reduce them, by favoring products made through sustainable practices and minimizing the carbon footprint of our supply chain. However, our decisions are sometimes limited by strict specifications imposed by our clients.

It is essential to consider several levers:

- Pay attention to the **nature** and **origin** of the products purchased.
- Favor **sustainable agricultural and livestock practices**, that respect biodiversity.

We are collaborating closely with our ecosystem to work on these levers. Local initiatives demonstrate the commitment of our teams and strengthen the Group's skills. Given the limited knowledge of market players and the insufficient volumes available, buying cage-free eggs and chickens that meet the criteria of the *European Chicken Commitment* is a real challenge. Our progress on these topics can be followed in our published reports. [→ here](#)



FOCUS OMAN

The fruits of our teams' commitment

The Newrest team in Oman has launched a project to encourage staff in remote locations to grow fruits and vegetables. In line with the client's approach, this project raises employees' awareness of ecology and favors local products. Thanks to a treatment plant, wastewater is reused for irrigation, thus saving this precious resource in an arid environment. Essential steps include the selection of sites, gardening training sessions, the provision of resources (seeds, natural fertilizers, tools), the maintenance of vegetable gardens and the promotion of the teams' commitment.

Global & local scale initiatives



ZAMBIA

The food forest

Creation of a vegetable garden near the unit in partnership with *Loctaguna Farm* to guarantee quality food to its staff every day.

NEW CALEDONIA

Local products are kalolo!

Partnerships with farmers to offer more raw and local products in school menus for 12,000 children.

NEW CALEDONIA, USA, CANADA

Newrest beehives

Sponsorships and installations of hives to contribute to the protection of local bees while strengthening team spirit.

PERU

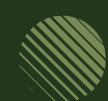
Sustainable engagement with local communities

Sourcing fruits and vegetables from farms located close to our operations in remote locations. This approach aims to promote local production and support employment as well as regional know-how. In the coming years, the objective is to increase the volume of purchases of local products, diversify product categories and support local producers through specialized training sessions.

FRANCE

J'achète Fermier !

Purchasing of products from the brand *J'achète Fermier !* which uses an innovative model aimed at training farmers, helping them to process and market their products, while ensuring them a fairer remuneration.





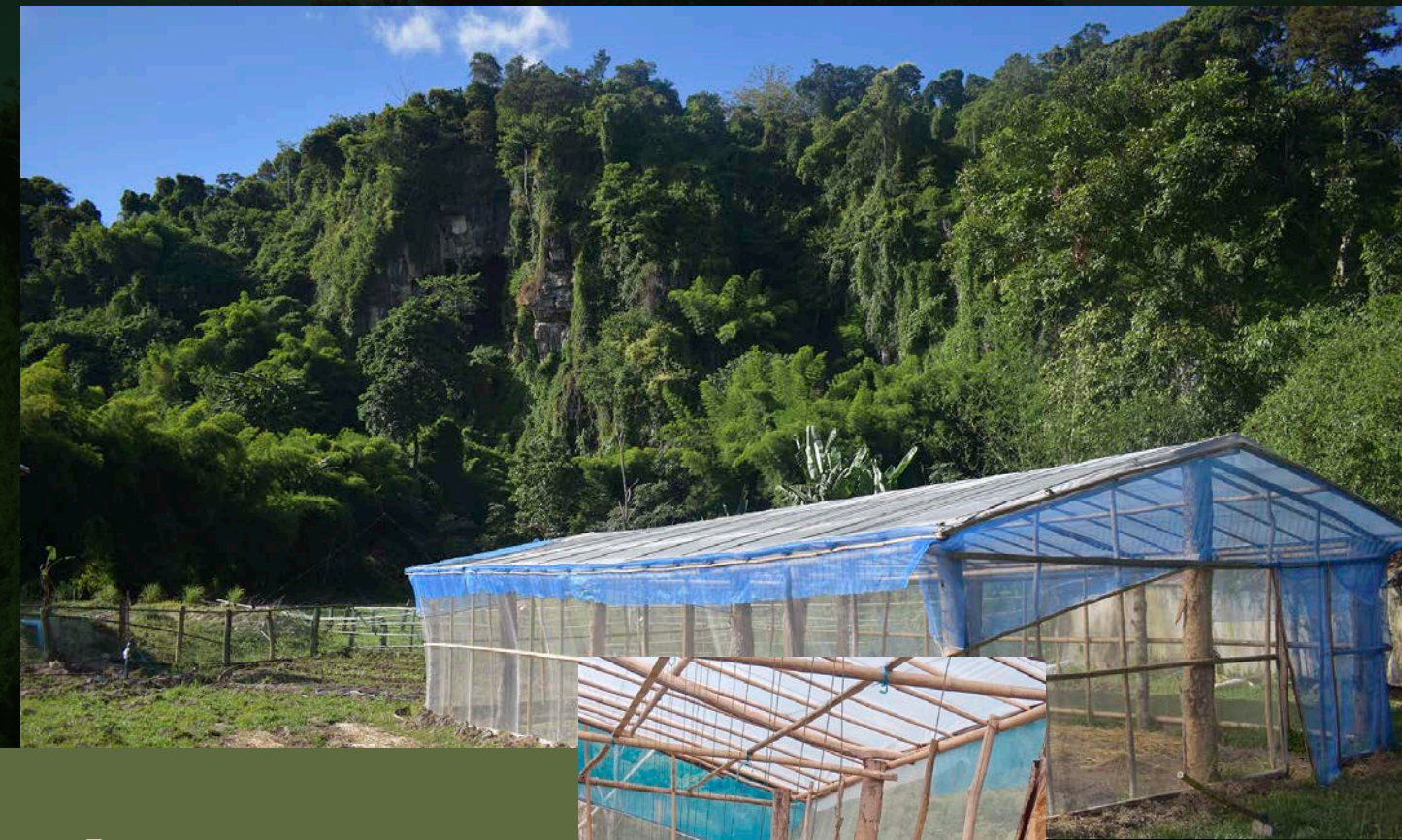
FOCUS LAOS

A global project with local benefits

Support and partnership with local farmers

Supported by the CSR referent from Newrest Laos, more than 30 farmers and their families are involved in this project, ensuring them a stable source of income.

A *test plot* is used to train them in sustainable agricultural practices, test new varieties that are resistant to temperature variations and adapted to the climate, as well as experimenting new techniques such as hydroponics.



Plant care and seedlings

The greenhouse is managed by Newrest Laos' CSR team and dedicated to plant care as well as the production of fruit and vegetable seedlings.

Eggs from cage-free farmed hens

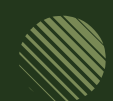
Newrest supports farmers to purchase laying hens, food and vaccines. Animals are bred in areas where they can move freely. A treatment area is also in place for their well-being.

Composting of biowaste

Compost is produced from the organic waste generated by operations in the camp. It is then used to enrich the producers' agricultural crops or to maintain green areas of the site.

Training for employees

Implementation of training sessions on nutrition and road safety for employees.





Commmitting to the reduction of single-use plastics

Faced with increasingly recognized and shared ecological challenges, we are committed at every level of our value chain to limiting single-use plastics. **Together with our stakeholders, we offer solutions that are more respectful of the environment.**

50%

OBJECTIVE 2030 ↓

50% OF ALL PRODUCTS PURCHASED WILL BE PLASTIC-FREE* BY 2030

**whose primary packaging is made of non-plastic material*





Committing to the reduction of single-use plastics



25 %
OF PRODUCTS
PURCHASED WITHOUT
PLASTIC PACKAGING

Disposable plastic is everywhere in the food industry, but we are working to reduce its use.

Despite food safety requirements, we are making progress with our suppliers and raising awareness among our employees and clients through events, specific training and awareness campaigns. From their calls for tender, our clients also show a growing willingness to use reusable and sustainable materials. When there are no alternatives, we innovate to find viable solutions.

FOCUS PERU

Acting with our stakeholders to reduce the use of single-use plastics

Newrest Peru is partnering with its suppliers to adopt biodegradable or reusable packaging, aiming to reduce the use of single-use plastics. Training employees on good practices related to the use of plastic is also an essential lever to foster more sustainable behaviors within the company.

Global & local scale initiatives



UNITED KINGDOM

The end of single-use plastic in the canteen

Significant reduction of canteen waste by replacing disposable cutlery and plates with stainless steel and porcelain alternatives.

USA

Reducing plastic waste volumes at the Atlanta unit

Implementation of a comprehensive action plan including the recycling of more than 20.8t tons of plastic, the use of E-SIM cards, the distribution of metal water bottles, the adoption of reusable tableware and the purchase of alternatives to plastic packaging.

CAMBODIA

In-depth work with clients

Deployment of measures to reduce the use of single-use plastics, such as replacing plastic bags with crates, and making paper and cardboard packaging available.

FRANCE - INFLIGHT

Recycled PPE into objects and furniture

Installation of sorting points to recover *Personal Protective Equipment (PPE)* to recycle it into furniture and decorative objects.





Developing paperless processes

Our IT and digital solutions enable a **strong integration** with our stakeholders in our quest for efficiency and data reliability, which also **reduces the use of paper.**



100%

100% OF OUR OPERATIONAL SITES
HAVE IMPLEMENTED DIGITAL SOLUTIONS
IN THEIR PROCESSES.





Developing paperless processes

In addition to the optimization of our processes through our ERP and various digital tools, we strongly emphasize on the digitalization of the client experience.

From the preparation to the post-service phase, several digital solutions allow us to collect and analyze data while reducing paper consumption.

In 2024, Newrest reached a major milestone by inaugurating its first *Digital Factory*. The plant's digital system centralizes a lot of information previously split across multiple physical media, contributing to a significant reduction in paper usage.

50
COUNTRIES HAVE
DIGITIZED THEIR HACCP
PROCESS (OUT OF 53)



INTERVIEW HEADQUARTERS

Matthieu Cordier Digital Project Manager

Digital tools aim to replace paper media with digital solutions such as our applications *Connect'EAT*, *Display'EAT*, *Satisfy'EAT*, some digital tags, tablets, etc. These tools simplify the real-time update of information, while eliminating printing costs. They also make the customer experience more fluid and improve human and food resources management.

Our digital media also promote the sustainable choices in our restaurants and inform our guests of the environmental impact of their decisions.

New designs and digital displays (including for our *Display'EAT* solution) keep us on the forefront of trends, and we keep a close eye on innovations to ensure our solutions meet the industry best practices. >>



Global & local scale initiatives



Our B2C digital solutions to reduce the use of paper

Connect'Eat

View various documents and information through a dedicated platform.

Digital tags

Display all menu information in a clear, up-to-date and sustainable way by avoiding daily printing.

Display'Eat

Update all menu information and display it on various media.

Satisfy'Eat

Collect guests' opinions in a simple way and analyze their feedback to better adapt our offers and services.



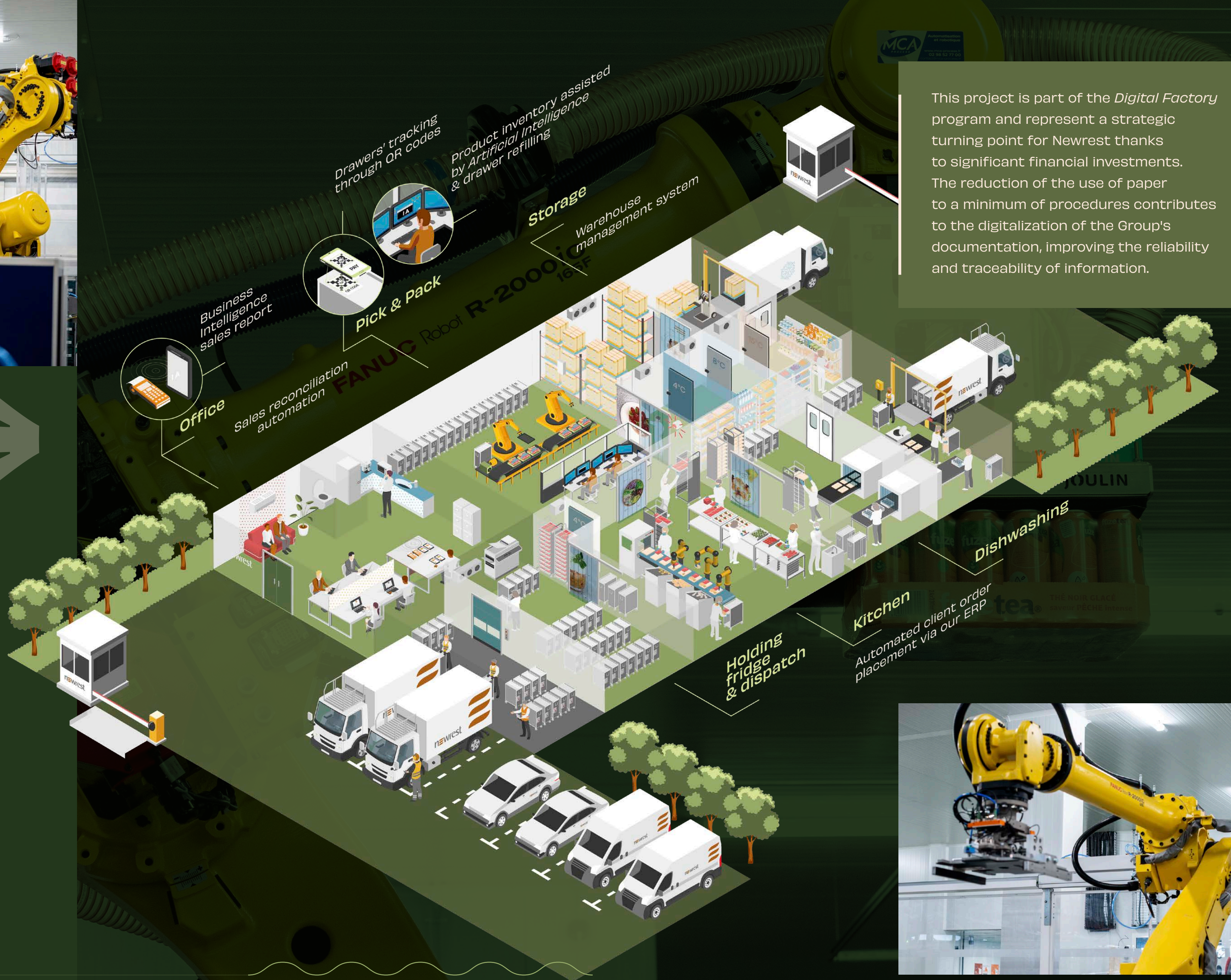


The Digital Factory

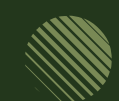
FOCUS FRANCE

An exemplary model of digitalization in our operations.

The Digital Factory is an innovative and modern factory, fully automated and connected to data, that allows robots to ensure reliable and safe production throughout the value chain.



This project is part of the *Digital Factory* program and represent a strategic turning point for Newrest thanks to significant financial investments. The reduction of the use of paper to a minimum of procedures contributes to the digitalization of the Group's documentation, improving the reliability and traceability of information.





Reducing greenhouse gas emissions

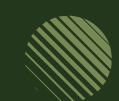
We have made **strong commitments** under the *Paris Agreement* to reduce our carbon footprint. We structure our approach around one single tool to **optimize** the analysis of our emissions and the implementation of **action plans** related to our pillars.

OBJECTIVE 2030 ↓

-30%

**30% REDUCTION
IN CARBON EMISSIONS***

**on sites that have conducted a carbon footprint analysis*





Reducing greenhouse gas emissions

100 %
OF OUR UNITS
ARE CALCULATING
THEIR CARBON
FOOTPRINT SCOPES 1&2

45 %
OF OUR UNITS
ARE CALCULATING
THEIR CARBON
FOOTPRINT
SCOPES 1, 2 & 3

At the end of 2023, more than 80 units in 38 countries where we operate have been integrated into the **Trace platform**. We have chosen to include the sites where we have enough control to implement corrective actions, in order to better **manage our carbon trajectory**. These units represent all our assets and nearly 50% of our turnover. Through this tool, we now have a **structured approach** that allows us to carry out carbon analyses on scopes 1, 2 and 3 according to the *GHG Protocol* methodology.

This significant measure requires the mobilization of a large part of our teams to maintain a strong **continuous improvement approach**. Thanks to the expertise of our service provider, we have co-developed a catalogue of more than **30 actions to reduce our CO2e emissions**. Our units are starting to integrate them into their **action plans** in order to achieve the Group's target of a 30% reduction in greenhouse gas emissions for units that have calculated their carbon footprint by 2030.

-8,08k t CO2e

07 - Increase share of electricity coming from renewable sources

Augmenter la part d'électricité achetée / produite à partir de sources renouvelables

Aumentar la proporción de electricidad adquirida / generada a partir de fuentes renovables

Status
Published

Tags
CO2 REDUCTION Energy consumption Scope 2

View action

FOCUS

Transition to renewable energy

As part of the renovation projects of our units around the world, we are committing to the energy transition by investing in renewable energies.

FRENCH POLYNESIA In our FAA unit, a photovoltaic power plant comprising 420 solar panels with a capacity of 335 kWp has been installed.

MAURITIUS For our unit at Mauritius airport, 25 solar water heaters have been installed in order to minimize the use of fossil energy to heat water.



Global & local scale initiatives



DENMARK, SWEDEN & NORWAY

Innovation for energy efficiency
Installation of a sensor in all the cold rooms of our units in Scandinavia to optimize their energy consumption by adjusting the refrigeration to the actual temperature of the food. This tool reduces electricity consumption by about 17%, which also decreases costs and the carbon footprint of the units.

COSTA RICA

A governmental recognition
Obtention of a government certification that rewards the quality of our action plan to minimize our environmental impact. This acknowledgement is the result of a year's work on numerous actions and training courses on environmental issues.

COLOMBIA & COSTA RICA

Reforestation activities
Organization of tree-planting events with several stakeholders such as clients and employees. These activities aim to strengthen team spirit while raising awareness of environmental preservation and reforestation.





Our carbon trajectory

FOCUS WORLD

Trace tool is essential for us to be more structured about carbon and is at the heart of our approach to reduce greenhouse gas emissions.

To best meet the new European and national requirements, we are focusing on the auditability and reliability of the collection process and data. Thanks to this robust system, we are able to answer more effectively to the ECOVADIS and CDP questionnaires, which are required by many clients.

1. Collect

We collect scope 1, 2 & 3 data from more than 80 units through annual or monthly campaigns consisting of questionnaires.

Measure / Campaigns

Campaigns

Schedule campaigns and assign tasks to your team to collect activity data. [Learn more about campaigns.](#)

Search Status Draft × Live × Scheduled ×

Name	Status
Scope 1&2 - Monthly data collection (1st October 2024 → 31st October 2024) 2024-11-04 → 2024-12-06 1 analysis	Live
Scope 1&2 - Monthly data collection (1st September 2024 → 30th September 2024) 2024-10-07 → 2024-11-01 1 analysis	Overdue
Sales revenue & FTE - Annual data collection (1st October 2023 → 30th September 2024) 2024-10-07 → 2024-11-01	Overdue
Scope 1&2 - Monthly data collection (1st August 2024 → 31st August 2024) 2024-09-09 → 2024-10-04 1 analysis	Completed
Scope 1&2 - Monthly data collection (1st July 2024 → 31st July 2024)	Completed

Preview mode

EN - Water consumption

Make sure to provide data for Preview Site

This questionnaire requires you to report the water consumption of your unit over the reporting period.

What is your water consumption? (m3)
▲ Please enter your value in m3

m3

Use the dot (.) as the decimal separator (123456.78). All other characters are forbidden.

Submit response

TRICE

Global emission reduction objective

2020 2021 2022 2023 2024

100% 80% 60% 40% 20% 0%

2. Visualize

Carbon footprints and greenhouse gas emissions can be displayed through various graphs to easily identify the main sources of emissions.

3. Reduce

Our units can build their action plan on the basis of actions specific to our sector in order to reduce our emissions and achieve our goal.

3 pillars

Our commitments to our employees



Everyday ethics



Talent & diversity



Innovation in management





Everyday ethics

Our Code of Conduct is deployed all over the world to our stakeholders, in order to **make everyday ethics everyone's business.** Newrest also guarantees an easy access to our **whistleblowing procedure,** while preserving the anonymity and integrity of individuals.



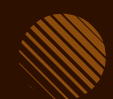
OBJECTIVE 2030 ↓

-10%

10% REDUCTION IN ANNUAL FREQUENCY RATE (FR*) AND SEVERITY RATE (SR)**

*Number of accidents resulting in an absence lasting more than one day, occurring over the course of a one-year period, per one million hours worked.

**Number of days lost due to temporary incapacity, per thousand hours worked.





Everyday ethics

Since the update of our Code of Conduct, we have continued our deployment efforts to ensure that everyone understands the principles and values we stand for. Thanks to numerous communications, this structuring document of the Group is now acknowledged by all our stakeholders.

In line with our transformation strategy, we have also deployed a new whistleblowing tool. This outsourced platform guarantees more transparent and efficient management of the cases we handle, to ensure better follow-up. The anonymity of whistleblowers is guaranteed, and no reprisals can be taken against them.

In the context of our commitments related to workplace safety, we are particularly emphasizing on the gestures and behaviors to be adopted in airport and rail areas to protect property and people, including passengers to whom we have a strong responsibility.

Additionally, we are noticing an increased solidarity within the Group, with more collaborations with local associations. Our teams are committed to helping those in need and supporting environmental initiatives.



FOCUS MOROCCO

A solidarity renovation operation



At the end of May, Newrest Morocco's teams collaborated with the association *One Hand*, which organizes various projects to help local communities. In the Al Haouz region, we participated in the renovation of a school through activities such as painting, wall construction and gardening. This initiative partly followed the earthquakes that hit the region and caused a lot of damage. In addition to the renovation, our employees have set up a culinary and recreational activity for the school's children.



Global & local scale initiatives



The safety of our employees and stakeholders, a priority

UGANDA Collaboration with the Ugandan police and the municipality of Entebbe to create a safe pedestrian crossing for users to come to our unit, after a risky area had been identified.

WORLD Creation and organization of innovative training courses on the safety measures to be adopted, especially for the inflight (ramp safety) and railway (rail safety) sectors.

SOUTH AFRICA, FRENCH POLYNESIA & USA

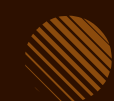
Well-equipped back-to-school season!

Donations of school equipment to the children of our employees as well as to families in precarious situations, for the start of the school year in September 2024. Logistics and distribution were handled by our employees.

QATAR

An eventful day of sport

Support of the Qatar Foundation and the Ministry of Education at a sporting event for visually impaired students.





FOCUS WORLD

Collaborations with associations



French Polynesia ↓

Participation of our employees in the *Color Fun Run*, an event bringing together 3,000 runners, the profits of which were entirely donated to associations such as *Agir pour l'insertion* in Papeete.

Angola ↓

Organization of a sporting event consisting of 7 activities with the 120 children aged 6 to 22 years old from the *Mama Madalena* orphanage.



Madagascar ↓

Collaboration with *Le Refuge d'Aina* through monthly food donations and organization of volunteer activities to support the abandoned children.

Greece ↓

Donations of €0.05 per coffee sold to the NGO *The Smile of the Child* to support children in need during the Christmas holidays.

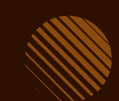
France ↓

Partnership with *Les Restos du Cœur*: each month, a team of 5 to 7 employees prepares a hot meal for 150 homeless people, using local products and food stored at Newrest.

Algeria ↓

Support of the *Marina Clean Operation 2024* by sponsoring an initiative to clean up the seabed of the port of Sidi Fredj, organized with the diving club *Sealand* and the *Association des Jeunes Leaders*.

→ [Watch for more details](#)



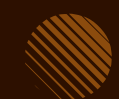


Talent & diversity

The Group owes its rapid growth to **the commitment of its teams** and their ability to take on new challenges. The development of our employees' skills, the promotion of **equality** and **diversity**, along with the trust we put in them are our success factors.



OBJECTIVE 2030 ↓
BROADEN THE MOBILITY AND DIVERSITY OF OUR EMPLOYEES TO ENSURE SKILLS DEVELOPMENT





Talent & diversity

73
INTERNATIONAL
GRADUATE PROGRAM
CONTRACTS

Newrest is committed to providing a respectful and rewarding work environment that is accessible to all. As we are aware of the specific obstacles faced by certain people, we are committed to guaranteeing them equal opportunities during the recruitment phases. Attracting and retaining the best talent is a challenge we take seriously, which is why we also make a point of promoting diversity within our teams.

Moreover, our priority is to provide personal and professional development opportunities for each of our employees. In addition to promoting internal mobility, we have introduced innovative and adapted training methods in various countries. The objective is to increase the theoretical and practical knowledge of our employees to create a pool of internal talent with atypical backgrounds and in line with the needs of the company.



INTERVIEW GABON

Steeven Manfoumbi

Chef & training center supervisor

Creation of a training and development center for culinary and hospitality skills in Port-Gentil to promote careers in catering and services.

→ Who is this new training center for?

Our comprehensive and tailor-made training courses are aimed at all our employees who wish to improve their skills in our different professions (chefs, assistant cooks, bakers/pastry chefs, laundrymen/laundrywomen, housekeeping attendants, etc.). We also support collaborators in their career changes.

→ How are the training courses organized?

We plan a monthly program with training that meets the needs of each of our employees and which contributes to their professional development. Interested employees come forward to register and participate in the sessions offered.

→ What technical resources are available to you?

To ensure an optimal hands-on experience, our center is fully equipped with a hot kitchen, a cold kitchen and a training room for hotel services, faithful to the working environments of the sites. This enables us to promote good culinary practices and techniques, but also to raise awareness of hygiene and safety. »

Global & local scale initiatives



NORWAY

Long live diversity!

Celebration by Newrest and other companies from the Oslo Airport of the *Pride* parade in support of diversity, through the organization of special events during the month of June.

PERU

Diversity, a source of richness

Participation in the diversity and inclusion celebration *Our diversity, our richness* organized at Las Bambas' site. Sharing and promoting good practices to foster an inclusive and respectful work environment for all.

SUEDE

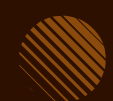
A successful integration

Implementation of a *Buddy Program* which consists of assigning volunteer mentors to new recruits in order to facilitate their integration.

FRENCH POLYNESIA, BELGIUM & SOUTH AFRICA

Effective job dating

Organization of meetings with partners such as schools or clients to recruit candidates corresponding to our needs. These events increase our visibility, especially among young people who want to join us.





FOCUS WORLD

Examples of inclusion, from around the world

Cambodia ↓

Pour un sourire d'enfant is an NGO that helps Cambodian populations who do not have access to education and the minimum subsistence level. For the past 10 years, our teams in Cambodia have been collaborating with this association to offer internships to students, allowing them to gain experience and access job opportunities.

In order to be part of the territory and commit to the development of the country, we offer 6-months internships in alternation with the school, to supervise and train students. Currently, 4 trainees have already been hired, including a student with a disability. This program encourages interns to build their future and pursue their ambitions in an inclusive environment.



INTERVIEW USA

Lance Terry Recruiting manager & Haroon Rahimi Driver helper

In Atlanta, the HR department has been working for several years with associations that support refugees, offering them professional opportunities to facilitate their social integration. Find out more about this effective and mutually beneficial approach below.





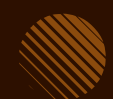
Innovation in management

We value the **creativity** and **initiatives** of our teams, which influence **managerial decisions**. In order to preserve this **participative culture**, we roll out innovative actions to promote the **fulfillment** and **well-being** of our collaborators.



OBJECTIVE ↓

STIMULATE PERSONAL
AND PROFESSIONAL
GROWTH





Innovation in management

Our managers' practices ensure that employees have a better balance between personal and professional life, benefiting both the company's performance and the fulfillment of our employees. Stimulating the personal development of our employees through a dynamic of sharing is therefore a powerful approach for our collective development.

By encouraging the exchange of ideas, experiences and knowledge, our employees can learn from each other and enhance themselves mutually. At Newrest, this culture of sharing not only fosters the acquisition of new skills, but also the reinforcement of social ties and the creation of a supportive environment.

It is important to us that our employees feel comfortable sharing their difficulties and challenges, in order to find new perspectives and solutions, thanks to the support of their managers. This atmosphere plays a significant role in the overall well-being of employees, reducing stress and increasing the sense of belonging and satisfaction.



INTERVIEW COSTA RICA

Sebastián Rodríguez Country manager

Health, motivation and retention

→ The project

To improve the quality of life of our employees, we have introduced various measures: a football field, a resting area and other facilities. We have also set up sports activities and a health and wellness awareness program.

→ The motivations

2 out of 3 adults in Costa Rica suffer from obesity and millions of people are affected by depressive and anxiety disorders. Taking action on these issues is therefore a lever to improve the health, motivation and loyalty of our employees.

→ The results

The most noteworthy effect is the 3-point decrease in staff turnover rate over the last 4 months. Well-being at work is also a strong argument for our future employees during the recruitment phases. »

Global & local scale initiatives



REUNION

Vitality in motion

Training of teams by an osteopath and posture specialist twice a month on the importance of warming up and the prevention of musculoskeletal disorders by way of awareness workshops in small groups.

ZAMBIA

Moments of discussion between employees

Organization of meetings every Friday bringing together different managers or departments representatives to discuss issues related to the Group's CSR charter and share ideas in order to determine the actions to be taken.

BRASIL

A dialogue space

Set up of a weekly dialogue space in Sao Paulo, where our employees can share their experiences and challenges, helping them to reflect and better understand their situation, accompanied by a psychologist.

PERU

Get to know our people

Conducting interviews with our employees with extra-professional skills (athletes, dancers, artists, etc.) or who have developed a career at Newrest so that they can share their experiences, backgrounds and motivations.





2024 **FOCUS** **WORLD** Chefs Unlimited Seminar

In order to promote knowledge sharing and create a friendly moment that favors encounters, we organized a seminar on culinary expertise in Istanbul.

The objective of the event was to combine the acquisition of new professional skills with personal development through the creation of social links.

Around **50 chefs** from all countries where we operate, gathered in the studios of Master Chef Türkiye to discuss culinary trends and techniques, QHSE standards, the use of Winrest but also CSR principles.

Unlimited

On this occasion, a strong **collaborative work** with the managers of each department was done in order to design the best program possible, covering all the topics relevant to our chefs. The seminar benefited from the significant support of the top management, who were fully involved in its organization to support the teams.

During this event, the chefs, **from different cultures and sectors of activity** (inflight, concession catering, management of remote sites) were able to share their good practices and traditional recipes. Finally, the participants have become **reference leaders** in their respective countries and can now share their newly acquired knowledge and skills with their peers.



Relive this event again



→ Learn more



[Contents ↑](#)

be the change

by newrest

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