

# newrest

CATERING UNLIMITED



**CORPORATE SOCIAL  
RESPONSIBILITY REPORT**  
2015 · 16



# CORPORATE SOCIAL RESPONSIBILITY REPORT 2015 · 16

Newrest is committed to its employees, customers and suppliers, with a focus on essential points: tasty, well-balanced meals; high-quality, hygienic products and services; respect for human rights and working conditions; respect for the environment and the fight against corruption.

Meals Development  
- Catering for CPAM  
Versaille, France



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## NEWREST'S COMMITMENTS TO ITS CLIENTS AND CONSUMERS

Meal produced  
for VIP service  
- Inflight  
catering



**7,594**  
VIP meals  
served per day

**1,037**  
chefs employed  
by the Group

**10**  
new ISO 9001 or ISO 22000  
certifications in 2015

In all our kitchens and restaurants, our employees ensure that consumers are served balanced, varied, tasty meals, while following hygiene standards to the letter.

### A PASSION FOR TASTE

At Newrest, we believe that a meal is more than just nutrition: it is an experience for the taste buds and an enjoyable moment of well-being.

#### GROUP · TASTE COMMITTEE <sup>(1)</sup>

Across all business sectors, Newrest has set up a committee responsible for tasting the dishes offered to consumers before they are served. This tasting process enables us to evaluate the organoleptic characteristics of our food and to tailor them to customer needs. The frequency of tasting varies according to business sector. At our Remote sites, each meal is tasted beforehand by a Chef and by the Newrest team before being served to employees.

#### FRANCE · NEWREST WAGONS-LITS <sup>(2)</sup>

Since September 1st 2016, Newrest Wagons-Lits in France has made 'Bistro de Chef by Michel Sarran' products available for its client SNCF. The brand was created for the Newrest Group, specifically for TGV. Michel Sarran—French Chef, owner of a Michelin-starred restaurant and jury member on reality cooking show "Top Chef" in France—signed an exclusive contract with Newrest Wagons-Lits. A choice of sandwiches, salads, hot dishes and desserts will be available for passengers to enjoy in the TGV bar along



the entire French rail network: wheat salad with vegetables and feta, penne with squash, mushrooms and green aspergus - amongst others - in addition to the favorite dessert of Michel Sarran: Berthe's apple and honey inspired by his grand mother. "I want to create tasty food that tickles the palate. If I can stir up emotions through my cooking, then I have achieved my goal in sharing a pleasurable experience", the chef claims.

#### ALGERIA · 'LA SEMAINE DU GOÛT' <sup>(3)</sup>

As part of la 'Semaine du Goût' (literally Taste Week), children from the 'École d'Hydra' (PEH) in Algiers took part in Taste Workshops organized by the Newrest Algeria team. All day long, over 100 pupils learned to recognize the four basic tastes and the five senses. A taste test was organized and everyone passed. Mission accomplished!

#### SPAIN · GOURMET MEALS AND VIP SERVICES <sup>(4)</sup>

Newrest offers gourmet meals daily for VIP services, events, and for first-class and business class airline passengers. Newrest in Spain and the VIP services for Emirates Airlines welcomed journalists and clients in the



exclusive VIP lounge at the Santiago Bernabéu stadium (home of Real Madrid FC) to enjoy culinary delicacies usually reserved for first class passengers. Guests were also able to enjoy one of the best Champagne vintages, such as the 2005 Dom Perignon and the 2003 Dom Perignon Rosé, both of which are served on Emirates flights. Newrest representative, Nicola Monaco, highlighted the considerable challenge met by the cooks who prepare sumptuous meals at 35,000 feet in altitude.

VIP lounge at the Santiago Bernabéu – Madrid



## HEALTHY NUTRITION

**Newrest develops programs everywhere in partnership with its clients to promote healthy eating.**

We have set up a nutrition campaign at our Catering and Remote sites, entitled ‘Marcel & Linda’ for adults and ‘Madeleine’ for children. A poster campaign is being run to build awareness among staff about healthy eating, the importance of physical activity and of preventing cardiovascular problems etc. Along with this information, consumers often receive a nutritional assessment.



### GROUP · HELPING OUR CLIENTS TO LIVE HEALTHY LIVES

Newrest offers a special-nutrition menu option—no animal fats or red meat—at the majority of its restaurants or Remote sites. The calorie count for each

dish is displayed, enabling every customer to put together a menu that is best suited to their nutritional needs. At some sites, a nutritionist is regularly present to offer personalized advice to those who wish, including sports and recommendations for a better lifestyle.

### FRENCH POLYNESIA · LEARNING ABOUT NUTRITION (5)

For nursery school week, the Taharuu school in Papara organized health-themed events. Newrest dieticians visited the school to host a food and taste workshop. At the Taharuu school in Papara, nursery school children learn to recognize different foods with the help of a dietician. Photos are shown to the children, who are then asked to categorize it as an animal or plant species: “Is an apple an animal?” asks Vaina Tsong who works for Newrest. The company actively caters to schools and junior high schools in Papara. “No,” the children answer in chorus. “The children often recognize cooked chicken presented on a plate, but they don’t really know what it looks like. They also don’t know that apples have seeds,” she explains. This workshop is part of ‘Nursery School Week’, which is currently underway in the region. Every day, Newrest delivers 1,500 meals to elementary and junior high schools in Papara. According to Bernard Mauze, President of the company’s board of directors, find fresh local produce in large quantities is sometimes difficult. “But we often use vegetables grown in Papara and fresh catches of fish,” he specified.



### SULTANATE OF OMAN · THE NEW ‘HEALTHY LIVING’ (6)

The new ‘Healthy Living’ campaign operates in the 105 sites managed by Newrest Wacasco and is designed for the 1,600 employees who serve almost

5,000 meals every day. Five key areas are concerned by this campaign: choosing a sport, adopting a healthy diet, being more active, adopting better eating habits and taking care of the heart. These themes are introduced by way of activities and challenges, with rewards offered as a bonus. This year, discussion will be aimed towards building awareness about topics such as balanced diet, body hydration, the need to exercise and the reduction in oil and salt intake.

For the last year, over 2,000 team members have participated in sporting activities, and 673 medical visits have taken place at 105 sites where Newrest Wacasco is present.



### MOROCCO · BUILDING AWARENESS ABOUT HEALTH AND NUTRITION

Newrest in Morocco runs awareness campaigns about nutrition and health for its clients. Every year, Newrest also organizes preventive health events during anti-smoking days or during the World Diabetes Day.

### MADAGASCAR · THE IMPORTANCE OF A VARIED DIET (7)

For almost two years now, in partnership with Aéroportage and B’SaN Asso, Newrest in Madagascar has been supporting a food diversification project offered to 294 children in the village of Tanjondroa, located at approximately 25 km from the capital. This program, which seeks to promote protein and calcium-filled nutrition, is supported by a monthly donation of food products supplied by the subsidiary. The main objective of the program is always the same: use existing resources to develop

high-impact projects for the daily well-being and health of children, act against hunger and promote better education.



## OPTIMAL QUALITY AND HYGIENE CONDITIONS

**Newrest Group applies very strict Health and Quality standards required by the Catering sector.**

Newrest has developed a Quality Management system that includes very strict processes, taking into account all the stages involved in meal preparation. Our Quality Management system is an integrated one that enables the Group to acquire new certification when requested by clients in specific business markets.



### GROUP · 2016 QHSE SEMINAR

The QHSE department’s annual seminar was held in Toulouse from 8 to 10 March. Quality, Health, food Safety and Environmental respect are key themes for the Group. This annual seminar enables Quality managers from different countries to pool their work and ideas in order to maintain continuous improvement.

## CUSTOMER SATISFACTION

**Newrest has implemented various means of identifying its customer satisfaction index.**

For Inflight catering, Newrest Group created a shared database for all airlines where any reported incident could be listed. However, when Newrest is in direct contact with customers, as is the case at our Remote sites, personalized satisfaction surveys help identify any areas for improvement.



### TUNISIA · CUSTOMER SATISFACTION FOLLOW-UP

Until recently, Newrest in Tunisia conducted satisfaction surveys every two years with its clients. Since 2015, these have become quarterly surveys. This facilitates a better understanding of client needs and creates an opportunity for more recommendations, suggestions and feedback, in order to improve the services provided.

### GHANA · RECOMMENDATIONS AND ACKNOWLEDGEMENTS (8)

Newrest in Ghana received an official letter of recommendation from the Embassies of France and Israel, as well as from SWISSPORT. The company also received thank you emails from CFAO Ghana after organizing events for them.

### QATAR · ROLL OUT OF THE 'HAPPY OR NOT' SURVEY

The Newrest Gulf joint venture has implemented a 'Happy or Not' system at many of their sites. The system uses a computer terminal that allows consumers to rate their satisfaction level in terms of meal quality. Any customer can add their input and this provides the company with daily reports about the quality of services provided.



## OPERATIONAL OPTIMISATION AND COMPUTER TOOLS

**To optimize its operations and increase responsiveness, Newrest uses specific computer software tools that improve daily work management. These tools are called 'Winflight' and 'Winrest'.**

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### • Winflight

With this software, users can create menus for each airline company, print the corresponding recipe sheets, update needs according to seat occupancy on flights, manage stocks and the cost of foodstuff and offer menus tailored to each passenger's dietary preferences (gluten-free, vegetarian, etc.).

### • Winrest

Formerly known as 'Unirest', this software was designed for the Catering and Remote site businesses

## A LONG-TERM VISION

**Newrest's strategic choices are based on a global vision that includes taking calculated risks and promoting sustainable opportunities and long-term investments.**

This year, Newrest celebrated its 10th anniversary and the company continues to promote a long-term vision of its activities on a managerial level. Newrest is constantly seeking to ensure transparency and fairness.

### GREECE · NEWREST CELEBRATES 10TH ANNIVERSARY (10)

To mark its 10th year anniversary, Newrest in Greece organized an event on Monday 23 May. A lively, friendly atmosphere reigned at the 'Residence de France', where there was a concert and a dinner reception. Everything went smoothly and the setting was perfect for the event. All the guests seemed happy to be there. During the concert, Greek singer Irimi Karaianni took to the stage, accompanied by Dimitris Yakas.



and enables teams to create detailed menus according to each client's specific needs, create recipe sheets with the details of all required foods and to determine the nutritional impact of every dish. Since its implementation in 2012, teams have been able to optimize food stocks considerably. 'Winrest' is used in 60% of the countries where we have Catering and/or Remote site activities and should be rolled out in 80% of countries by the end of the year.

Newrest also develops specific IT tools while remaining in tune with the needs of its clients

### GROUP · A MANAGEMENT SOFTWARE PACKAGE DEPLOYED

In order to manage and optimise Facilit'rail subsidiary logistic, the Group has set up Winlog a WMS (Warehouse management system).

It is a software package for managing and optimizing warehousing as well as physical and computer streams. This tool helps standardize operational procedures in real time, maintain perfect traceability for stock and control stock levels.

### FRANCE · NEWREST WAGONS-LITS TESTS THE CLICK & COLLECT SERVICE FOR TGV (9)

The application is currently being experimented. Passengers will be able to order meals without leaving their seats using their smartphone and can also enjoy a priority line at the bar car. Passengers on some trains can even have meals delivered to their seats. Newrest's click & collect app has already been tested in Madagascar and is currently being rolled-out in other countries where the Group conducts business: France, Costa Rica, Peru, Bolivia, Uganda, Gabon and Angola, among others.



## NEWREST'S COMMITMENTS TO ITS EMPLOYEES

Employees preparing meals in the production unit - Newrest Morocco



**20,354**

employees trained in 2015/16

**34%**

of employees are from 25 to 34 years of age

**494**

youth hired on apprenticeship programs in 2015/16

**In order to offer top-quality service to its clients, Newrest has been highly vigilant in terms of human resources. The cornerstones of the Group's strategy are optimal staff management and the development of every employee's talent. Considering the respect for working conditions as a basic principle, the Group is committed to motivating its teams and promoting continuous training for staff.**

## EQUAL OPPORTUNITY & ANTI-DISCRIMINATION AND RECRUITMENT POLICIES

**Newrest is committed to respecting and treating each of its employees equally. Its recruitment policy focuses on the experience and enthusiasm of candidates, giving each one an equal chance.**

### COSTA RICA · RECRUITMENT AND SOCIAL ACTION

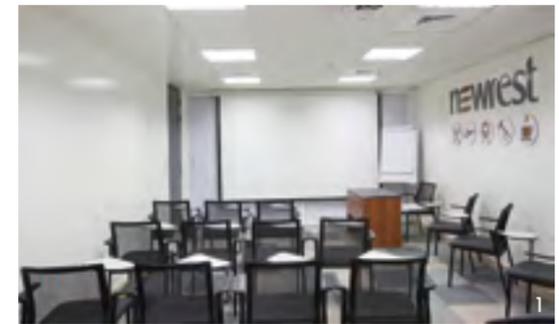
Newrest in Costa Rica works in partnership with an action centre to recruit persons in difficulty: students or young people from socially fragile families (drug-addict or alcoholic parents, for example) in order to help them reintegrate themselves into society.

### GROUP · AVIATION CAREERS FORUM

Newrest was present at this forum which focused on professions in the aviation sector and was held in Réunion island. The objective was to inform secondary school students about the various careers possible in air transport and aeronautics, give them advice about training and stir up interest in the field.

### MOROCCO · HIRING AGREEMENT SIGNED (1)

Conscious of how essential it is to use young talent to inject growth into the Group and guarantee its future success, Newrest has made an ambitious graduate program available since 2014. We would therefore like to present to you the first graduating class of 2014/2015 from the 'Newrest Academy' and also take this opportunity to congratulate them on their definitive inclusion into the Group.



The graduates have shown their involvement and desire to share the values that have been and continue to be the foundation of Newrest's success. We wish them great success in their future endeavours and a long, fulfilling career with the Group.

### MADAGASCAR · HIRING AGREEMENT SIGNED

On August 4th, 2016 Alexandre Lelièvre, Managing Director of Newrest in Madagascar, and Noromana Rabenitany, Director of the National Tourism and Hospitality Institute (INTH), signed an agreement to strengthen relations between these two organisations. This agreement aims to improve employment opportunities for INTH students. Based on staffing needs, Newrest will offer these students the chance to begin their careers within the Group. Since 2006, Newrest has opened up wonderful career opportunities to the young talented Malagasy students, in the fields of Catering and Remote site management. The Tourism Minister, Roland Ratsiraka, supported the partnership between the INTH and Newrest. He was present during the signing of the agreement.

## RESPECT FOR WORKING CONDITIONS AND WORK SAFETY

The Group is mindful of respecting labour law to the letter and offers its employees a comfortable, healthy, safe working environment.



### UGANDA · RESPECT FOR SOCIAL REGULATIONS (2)

On October 12th, 2016 Newrest in Uganda won the title of ‘Best employer in Entebbe’. This award was given to Newrest in Uganda by the ‘Sécurité Sociale Ougandaise’ (literally National Social Security Fund). It acknowledges companies that respect social regulations in the Entebbe district.

### ANGOLA · INTERNATIONAL WORK SAFETY DAY

Newrest in Angola was thrilled to celebrate an entire accident-free year on April 28th, 2016. This date coincided with the international work safety day. To mark the event, the subsidiary organised an exhibition at the HSE forum hosted by its client Total EP Angola.



## WELL-BEING OF EMPLOYEES

Newrest pays close attention to the health and well-being of its employees. The Group has done everything within its power to provide the best possible access to health care, especially in the developing countries where it operates.

### GHANA · IN-HOUSE MEDICAL SERVICES

Newrest in Ghana provides health coverage for its employees, creating a special space for medical consultations to take place. An on-site doctor does preventive work, covering risks of disease transmission, dietary habits, and healthy lifestyle. This action enables employees to have better access to health care and to medical information.

### SULTANAT OF OMAN · BREAST CANCER SCREENING INITIATIVES CONTINUE

For the second consecutive year, Newrest Wacasco in Oman and the Burjeel Medical Centre provided a program for free breast exams. Screening currently plays an important role in the health and well-being of women. This is why Newrest Wacasco and the Burjeel Medical Centre are always on the lookout for new opportunities to take part in humanitarian initiatives for the good of society and to help build awareness about all aspects of health.

### SPAIN · EMPLOYEE SATISFACTION SURVEY

Every four years, Newrest in Spain conducts a psychosocial survey with its employees. It helps better identify various work-related problems and also improves professional life. The company can then carry out new measures: discounts for highly-invested employees, implementation of additional training or organisation of a company Christmas party.

### THE NETHERLANDS · SUMMER BARBECUE (3)

To celebrate the summer, Newrest in the Netherlands organised its first summer barbecue on July 14th, 2014. Employees, clients and suppliers were invited to enjoy a lively, friendly gathering with delicious food. A swimming pool was built to make the event even more enjoyable, and everyone was able to relax and soak in the summer sun while listening to music from a DJ truck. Guests had a very good time and the organisers are already looking forward to hosting a second edition next year.



in place to offer them customized training, regardless of hierarchical position.

These training opportunities concern general subjects (languages, IT, team management, etc.); subjects specific to food preparation (food safety, HACCP, kitchen production, food allergens, traceability, etc.); subjects specific to aviation professions (aviation safety, aircraft door safety procedures, aviation approach to airline handling, etc.), subjects specific to Remote sites. These training sessions are provided either outside or inside of the company by our QHSE managers, site managers or training managers.

### GROUP · TOOLBOX MEETINGS

‘Tool box’ meetings got their names from construction sites’ discussions which occurred at the beginning of the day. Workers were, in the olden times, settled down on their tool boxes to talk about their day’s program. The term “toolbox meeting” is now used to refer to almost daily meetings dealing with a wide range of topics related to quality, safety or well-being on the job. These are short but intense opportunities for information and discussion that can prove to be very educational.

### ANGOLA · ACCESS TO TRAINING FOR ALL EMPLOYEES

Newrest in Angola trained all of its employees, an effort that amounted to a total of 3,800 hours of training. These sessions concerned level 1 (basic) food safety, level 2 (intermediate) food safety, assisted HSE training, risk assessment, etc. The subsidiary also organises toolbox meetings every day.

### TUNISIA · TRAINING FOR ALL TYPES OF EMPLOYEES

Newrest in Tunisia used 90% of its training budget to train as many employees as possible, with both permanent or temporary status. The 88 training sessions focused on first aid, HACCP, waste management, firefighting procedures and food handling.

## EMPLOYEE TRAINING

In a constantly moving, changing market, expertise must also evolve. Newrest is very mindful of its employees’ professionalism and puts everything



**CROATIA · SPECIFIC TRAINING FOR VIP SERVICES**

Newrest in Croatia trained 40% of its employees, especially chefs, team members and managers involved in VIP services. These training sessions accounted for 450 hours for the year 2015/16. They enable employees to meet the needs of VIP clients while maintaining the highest standards of excellence.

**SPORTS-BASED MOTIVATION**

**The entire Group participated in various sporting events over the 2015/16 period.**

**GROUP · CONTINUED PARTNERSHIP WITH FABRICE AMEDEO (4)**

The Group renewed its partnership this year with the skipper Fabrice Amedeo, who has been displaying the 'Newrest-Matmut' flag proudly on his IMOCA boat. Amedeo set off on his first ever 'Vendée Globe' in November. The race is a source of excitement and emotion for a large number of employees who follow it closely. In fact, Newrest's slogan for the race is "A skipper at sea, a crew of 28,000 on share."



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**GABON · JUNIOR NEWREST CUP (5)**

Newrest in Gabon organized a golf tournament for children that took place in February 2016. The 'Junior Newrest Cup' kicked off the competition season at the Golf School in Port-Gentil. The tropical heat was no obstacle for the young Gabonese champions, who proved they had a taste for competition.



4

**THE NETHERLANDS · TEAMS FOR INTER-COMPANY TOURNAMENTS (6)**

Newrest and Airshop employees in the Netherlands formed a bowling team and two volleyball teams. The bowling team meets once a month and is training for the Business League. In October, Newrest in the Netherlands took part in the 'bedrijventoernooi' an inter-company volleyball tournament. Three teams from Newrest in the Netherlands participated in this tournament that included 16 companies. The Newrest Centrum team was the overall tournament winner.



6

**NEWREST HEADQUARTERS · PARTICIPATION IN THE 'CORRIDA PÉDESTRE' (8)**

Newrest teams laced up their running shoes for the 'Corrida pédestre', a 10 km night race through the heart of Toulouse that took place on July 1 st, 2016. Eleven runners from the Toulouse headquarters and Blagnac teams set off on the Company challenge and proudly wore the Newrest colours for the race that gathered over 4,700 people



7

**SPAIN · PARTICIPATION IN THE 'POWERRADE MTB NON STOP SERIES' 2016 (7)**

The non-stop, team relay mountain bike race from Madrid to Lisbon took place from Friday September 30 th to Sunday October 2nd, 2016. After covering 200 km per week for 3 months to train for the big event, 4 cyclists from the Newrest Servair team in Madrid alternated every 80 km to get to Lisbon from Madrid. They decided to adapt the race to greet their Newrest Servair colleagues at the start and their Newrest Lisbon colleagues after passing the finish line. The cyclists did not sleep for two days in order to cover the 770 km separating the Spanish and Portuguese capitals. They clocked a time of 45:48:11 and finished 103rd out of 274 teams.



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## NEWREST'S COMMITMENTS TO ITS PARTNERS

Meeting  
for supplier  
choice –  
Headquarter  
Newrest  
Morocco



Regardless of the country involved, Newrest collaborators must maintain business relations rooted in transparency and honesty. This requirement holds especially true for our suppliers, since unfair competition is also frowned upon.

### ANTI-CORRUPTION POLICY

**The Group strictly prohibits its employees from offering gifts or money to representatives of its clients or to officials, with the aim of facilitating the signature of contracts.**

Similarly, it is prohibited to accept any gift from suppliers or accredited collaborators (or collaborators in the process of obtaining accreditation) offered with the aim of acquiring a market or a discount. Furthermore, it is prohibited to pressure health inspection staff in any way or offer gifts to encourage inspectors

to overlook any breaches of hygiene rules. All of these principles are valid in all the countries where we operate, regardless of whether corruption is a common local practice. Newrest has implemented checking procedures for persons susceptible to be drawn into corrupt practices: sales managers and sales directors. These persons are monitored by national directors, zone directors and internal auditors. The latter check the figures from each country every month, and verify procedures during regular on-site visits. An anti-corruption charter has been drafted and translated into several languages.

### MEXICO · TRANSPARENT ANTI-CORRUPTION OPERATIONS

With corruption still rampant in Mexico, Newrest in Cancun has stepped up its vigilance. The operations conducted by the subsidiary are transparent and the Group has been able to confirm once more that

no staff member has participated in unfair business practices initiated by suppliers.

### SWITZERLAND · NO GIFTS, NO PRIVILEGES

No gift can be accepted from any supplier or collaborator. Dinner invitations, concert tickets or invitations to other events are systematically refused.

## FAIR COMPETITION

**During calls to tender involving Newrest, unfair practices are forbidden.**

Contracts can only be won as part of normal competition between the different tender participants. Social dumping and pricing practices non-compliant with market regulations are not tolerated. Prices are studied independently. No agreements whatsoever are made with competing parties. The offers proposed for all contracts are evaluated collectively by country directors, zone directors and sales directors in relation to their sphere of business

## CHOICE OF SUPPLIERS

**Suppliers are selected via external audits. To obtain accreditation suppliers absolutely must respect certain rules.**

Product quality, stock management, freshness, transport system, and cold-chain management are the only criteria that determine our choice. Supplier audit procedures and questionnaires have been created and are used in all countries of operation. For all tenders, each country must obtain a price from at least 3 different suppliers and this process must be conducted at least every year for all product groups purchased. Evidently, a contract is always drawn up locally to guarantee a legal connection between Newrest units and suppliers.

### PERU · CENTRALISATION OF PURCHASES

All purchases are centralised via a special department located in Lima. Calls to tender are completed from this office. This system enables Newrest to apply a single methodology when selecting its potential suppliers. It also enables better control during the purchasing process.

### SPAIN · RIGOROUS SELECTION PROCESS

When Newrest in Spain launches a call to tender, a meticulous task of comparison is involved. The requirement of at least three different suppliers is respected. Product samples are then blind-tested, and quality, price and compliance with ISO standards are also verified before closing off negotiations.

### PHILIPPINES · INTEGRITY CHARTER

Our suppliers are selected based on a strict process, and must provide the relevant documents concerning their company and products. Representatives from Newrest SOS conduct on-site visits to suppliers if necessary. The Newrest SOS joint venture signed an integrity charter against corruption. This charter is renewed every year. Our success with the 'TRACE' certification is proof of our commitment to transparent business practices which bear testimony to the fact that we are a trustworthy business partner.

### MOROCCO · HOLDING SUPPLIERS TO HIGH STANDARDS

As part of its supplier selection process, Newrest in Morocco checks the references of every one of its potential collaborators. Suppliers must provide proof of financial security and show their efficiency and quality of work. Suppliers are also requested to provide a certain number of documents to show that they have complied with the required amount of public contributions. Newrest in Morocco checks the tax certificates and social security contribution certificates for each supplier.

## NEWREST'S COMMITMENTS TO ITS SOCIAL ENVIRONMENT

Celebration with people from communities around San Cristobal - Bolivia



**4,800**  
individuals have benefited from Newrest charity (direct actions or donations)

**481**  
employees involved in social actions

**70 %**  
of purchases within 150 km of the units

Newrest gets involved in the social environment of every country where the Group operates. Our compliance with the principles of the Universal Declaration of Human Rights has led us to support the initiatives carried out by NGOs in countries where we operate or to implement our own actions.

### BUYING LOCAL & COLLABORATING WITH COOPERATIVES

In order to support local products, Newrest has developed partnerships with agricultural cooperatives and local manufacturers all over the world.

The products purchased in cooperatives can represent up to 13% of purchases as has been the case in Morocco for 2 years. The products purchased from cooperatives are mostly fresh produce: fruits and vegetables, dairy products and eggs.



In 45% of our countries  
**100%**  
of purchases are made locally

Up to  
**13%**  
of local purchases come from cooperatives

### COSTA RICA · 100% LOCAL PURCHASES

Newrest in Costa Rica is continuously strengthening its partnerships with local suppliers.

All produce is purchased within a radius of under 150 km from Newrest production units. This helps support local production.



### MOROCCO · PROMOTING LOCAL AGRICULTURAL COOPERATIVES

Newrest in Morocco promotes national and regional purchases by collaborating with COPAG, an agricultural cooperative that groups 39 farmers from the Taroudant region in the heart of the country. Our Moroccan subsidiary now purchases 12% of its goods from this cooperative, which supplies it with milk, dairy products and fruit juices.

### PERU · COMMITMENT TO LOCAL COMMUNITIES (1)

Newrest in Peru continues to solidify its local involvement in relation to the Huagayoc mine. In 2015/16, Newrest continued collaborating with community families for all of its purchases. These families are involved in resale but not production. Each product category (meat, legumes, fruits and vegetables) comes from a different family, which enables the Group to provide income to a larger number of families. Newrest also works with the community for its vehicles and rents pick-ups and trucks from local citizens.

### INVOLVEMENT IN LOCAL COMMUNITIES

Everywhere the Newrest Group operates, it is involved in the life of local communities and the surrounding villages.

We hire staff from areas close to our operation sites and we implement training and collaboration to improve daily community life.



**88%**  
of our countries hire more than 95% of their staff within local population

**26**  
actions were conducted in 2015/16 in local communities

### PHILIPPINES · IT EQUIPMENT DONATED TO A SCHOOL

In October 2016, Newrest in the Philippines donated IT equipment to the Bethany School of Technology

and Humanities. Thanks to this initiative, students and professors can benefit from new academic and educational tools.

**PERU · SUPPORT FOR THE LOCAL HUSBAY COMMUNITY (2)**

In 2015, Newrest in Peru began community action at the first training centre for sustainable development. Located in Husbay, close to the Constancia mine, this centre offers different theoretical and practical classes in cooking, food hygiene, cleaning and maintenance, led by Newrest employees, among others. Our Peruvian subsidiary is extending its action with families from the Huaylla Huaylla community by providing information about the nutritional benefits of vegetables and plants grown in their own kitchen gardens.



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2

**BOLIVIA · EVENT PLANNED FOR COMMUNITIES CLOSE TO THE SAN CRISTOBAL MINE (3)**

Once again this year, Newrest in Bolivia is participating in local events organised by communities located close to the San Cristobal mine. The foundation of our subsidiary in Bolivia continues its local involvement by providing food or gifts to celebrate the three neighbouring communities.



3

**SOCIAL RESPONSIBILITY**

**In the countries where it operates, Newrest Group is involved in social actions which are very important to the Group.**

**FRANCE · SUPPORT FOR THE SNSM (4)**

The SNSM, 'Société Nationale de Sauvetage en Mer' (national sea rescue association) has over 7,000 members including 4,400 volunteer on-board rescuers. In 2014, the association had 219 stations in France and in the French overseas departments, as well as 32 training and intervention centres. Newrest began its support of the SNSM in 2015 for the 'Transat Jacques Vabre' race. In 2016, for the 'Vendée Globe' race, an initiative was carried out to collect funds to help 'Les Sables d'Olonne' station acquire suitable rescue equipment. This material enables rescue operations for sailors, fishermen/fisherwomen and amateur sailors.

**GREECE · FOODSTUFF DONATED**

Newrest in Greece, in collaboration with the Greek Association of Philanthropy, created a sort of food bank to collect unused food stores and donate them to approximately 300 underprivileged families.



4

**MADAGASCAR · DONATION FOR CIVILIAN PROTECTION**

On Friday June 3rd, 2016, Ambatovy and Newrest inaugurated the new Civilian Protection camp in Tamatave. Ambatovy built a portion of the buildings and provided vehicles and equipment to this corps of the Malagasy army. Newrest, for its part, donated a camp for the soldiers' accommodation. The President of the Republic of Madagascar, Hery Rajaonarimampianina, presided over the event. Alexandre Lelièvre, General Manager of Newrest in Madagascar, gave the President a tour of the camp donated by Newrest. Since November 2012, Newrest Remote sites has managed accommodation and catering services for Ambatovy, a nickel and cobalt refinery in Madagascar. Some 6,000 meals are served every day at the different sites.

**SWITZERLAND · COMMITMENT TO 'PADDLE FOR CANCER'**

In August 2015, our Swiss joint venture, Newrest Canonica, renewed its support for the 'Paddle for Cancer' association, which organizes an annual sailing race, the proceeds from which are donated to the ESCA (English Speaking Cancer Association) in Geneva. Newrest Canonica supported the event by providing lunch boxes for participants

**SOCIAL ACTIONS FOR CHILDREN**

**For the last few years, Newrest Group has been committed to reducing its budget for advertorials and paid advertising, and has been using these savings for social initiatives, especially those that benefit children.**

**CHILE · SUPPORT FOR UNDER-PRIVILEGED CHILDREN**

In a school located very close to the Newrest unit in Chile, some of the children in attendance between the ages of 6 and 13 years old come from poor families. A team helps them to discover the opportunities available in terms of employment and provides career guidance.



5

**MADAGASCAR · PARTNERSHIP WITH THE 'ENTENDRE LE MONDE' ASSOCIATION (5)**

The 'Entendre Le Monde' association, created 10 years ago in partnership with Newrest in Madagascar, conducted a mission to Madagascar from November 8th to 13th, 2015. The president of this association, professor Bertrand Gardini, ENT surgeon at Toulouse, journeyed to Tamatave, Madagascar accompanied by another surgeon (Dr. Calmels) and 2 anaesthesiologists. The mission was carried out at the Morafeno and Analakininina university hospitals. The doctors screened for hearing problems—mainly in children—examined 35 patients, selected and operated on 3 children, formed medical-surgical teams and provided medical equipment. This mission is a long-term one, since, via the internet, the members of the mission in Toulouse will remain in contact with the doctors in Tamatave for patient follow-up and analysis of difficult cases. Furthermore, the 'Entendre Le Monde' association plans to return to Tamatave once or twice a year in order to continue training for local teams and to provide medical equipment. This is the fourth field mission conducted in Madagascar since 2012, when approximately 50 patients were cared for by the 'Entendre le Monde' association. Catering and the Ambatovy site are managed by 620 employees from Newrest in Madagascar, who provides logistical, financial and human resources to support this mission.



6

**CAMEROON · SUPPORT FOR CHILDREN'S HOMES**

Newrest in Cameroon organised the distribution of food and overall everyday care items at the 'Foyer du Soleil' Levant, a home for mentally challenged children. Newrest in Cameroon also collaborated with the 'Foyer Saint-Nicodème' home for orphans to organise a rugby-initiation day for 60 orphans ages 5 to 12 years old who enjoyed playing the sport.

**PERU · ASSISTANCE FOR CHILDREN FROM THE HUDBAY COMMUNITY (6)**

As part of its support initiative for communities close to the Constancia HudBay mine, Newrest in Peru helped children get ready for the new school year. The Peruvian subsidiary distributed back-to-school kits to children from different villages around the mine. The kit included a backpack, school supplies and a little snack. In addition, teams from Newrest in Peru took the opportunity to explain the basics of a balanced and healthy diet.

NEWREST'S COMMITMENTS TO THE PLANET



Planting of an organic kitchen garden – Newrest Peru



**29,375**

meals prepared every day with organic products

**7**

countries ISO 14001 certified

**20%**

of our subsidiaries decreased their waste in 2015/16

**Ever conscious of the importance of sustainable development, Newrest ensures that essential environmental values are upheld within the Group. Using local products in season, treating and reducing waste, as well as the 'Zero paper' policy, are examples of how company behaviour illustrates the Group's ecological mindset.**

## ISO 14001 CERTIFICATION POLICY

**In 2014, Newrest launched a major campaign for ISO 14001 certification for its units. ISO 14001 is an environmental management standard.**

It is based on the principle of continuous improvement in environmental performance by controlling the environmental impact of a company's activity. As part of the certification, 7 country units are now ISO 14001-certified: Austria, Bolivia, Greece, Portugal, Switzerland, Cyprus and Tunisia.<sup>(1)</sup>



## LOCAL PROCUREMENT & ORGANIC PRODUCTS

**In order to minimize environmental impact, one of the Group's fundamental principles is proper purchasing management: by reducing transport time and opting to purchase foods produced**

**using pesticide-free methods, Newrest encourages sustainable and responsible farming.**



### FRANCE · PARTNERSHIP WITH MAREVA GALANTER'S BRAND 'GOOD ORGANIC ONLY' <sup>(2)</sup>

Almost one third of the products offered by Newrest in France have already acquired the organic label and are therefore produced pesticide-free. The aim is to increase this proportion continuously. 'Good Organic Only' contributes to this effort: the brand offers organic and gluten-free meals and juices. It was created by Mareva Galanter (Miss France 1999) to meet a steadily growing need for such products. Newrest works in partnership with 'Good Organic Only' for private VIP flights departing from Le Bourget airport with destinations all over the world. Regular flights departing from Charles de Gaulle and Orly will soon also benefit from having gluten-free and organic meals and juices served on board.



### PERU · COLLABORATION TO CREATE AN ORGANIC KITCHEN GARDEN

Maintenance and catering teams from the Platanal electrical plant (Celepsa Group) have successfully completed an organic kitchen garden. All teams

pitched in from the beginning of the project until it was finished. They managed the treatment of organic waste to create a compost, while ensuring—with the help of gardeners—that the crops were correctly managed so that the products used to make meals were truly organic.

### SWITZERLAND · MEALS CARRY 'FOURCHETTE VERTE' AND 'RÉGION TERRE D'AVENIR' LABELS

As part of its Catering activities, Newrest Canonica, our joint venture in Switzerland, has been using the 'Fourchette Verte' and 'Région Terre d'Avenir' labels for a year now. Most of its sites offer a 'special organic' meal. This balanced and organic meal is accompanied by awareness campaigns and quizzes to help introduce consumers to local products. It should be noted that over 30% of purchases are conducted in the cantons where the Group conducts business.

### NEW CALEDONIA · SUSTAINABLE FISHING

All suppliers of fish to Newrest in New Caledonia practice certified sustainable fishing. Sustainable fishing is a method that seeks to encourage eco-friendly fishing, by limiting the volumes of fish caught, in order to protect species and by prohibiting certain techniques that are harmful to the ecosystem.

## RECYCLING & WASTE REDUCTION POLICY

**A major line of action in minimizing our environmental footprint is reducing and recycling waste.**

### GROUP · TAKING A STAND AGAINST FOOD WASTE

All our sites and production units have systematically implemented a waste sorting process. This makes it possible for us to reuse a large quantity of waste, such as cardboard, glass, paper, electronic appliances, green waste, etc.

Our waste awareness campaign, particularly targeting food waste, is still active. The use of 'Winflight' software for inflight catering and 'Winrest' software for Catering and Remote sites, enables several countries to adjust their production as closely as possible to suit consumption. 'Winflight' enables real-time forecasts of the number of meals to be produced, allowing for optimal use of raw materials.

### ALGERIA · ENVIRONMENTAL COMMITMENT <sup>(3)</sup>

Newrest Algeria has been rewarded for its work on the Touargas project. On 'World Environment Day', the QHSE department from Tecnicas Reunidas rewarded the employees from Newrest in Algeria working on the Touargas project for their environmentally-friendly recycling and waste-reduction operations.



### CHILE · RECYCLING AND THE ORGANIC WASTE DIGESTER

Newrest in Chile is already conducting a recycling process where oils are 100% recycled, paper 50% and cardboard 100%. At the Alma observatory site, an organic waste digester has been installed. This is a container that acts as a sort of artificial stomach where organic matter is broken down thanks to enzymes and bacteria. This action transforms waste into clean water that can be used for vegetation in the Atacama desert, where water is extremely rare. The digester also helps reduce the volume of waste as well as odour. Since December 2016, this system has also been installed at Newrest's unit in Chile.

**TUNISIA** · RECYCLED COOKING OIL USED TO MAKE BIOFUELS

Newrest in Tunisia is leading an anti-waste and pro-recycling campaign. For this initiative, the company has found new uses for cooking oils. The oils are collected by certified agents who pass them on to factories so that they can be transformed into biofuels. The production of biofuels aims to reduce greenhouse gas emissions and to fight against the depletion of the world's fossil fuel reserves.

**NEW CALEDONIA** · GARBAGE CLEAN-UP

MGN, partner of Newrest in New Caledonia, conducts a clean-up campaign once a month to pick up all types of garbage and debris. The clean-up zone is located on a public road that sees very heavy vehicular traffic.

**REDUCTION OF ENERGY CONSUMPTION**

**The sustainable development plan maintained by the Group includes strict measures to reduce the use of electricity and fuel.**

Simple actions have already helped the Group reduce its ecological footprint in previous years: systematically closing doors as well as turning off lights, computers, heating and ventilation systems at the end of the day.

**CONGO** · LOWER ENERGY CONSUMPTION

Newrest in Congo has implemented an awareness campaign and toolbox meetings for its employees, to help reduce its energy consumption. This campaign has been used on different sites to reach clients via informative material. Over the 2015/16 period, Newrest in Congo reduced its paper consumption by 16%, fuel by 6% and electricity by 7%.

**UNITED KINGDOM** · LEDS LIGHT THE WAY

Our Newrest subsidiary in the United Kingdom took measures to significantly lower its energy consumption. One of the steps taken was to replace classic lightbulbs with LEDs (light-emitting diodes). The main difference between these two light sources is their electricity consumption. To produce the same amount of light, an LED bulb uses 90% less electricity than an incandescent bulb.

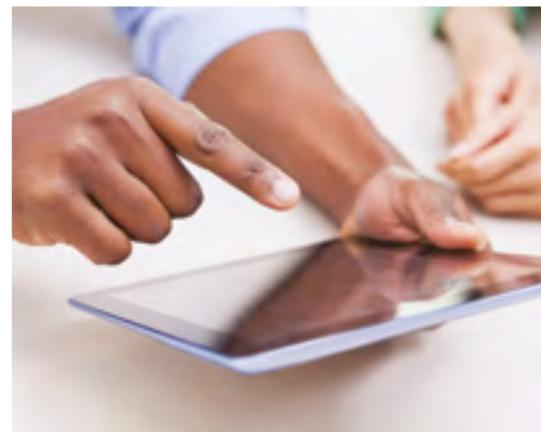
**REDUCING PAPER USE**

**Since it was founded, Newrest has maintained a policy to reduce paper printing.**

The Group opts for digital media and uses eco-friendly material when the use of paper is inevitable. In this case, the basic rule is one printout in black and white, using both sides of the sheet of paper.

**FRANCE** · INSTALLATION OF DIGITAL PLATFORMS

Newrest Wagons-Lits in France has put a number of IT tools in place to reduce the use of paper. A blog called 'SAB Ensemble' was created to communicate with all of the subsidiary's 1,500 employees. Similarly, absences have been tracked since 2015 by a digital platform. New printers were purchased that provide more optimal use of ink.



**HEADQUARTERS** · 70% RECYCLED PAPER FOR PRINTING (4)

Since 2012, any paper printing at Headquarters uses non-toxic and 100% biodegradable ink. The paper used is 70% recycled and 100% recyclable. Using this type of paper for printing this activity report allows us to save approximately 396 kg of CO<sup>2</sup>. Our printing agency is mindful of its environmental responsibilities, and carries the 'imprim'vert' label: it does not use toxic products, it monitors energy consumption and it limits, sorts and reuses its waste, especially in terms of paper volume.



Green boxes to recycle the used papers - Toulouse, Headquarter France

**AUSTRIA** · RECYCLABLE PACKAGING ON BOARD ÖBB TRAINS

For service on ÖBB trains board, our Austrian subsidiary continues to use 100% recycled and 100% recyclable coffee and tea cups. Garbage bags are also made from biodegradable materials. Cups are made from organic and reusable plastic, and biodegradable packaging is used for cutlery. This initiative enables our subsidiary to reduce waste by 20 tonnes every year.



▼  
VISIT  
OUR WEBSITE

[www.newrest.eu](http://www.newrest.eu)





# newrest

CATERING UNLIMITED

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