

PARIS 2015
United Nations Climate Change Conference

Behind the scene at COP21

ELIOR, OFFICIAL CATERER OF COP21

UNITED NATIONS PARIS CLIMATE CONFERENCE



@Elior_Group #CatererCOP21

**OPERATIONAL EXPERTISE AND
ENVIRONMENTAL COMMITMENTS**



eliorGroup
Time savored

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INTRODUCTION

BY PHILIPPE SALLE

ELIOR GROUP LEVERAGING ITS EXPERTISE TO SERVE COP21, THE UNITED NATIONS CLIMATE CHANGE CONFERENCE IN PARIS.

The fact that Elior Group is participating as the official caterer of COP21 is an immense source of pride for the Group and all of our employees.

For several months, all of our teams have been working relentlessly to prepare this culinary and logistical challenge: to provide catering services for the 20,000 people participating everyday in the negotiations.

To ensure the catering of this unprecedented event in France, Elior Group has several advantages notably regarding its unique savoir-faire and the responsible commitments it has made at every stage of its value chain, as well as the choice of produce it uses to prepare the meals it serves. Every day, our Group welcomes, caters for and looks after 3.8 million customers across the world, in such demanding sectors as healthcare, education, business, transportation and entertainment. Drawing on this expertise, we have developed a varied and quality services offering specifically for the COP21 conference which is designed to meet the catering needs of the delegates coming from all parts of the world. Elior Group will be offering a variety of catering formats ranging from light snacks to bistronomique meals promoting the finest in French cuisine and prepared by a team of top chefs at the Group's most prestigious catering sites. Regarding our sourcing, mode-of-production and menu choices, all of our decisions were determined by the need to ensure that our services offerings respect the environment and the COP21 Charter for Responsible Food Services.

It is not by chance that Elior Group has been chosen to participate in this global conference for the preservation of the planet. For more than 10 years, Elior Group has been committed to socially and environmentally responsible practices in every step of the value chain, notably by adopting a responsible purchasing strategy, implementing awareness-raising programmes for all of its employees worldwide, as well as by making a solid commitment to fight against food waste and contributing to charitable associations.

Within the context of our continuous improvement strategy, we are looking to strengthen these commitments even further. Respecting the COP21 Charter for Responsible Food Services is an opportunity for us to step up the development of our new recipes and innovative concepts and to sustain our practices over the long term.

I sincerely hope that throughout the COP21 conferences our dining venues will provide the ideal setting for negotiations to take place and that many agreements beneficial for our planet will be concluded over a good meal at our tables.

Philippe Salle, Chairman and CEO of Elior Group

ELIOR GROUP: A COMMITTED PLAYER SINCE ITS CREATION IN 1991

ELIOR GROUP: COMMITTED TO SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE PRACTICES

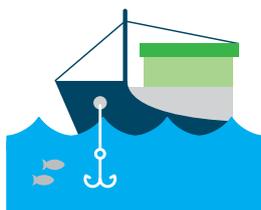
Since Elior was founded in 1991, social and environmental responsibility has underpinned the Group's daily commitment to quality and innovation, relations with others and, in general, the major challenges facing our society.

This commitment is central to the relationships of trust we have built up over the years with our clients, customers, suppliers and partners.



Network France
WE SUPPORT

A signatory of the United Nations Global Compact for ten years, Elior Group promotes the principles in favour of human rights, working standards, the environment and the fight against corruption.



In line with its responsible purchasing approach, and as a founding member of the Responsible Fishing Alliance, Elior Group has modified its sourcing strategy concerning the preservation of fish populations and has banned the use of deep-water fish (grenadiers, emperors, etc.), the most endangered shark species, and red tuna in its kitchens.



Elior Group is committed to the fight against food waste and, in collaboration with its partner Tablée des Chefs, redistributes unsold meals to charitable associations. The Group organizes campaigns to educate children, adolescents and students to the question of food waste. Designed for all age groups from primary, through secondary to grammar schools, these campaigns raise the awareness of young people to the amount of food wasted every day as well as the need to reduce this waste, and also teaches them how to consume intelligently. In 5 years, 600,000 children and adolescents have benefited from these awareness-raising campaigns.

To identify the local producers selected, out of a network of 11,000 operators in France, to provide the produce used in the preparation of its COP21 meals, the Elior Group purchasing and logistics department has developed an exclusive geo-location software tool which makes it possible to rapidly identify Group producers and suppliers on the map and provides a solution to any sourcing issues.

The Group has made the reduction of greenhouse gas emissions one of its key priorities.

Elior Group has devised its own carbon-footprint measurement tool that is adapted to the Group's specific catering, concessions and services activities. In France, an internal team of some forty experts develops, implements and monitors action plans for the Group's sites. Now that it has identified the main sources of

greenhouse gas emissions related to its activities, the Group can take steps to reduce their impact. Elior Group reinforced this strategy in 2013 when it obtained the "Carbon Footprint Services Provider" label from the French Carbon Footprint Association (ABC).



COP21: THE ELIOR GROUP CHALLENGE

THE ELIOR CATERING EXPERIENCE: A “TIME SAVORED” MOMENT FOR ALL TO ENJOY

Participants and high-ranking dignitaries from across the world are expected to attend this major diplomatic and political event. One of the world’s leading operators in the contracted food and support services industry, Elior Group is leveraging all of its savoir-faire to meet the demands of this unprecedented event so that it can provide catering services to all the delegates, NGO members and journalists taking part in the negotiations.

A MAJOR EVENT

Between November 30 and December 11, 2015, some 40,000 visitors are expected.

To accommodate the tastes of all those attending the conference (other than visitors to the Climate Generation zone), the Group will be providing a variety of catering facilities offering a wide range of menus for all tastes: traditional cooking, gastronomic cuisine, sandwiches, vegetarian meals and world cooking! Elior Group has also taken into consideration the question of price, with menus designed to suit all budgets.

SPOTLIGHT ON GASTRONOMY

COP21 is the ideal vehicle to showcase the gastronomic skills of French gourmet cuisine.

At the Etoile restaurant, customers will be able to discover the menu created by chef Sebastien Millier and the 12 top chefs from the Group’s finest catering establishments (Les Ombres, le Ciel de Paris, la Maison de l’Amérique Latine, etc.). Visitors can also savor fresh bread baked on the spot with Normandy flour at the “Paul” bakery. Some may be seeking a “bistronomique” experience, while for those on a tight schedule; the sandwich bar offers a wide choice of fresh snacks, and something to satisfy fans of world food, soups and Italian cuisine!

THE COP21 CHARTER

Respecting the COP21 Charter for Responsible Food Services is a key commitment for Elior Group.

This requires using fresh, locally-grown, quality food products, then ensuring that their transformation complies with environmental regulations. A virtuous chain that extends beyond the dining experience itself, since all unsold meals are distributed to regional players active in the fight against food waste. Within the context of its continuous improvement strategy, Elior Group is looking to enhance its services. In this respect, COP21 will play a key role in helping the Group to hasten the spreading of its best practices. Actions such as the elimination of plastic packaging, as well as the use of ecocups and biodegradable cutlery implemented for COP21, will be gradually extended to all Group activities on a permanent basis after the conference, to ensure that the Company remains at the forefront of sustainable development issues.

ELIOR GROUP AND COP21: KEY DATA



40,000
participants

20,000
customers per day

195
nationalities



74%
“made
in France”

100%
French meat

100%
labelled fish
produced

100%
bio or fair-trade
coffee



300
employees

13
chefs

1
central kitchen

Zero
plastic bag

93%
biodegradable food
boxes

100%
sorted waste



17
points of sale
including

l'Étoile
(chefs' restaurant)
and

3
self-service
restaurants

15
coffee carts

10,000
loaves of bread/day

zero-waste
objective

Redistribution
of unsold meals



RESPONSIBLE SOURCING

From fields to meals, how is a product selected by Elior Group?

It has to meet some serious requirements...

DID YOU SAY “LOCAVORE”?

By drawing on its solid regional presence and close ties with its local producers, Elior Group has developed a customized catering offering for the COP21 conference that is 74% “made-in-France”, with the bulk of produce grown in the Paris region. To achieve this, Elior Group has established close working relationship with the following producers:

- The *Jardins de Pays* product range distributed by TransGourmet Fruits & Légumes (fruit and vegetables grown locally in the Paris region),
- The St-Malo *Compagnie des pêches* (Ille et Vilaine region),
- The *Rosée des Champs* cooperative of vegetable producers (Val de Loire region),
- *Maison Giraudet*, via the Paris Terroirs brand distributed by FoodEurope (dumplings and soups produced in the Bourg-en-Bresse region),
- La pisciculture de l’Eure (Méreville trout farm based in the Essonne region),
- The producer *Xavier Dupuis*, via the distributor Acade & Bio (bio and local vegetables grown in the Yvelines region).

QUALITY PRODUCE

Elior Group prioritizes seasonal produce that is GMO-free, labelled and eco-responsible and is committed to preserving fish populations. To this end, the Group has banned the sourcing of protected species and promotes sustainable fishing practices. Regarding meat produce, Elior Group has chosen the “Bleu Blanc Coeur” label, an association which defends healthy nutrition for animals, a standpoint actively supported by the Company. Choosing quality produce not only ensures that consumers can enjoy tasty and healthy meals, but is also the best way to avoid waste: the better it is; the less gets wasted.

3 QUESTIONS TO FRUIT & VEGETABLE PRODUCER, TRANSGOURMET

1. What does the COP21 represent for you?

COP21 is a unique opportunity for France to host such a prestigious event that is essential for the environment. We are very proud that *Jardins de Pays* is involved and that we will be providing responsible fruits and vegetables.

2. What is your role?

Because of our expertise and commitment to sustainable development, we are able to offer a wide range of delicious products that are grown by some of the

finest producers in the Paris region in a way that respects biodiversity, and guarantee optimum product traceability thanks to the efficient management of our subsidiaries. As such, our fruit and vegetables are selected according to three fundamental criteria: production sites must be located less than 200km from our platforms, all produce must be in season and cultivated in a responsible manner.

3. What preparations have you made for the COP21?

We have selected our fruits and vegetables in accordance with the requirements of Elior Group and the people it will be catering to: healthy, good produce that is respectful of the environment and for humankind. From our production sites to Elior Group’s restaurants, we ensure that the entire product lifecycle is respected so that the produce we provide and the end-client receives is of the highest quality.



ALL SKILLS MOBILIZED

As the official caterer of the COP21 conference, Elior Group has mobilized all of its teams for the event. From recipe creation and logistics through to the development of services, everything is in place to attain our objective: to make sure that the catering services provided to visitors to our restaurants, and the efforts carried out to ensure their well-being are in compliance with COP21 standards and commitments.

CLOSE WORKING RELATIONSHIP WITH ELIOR GROUP'S TOP CHEFS

To promote French gourmet cuisine and meet the expectations of the COP21 delegates, Elior Group has called upon the services of twelve top chefs from several prestigious restaurants to concoct the menus for the Etoile restaurant. This operation is being carried out under the aegis of Sébastien Millier, Elior Group chef at the Porte de Versailles and Paris Le Bourget exhibition parks (and trained in the kitchens of Matignon and Lenôtre). Sébastien Millier's cuisine is refined, colorful and highly seasoned. Every day during the COP21 conference, chef Millier's menu will feature a "daily special" proposed by one of the Group's 12 top chefs who will take it in turns to titillate the taste buds of Elior Group customers with their singular talents by presenting their personalized versions of quality "bistronomique" classics.

3 QUESTIONS FOR SÉBASTIEN MILLIER, Elior Group chef based at the Porte de Versailles and Paris Le Bourget exhibition centres



1. What does the COP21 represent for you?

I am extremely proud to be involved in, and to be able to propose and share my cuisine at an event of such major environmental importance.

2. What is your role?

I am in charge of creating all of the COP21 menus by coordinating the "daily specials" proposed by the Group's 12 top chefs for the

"bistronomique" Etoile restaurant. Our mission is to showcase and promote French gourmet cuisine to all of our customers from around the world.

3. What preparations have you made for the COP21?

Firstly, we defined our recipes and catering offerings by selecting the best produce from local suppliers. Serving up to 20,000 meals a day is a real challenge at the operational level. We test all the dishes we create for the conference to ensure that it is a culinary success, always in the hope that we will be able to arouse the senses of all those dining in our restaurant.

TWELVE TOP CHEFS AND MASTER PASTRY CHEFS



from Paris

Thierry Barengo
Musée du Louvre

Thierry Chevalier & Cyril Domicent
Le Cercle National des Armées

Frédéric Claudel & Pascal Chanceau
Les Ombres (*Quai Branly Museum*)

Thierry Vaissière & Loïc Leresteux
La Maison de l'Amérique Latine

Christophe Marchais
Le Ciel de Paris

Yann Landureau
Musée d'Orsay

Philippe Peron
Paris-Nord Villepinte Exhibition Park



from Château de Versailles

Fabrizio Cosso
La Petite Venise



from Strasbourg

Frédéric Kurtz
Ancienne Douane



ALL SKILLS MOBILIZED

FROM THE CENTRAL KITCHEN TO THE PARIS LE BOURGET SITE

Given the security constraints required by COP21 and in order to limit the Group's carbon emissions, meals will be prepared at Elior Group's central kitchen in Gonesse then transported to the Bourget and served by our waiting staff on site. The kitchen's close proximity to the Bourget exhibition centre will make for the smooth rotation between the two sites and limit carbon emissions.

At the Etoile restaurant, all meals will be created and prepared on site, except the "daily specials" which will be prepared in the guest chefs' respective kitchens and transported to the Bourget exhibition centre. In this way, the entire Elior Group logistics chain will be mobilized to ensure that the COP21 restaurants are provisioned.



THE WOMEN AND MEN OF ELIOR GROUP WORKING TO SERVE COP21

Elior Group can count on the unwavering commitment of its teams to ensure that COP21 is a success. In addition to temporary staff recruited at the local level, the Group is also encouraging in-house employees to volunteer so that it can mobilize the full driving force of the company. Three hundred employees currently assigned to the Bourget site have been instructed in the environmental challenges at hand and taken part in the "Elior and climate change" training programme on the specific challenges facing COP21 and sustainable development. Elior Group's 300 employees will participate in a special one-day training programme on the eve of the COP21 opening. Employees will also receive an "Aceteam" customer-hospitality training programme instructing them in the correct way to welcome and take care of customers, a

factor which is central to Elior Group's business. Elior Group created this module to ensure that its customers receive a service that exceeds their expectations by placing "the pleasure of pleasing" at the centre of our catering offerings.



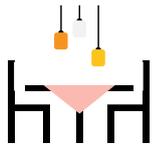
"Aceteam" refers to a level of service that, through teamwork, can reach perfection. Clients entering a point of sale have a certain number of specific expectations. To ensure customers receive the best level

of service under optimum conditions, certain rules must be applied (cleanliness of the venue, neat personnel attire, efficient queue management, customer focus, the pleasant disposition of staff, etc.)



RESPONSIBLE MEALS FOR ALL TASTES

Elior Group has developed several COP21 catering formulas to accommodate all sections of the public at any time of the day, comprising innovative and more traditional menus, featuring dishes from France and other countries around the world, designed for visitors on a tight budget as well as those looking to give themselves a treat.



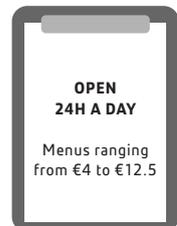
1 CHEFS' RESTAURANT: THE ÉTOILE

"Bistronomique" catering offers low-budget gastronomic meals that are prepared with seasonal products and promote the taste of French cuisine. In addition to the basic 3-starter, 3-main course, 3-dessert menu, customers may also opt for the daily special created by one of the top chefs from Elior Group's finest catering establishments.



WORLD FOOD

For those with a taste for pizza or an exotic meal, Elior Group has installed pop-up Italian and Asian restaurants where visitors can enjoy a slice of pizza prepared on the spot, a tiramisu or a Vietnamese sandwich.



1 "PAUL" BAKERY

Visitors can purchase fresh bread baked from Normandy flour in an oven specially installed in the "Paul" bakery at the entrance of the COP21. This is an ideal location for foreign delegates to discover a typically French staple food.



3 THEME-BASED TAKE-AWAY FOOD LODGES FOR ALL TASTES

From 8.00 am to 7.00 pm, visitors can savor a crepe or a gluten-free buckwheat pancake (galette de sarrasin), or enjoy a tartiflette and a glass of hot wine, while those with an inkling for a nice cup of soup can always pop in to the Giraudet* soup bar.

*Giraudet soups prepared with seasonal French-grown products.



3 SELF-SERVICE CAFES: A PRACTICAL AND TASTY CATERING SOLUTION

From 10.00 am to 4.00 pm, our self-service cafés propose bio meals that are typically French and promote 5 French regions in particular: the Paris region, the French overseas departments and territories, and the Grand Ouest, Nord-Est and Sud regions of France. To avoid waste and guarantee variety, self-service menus are staggered with a one-day time lag from one self-centre outlet and another.





RESPONSIBLE MEALS FOR ALL TASTES

BEYOND THE DINING EXPERIENCE: THE “AFTER-MEAL CHALLENGE”

Left-over food waste is a major “after-meal” challenge for Elior Group. To avoid this, the Group has formed a partnership with Le Chaînon Manquant, an association that redistributes unsold meals to charitable associations in the Paris region, such as Restos du Coeur 93.

Aware of the impact of its activities throughout the value chain, the Group believes its job does not end when the plate is empty but extends well beyond the dining experience. For the COP21 conference, the Company will ensure that all waste generated by its catering venues is sorted into five separate containers for recycling organic waste, plastic and PET products, cans, glass and sundry waste. Sorting will be carried out by a team of specially trained employees. Three sorting bins will also be available for visitors to dispose of their waste products: food, plastics and cans, other.

POST-COP21

Elior Group is the first catering company to have developed a carbon-footprint measurement tool which, at the close of the COP21 conference, will enable the Group to measure its own carbon footprint..



3 QUESTIONS FOR VINCENT FELLMANN

Elior Director of the Porte de Versailles and Paris Le Bourget exhibition centres

1. What does the COP21 represent for you?

Welcoming, catering for and taking care of 20,000 visitors every day is a big responsibility. It is a great honor to be asked to rise to this operational challenge and to demonstrate the expertise of Elior Group.

2. What is your role?

As Elior’s on-site director, I will be in charge of a team of around four hundred employees to ensure the catering of this unprecedented event in France. My role will be to make sure that each stage of the value chain (from supplying 17 distribution outlets through to the distribution of left-over meals) meets with the standards of the COP21 Charter for Responsible Food Services, and, above all, to contribute to the well-being of all the participants and people involved.

3. What preparations have you made for the COP21?

We have been preparing with our suppliers and partners to take on this culinary and operational challenge for several months now. We will be instructing them in the COP21 specifications, as well as in correct practices that are “beneficial for the planet”.

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Founded in 1991, Elior Group, one of the world's leading operators in the contracted food and support services industry, is the caterer of choice in the domains of business, education and health, as well as in the world of travel.

In 2014, the Group generated revenue of €5,341 million in 13 countries. Its 106,000 employees serve 3.8 million customers every day in 18,000 restaurants and points of sale. Their mission is to welcome and take care of each individual through personalized catering and service solutions which create an innovative consumer experience. Elior Group pays particularly close attention to its corporate social responsibility and has been a member of the UN Global Compact since 2004. The professional excellence of its teams, their daily commitment to quality and innovation, and their dedication to providing special moments is expressed through its motto: "Time savored."

FOR FURTHER INFORMATION:

www.eliorgroup.com

ELIOR ON TWITTER

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#EliorGroup2020

