WE ARE FAMILY!

ACTIVITY REPORT

2017-2018

eliorgroup

Time savored
FEED

A FAMILY WORKING TOGETHER TO FEED PEOPLE BETTER, ANY TIME AND ANY WHERE
Improving animal welfare is essential for a sustainable supply chain. And that’s why we’ve teamed up with six big names in the food industry (Aramark, Compass, Ikea Food Services, Nestlé, Sodexo and Unilever) to create the Global Coalition for Animal Welfare (GCAW).

In 2018, Elior Group joined the ranks of the three French food companies that score the best for their commitment to, and transparency about, farm-animal welfare. One example of our commitments in this domain is to stop sourcing cage eggs by 2025.

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In 2018, Philippe Guillemot – Elior Group’s Chief Executive Officer – created a Group Supply Chain Department to implement the Group’s policy of setting up short supply chains and approving more local products, and ensuring that its nutritional commitments are met. Ruxandra Ispas, Chief Procurement and Logistics Officer, will be responsible for this menu-to-sourcing value chain.

In the USA, Arnot Health has entrusted Cura – an Elior North America subsidiary – to provide all of the food services at its three hospitals in southern New York. Arnot Health was won over by Cura’s focus on sourcing fresh produce from regional farms. Local ingredients are showcased thanks to seasonal salad bars, fresh produce to take away, and meals cooked to order.

In response to its client’s brief, Elior has undertaken to provide the schoolchildren in Versailles, France, with meals made from some of the most sustainable ingredients on offer, such as Label Rouge certified chicken and ham, Bleu-Blanc-Coeur certified pork, 20% organic produce (including 50% from local sources) and 30% local produce.

Innovation

EEZYTRACE, TRACEABILITY ON A TABLET

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Innovation

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HOMEMADE MEALS
using local and regional produce.
That’s what Ansamble has pledged to provide for the Calydon multi-company restaurant in Rennes, France, which serves some 2,000 meals a day.

Education

SELECTING PRODUCTS TO INTRODUCE CHILDREN TO NEW TASTES

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Brands

BARA, A TASTE OF BRITTANY IN PARIS

Thierry Breton is a dynamic chef who runs three restaurants in rue de Belzunce, just down the road from Gare du Nord station in Paris. And now, thanks to Areas, travelers will be able to taste his food in the station itself, at his new restaurant, Bara. The menu on offer at Bara showcases the produce of Thierry Breton’s home region – Brittany – as well as the work of young food producers. And there’s even a take-away offering!
RIGOROUS PRODUCT SELECTION
Providing healthy and delicious meals on a large scale would be impossible without using quality produce. That’s why we cook from scratch, using fresh, local, and additive-free ingredients. This is what our clients and guests want and it helped us win and retain major contracts in France during the year, including with the Hauts-de-Seine regional authorities, Le Calydon (a multi-company restaurant), the Institution de la Croix Blanche private school and the state-run schools in Versailles.

To bring out the best in the products we select we make them into meals at our central kitchens – up-to-the-minute facilities boasting the latest technologies.

THE KITCHEN - WHERE GOOD HEALTH BEGINS
As a caterer we are keenly aware of the responsibility we bear. We know that the meals we make every day in our kitchens and serve in our restaurants have an impact on our guests’ health. So as to encourage healthier eating habits, we are constantly upping the amount of fruit and veg on our menus. In corporate catering, we launched a sustainable restaurant concept last year for L’Oréal in Spain called The Green House, and a Wellness salad bar for Unicredit’s Milan head office in Italy. We are taking similar actions in the education market to propose healthy and balanced alternatives to eating meat. For instance, in the USA and the UK, we have introduced a vegetarian concept called Grains & Greens, and in France we offer our young guests specially-created vegetarian meals. With Elior Group, nutritional education starts in the kitchen!

Imagine we were given a blank page to write down our mission statement. What would it be? To feed a diverse range of people, of all ages, serving them healthy meals at affordable prices. Not an easy task. But we definitely have what it takes. And when it comes to creating menus, it’s not just our kitchen teams that are involved. Everyone plays their part, with marketing, procurement, and operations staff all working together to craft offerings that are carefully designed from farm to fork.

Our nutritionists play a fundamental role too of course in making sure that each meal we make is nutritionally balanced. We work with over 500 such specialists who help design our menus, proposing recipes tailored to each situation and need.

Then there are our chefs, who put their talents to ensure our dishes are not only healthy but also delicious. In June 2018, 16 Elior chefs from across the globe came together to take part in the Group’s first-ever international cookery contest. Taking place over three days, it was an opportunity for the participants to share their techniques and initiate a real network of Group chefs. It’s by combining all of our talents that we can develop new catering ideas, suited to each market, context and person.

When developing our offerings, we draw on the recommendations issued by national and international organizations as well as on the expertise of our teams. At September 30, 2018, Elior Group had 526 nutritionists working across its host countries.

In France, Michelin-starred chef Michel Sarran worked alongside Elior chefs to create festive meals for care home residents.
We firmly believe that it’s all of the five senses – not just taste – that make each dining experience a moment to savor. That’s why we go all out to ensure our eating areas are special places, from dish design to spatial layout, making them welcoming, attractive, and user-friendly.

And for corporate catering, we craft concepts that allow guests to optimize their meal and break times. At Caldera Park in Italy, for instance, guests can eat at a food court inspired by main-street design without going into town. We now provide much more than traditional lunchtime service, to cater for the new trend of anytime eating. In France, Arpège offers modular dining areas, with new all-day services, and some of its clients have even done away with the traditional corporate restaurant completely, such as Facebook and BlaBlaCar at their central Paris head offices.

ANYTIME CONCEPTS
In today’s society, breaks are taken at any time and their length varies considerably from person to person and day to day. This is particularly the case in the world of travel. From quick stops to long transit layovers, Elior Group can meet every type of need thanks to concepts developed by Areas based on surveys of travelers’ behavior. From the fast-casual brand, Go Johnny Go, to the fine-dining restaurant, The French Taste created with master chef Guy Martin, we devise eateries that are in tune with their times and with the time of our guests.

Modern-day guests want dining spaces that meet their mood and needs of the moment, so they expect us to regularly refresh our offerings. We meet this challenge not only by inventing new spaces but also by revisiting existing ones. For example, we have completely refurbished the restaurants at Fairmont State University in the USA and at Roehampton University’s two campuses in the UK, in line with students’ current preferences for more international cuisine and a coffee shop ambience. Concession catering is going down the same route, and we’ve kept up with travelers’ new expectations by refurbishing eight mega service plazas in Florida as well as the retail and eating areas at Toulouse-Blagnac airport.

CREATING COMFORT ZONES
Being ever-closer to our guests also means giving them the brands they know and love. That’s why we’ve worked for many years with some of the biggest names in commercial catering – such as McDonald’s, PAUL, Wendy’s and Starbucks – even bringing these brands into universities (Sunderland in the UK, for example). Our portfolio includes not only international banners but also household regional names. And so at Minneapolis-Saint Paul, Los Angeles, Barcelona and Rome airports, travelers can find some of the flagships of local cuisine.

INVENTING TOMORROW TODAY
While all these new concepts play out on center stage, another era is getting ready behind the scenes. At Elior Group we know how to stay ahead of the curve by imagining the face of dining five or ten years down the line. All of our teams are encouraged to become part of our structured innovation approach and we also invite outside parties to join in our collective thinking process. During the year, we organized a hackathon with our partners Vinci and Certas to imagine the motorway service plaza of the future. In France, Arpège signed a partnership agreement with the incubator United Kitchens to develop and test new concepts and services. At Elior Group the food services of tomorrow are already taking shape today.