

Elior Group animal welfare position paper

Elior Group serves 4.4 million guests per day across 15 countries and works with a diverse range of suppliers to serve a wide variety of food. This position paper provides a framework for animal welfare responsibility in the Group's supply chain.

Elior Group believes that animal welfare is linked to animal health and that it forms a vital part of a sustainable supply chain. Animal welfare is an integral part of Elior Group's CSR strategy, the Elior Group Positive Foodprint Plan. It specifically supports the Sustainable Ingredients pillar and responds to the UN Sustainable Development Goal (SDG) 2 'Zero Hunger' that includes animal welfare considerations. In a world where demand for all types of food, including meat, is increasing, Elior Group recognizes the need to ensure good animal welfare is maintained, and that it is an issue of concern and interest for its guests, clients, employees and stakeholders.

Although it does not own any farms or processing plants, Elior Group recognizes its responsibility to build trusting and productive relationships with each and every one of its suppliers to ensure good animal welfare and the application of welfare programs based upon scientific research.

Animal welfare is a continually evolving area and Elior Group will therefore regularly review its animal welfare position paper to ensure it is up to date with the best available scientific evidence, and that it reflects the Group's own continual progress and development in each region of operation.

The Five Freedoms

Elior Group supports the position that animals are not commodities, but sentient beings. As such, Elior Group supports the Farm Animal Welfare Council (FAWC) 'Five Freedoms' and requires all its suppliers to be committed, as a minimum, to the following ethical practices as set out in the FAWC 'Five Freedoms':

- **Freedom from hunger and thirst**, by providing access to water and a diet to maintain health and vigor.
- **Freedom from discomfort**, by providing an appropriate environment.
- **Freedom from pain, injury and disease**, by prevention or rapid diagnosis and treatment.
- **Freedom to express normal behavior**, by providing sufficient space, proper facilities and appropriate company of the animal's own kind.
- **Freedom from fear and distress**, by ensuring conditions and treatment which avoid mental suffering.

Scope

This position paper applies to all suppliers into Elior Group around the world, and covers all species purchased by Elior Group. All Elior Group suppliers must meet full legal and regulatory compliance in relation to animal welfare, in every country. It is mandatory for all Elior Group suppliers to be committed to ethical practices and to observe recognized humane practices, good animal husbandry and welfare standards in line with the framework of this position paper.

Regional variations exist, such as between the EU and US, in the techniques and systems used by suppliers to raise animals, which means the speed and application of certain aspects of animal welfare will vary. Elior Group supports the quickest adoption possible in each region of best animal welfare practices as they become available. The Group also supports the farm assurance schemes applicable to each species in each country.

Priority areas

Elior Group has identified the following areas as the most important aspects of animal welfare to be addressed in all countries where the Group operates.

Tracking: Elior Group requires all suppliers in all markets to have in place robust tracking and monitoring which includes the requirement that they only source from accredited and licensed suppliers.

Local sourcing: Where availability, cost and quality allow, Elior Group will source as locally as possible, from the local market or region, whilst still meeting minimum welfare requirements and where possible exceeding them.

Antibiotics: Elior Group supports the responsible use of antibiotics because they can play an important role in maintaining animal welfare. Elior Group discourages the routine prophylactic use of antibiotics across its supplying farms, and when antibiotics are required they must only be administered under professional veterinary supervision and guidance, with usage carefully recorded.

Elior Group supports a continual reduction in the use of antibiotics in the supply chain. This will take time and the transition will vary across markets, but supports progress where this is possible by working with its suppliers and upholding high standards of quality and safety.

Elior Group recognizes the importance of ensuring the effectiveness of all classes of antibiotics to protect human and animal health. Antibiotics considered to be of critical importance to human health by the World Health Organization (WHO) should only be used if they are the sole therapeutic option.

Elior Group requires its suppliers to comply with local regulations that prohibit the use of growth-promoting substances, such as in the EU. Elior Group discourages their use in other markets and is working with suppliers to phase them out.

Mutilations: Elior Group requires suppliers to avoid mutilations of animals. Where specific operations are required, such as castration or tail docking, these procedures must be carried out in a way that ensures no pain or distress is caused to animals.

Slaughter: Elior Group recognizes that slaughter must be humane, and all suppliers must therefore adhere to local national regulations to ensure this. We believe that humane slaughter means an animal must die without unnecessary pain or distress, and suppliers must ensure all abattoirs follow regulations and best practices around pain and stress during pre-stunning, stunning and slaughtering. Elior Group recommends suppliers to ensure that all animals are stunned before slaughter, and encourage suppliers to follow the latest best practice, based upon scientific recommendation, where available. All slaughtermen must be appropriately trained, and equipment well maintained, with contingencies in place for any line breakdown to ensure stress is minimized for animals still on the line.

Transportation: Elior Group recognizes that transportation of animals is an integral part of ensuring animal welfare. Elior Group is committed to working with suppliers to ensure the good welfare of all animals during transport to avoid unnecessary stress or suffering. This includes ensuring transported animals are given sufficient space during transit to avoid heat stress, and are appropriately loaded to avoid cold. All suppliers are required to adhere to, or exceed, local and national regulations to ensure this.

Species and product categories

Elior Group will progressively make commitments on specific species in order to bring consistency to its requirements across countries. The various commitments are specified in the attached Appendix.

Governance and implementation

Animal welfare is an important part of the Elior Group Positive Foodprint Plan and Elior Group has a clear plan to embed good practices through its business. All related activity will be overseen by senior management and reported on an annual basis from 2018. All business units are required to apply the framework set out in this position paper throughout their operations and they will also develop their own supplementary regional strategies to support the Group's position. Business units will also respond to local requirements such as additional welfare commitments for specific species and work with local suppliers to adopt these when possible.

Local robust management systems and resources are required across purchasing to ensure suppliers meet its animal welfare standards, and internal or external control and audit systems will be progressively introduced to support this. Local markets are also required to report on animal welfare on an annual basis, to local board level. CSR managers will carry out workshops and training sessions to ensure all business units are fully briefed and understand the position paper. The position paper will be available in the national languages of the countries in which the Group operates.

It is a priority for Elior Group to raise animal welfare awareness among suppliers. All business units are required to brief suppliers thoroughly and provide a copy of the position paper. Suppliers are required to formally indicate receipt of and compliance with the paper. Local supply management teams are required to work with suppliers to ensure compliance, and develop and implement action plans to resolve any areas of non-compliance.

Elior Group is committed to continual improvement in animal welfare and is currently mapping its supply chain to identify opportunities and challenges as they exist. Elior Group commits to respond to these through agreed action plans and close collaboration with suppliers and external experts including NGOs. Elior Group will also collaborate even more closely with suppliers to further deliver its animal welfare ambition.

For more information on the Elior Group Positive Foodprint Plan: <http://www.eliorgroup.com/eliorgroup-positive-foodprint-plan>

For other enquiries please contact: <http://www.eliorgroup.com/contact-us>

Elior Group animal welfare position paper – Appendix

Broiler chickens

Poultry is an important product for Elior Group, and making further progress on the welfare of broiler chickens in its supply chain is a priority.

Elior Group aims at requiring all suppliers globally to ensure that all chicken meat is from 100% cage-free broiler chickens, housed in barns with access to periods of light, dark and suitable ventilation, a nutritionally complete diet and to clean water and litter. Elior Group's suppliers must also meet local legal stocking density requirements and are encouraged to work to continually reduce stock density. The Group also encourages suppliers to provide environmental enrichment. When available, the Group will also encourage suppliers to use breeds that demonstrate higher welfare outcomes. All suppliers must minimize stress during transportation and stun birds before slaughter.

Elior Group will also be working closely with its suppliers, and with experts, to ensure that the following welfare goals for broiler chickens are implemented in the US and the EU by 2025.

In the EU:

- Comply with all EU animal welfare laws and regulations, regardless of the country of production.
- Implement a maximum stocking density of 30kg/m² or less.
- Adopt breeds that demonstrate higher welfare outcomes: either the following breeds, Hubbard JA757, 787, 957, or 987, Rambler Ranger, Ranger Classic, and Ranger Gold, or others that meet the criteria of the RSPCA Broiler Breed Welfare Assessment Protocol
- Meet improved environmental standards including natural light and enrichment.
- Adopt controlled atmospheric stunning or effective electrical stunning without live inversion.
- Provide details of third-party auditing and provide annual public reporting of progress.

In the US:

- Implement a maximum stocking density of 6 lbs./sq. foot (roughly 29kg/m²) per Global Animal Partnership (GAP) standards.
- Transition to strains of chickens accepted for use by GAP, based on measurably improved welfare outcomes.
- Provide enriched environments that meets GAP's standards.
- Utilize a multi-step controlled-atmosphere processing system.
- Provide details of third-party auditing and provide annual reporting of progress.

Elior Group will be undertaking a review of suppliers across all countries to determine the consequences and timing of this. The Group's aim is to work with suppliers, cross-sector and with external experts so that suppliers meet the US and EU goals listed above by 2025. Although these goals are specific to the EU and US, Elior Group will work to ensure standards are raised in all countries, recognizing that progress will vary by region.

Laying hens

Elior Group has committed to end cage egg sourcing for (both shell and liquid eggs), before 2025 in all markets, while the industry makes its transition.

Other species

Elior Group applies the framework of the Group's position paper across the other species in its supply chain, complemented by some species-specific initiatives and improvements.

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