Sustainable Success 2020

A YEAR IN REVIEW

aramark
Foreword

2020 was a year that challenged our world, our region, our sector, and our people in a way that nobody could have expected. COVID-19 changed the face of the business environment, there continues to be mobilisations and stand-downs as restrictions change, and the market now demands a level of innovation and disruption in a way that has accelerated the very way we think about what we do. This, of course, before we even mention the adaption required for Brexit.

Despite all this uncertainty, I’m proud to say that there has been unwavering commitment to our promise to do right by both people and planet. Be Well. Do Well. is Aramark’s global sustainability plan that combines UN Sustainable Development Goals to give rigour to the monumental efforts of our operations and support teams as we all undertake responsibility for the betterment of the world we live in.

People truly are at the heart of every decision we make, and every action we take as a business. Aramark is a ‘frontline-first’ organisation, and I’m extremely proud of the resources, supports and engagement that we provided to our people throughout this lengthy and far-reaching pandemic. From physical safety, to mental health and wellbeing, we have been there for our people when they needed us most. I vow to uphold this commitment for whatever lies ahead.

When it comes to planet and reducing our environmental impact, we’re focusing on addressing climate change. Reducing greenhouse gas emissions and waste are our top priorities and something we can impact in all of our businesses, through the foods we serve to the vehicles we drive.

As CEO of Northern Europe, I would particularly like to acknowledge the significant strides taken by Aramark at a Corporate level – from the appointment of a Chief Diversity and Sustainability Officer in Ash Hanson, to a board-driven reaffirmation of our purpose as an organisation. This has been a prominent ‘north star’ for our regional operations and objectives, and I look forward to the launch of our renewed, Northern European Sustainability programme in the coming months.

For now, I’d like to congratulate our businesses on their efforts in support of both people and planet in such an unprecedented year. Though this is not a formal report, this document is a worthy year in review of our impact, our intent, and our ambition, as we join global Aramark efforts to make positive impact on people and planet.

Kind regards
Frank Gleeson
A YEAR IN REVIEW

Highlights some of Aramark Northern Europe’s achievements in sustainability in 2020 and touches on some initiatives from eight of our key priorities.

Disclaimer: Imagery of our teams together were taken pre-COVID-19.
People & Planet Goals

Our Be Well. Do Well.™ sustainability plan accelerates and aligns with our vision for our future. Our ambitions for people and planet are underpinned by eight priorities which focus our efforts and inspire our organisation.

PEOPLE

ENABLING THE SAFETY AND WELLBEING OF MILLIONS OF PEOPLE

PLANET

REDUCING WASTE AND GREENHOUSE GAS EMISSIONS

PEOPLE

HEALTH & SAFETY

ENGAGE OUR EMPLOYEES

BUILD LOCAL COMMUNITIES

SOURCE ETHICALLY & INCLUSIVELY

PLANET

SOURCE RESPONSIBLY

OPERATE EFFICIENTLY

MINIMISE FOOD WASTE

REDUCE PACKAGING

Be Well. Do Well.™
ENGAGING PEOPLE IS AT THE CORNERSTONE OF EVERYTHING WE DO.

We support our employees as they advance their skills and careers, while also taking care to create an inclusive culture. We also promote health and safety practices, build local communities, and source ethically and inclusively. We're proud of our long-standing commitment to the people we connect with, and we're committed to doing even more.
PUTTING PEOPLE FIRST

We aim to provide an inclusive culture that empowers our employees with a foundation of relationships, service, and purpose. Putting our people first also means providing development and advancement opportunities and seeking feedback to understand how employees experience Aramark.

2020 was a year like no other and navigating the pandemic was a culmination of small steps where connection and communication were key.

Aramark’s Safety team played a pivotal role in facilitating our response to COVID-19. Our Northern Europe team developed pandemic plans, education tools, SAFE Briefs, visual aids, guidance documents, standard operating procedures, and reopening plans.

Employee and customer wellbeing have never been more important. Wellness initiatives, mental health support, learning and development, and continuous communication were fundamental supports throughout the year.
HEALTH & SAFETY FIRST

2020 was one of the most eventful years in our experience for the Northern Europe Safety team, bringing safety to the forefront of everyone’s minds and activities with the impact of COVID-19. The key was to provide the right information in the right format to ensure our employees, customers, clients and their tenants were safe.

COVID SAFETY DROP-IN SURGERY

Communication became a key vehicle to ensure our frontline teams, continuing to work or returning to work, were confident in what they needed to do. A new COVID Safety drop-in surgery was scheduled weekly using Microsoft Teams, across the regions. We experienced a high level of participation in calls and ongoing chat, with questions being answered by the Safety team day and night.

13% DECREASE IN OUR INCIDENCE FREQUENCY RATE
GOOD SAVE
HAVE YOU A SAFETY IDEA OR DONE SOMETHING TO IMPROVE SAFETY?
THERE ARE NOW 2 WAYS TO TELL US
1. LOG ONTO: HTTPS://ARAMARK.TFAFORMS.NET/38
OR
2. SCAN THE GOOD SAVE QR CODE

OUR TARGET ZERO MISSION
As well as the additional workload, we continued to focus on all areas of safety, including our drive toward Target Zero - no harm to people or the planet. Our performance in food safety compliance remains at the highest level.

We ended the year with a 13% improvement in our incident frequency rate compared to our 2019 rate across Northern Europe. We consistently use Safety Moments and daily SAFE Briefs to drive continuous improvement in our safety culture.

GOOD SAVE SYSTEM
Our Good Save system, in operation in Ireland, helps tackle health and safety issues before they result in accidents. It is a tool to highlight positive behaviour and support our Target Zero mission. 1,200 Good Saves were recorded in 2020.

EMPLOYEE WELLBEING
Health and safety did not solely focus on physical safety, but also placed a great emphasis on employee welfare and mental health. This became an important element for our reopening planning.
SUPPORTING MENTAL HEALTH

COVID-19 resulted in many of our employees having to completely change the way they live, work and interact with each other. Over the course of 2020, Aramark implemented several initiatives to understand and improve the mental health of our employees, colleagues, customers, and clients.

EMPLOYEE WELLBEING SURVEYS

Two ‘Employee Wellbeing During COVID-19’ surveys were conducted to understand the anxieties and concerns among all our employees regarding their mental wellbeing through lockdown – including those who are furloughed, working from home or at base site.

The purpose of these surveys was to ensure that our business was primed to support the evolving needs of our people as the pandemic situation progressed, as well as to check the impact and benefit of the schemes currently in place. The results of the surveys are being used to develop tools to support our employees.

1,650 EMPLOYEES PARTICIPATED

9 IN 10 EMPLOYEES HAD REGULAR CONTACT WITH THEIR ARAMARK MANAGERS, SINCE THE PANDEMIC STARTED

10% OF OUR EMPLOYEES FEEL THEY CAN OPENLY DISCUSS MENTAL HEALTH WITH THEIR LINE MANAGER OR COLLEAGUES
WALK FOR WELLNESS

An active wellbeing initiative was set up to promote connectivity and physical wellbeing throughout lockdown.

On May 4th 2020, a Step Challenge was initiated to see if Aramark employees could walk across Europe – a target of 6,751,316 steps. This was achieved in just a 10-day period.

The challenge continued for 3 weeks with an astounding 26,248,148 steps and 1,700 responses recorded, resulting in a walk from Belmullet, Co. Mayo (IE), across the breadth of the globe to reach Hawaii.
TAKE 15 CAMPAIGN 2020

During the month of October and in conjunction with World Mental Health Day, Aramark Northern Europe encouraged its staff, clients, and customers, across all sites in the UK and Ireland, to TAKE 15 minutes away from their work, study or home environment to unwind and recover from stress.

TAKE 15 is an ongoing initiative that encourages everyone to take a 15 minute break everyday and will be adopted as a global initiative.

For 2020, our Health and Wellbeing team developed a ‘Mental Health Toolkit’ to help support our employee’s mental health. This toolkit comprised of four tools, all associated with improving mental health – physical activity, food, sleep and relaxation.

20,000 ONLINE AND SOCIAL MEDIA REACH

Minding Your Mental Health
EMPLOYEE WELLNESS SUPPORT

In 2020, our HR, Learning and Development, and Health and Wellbeing teams created digital wellbeing guides, to share mental and physical wellbeing strategies with all Aramark employees. The emphasis was on providing supports for those working on the frontline and to create a tool that is easily accessible to all.

The guides provide information on Aramark’s Employee Assistance Programme, available mental health supports, resilience webinars, and nutrition and activity tips.

In November, the Learning and Development team launched a Wellness Series with courses such as Excelling Under Pressure, Resilience Workshops, Coping Well in Uncertain Times and Winter Wellbeing.

WELLBEING IN FOCUS

At the beginning of lockdown, the Health and Wellbeing team developed a weekly wellbeing newsletter, intended to be positive in its focus, providing simple food and physical activity challenges that anyone can do at home, with a supportive mental health thought for the week ahead.

Activities included:

• Exercise challenges, videos and workouts
• Tips for cooking at home for the whole family, utilising store cupboard essentials
• Recipe videos by our own chefs
• Craft designs
• Quizzes

By January 2021, 21 editions have been circulated to employees, clients and all customers. Wellbeing in Focus continues on a monthly basis.
HEALTHCARE READINESS TRAINING

At the beginning of the pandemic, to ensure readiness of our chefs to be potentially deployed to a healthcare setting, a series of healthcare webinars were created by Aramark dietitians to train chefs from different areas of the business.

A special emphasis was placed on the development and tools available to allow for the safe delivery of modified diets to Aramark’s residents and patients. Therapeutic diets in the healthcare setting were explained, i.e. gluten free for residents with coeliac disease, healthy eating for residents with diabetes, low salt and renal diet for renal impairment, allergies, and intolerances.

CRAFT TRAINING PROGRAMME

The Craft Training Programme develops culinary and managerial skills for chefs at all levels and ensures succession planning for the future. By increasing our ability to deliver at a higher level we improve standards, aid employee retention and ensure that Aramark is seen as a leader in the culinary arena.

100 CHEFS COMPLETED THE CRAFT TRAINING PROGRAMME

85% INCREASE IN ELEARNING COMPLETIONS

40,000 E-LEARNING MODULES COMPLETED

31 APPRENTICESHIPS COMPLETED

NICK SHARMA
ARAMARK’S UK STREET FOOD CHAMPION FOR 2020

NEDINE BLOUNT
ARAMARK IRELAND CHEF OF THE YEAR 2020

Ronan Fox, Healthcare Executive Chef
Due to the COVID-19 pandemic, 2020 forced us to find new ways to contribute to and engage with local communities. While putting safety at the fore of our engagement activities, we continued to support community projects and charities around the world.

Through a combination of Aramark driven initiatives and working in partnership with clients, we raised over £86,500 in 2020, which represents some of the value of the many initiatives developed throughout the year across Northern Europe.

We know that supporting community projects also goes beyond financial donations and it is integrated into our daily work. Throughout our business, we are also buying more consciously through social enterprises, as well as developing global, regional and local charity partnerships. We know that it is this combined effort, from food donations to social value, that maximises our impact as we make every effort to engage with our local communities.

OVER £86,500 DONATED IN 2020

OVER 162,000 LIVES IMPACTED
AVOCA SHINING A LIGHT ON MENTAL HEALTH

Avoca is proud to have partnered with Walk in my Shoes (WIMS) for Christmas 2020, the flagship mental health awareness campaign from St Patrick’s Mental Health Services.

Designed by our Avoca creative team in our Wicklow design studio, we created two meaningful pieces of conscious gifting in partnership with the campaign; a beautiful scented candle and paper chain decorations. Both sold incredibly well in Avoca stores and online, and we are delighted to say £27,460 was raised in proceeds, 100% of which has been donated to this fantastic cause. We are also pleased to be carrying forward this partnership into 2021 and hope to continue to raise awareness for this important charity.

In these challenging times, more than ever, we want to help those in need, to foster wellbeing within our community, and highlight the important issue of mental health.
GOING BEYOND THE BEAN

53.3 Degrees is a brand that connects people and products from around the world to create a special coffee experience. This experience far reaches beyond taste and aroma, ensuring responsible practices are put in place and that we find ways to give back to not only the communities that care, cultivate and harvest the beans we use, but also local communities in Ireland and the UK.

For each kilo of coffee we buy, we channel 53.3 pence back into local community projects in Colombia, and an additional 53.3 pence to Good Grub.

51,260kg COFFEE BOUGHT ACROSS NORTHERN EUROPE

53.3p RAISED FOR COMMUNITY PROJECTS AROUND THE WORLD
Good Grub is a not-for-profit initiative delivering over 75,000 nutritious fruit and vegetable parcels directly to the families of DEIS school children around Ireland. DEIS is a national programme that addresses the needs of children and young adults in disadvantaged communities.

In 2020, we donated £11,250 to this worthy cause, contributing to the fruit and vegetable parcels destined for vulnerable families. Parcels were delivered to families in 14 counties around Ireland and Good Grub intends to continue their efforts for the duration of the COVID-19 pandemic.

Linking in with the social enterprise aspect of 53.3 Degrees Coffee, Good Grub is our charity of choice that will receive 53.3p for every kilo of coffee bought in Ireland. The funds raised will assist Good Grub in their quest to raise a target amount of £432,800.
MEN’S SHEDS ASSOCIATION
AND BIODIVERSITY

Last year, Aramark joined forces with the Irish Men’s Shed Association to support them in designing and building bee and bug hotels for ten sites managed by Aramark across Ireland. The bee and bug hotels support wildlife and encourage biodiversity within the properties and local area.

The first of the ten sites to receive a bee and bug hotel was City Gate Park in Cork, which was made by the local Men’s Sheds Association based in Blarney.

DID YOU KNOW?
The Irish Men’s Sheds Association (IMSA) exists to support the development of Ireland’s network of over 450 men’s sheds. A ‘men’s shed’ is a community based project, where men can come together to learn, share skills and make long-lasting friendships together. Established in 2011, the IMSA has overseen the rapid growth of men’s sheds in Ireland, which now enjoys the highest per-capita concentration of men’s sheds anywhere in the world.
ROUND UP FOR SSAFA - THE ARMED FORCES CHARITY

SSAFA, the Armed Forces Charity, provides lifelong support to those who are serving, or have ever served, in the British Army, the Royal Navy, the Royal Marines and the Royal Air force - and their families too.

Since our collaboration began, we have donated over £50,000 and continue to drive “Round up for SSAFA” which can be done in three ways – Round up your purchase to the nearest £1, donate £1 or donate a specified amount. Every penny counts!

OVER £50,000 DONATED TO DATE

Supporting those Who Serve
CHRISTMAS CHARITY DONATIONS

Ordinarily, Christmas trees are set up and installed in early December in every building with a common area. 2020, however, was different.

With most buildings having low occupancy due to COVID-19, and on behalf of the landlord and tenants, Aramark donated the budgeted tree fund to two charities – Focus Ireland and Irish Hospice Foundation.

Where a tree could be installed, where occupancy was appropriate, St Vincent De Paul (SVP) virtual gifting was organised which allowed you to purchase a gift card with the funds going toward helping families and children in need this Winter.

Focus Ireland: is a charitable organisation which provides services for people who are homeless, or at risk of homelessness, in Ireland.

The Irish Hospice Foundation: is a charity that provides support to people facing end of life or bereavement, and to those who care for them.

Helping those Who need it Most
SUPPORTING SOCIAL ENTERPRISE

Social enterprises are businesses whose core goal is to achieve a social, societal, or environmental impact. By engaging with social enterprises, such as those we have listed below, we support businesses on their mission to build local communities, develop and train those living in difficult circumstances and assist in combatting modern slavery in supply chains.

CHANGE PLEASE
Since its inception, we have supported Change Please across a number of client sites. Change Please trains homeless people as baristas, giving them the skills and tools to sell coffee, via state-of-the-art coffee carts and machines. Each barista is housed, trained, and given all the support they need while being paid a London Living Wage.

VEGWARE COMMUNITY FUND
Since 2009, the Vegware Community Fund supports sustainability in its widest sense, including the built and natural environment, and community projects, by offering grants or the regular donation of their extensive eco packaging solutions.

TRIBE
Makes performance nutrition products from the highest quality natural ingredients – their foundation also raised £100,000 in the last year to fight human trafficking.

LA ROSE NOIRE
La Rose Noire are one of the world's leading producers of fine bakery products, and their foundation was established to provide a scholarship fund for the benefit of underprivileged young adults. They foster a commitment to young people that promotes education, social and community services, strong interpersonal skills, and a sense of productive hope in the future.
LIFE CHANGING - ONE WATER

One Water is the UK’s leading ethical drinks brand. Every bottle bought helps to fund projects supplying safe and clean water in the world’s poorest countries.

Their mission is to support sustainable water and sanitation services to change lives in some of the world’s poorest communities.

They work in both rural and urban environments, varying their approach to meet local needs and focusing on providing clean water and sanitation as a sustainable service for all. Overall, we have helped:

- **4M** lives to be changed
- **£25M** to be raised
- **785M** still without safe water
- **£666,430** raised since our partnership began which contributes towards life changing projects
- **135,095** lives changed
Partnering with diverse suppliers drives local economic impact and fair terms of trade.

**BEAUTIFUL, ETHICAL COFFEE AND FAIRTRADE FORTNIGHT**

Fairtrade is about better prices, decent working conditions, local sustainability, and fair terms of trade for farmers and workers in the developing world. By requiring companies to pay sustainable prices, Fairtrade addresses the injustices of conventional trade, which traditionally discriminates against the poorest producers.

**THE CAMPAIGN**

The campaign focused on West African cocoa farmers for 2020, the special role women farmers play in the journey to living incomes and to encourage more people to choose Fairtrade chocolate.

**53.3 BEAUTIFUL, ETHICAL COFFEE**

We responsibly source beans from farms and communities around the world, that all adhere to the Fairtrade mission. Our coffee, tea and cocoa are sustainably produced and delivered to you in compostable packaging.
HOW WE ACTIONED FAIRTRADE FORTNIGHT

• We partnered with Bewley’s to organise a visit to our key sites from Luis Miguel García, the General Manager of Cooperativa de Caficultores de Anserma, Colombia. Clients and customers had the opportunity to gain insight to the people behind our coffee.

• Created an engagement space at site level to build awareness of Fairtrade products.

• Educated teams on what Fairtrade means so they can talk to and engage with customers at the till.

CONTRIBUTED £22,400 IN FAIRTRADE PREMIUMS SINCE 2018 THROUGH 53.3 COFFEE PURCHASES

WE BUY

Fairtrade Sugar
Fairtrade Coffee
Fairtrade Banana
Fairtrade Chocolate
REDUCING GREENHOUSE GAS EMISSIONS AND WASTE ARE OUR TOP PRIORITIES.

These areas are where we can have a positive impact in all our businesses, from the foods we serve, to the facilities we manage and from the hospitality we deliver in remote seas, to the vehicles we drive. We are building on our current practices to reduce emissions that range from sourcing responsibly and operating efficiently, to managing food waste and reducing packaging.
As one of the leading contract caterers in Northern Europe, our main goal is to source locally, ethically and responsibly. Looking back over 2020, we have invested and increased our spend on locally and regionally produced products, but also produce that is responsibly sourced and governed by Sedex. Through our distributors and clients, we have had the opportunity to give back to communities and donated to those in need.

**SOURCING LOCALLY, REGIONALLY AND NATIONALLY**

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<th><strong>£1m</strong></th>
<th><strong>€2m</strong></th>
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<td>over <strong>€1m</strong> invested with SME suppliers from our Producer Showcase Program in Ireland so far</td>
<td><strong>€2m</strong> is channelled back into local Irish meat industries</td>
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- **£2m** spent on locally produced meat in the UK
- **13%** increase in British meat spend
- **100%** of our milk in the UK is Red Tractor
- The majority of our offshore sites are situated off the coast of England.
- **95%** of our food products are sourced locally from the UK, for platforms located in the East Irish Sea.
SOURCE RESPONSIBLY

We aim to source 100% cage-free eggs by 2025

In the past two years we bought 65,326 cases of cage-free egg products in UK and Ireland

73

UK sites are Marine Stewardship Council (MSC) approved

100% of our main suppliers are Sedex approved across 149 locations.

220 tonnes of MSC approved fish purchased

Our spreads and margarines use RSPO (Responsibly Sourced Palm Oil) certified ingredients
VEGETARIAN MENUS

Our Plant Market menus meet the ever-increasing consumer demand for more vegetarian options. Vegetarian ingredients and produce use fewer natural resources and emit fewer greenhouse gas (GHG) emissions, minimising demand for water and land resources and preserve natural habitats.

In 2019, we launched Plant Market, designed by Paul Gayler MBE. This concept has evolved since its inception, placing an emphasis on vegetables, fruits, whole grains and legumes, while maximising both flavour and nutritional value in select dishes.

Plant-based eating continues to go from strength to strength across the globe and consumers are now more health-conscious than ever before, with vegan and vegetarian options seeing massive growth.

Paul Gayler

1200+
NEW VEGAN PRODUCTS AND MENUS WERE LAUNCHED FOR VEGANUARY 2020
(VEGANUARY.COM)
OUR IMPACT WITH
VEGETARIAN EXPRESS

Aramark works closely with suppliers to source the right ingredients and produce for our menu concepts. In 2020, we decreased greenhouse gas impact by 2.85%. This is reflective of the upward trend of our purchases of plant-based products when client site closures were significant.

GHG EMISSIONS SAVED
OVER THE LAST YEAR BY
BUYING VEGETARIAN
EXPRESS PRODUCTS

THE SAME AMOUNT OF GHG
MADE BY DRIVING EARTH’S
CIRCUMFERENCE 41.9 TIMES

OR FLYING ECONOMY
CLASS FROM LONDON
TO NEW YORK 62.7 TIMES

SOURCE: VEGETARIAN EXPRESS CALCULATIONS

6.5M
BRITONS SAY THEY INTEND TO
BECOME VEGETARIAN, VEGAN
OR PESCATARIAN IN 2021.
(FINDER.COM)

104.6M
WE SAVED THE EQUIVALENT
OF 104.6M LITRES OF
WATER FROM USING QUORN
PRODUCTS IN FY20
Improving operational efficiency is not only good for our business, it also makes sense for our clients. Together, we’re conserving natural resources and reducing our environmental footprint to turn the tide on global climate change.

**ENERGY AND EFFICIENCY**

Helping the planet while creating cost savings is a win-win for everyone. Working with Northern European clients from 2019 – 2020 on three projects across over 240 sites, our **ENERGY SERVICES TEAM ACHIEVED AN AVERAGE OF 12.3% CARBON REDUCTION YEAR ON YEAR AND A KWH SAVING OF 8.3%**.

This is the equivalent of 20,288 tonnes of carbon dioxide (CO₂) savings, which equates to:

- **5,613**
  - THE SAME EMISSIONS AS 5,613 HOUSEHOLDS PER ANNUM

- **81M Kms**
  - CARBON DIOXIDE EMISSIONS FROM OVER 81 MILLION KMS DRIVEN BY AN AVERAGE VEHICLE – YOU COULD DRIVE AROUND THE WORLD 2,021 TIMES

- **2.5 BILLION**
  - CHARGE 2.5 BILLION SMARTPHONES

SOURCE: EPA GREENHOUSE GAS EQUIVALENCIES CALCULATOR
ELECTRIC VEHICLE FLEET

Aramark was one of the first companies with Hertz to incorporate electric vans in its fleet. One of the first projects saw the use of Renault Kangoo ZE Electric Vans with the Central Bank in 2015.

Our Company Car Policy shows a fivefold increase since 2019 in the choice of hybrid, plug-in hybrid and electric vehicles available for company car drivers. With electric vehicles this will achieve a 23% reduction in our carbon footprint.

18% DECREASE IN VEHICLE CO2 EMISSIONS
23% REDUCTION OF OUR CARBON FOOTPRINT WILL BE ACHIEVED

Improving Efficiency
Case Study

SMART TECHNOLOGY INVESTMENT AND CARBON SAVINGS

Aramark delivered a turnkey project that will yield strong results and carbon savings.

The EirGrid Group is working on transforming the electricity system in Ireland, aiming to achieve 70% renewable energy on the grid by 2030. The use of this leading class low energy chiller technology at the EirGrid headquarters shows they are leading by example.

The replacement chiller is highly energy efficient, reduces greenhouse gas emissions and global warming potential. Refrigerant gas has a longer lifespan, thanks to the magnetic bearing technology.

54% REDUCTION IN CARBON EMISSIONS

50% REDUCTION IN GLOBAL WARMING POTENTIAL

Figures calculated using the SEAI’s National Energy Projections Report

OVER 50% REDUCTIONS IN EMISSIONS AND ENERGY THROUGH SMART INVESTMENT COMPARED WITH THE PREVIOUS CHILLER:
A FOCUS ON WASTE

MAKING AN IMPACTFUL CHANGE

Within our Defence Services, we have made great strides in making an impactful change with the mobilisation of new Site-Specific Waste Management Plans (SSWMP) across England, Scotland and Northern Ireland. The SSWMP’s aim is to improve internal segregation, reduce waste arisings, increase recycling and reduce waste to landfill.

The Northern Europe region has seen the most significant change in how waste is managed with 100% of food waste being correctly segregated. Since September 2020, this food waste goes to Anaerobic Digestion plants and then transported to BioGas plants from there, effectively closing the loop.

ZERO WASTE TO LANDFILL PLEDGE IN MANAGED CLIENT SITES

Aramark is committed to work with our clients’ tenants to achieve Zero Waste to landfill for the properties under management.

As part of our sustainability engagement programme, we organised a sustainability waste seminar attended by numerous tenants.

Our waste provider, Thornton’s, discussed the best approach and correct way to dispose of waste, how to recycle and how do we achieve Zero Waste to Landfill certifications within the office portfolio. We are working on making progress towards Zero Waste to Landfill for managed sites.

1% OF WASTE GOES TO LANDFILL FOR DEFENCE SITES (SANITARY PRODUCTS)

ZERO WASTE TO LANDFILL COMMITMENT FOR MANAGED SITES

CLOSING THE LOOP WITH ANAEROBIC DIGESTION OF ALL FOOD WASTE
Aramark has been awarded The Royal Society for the Prevention of Accidents (RoSPA) Order of Distinction for Occupational Safety and Health for 2020. This award is for achieving and maintaining a consistently high standard of safety and health over the past 21 years!

Organisations receiving a RoSPA Award are recognised as being world-leaders in health and safety practice. Every year, nearly 2,000 entrants vie to achieve the highest possible accolade in what is the UK’s longest-running health and safety industry awards.

**REDUCING OUR WATER IMPACT OFFSHORE**

Offshore water is either transported out to the platform and bunkered, or it is made from seawater. In both cases, energy is required.

To efficiently use this precious resource and reduce water quantity being used, the Offshore team installed low-flow shower heads. The previous shower head system used 47.50 litres of water in five minutes. The newly installed shower head used uses 37.75 litres of water in five minutes, resulting in:

600 TONNES OF WATER SAVED IN AN AVERAGE PLATFORM EACH YEAR

= Two boat fulls
100% RENEWABLE ENERGY USED IN OFFSHORE HEADQUARTERS

Our Offshore headquarters is in Aberdeen and consists of offices and our operational warehouse, which serves our platforms and rigs.

Aramark is investing in heat pump tumble dryers for the laundries. They save up to 60% energy use over conventional dryers.

100% OF OFFSHORE SITES ARE CERTIFIED TO ISO 14001:2015 ENVIRONMENTAL STANDARD

All Offshore sites are certified to the ISO 14001:2015 environmental standard as part of our integrated Health, Safety, Environment and Quality (HSEQ) system. This means that all sites have a specific register of environmental aspects and impacts with greater understanding and control over them.

100% ENERGY USED IN OUR WAREHOUSE AND OFFICE IS FROM RENEWABLE SOURCES

SAVED 60% ENERGY THROUGH BETTER TECHNOLOGY

CERTIFIED ISO 14001:2015

Investing in Energy
We strive to eliminate waste before it’s generated through a holistic food management process that includes menu planning, customer and portion forecasting, purchasing, consumer engagement tools, waste tracking, post-analysis and more. We are committed to keeping food loss and waste to a minimum and have set a 5% limit across our operations.

Across our Business and Industry sites in Northern Europe, there was an average of 6.4% food waste. While we went above our food waste limit in our 2020 financial year (FY20), it is a great achievement as many of our client sites had to close at the last minute due to COVID-19.

FOOD WASTE COMMITMENT

Within our Defence Services, we have committed to the WRAP food waste roadmap across our units and are committed to achieving a 50% reduction in food waste by 2030, a key milestone on the trajectory to hit the UN’s SDG 12.3 target around food waste.

COOKING OIL TO BIODIESEL

Aramark sites recovered on average 62% of their cooking oils which was then recycled into renewable energy (bio-diesel). In FY20, we recovered over 300,000 litres of Used Cooking Oils (UCO), which saved 613 tonnes of carbon.
COMMUNITY FOOD DONATIONS

• Over 80 tonnes of produce – around 192,000 meals have been donated in partnership with one of our suppliers to over 25 outlets, charities and foodbanks such as Fareshare, OLIO, Food Waste Heroes, Oxford Foodbank, in the past two years.

• In 2020 our Aramark colleagues, on behalf of BP, provided over 55,000 meals to foodbanks in the UK supporting communities affected by the pandemic. This has included parcels of canned and dry food, fresh meat, cleaning and personal hygiene products. Over the Christmas period, six tonnes of turkey were donated to Fareshare – enough to feed up to 12,000 people. Fareshare are a national charity who redistribute surplus food to charities that turn it into meals for some of the most vulnerable people in our communities.

• The Aramark team at one of our Her Majesty’s Prison facilities packaged and delivered 150 Christmas hampers to the families in need in the local community. The hampers, full of donated treats and essential foods, were delivered to hard hit schools across South Wales where low-income families are struggling in the current circumstances.

• Aramark suppliers generously donated over 300,650 units of free stock for distribution to our frontline customer as a thank you for their continued hard work and commitment during the pandemic in Ireland and the UK.
Aramark is committed to significantly reducing single-use plastics across its global foodservice operations by the end of 2021 and is making bold ambitions to minimise single-use plastics across our Northern European operations by 2025.

Our main goal is to eliminate waste before it is generated and encourage reusables. When this isn’t possible, we work with our clients and suppliers to minimise packaging impacts.

**IN MARCH 2020, TEAM ARAMARK WERE AWARDED THE FOODSERVICE CATERING OPERATOR PRIZE AT THE 2020 FOOD SERVICE PACKAGING ASSOCIATION.**

Aramark plays its part in funding the recycling of packaging we place on the market. Since 2017, we have contributed over £34,500 to Repak in Ireland who help to shape the environmental landscape through recycling. Similarly, in the UK, we contributed over £30,000 to Valpak in 2020.

**WE SAVED 6.3M BOTTLES OF VIRGIN PET**

Over the past 10 years, Aramark has saved the equivalent of 6.3m virgin PET soft drink bottles in the UK in collaboration with Coca-Cola

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**ELIMINATED 28M SINGLE-USE CUPS**

Which diverted 500 tonnes from waste streams since 2017

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**ENOUGH PLASTIC TO FILL 36 WHEELIE BINS**

We swapped 50,000 litres worth of bottles to pouches, saving nine cubic metres of plastic - the equivalent of 36 wheelie bins

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**ELIMINATE SINGLE-USE PLASTICS IN 2021**

Including cotton buds, straws, plates, cutlery, beverage stirrers, balloon sticks, oxo-degradable plastics, and expanded polystyrene food containers, beverage containers and beverage cups.

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This equates to GHG emissions from three car trips to the moon and back

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Our Planet 2020

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The EAUC Green Gown Awards are considered one of the most prestigious awards in the higher education sector at an international level which celebrates sustainability excellence.

The project, entitled Change For Good, was a positive impact initiative to contribute towards building a sustainable university. To support UoW in its entry to the awards, the Aramark team worked collaboratively to make small but significant changes:

- Reduced energy, water and waste consumption
- Promoted collaboration and build awareness of sustainability through diverse communication channels (Sustainability Wall and blogs)
- Established Sustainability Wall which included data on energy, water usage and recycling rates
- Partnered with environmental and nutrition societies to promote sustainability and wellbeing

We highlight two of our awards to demonstrate the depth of how we work together with our clients to achieve our joint sustainability objectives. Collaboration is key in unlocking momentum needed to keep everyone engaged and connected.

**KEY ACHIEVEMENTS:**

- An overall reduction of 26% in gas consumption and 32% in electricity consumption in the 2018/19 academic year, which resulted in a reduction of over 30,000kg of CO2.
- Over 30,000 single-use water bottles and 20,000 plastic coffee cups saved by implementing reusable bottles and coffee cups.
- A reduction of 600kg of waste from our catering operation in just one academic term.
- An estimated 1,736 cups were collected by a new provider for recycling in under two months.

Becoming a finalist is a testament to an innovative and collaborative approach that the team embraced, which is not yet commonly seen in the higher education sector.
Aramark’s colleagues in SAP Ireland were announced as finalists in the Waste2Zero Awards. The Waste2Zero Awards give the ‘out of home’ food and drink industry a platform to showcase best practice and to recognise excellence in this vital area.

In 2020, our Aramark teams in SAP have delivered a strong set of sustainability initiatives, including:

- An increase in recycling in 2020.
- Introduced reusable cups resulting in elimination of single-use cups on site
- Used an electric refrigerated fleet to deliver goods.
- Worked in collaboration with suppliers to minimise environmental impacts and waste.
- A reduction in packaging with the objective to become PET free and only use packaging that can be recycled.
- Targeted repurposing and diverting of food from the waste stream on a daily basis; achieved by utilising innovative menus, controlled recipes, smart purchasing and in-depth culinary training and support.

The team achieved a high standard of food waste prevention and the Culinary team engaged in a consumer “Food Waste” campaign during lockdown. When fully operational, an estimated total of 20kg of food is repurposed and diverted from food waste each day.

We’re proud of the great strides made in keeping food waste to a minimum across the SAP operations.

Food waste, has emerged as one of the defining sustainability issues of our modern food system. In the ‘out of home’ sector, around a million tonnes of food is wasted every year, of which a staggering 75% is avoidable.

Aramark has been working in partnership with SAP to deliver sustainability initiatives since January 2020 and has implemented a five-year strategy with the aim of reducing our environmental footprint. SAP has two primary locations - one in Dublin that can cater for 1,600 people daily across four buildings, and another location based in Galway that can serve up to 800 people daily across three buildings.
Thank you for taking the time to share in the Aramark Northern Europe Sustainability Year in Review 2020.

It is impossible for me to look through this document without expressing my immense pride in the efforts of our people in their commitment to each other, to those around them, and to the world in which we inhabit. While this document could never be exhaustive, I hope you’ll see that it truly captures the diversity, integrity, and honesty of the programmes we deliver across every line of business in the Northern Europe portfolio.

For the year that was, it was our expressed intention that this dedication would not falter in the face of the COVID-19 pandemic and Brexit, as much as we could possibly control. Furthermore, I’m glad to report that we have spent significant time and effort in a renewed strategy to strengthen, sharpen and diversify our efforts for the decade ahead.

I encourage you all to keep an eye out for the formal launch of our ‘Be Well. Do Well’ Sustainability Strategy for Northern Europe, as we continue to match intent and effort with governance and corporate support. We look forward to working with our people, our partners, our clients, and our customers in sustainable practice for the year ahead.

Kind regards
Frank Gleeson &
The Sustainability Operating Committee
Creating a better world for generations to come