




Corporate Social Responsibility 2020

*Including the
Consolidated Non-Financial Statement*

SERVAIR 

a gategroup member 

SERVAIR®



a gategroup member



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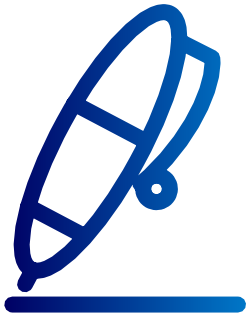
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SERVAIR

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Our CSR commitments

Servair has been committed to a CSR approach for over 10 years. Servair aims to integrate the right balance between economic performance, social equity as well environmental and societal impacts into its business.

Today, in the context of this unparalleled pandemic, Servair's long-standing commitment to ensuring the health of its employees is taking on renewed resonance and rallying the whole company.

As importantly, given the 70% drop in our activity and the distant and therefore uncertain prospects for recovery, the path to be chosen to avoid ceasing the activity appears to be tough both in France and in Africa. My ambition is to implement, through responsible labour dialogue, the collective efforts required to achieve this, and thereby to avoid any unilateral decisions that would only lead to the termination of the agreements that are part of our social foundation, of which we are proud, or that would compel us to leave those of us with the shortest seniority by the wayside.

Despite this adversity, Servair remains a committed company, which is continuing to maintain its business with respect for its employees, its customers and the environment in the territories and communities in which it operates, both in France and in Africa.

Servair's CSR commitments are as follows:

- Guarantee a healthy and safe offering in our various food activities
- Promote a social model that is respectful to our employees and that preserves equal opportunities in the workplace
- Ensure occupational health and safety for our employees as well as for our suppliers and subcontractors
- Control our environmental impact and fight pollution and waste.

I am counting on the commitment of each and every one of us to ensure that Servair can rebuild itself by taking ever better account of social, societal and environmental issues within the company.

Alexis FRANTZ

CHIEF EXECUTIVE OFFICER OF SERVAIR

A photograph of a laboratory or food processing facility. Several workers wearing white lab coats, hairnets, and face masks are working at a long stainless steel table. They are handling numerous small white petri dishes arranged in rows. The dishes contain various colored, semi-transparent samples, likely food or biological specimens. A digital scale is visible on the table. The background shows more equipment and workers, suggesting a large-scale operation.

Servair

Publication context

The health and economic crisis has been impacting us for over a year now and is continuing and is turning out to be tougher and longer than our initial forecasts. Our operations dropped considerably for the whole network, and in 2020 four of the six catering units at CDG were closed to adapt our industrial tool. As a result of this situation, the company has had to adjust its workforce, in line with our labour dialogue.

Given the health context and the long term partial activity as well as the priority of safeguarding jobs and the company, a number of commitments and policy rollouts made in 2019 will be explained and postponed to the next financial year 2021, mainly for risks relating to labour dialogue, work organisation, food safety, traceability, and customer satisfaction.

Concerning professional equality and integration, the absence of results is also due to a software change, leading to the deletion of the relevant KPIs (disability, entries and exits).

Since 7 January 2019, Servair has been a 50.01% subsidiary of gategroup, a company headquartered in Zurich, Switzerland. gategroup consolidates the financial accounts of Servair and its subsidiaries in gategroup's Financial Report, but has no report consolidating CSR information. Servair is no longer required to disclose consolidated accounts from a CSR perspective, but has voluntarily chosen to disclose on the scope of the group.

French companies with more than 500 employees and which generate profits or sales of more than €100 million have been required to submit their Consolidated Non-Financial Statement since financial year 2018. This is an evolution of the "CSR report", resulting from the transposition into French law of EU directive on non financial reporting (Directive 2014/95/EU). This version guides companies towards a more risk-based approach and encourages them to be more relevant and transparent, sharing information about their policies, initiatives, commitments and results in CSR-related areas.

Due to the very high partial activity related to the public health crisis, the scope of the Consolidated Non-Financial Statement has been reduced and includes this year Servair SA and its subsidiaries with more than 300 employees: PAC SA, ACNA SA, OAT SA and Passerelle CDG in France.

Subsidiaries with more than 300 employees internationally have been removed from the scope of Consolidated Non-Financial Statement 2020.

For year 2020, the scope reported for labour and environmental indicators covers almost 70% of Servair and its subsidiaries headcount.

Business model

Since March 2020, all airline jobs have been impacted by the public health crisis, resulting in significant changes to international movements but also national ones between Metropolitan France and its Overseas territories. At the same time, French and European regulations on single-use plastics are causing changes in all catering activities, both airline and out-of-home catering . At present this business model is no longer relevant but it is proving to be extremely difficult to project ourselves in such an uncertain context at all levels. The business model will be updated in 2021.



Servair is the leading French airline catering and cabin cleaning company. It operates over 28 airports with a total workforce of 8,400 employees. Servair is also the airline catering leader in Africa.

The business model, validated by the general management presented on the following chart highlights Servair's goals: its resources, strategy, activities, and created value.

The Servair business model 2020

MARKET TRENDS IN AIRLINE CATERING

Troubled market,
changing business
model of airlines

Complex regulatory
environment
(hygiene,
environment, OHS,
nutrition, consumer
information, customs)

Long-haul flights:
customise offering
and differentiation
and up-marketing
strategy

Medium-haul
flights: lower-cost
operational model
for buy on board
and development of
new business lines

RESOURCES

HUMAN RESOURCES

Job diversity:
contract, status,
Levels of
agreements,
Negotiations,
Training

INTELLECTUAL RESOURCES

Expertise
(culinary, logistics,
food safety,
nutrition,
environment, OHS,
airport
requirements)
Knowledge
of African market

INDUSTRIAL RESOURCES

Buildings,
Vehicle fleets,
Dishwashers, Hot
kitchens, Airside
access, Digital
infrastructure

FINANCIAL RESOURCES

Shareholder
equity, Financial
debts

NATURAL RESOURCES

Raw food products,
Processed food
products and
beverages,
Fluids, water,
consumables

STRATEGY

1 Maintain our customers' trust, first among them Air France

Strengthen our special relationship
with AF Establish long-term
economic performance (to reach
EBITDA margins of 10%)

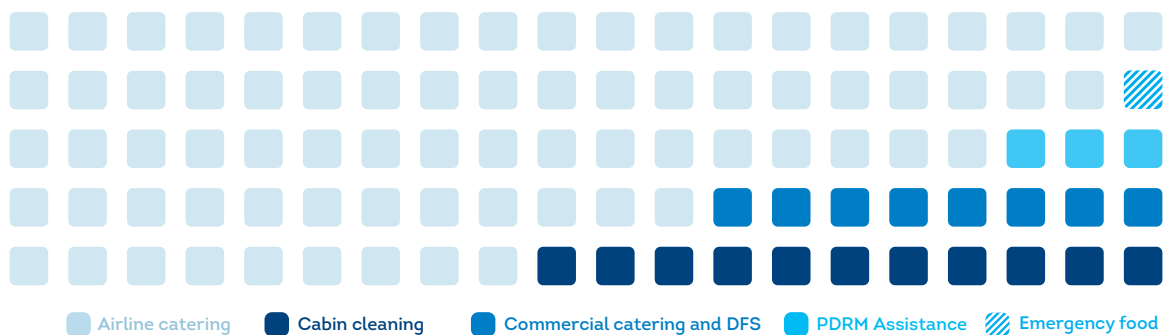
2 Geographic development and diversification of business lines

Grow in Africa Diversify our
Business Lines for growth,
including our core business which
is catering

3 Integration into gategroup

Help create the world leader
in airline catering

MAIN BUSINESS ACTIVITIES



CREATED VALUE

HUMAN VALUE

Compensation,
Employability,
Promotion,
Know-how
maintenance, Gender
equality, Labour
dialogue

INTELLECTUAL VALUE

Recipe catalogue,
Diversity and
creativity in
products and
services offering,
HUB management

INDUSTRIAL VALUE

Buildings,
High-performance
equipment
and vehicle fleet,
Automated lines,
Supply chain
logistics,
Standardised
processes

FINANCIAL VALUE

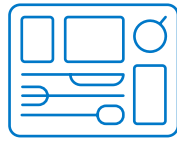
Balanced
accounts, Positive
operating result to
support the
investment and
development
strategy

NATURAL VALUE

Waste treatment
and recovery,
Pretreatment of
industrial water,
Environmental
labels



Over 100 airline customers



Over 210,000 meals/day pre-COVID



24,000 recipes



36 catering units in 15 countries



406.2 MCHF
367.6 M€



14 ISO 9001
ou ISO 22000
certifications



11,085
microbiological
analysis in 2020

In France and Africa, Servair has been the preferred partner of airlines for more than 40 years. Whether it is in in-flight catering, airport assistance or consultancy, its global expertise ensures that the company can meet all of its clients' needs including those of more than 100 airlines.

Servair has also expanded into out-of-home catering, particularly into commercial catering and collective catering.

Via its three main areas – On-Board Services, Airport Services and Out-of-Home Catering – Servair can provide tailor-made solutions to meet all of its customers' requirements. Its aim? Ensure that service quality and innovation drive performance for airlines and companies operating in both airline and non-airline sectors.

Our organisation

Servair has a clear and easy-to-understand organisational structure which reflects its priorities. Servair's Executive Committee is made up of the members below (April 2021). It makes all decisions about the company's strategy.



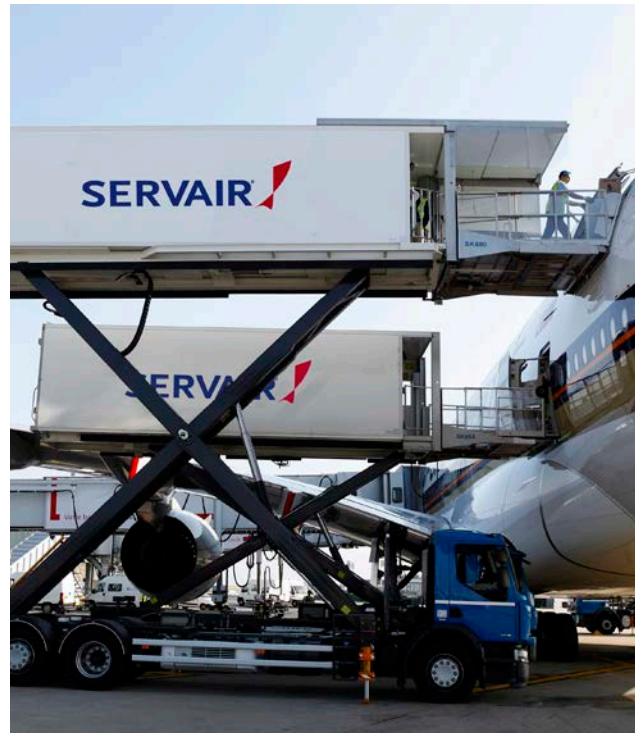
A complete client-focused, and customized offering

From consultancy to delivery, cooking to logistics, economy to business class, low-cost to premium, aircraft to city... By focusing on the client at each and every stage of our operations, we are in a position to provide fully tailor-made services, packages and solutions.

With their extensive knowledge of passenger's needs and tastes, Servair's teams are dedicated to developing and managing all various activities involved in making the passenger's travel enjoyable.

Our Servair teams deliver all On-Board Services, from designing meals, cooking, setting them up and then arranging and loading the meal trays on board the aircrafts.

Servair offers other services to its airline customers ranging from aircraft cabin cleaning and commissary services, handling newspapers and magazines to on-board sales.



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Airport Services cover all services available in airports before take-off and after landing, such as lounges, bars and snacks, assistance for persons with disabilities and reduced mobility, and dutyfree shops.



Out-of-home Catering covers all business catering, institutional catering, and catering services for remote sites.

Identifying CSR risks

CSR risks are identified using a **materiality matrix** aimed at defining the relevant pillars for the company. It sets forth issues that are relevant for the company. The identification of relevant issues (referred to as material issues) is structured according to the four commitments of Servair CSR policy. The materiality of topics, derived from various CSR standards, is rated based on the impact for the company and on the expectations of stakeholders (customers, employees, etc.). Some CSR risks are financial risks. They are indicated by ^{FIN}.

The topic is considered significant if it has been rated as very important by the company and stakeholders. A total of 17 material topics have been identified. For each of the relevant issues, we have identified the associated significant risk. Some of the material topics have been consolidated under a single CSR risk.

The materiality matrix is presented in the appendix page 33.

Altogether, we have identified 12 main CSR risks:

Pillars	Material topics for Servair	CSR risks	CNFS chapter	Indicator
Promote a respectful social model	Policy Human Rights, Child Labour and Forced labour	Risk of violating Human Rights, Child Labour and Forced labour	Human Rights	-
	Fighting discrimination	Risk of violation of people's rights Risk of lacking access to skills	Equal employment opportunities & fighting discrimination Employment	Headcount, proportion of women in managerial positions, number of disabled workers, hirings and terminations number of training hours
	Labour dialogue	Risk of breaking workplace harmony and so impacting performance	Labour dialogue is one of the company's strong values	-
	Work organisation	Risk of losing customers and performance risk	Work organisation	Absenteeism rate
	Local Jobs, value sharing	Governance risk	Sharing values and local jobs	-
Guarantee a healthy and safe offering	Food safety Traceability	Risk for consumer's health ^{FIN}	Food Safety Traceability	-
	Customer satisfaction	Risk of losing customers	Customer satisfaction	-
	Audit conducted by a third party	Risk of losing customers	Purchasing	-
	Culinary expertise, logistics expertise	Risk of losing customers	Culinary expertise Logistics expertise	-
	Nutrition	Risk for consumer's health ^{FIN}	Nutrition	-
	Fighting food insecurity and malnutrition	Governance risk	Nutrition	-
	Control of supply chain	Risk relating to the supply of a raw material/service from a supplier ^{FIN}	Purchasing	-
Control our environmental impact	Compliance regarding Waste management, Waste reduction, Recycling	Risk of pollution ^{FIN} , of natural resources being depleted and of contamination	Waste management	Total waste, recycling rate, material recovery rate and recovery rate
	Resource sustainability	Risk of natural resources being depleted	Sustainable use of resources	Consumption and ratios of water, building energy and fuel, Emissions
	Food waste and food donation	Risk of natural resources being depleted	Fighting food waste and food donation	Food donations tonnage
Ensure occupational health and safety	Occupational health and safety	Risk of work related accidents, absenteeism, fire hazards ^{FIN} , aircraft hit ^{FIN} ,	Occupational health and safety	Work-related accidents frequency rate and severity rate
	Control of supply chain (ESG criteria)	Risk of one of our suppliers negatively impacting working conditions or seriously damaging the environment	Purchasing	-

By adopting this risk-based approach, we can track and measure the overall performance of sustainable development in relation to Servair's corporate social environmental and societal responsibility.

Current and future targets, which are Servair's priorities, are being formalised as part of a collaborative initiative with the relevant departments, and in a consistent manner with the results of the materiality analysis.

The health crisis is impacting the approach to issues and risks, but the risk mapping is not impacted. Consideration is being given to updating the risk rating in 2021.

Contribution to the UN sustainable development goals

Of the **17 Sustainable Development Goals (SDGs)** set by the United Nations by the year 2030, Servair has identified 12 to which it is contributing.



A photograph of a male worker in a yellow safety vest pushing a large metal cart filled with baggage in an airport baggage claim area. The cart has several compartments, some labeled 'AIR FRANCE'. The background shows other workers and the airport environment. The image is overlaid with a semi-transparent purple rectangle containing text.

***Promote a social model
that is respectful
to our employees and that
preserves equal opportunities in
the workplace***

Human Rights

Servair is uncompromising as far as the strict application of international principles on Human Rights, Child Labour and Forced labour are concerned. It rolls out a gategroup code of conduct and business ethics which fosters – in addition to strict compliance with legislation – honest behaviour to employees and in compliance with competition law and business ethics as far as our customers and suppliers are concerned.

In order to comply with the highest international standards in the areas of human rights, labour, environment and anti-corruption, Servair has been a member of the United Nations Global Compact since February 2020. This membership commits the company to make progress in its approach to social responsibility through ten principles and to communicate its latest advances and actions regularly on the Global Compact website.

Servair has committed to posting its first Communication on Progress (CoP) end of May 2021.



HUMAN RIGHTS



LABOUR



ENVIRONMENT



ANTI-CORRUPTION

Employment

The health crisis has led to an unprecedented economic crisis in the airline industry. Since March 2020, the decline in our activity has been about 70%; and the forecasts in terms of recovery over the next 5 years are about 70%. In this particularly tough context, safeguarding the company and the permanent jobs has been a key priority for the company.

In order to reduce costs within a very short period of time, Servair has, amongst other actions, stopped employing temporary staff and has implemented partial activity for permanent staff.

Servair has also negotiated with the public authorities to have the severity of its situation duly considered, just like the airlines'.

Thus, through the "Alliance of the Airline and Railway Catering Industries", Servair could extend the

duration of the partial activity scheme and obtain a state-guaranteed loan of 66 M€ which will allow, in particular, to pay for the part of the wage not covered by the State, over the coming months. The return is job retention, a key concern for Servair. The implementation of a Collective Mutual Agreed Termination for Servair and its main subsidiaries in order to support voluntary departures also contributes to the reduction of expenses and therefore to the protection of permanent jobs.

In order to save Servair and its subsidiaries, the company needs to move forward and find the right balance to reduce costs and to enable restart as soon as the conditions are in place.

Labour dialogue is one of the company's strong values

The aim of the rescue plan is to hold out in the long term. Therefore, Servair has started a long-distance race to maintain a positive cash flow and cover its expenses and salary payments over time.

To this end, three major agreements have been signed in most of Servair French entities: the first to extend the period of partial activity, the second to facilitate voluntary departures on retirement or to achieve a personal project. The third agreement, referred to as the collective performance agreement, is now essential in view of the worsening economic situation and the prolonged crisis. This agreement should allow Servair's activities to be reorganised as accurately as possible in line with the current situation, to make better use of human resources without calling on external resources and to significantly reduce the payroll.

These agreements were signed by the labour representatives, thus validating the individual and collective efforts to be made to save the company and its jobs.

Labour dialogue has been the determining factor in adjusting the company to the current context and in preparing for the future.

Equal employment opportunity and fighting discrimination in the workplace

For several years, the labour representatives and management of both Servair and its subsidiaries have shared the desire to foster a policy supporting job diversity and gender equality in the workplace.

The topic of **equal opportunity** is addressed in collective bargaining agreements for each company. Signatories have defined specific measures in precise areas, such as recruitment, mobility, training, work-life balance and actual remuneration.

In 2019 the first gender equality index was above 75/100 for all companies Servair SA, PAC SA, ACNA SA, OAT SA and Passerelle CDG.

In 2020, the gender equality index was superior or equal to 79/100 for the entities in the scope of the audit, and even reached 100/100 for Passerelle CDG.

The policy on employing people with disabilities remains an important commitment for Servair and its subsidiaries. The target is to achieve a balance between retaining employment and hiring of

workers with disabilities.

The topic of fighting discrimination is addressed through various company collective bargaining agreements: gender equality forward management of jobs and skills, exercise of union rights, and development of labour dialogue.

Initiatives are being led to tackle discrimination effectively. In particular, these include awareness campaigns against stereotypes (disability week, International Women's Day on March 8), together with discussions with labour representatives (start and end of term).

Work Organisation

Servair pays particular attention to the way in which its employees' work is structured, as part of a continuous drive to find a balance between quality of life in the workplace and economic efficiency.

The specific nature of in-flight catering activities requires organising employees' work in cycles, as described in the agreements entered into with labour representatives for each of its companies. These agreements are adapted on a regular basis, as and when needed.

The organisation of work has been significantly impacted by the fall in our activity and the health crisis. For employees working in operating units, the COVID protective measures had an impact on work cycles and workstations.

For employees on short-time working and those from the units closed, new measures were adopted in order to maintain a bond with the team and avoid work isolation: mass remote work whenever possible, online training programmes and webinars, video communication with new awareness-raising topics such as stress management and work/life distribution in the home via Solid'air webinars.

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Sharing values and local jobs

Servair has direct impact on local development at its sites, as we favour local employment in Paris with over 5,700 employees there, and over 2,700 employees in overseas departments and abroad. Its business model is always tied to a local partner in overseas departments and international sites. Whenever possible, Servair participates in developing local supply systems.

Servair is also a partner of Acting for Life, a French Non-Governmental Organization dedicated to promoting international solidarity. It supports economic and social development at local level in vulnerable communities, such as Servair Benin and Servair Togo which support small local producers through AMAP Benin and AMAP Togo.



A close-up photograph of a person wearing a white nitrile glove, holding a small metal spoon and drizzling a green dressing over a tray of sliced tomatoes. The tray is white and contains several tomato slices, some of which are already drizzled with the dressing. The background is blurred, showing what appears to be a kitchen or food preparation area. The entire image is overlaid with a semi-transparent orange filter.

***Guarantee a healthy
and safe offering
in our various food activities***

Food Safety

Servair has always guaranteed healthy and safe food for its customers.

Food safety is an integral part of Servair's corporate processes and culture.

The QE4S 2019 - 2021 policy (Quality, Environment, Food Safety, OHS, Flight Safety, Standardisation) provides the general framework and sets the priority aims and initiatives for the whole Servair network.

This policy is implemented upstream taking into account simultaneously, with suppliers management through supporting documents and site audits, control of raw materials through analysis and through menu design. The development of new techniques is also approved through feedback, bibliographical studies, ageing studies and by using the Sym'Previus microbiological data prediction tool.

Servair uses the **HACCP method** to identify and manage hazards in the fields of microbiology, parasitology, foreign bodies, chemicals and allergens, as well as fraud.

For this purpose, the company is supported by its own internal networks, as well as by a Scientific Committee made up of experts. In addition, Servair is taking action in relation to food safety and nutrition by being a member of the ASA association ("Animal, Société, Aliment"), and by participating in various international committees.

Servair has **its own internal microbiological analysis laboratories** in Paris and Nairobi, which are accredited in accordance with the ISO 17025 standard, and conducts more than 27,000 analysis a year. In 2020, Servair conducted 11,085 laboratory tests. The sharp drop in the number of analysis is the result of the decrease in our activity due to the health context.

Servair has therefore solid expertise in this area and is able to conduct analysis within short timeframes – essential for maintaining higher levels of responsiveness. Moreover its parisian lab has become the reference laboratory for its shareholder gategroup.

The design of building units according to hygiene standards ensures that food safety regulations can be adhered to, effective cleaning can be carried out, compliance with the "go forward" principle and the cold chain. Technicians training, the involvement of management and the monitoring of quality teams ensure that procedures are adhered to on a day-to-day basis.



HACCP : Hazard Analysis Critical Control Point

Management and improvement are enabled by the quality management (ISO 9001) and food safety (ISO 2200) systems in place in French units and in a number of African units.

Servair is implementing a unit monitoring plan that includes internal as well as independent third party audits; resulting in an audit report and accreditation or certification depending on the given standards.

Traceability is essential for your food safety.

It serves as a means of identifying the raw materials making up a dish and information about the clients to which it was delivered.

Servair has invested in digital traceability within its Paris units given the volume of data: integration of EDI (Electronic Data Interchange) from its suppliers, bar code identification, and wifi PDA (Personal Digital Assistant) in production.

Other units handle traceability manually. On this point, a goal and tasks are defined in the QE4S policy and are reported on a monthly basis.



Nutrition is a public health issue which is of relevance to all stakeholders involved in food.

This applies to Servair, particularly for its collective catering activities, including school catering.

This involves regular consumers, some of whom have specific needs, such as children, as well as hospital patients.

The company's dieticians ensure that menu plans adhere to the recommendations outlined in food frequency tables.

They also help in designing "special" menus (gluten-free, salt-free, etc.) and in balancing meals, using special software for calculating nutritional values, connected up to our nomenclatures.

Fighting food insecurity and malnutrition

Thanks to its involvement in the food industry and its footprint in Africa, Servair has had the opportunity to offer its skills to a humanitarian cause: the development of a ready-to-use therapeutic food product to treat severe acute malnutrition in children aged six months to five years.

Its original formula and manufacturing process are patented (first filed in September 2014), and the Vyma product follows a precise set of technical specifications in terms of nutrition, microbiology, and labelling.



As of today, European OEB, African OAPI and African ARIPO patents have been granted. An application for a patent in India is still in progress. Servair is working closely with an international public organisation in order to launch production of Vyma as soon as possible and thereby contribute to the fight against malnutrition.

Culinary expertise

Servair's culinary expertise is a key factor for its future.

In 2020, Servair innovated by **developing a gastronomic menu for the astronauts of the Alpha space mission in 2021**. Upon a request from Thomas Pesquet, the European Space Agency has called on all the culinary expertise and technical skills of Servair teams to develop this menu. French cuisine and local products are showcased: beef bourguignon, Perigord truffles, crepes Suzette...

French and international cuisine, food and taste are an integral part of Servair's culture and expertise. Servair uses this expertise to serve its customers via recipes, its chefs' skills, its production kitchens, and through consulting and training.

The Studio Culinaire Servair, run by the Corporate Chef, is a **an innovation think-tank**; it guides Servair in its initiatives.

The Corporate Chef also ensures the implementation of necessary resources to achieve culinary excellence at Servair.

Servair teams also develop **cooking and preservation techniques** to maintain the flavour and organoleptic qualities of its products.

This is especially the case for traditional or low-temperature sous-vide cooking, which combines concentration of aroma, juiciness, and tenderness with long shelf life.

Servair pays particular attention to the kitchen section of its production units and to its research and development cuisine.

Servair identifies talented cooks, provides them with the appropriate training and then helps them develop their practice, technical skills and managerial role.



Logistics expertise

Logistics expertise consists on the one hand in optimising orders and delivering goods from our suppliers' plants to Servair units, and, on the other hand, in optimising container shipments of products that cannot be found locally to remote sites (quality, quantity and regularity constraints).

Logistics also means loading aircrafts, from the production units to the aircrafts in line with the requirements of timeliness and loading conformity.

Customer satisfaction



*Customer satisfaction
is a key concern at
Servair.*

It requires compliance with operational (on-time performance) and product (recipe, portion control, etc.) expectations.

Key goals in this area are covered by the QE4S (Quality, Environment, Food Safety, OHS, Flight Safety, Standardisation) policy.

ISO 9001 certifications of our units demonstrate Servair's ability to supply a product or service in compliance with its customers' standards and its commitment to increasing their satisfaction. Within the framework of ISO certifications, Servair addresses customer satisfaction through surveys and questionnaires.

Customer audits, as well as rankings and evaluations by some of its customers, and customer compliance inspections are ongoing measures to ensure their satisfaction.

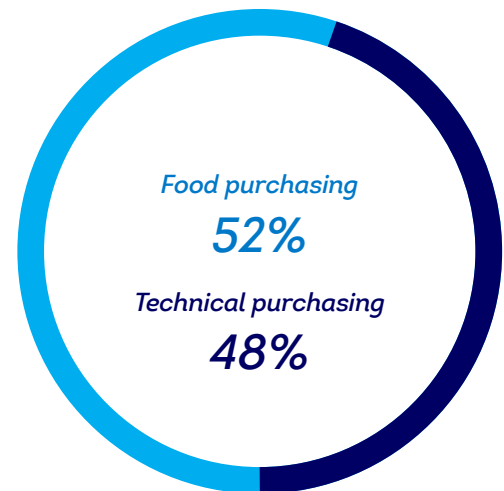
Customer satisfaction measures are therefore numerous and specific to each of Servair's business lines and activities. Next year, Servair will present a shared customer satisfaction indicator.

Beyond those criteria, Servair is committed to meeting its customers' innovation and development needs on a daily basis thanks to its culinary and logistics expertise.

Purchasing

Servair purchases a **wide variety of products and services** at its Paris units and stations. With nearly 700 main suppliers and over 3,500 active food product references each month, the purchasing function is essential. An indicator for local purchasing is being implemented and will be published next year.

In large part, these purchases are made up of food products plus technical purchasing (nearly 50%) such as temping, security, and acquisition and maintenance of industrial equipment.



Our purchasing practices are guided by the desire for balanced development and shared values with our suppliers and service providers.

Servair deals with reliable suppliers who can provide products and services of good **quality and logistics consistency** in terms of delivery times and quantities. The catering business is complex, and suppliers must be able to handle that complexity. Servair is building a long-term relationship with them via contracts and respect for commercial practices.

Sustainable development criteria are integrated into the supplier and service provider Servair's referencing. This is demonstrated through our procurement practices. In 2019, more than 19% of our supplies were sourced from **sustainable fishing with 66% of fish labelled. And since 2019, 90% of our purchases have consistently been from France for dairy products, egg products, frozen pastries, bread and pastries, casseroles, fresh salad and poultry.**

To meet the needs of its customers and sites, Servair also helps develop partnerships with local SMEs and works actively to build long-term relationships.

Finally, Servair has defined an ethical and social charter so as to share our values with our business partners. It will be circulated to our main suppliers and service providers in 2021.



*Control our
environmental impact
and fight pollution and waste*

Servair's primary goal, beyond regulatory standards, is to help preserve natural resources by controlling our consumption and pollution caused by our activities.

Servair strives to reduce greenhouse gas emissions, and thereby takes part in the collective effort to fight against climate change.

The implementation of an environmental management system for its unit helps to ensure better environmental monitoring and to consider the existing regulations at the local, national, and European level. The QE4S 2019 – 2021 (Quality, Environment, Food Safety, OHS, Flight Safety, Standardisation) policy provides the general framework and sets the priority aims and initiatives for the whole Servair network.

Waste management

Industrial waste come from industrial processes and aircraft cabin waste.

All waste is processed according to the existing local channels and in compliance with regulations.

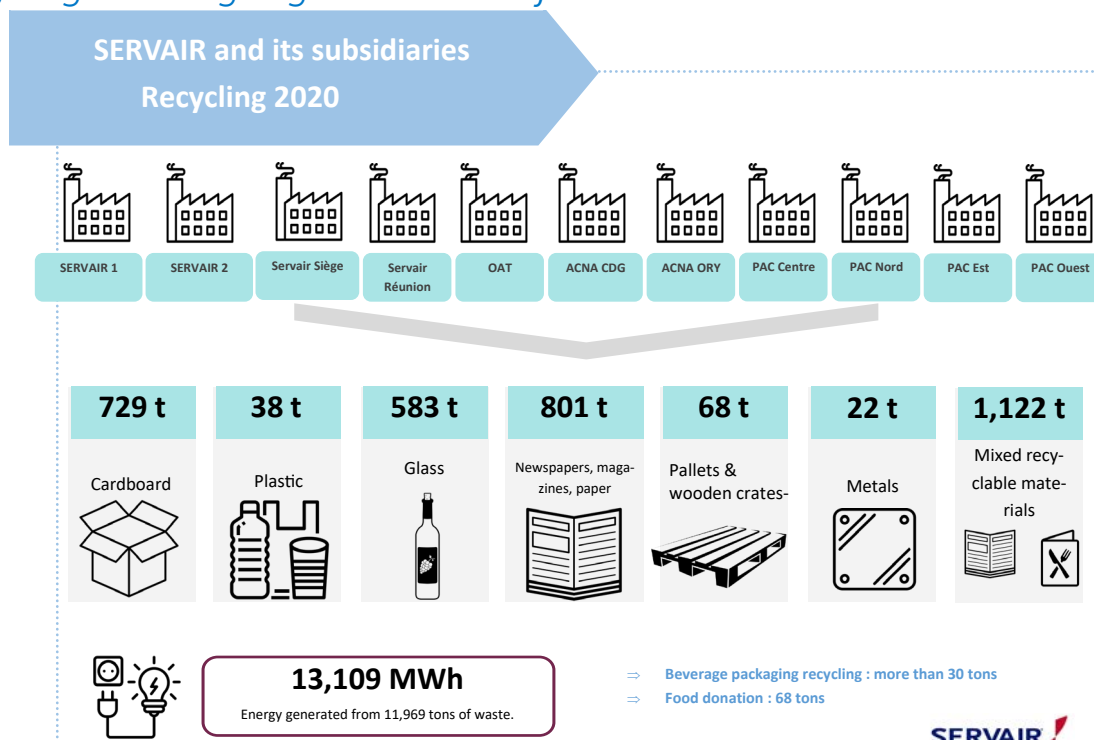
Waste from aircraft cabins and production is mostly incinerated. When incineration is not an option locally, this waste is buried or sent to landfill sites.

In 2020, the sorting of beverage packaging (plastic bottles, bricks and cans) arriving in Paris generated 30.4 tons of recycled packaging.

In metropolitan France, **incineration includes energy recovery**; this treatment process accounts for 73% of its waste and increased by 8 points. This increase is the result of the health context, the tonnage of recycled waste fell sharply in line with a decrease in our supplies and an increase in incineration for health reasons. This treatment process generates the equivalent of **23.5% of our energy needs for the production units**.

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Recycling is an ongoing commitment for Servair:



Sustainable use of resources

In order to engage as many of its employees as possible, Servair has launched an **environmental challenge on eco-friendly actions** with the French start-up Energic. This challenge allows us to focus on waste, mobility, water consumption and energy control through quizzes and challenges. This approach to raising awareness is interactive and participative so as to encourage more virtuous consumption of natural and energy resources.

Servair is also committed to reducing plastic-related pollution by means of a plan for the replacement of single-use plastics for our own consumptions and those of our customers.

In 2020, **more than 670,000 single-use plastic items were replaced** by items made of wood or cardboard

Fighting food waste and food donation

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Servair optimises the use of food products, helps fight food waste, and helps conserve natural resources by managing inventory, sous-vide cooking process, and logistics platform.

Food donations also help fight food waste.

As for food donations, inventory (resulting from changes to customers menus or unused emergency supplies, etc.) can be donated within the required hygiene standards for each product.

The coronavirus crisis, and especially the lockdown times, have hit the most vulnerable populations severely. Servair is committed to working closely with charities that are striving to provide them with further help. The CSR department at the headquarters and Servair 1, Servair 2, PAC, OAT and ServLogistic units have delivered **68 tons of food donations i.e the equivalent of almost 194,000 mealtrays to national non-profit organisations** such as Restos du Coeur, the Red Cross, the Food Bank and also to several local organisations through our units in Paris and Martinique catering.

The Refettorio, founded by Chef Massimo Bottura, a member of Servair Culinary Studio, who usually invites chefs to cook for people in great need, set up a distribution network of packed meals during his restaurant's closure and kept on providing them with a meal during



the initial lockdown. Servair 1 unit responded by preparing meals according to the recipes they had been provided. Refettorio distributed up to 1,000 packed meals per day at collection points such as the Social SAMU and France Terre d'Asile

Animal welfare

Since 2018, our entire French egg supply has come from free-range chickens. In terms of egg product supply, our French suppliers have all already committed to stopping production or purchase of eggs from caged chickens by 2025. That aligns with Servair's commitment (for French units) to no longer source eggs and egg products from caged chickens by 2025.

This change in production methods has a strong impact on suppliers and their producers. Therefore, Servair has committed to providing long-term support during the transition to a more animal welfare-friendly production process.

A background image showing a male worker in a blue uniform operating a robotic arm in a factory. The worker is looking down at the arm, which is holding a small object. The scene is industrial with various equipment and cables visible.

***Ensure occupational
health and safety
for our employees as well as
for our suppliers and
subcontractors***

Occupational Health & Safety

Occupational health and safety is a priority for the company.

The QE4S2019- 2021 policy (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardisation) provides the general framework, objectives and priority actions for the whole Servair network with regard to Occupational Health and Safety.

A dedicated department based at the headquarters works and communicates on this topic with the coordinators in each of the units in order to provide each employee with a safe working environment, in compliance with regulations.

The company invests to ensure that employees remain in their jobs. Therefore, workstations studies are carried out by a multidisciplinary team including OHS departments, occupational medicine, employees and Social & Economic Committee or WHSCC members in view of preventing and reducing occupational illnesses and arduousness. Investments are also dedicated to improving workstations, such as tables specially adapted for Make & Pack operations, a dock protection system or workstation adjustments with the help of SAMTEH.



The company provides a structured training plan covering these topics for all employees.

For airside activities, training programmes and checks are conducted by the management teams to ensure that fuelling sequences are carried out correctly. The rollout of SQUAD contributes to the improvement and the communication of flight safety related events to employees.

Since November 2019 and in response to the epidemic situation in China, we have taken preventive actions to protect against the virus. Servair set up an occupational health and safety monitoring unit, in permanent contact with local and governmental health authorities. Our sanitary protocol was stricter than the one they were recommending; as we had experienced Ebola virus. **We stockpiled masks as of January 2020 and made them mandatory very quickly.** Since then, we have been monitoring the situation very closely and adjusting our actions according to the risks incurred.

The preventive measures were defined with Servair occupational health department, and regular communication with the doctors allows us to take the appropriate steps. In cooperation with the labour representatives, we adjust them according to the operations and the actual situation on the ground. Partial activity and **sanitary protocols are limiting interaction between employees to a strict minimum.** To provide support, Servair has arranged web conferences with psychologists to give them some clues on how to manage their daily life as well as possible. Servair is open to suggestions to offer appropriate support.

Daily checks are carried out in all units through "Daily Patrol" to ensure compliance at the workstation concerning : **Mask-wearing, availability of soap and hydroalcoholic gel in the dispensers and proper condition of the marking ensuring distancing.**

ACNA innovate against COVID-19

At Orly and Roissy, ACNA has innovated since the beginning of the health crisis. The Servair specialist in aircraft cabin cleaning has developed and provided advice to its airline customers. **ACNA has developed new cabin disinfection services.** They help mitigate the risk of contamination and contribute to the protection of both passengers and flight attendants. This deep cleaning service consists in **disinfecting aircraft areas dedicated to crew members** (cockpit, rest stations, etc.) and **points of contact with passengers** (seats, lavatories).

A further level of service was offered in August 2020 on long-haul flights. In compliance with new regulatory requirements, this service includes the disinfection of even more high-touch areas with passengers (belts, inner seat pockets).

ACNA also provides **in-flight remedial services in the event of suspected COVID 19 contamination of a passenger.** These services are carried out in total safety, with special protective equipment by some thirty specially trained team leaders.

Servair mobilised for the health and safety of healthcare workers

30

Healthcare workers in public health organizations could count on the **active support of Servair teams.** From March to May, Servair 1, OAT, ACNA CDG units together with Lyon Air traiteur and Servair Réunion **sent nearly 58,000 surgical masks, 9,700 FFP2 masks, 9,300 disposable gowns and 8,000 aprons.** These donations were of great value during the first lockdown, when this safety equipment was missing.

ACNA's teams, specialized in aircraft cabin cleaning, also mobilised in April 2020 by volunteering to handle the unloading of special flights shipping masks from China.

Labour indicators*

	2019	2020
Total headcount as of 31/12/2020	7,970	5,879
% of women	34.3%	34.9%
Employees aged under 30	9.9%	3.9%
Employees aged 30 or more to under 50	51.0%	44.6%
Employees aged over 50	39.1%	51.5%
Hires & departures		
Total number of hires	1,875	not calculated
Total number of departures	2,030	not calculated
Training		
Number of training hours	110,619	58,735
Average number of internship hours (Excluding NAS)	15.3	15.2
Diversity		
Proportion of women in management positions	37.3%	36.4%
Number of disabled employees (Excluding NAS, Servair Abidjan)	466	not calculated
Occupational Health and Safety		
Frequency rate (Excluding NAS, Servair Abidjan)	58.5	47.3
Severity rate (Excluding NAS, Servair Abidjan)	5.7	12.1
Absenteeism rate (Excluding NAS, Servair Abidjan)	11.49%	not calculated

Environmental indicators*

	2019	2020
Waste management		
Total waste (tons)	31,686.4	16,467.2
Total recycled material	22.3%	23.7%
Material recovery rate (recycling and reuse)	23.6%	24.4%
Recovery rate (energy, recycling and reuse)	97.7%	97.1%
Sustainable use of resources		
Water consumption (m ³)	248,386	183,256
Water ratio (L/Tray)	4.49	6.69
Building energy consumption (kWh)	73,557,182	55,852,188
Building energy ratio (kWh/m ² /month)	41.3	31.4
Fuel consumption (L)	2,367,848	1,399,107
Fuel ratio (excluding Servair HQ, L/ flight)	2.99	3.05
Fighting climate change		
Emissions (teqCO ₂)	54,492	17,990

* The scope of consolidation (which has changed and accounts for 70% of the total headcount in 2020 compared to 87% in 2019) and the sharp drop in business do not allow for an accurate analysis of the trends in the indicators.

It should be noted that the environmental ratios for airline operations (Tray, flight) have significantly deteriorated. Indeed, the drop in activity is directly related to the drop in the number of aircrafts catered, but also to the flight occupancy rate, which has dramatically decreased as a result of the health crisis.



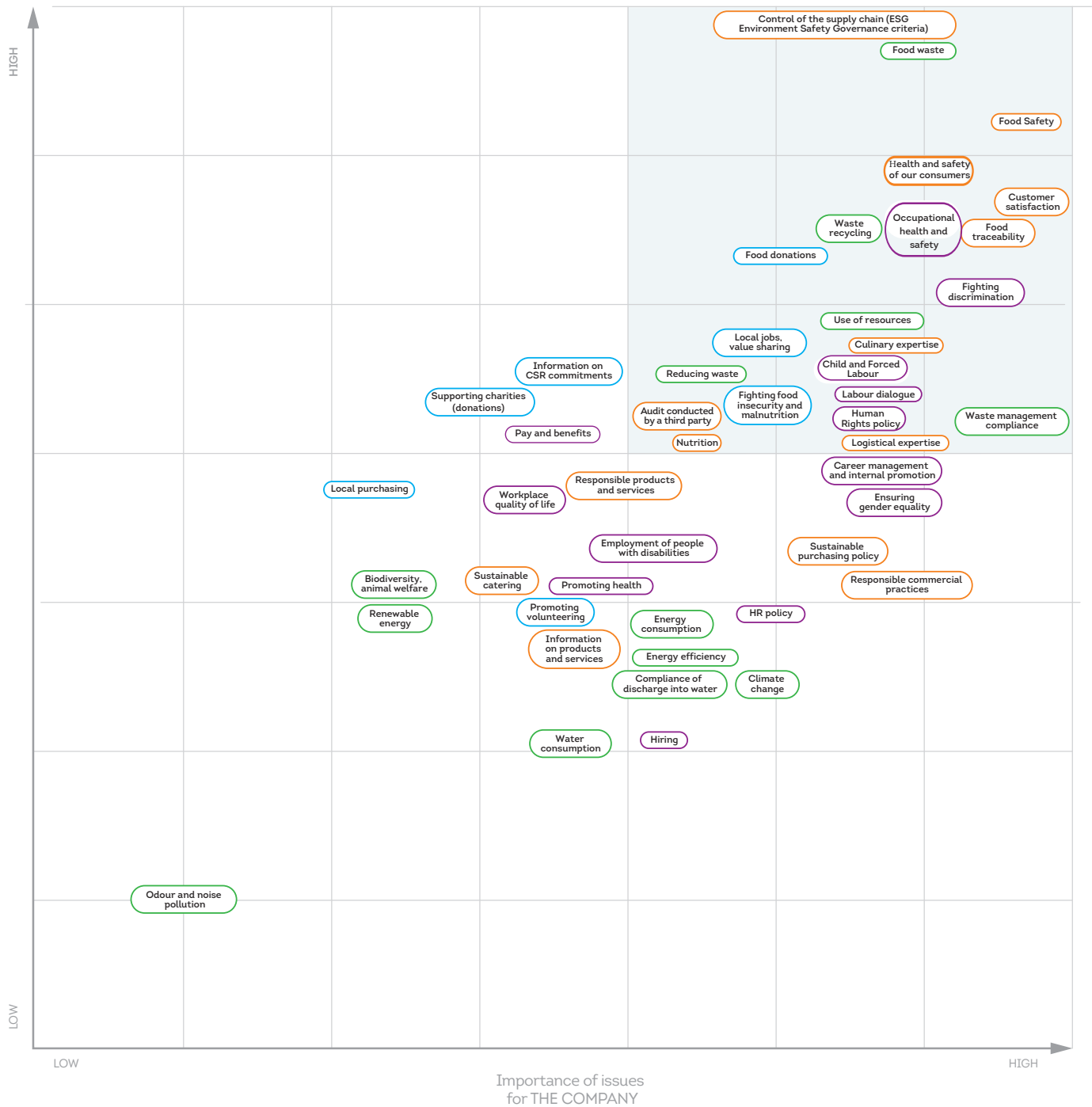
Appendices & methodology

Table of the 10 principles of the United Nations Global Compact.

	Chapter(s) of the document
Human Rights	
1. Businesses should support and respect the protection of internationally proclaimed human rights	p.14 : Promote a social model that is respectful to our employees and that preserves equal opportunities in the workplace : Human rights, Equal employment opportunity and fighting discrimination in the workplace
2. Businesses should make sure that they are not complicit in human rights abuses	p.17 : Sharing values and local jobs
International Labour Standards	
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	p.14 : Promote a social model that is respectful to our employees and that preserves equal opportunities in the workplace : Employment, Labour dialogue is one of the company's strong values, Equal employment opportunity and fighting discrimination in the workplace, Work organisation p.29 : Ensure occupational health and safety for our employees as well as for our suppliers and subcontractors
4. Businesses should uphold the elimination of all forms of forced and compulsory labour	
5. Businesses should uphold the abolition of child labour	
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation	
Environment	
7. Businesses should support a precautionary approach to environmental challenges	p.25 : Control our environmental impact and fight pollution and waste : Waste management, Sustainable use of ressources, Fighting food waste and food donation, Animal welfare
8. Businesses should undertake initiatives to promote greater environmental responsibility	
9. Businesses should encourage the development and diffusion of environmentally friendly technologies	
Anti-Corruption	
10. Businesses should work against corruption in all its forms, including extortion and bribery	p.23 : Purchasing

Servair Materiality Matrix

Importance of issues
according to STAKEHOLDERS



● Workplace
 ● Marketplace
 ● Environment
 ● Our communities

Methodology note on reporting

SERVAIR SA and its subsidiaries have chosen to get their labour and environmental indicators verified by KPMG Audit.

In application of the provisions of Article L. 225-102-1 V. of the Commercial Code and of Decree No. 2012-557 of 24 April 2012 as modified by Ordinance No. 2017-1180 of 19 July 2017 and Decree No. 2017-1265 of 9 August 2017, it is up to the independent third party to express a conclusion of moderate assurance of Consolidated Non-Financial Statement compliance and authenticity of labour, environmental and social information published.

Due to the very high partial activity related to the public health crisis, the scope of the Consolidated Non-Financial Statement has been reduced and includes this year Servair SA and its subsidiaries with more than 300 employees: PAC SA, ACNA SA, OAT SA and Passerelle CDG in France.

Subsidiaries with more than 300 employees internationally have been removed from the scope of Consolidated Non-Financial Statement 2020

For the year 2020, the scope covers almost 70% of total headcount.

Labour indicators

Scope

Reporting of labour data is performed based on physical staff numbers (expressed as "heads") recorded at the end of the calendar year.

The labour data reporting period is based on the calendar year to ensure consistency with the Labour Report data.

As part of a continuous improvement approach, methodological details are provided about indicators, especially as concerns their definition..

If there are changes to definitions that have a significant impact on data, since the comparison between data from previous years and data from that fiscal year will be irrelevant, the change will be mentioned in the methodology note.

Reporting tools

Effective April 1st 2020, the TEAMS RH software replaced HR ACCESS for the administrative management and staff payroll. This change in the course of the year did not allow for the calculation of indicators for the year 2020 relating to hirings and terminations, disabled workers and absenteeism.

Indicators are gathered and consolidated using several software applications:

- HR ACCESS until March 2020 and TEAMS RH since April 2020 (tools for administrative management and staff payroll) for the Headcount section
- PARADIS and NEEVA (Training Management Tools)
- ACCILINE (Tool for occupational health & safety data)

Data about staff is processed centrally within the Human Resources and Social Policy General Management by the Analysis and Labour Cost Control Department.

Data about training are processed by SERVAIR FORMATION, training center.

Details and methodology - comments on indicators

Staff

This is the number of staff (expressed in "heads") recorded as at 31 December of the reference year, no matter what type of employment contract (permanent, fixed-term, seasonal, apprentice, professionalisation contract or individual contractor) and no matter the number of hours worked per month.

Employees who have an end date as at 31 December are counted as staff

Interns and temporary work agencies workers are not counted.

Proportion of women in management

This is the ratio of the number of women executives to the number of executives.

New hires

This indicator concerns permanent contract hires and fixed-term contract hires over the course of the reference year.

Permanent-contract hires include fixed-term contract hires (fixed-term in the broad sense) whose contract has been switched over to permanent status over the course of the year (inductions). They also include transfers or secondments between companies (permanent-contract employees from a subsidiary joining the reference company).

Fixed-term contract hires include seasonal workers, apprentices, professionalisation contracts or individual contractor workers hired over the course of the reference year. Interns and temporary work agencies workers are not counted. An employee hired three times over the course of the year on the same type of contract will be counted once.

Example:

3 fixed-term contracts over the year => counted as 1 fixed-term contract hire

1 apprentice contract + 2 fixed-term contracts => counted as 1 apprentice hire + 1 fixed-term contract

Departures

This indicator concerns contract terminations over the course of the reference year, no matter what type of employment contract (aside from outside agency workers and interns).

An employee who departs three times over the year from the same type of contract will be counted once.

Training

The "average number of training hours" indicator is the ratio of the number of training hours completed during the reference year to the number of trainees (one employee who completes three training sessions over the course of the year will be counted once).

Workers with disabilities

The "number of workers with disabilities" indicator counts people who have Recognition of Disabled Worker Status, victims of workplace accidents or occupational illnesses, disability pensioners, war wounded or similar, and holders of the disability card or the disabled adults' allowance.

All types of work contracts are counted, including temporary work agency workers and interns, as well as designated units converted with respect to "useful" turnover (meaning workforce) of ESATs (in compliance with Articles L5212-1 and following the Labour Code).

Frequency rate (FR)

This is the number of lost-time accidents per 1,000,000 hours worked.

Severity rate (SR)

This is the number of lost-time days resulting from work related accidents per 1,000 hours worked.

Absenteeism rate

The absenteeism rate is the ratio of the number of days of absence to the number of theoretical hours worked converted to days. Counted absences include absences related to illness, workplace accidents, maternity, and unpaid absences.

Environmental indicators

Scope and reporting period

For SERVAIR SA and its subsidiaries, the environmental data reporting period is year-over-year from 1 October N-1 to 30 September N.

Reporting and details about methodology

Environmental data are gathered by each Paris unit using the water and energy consumption billing SAP software as well as waste records as regards waste. In parallel, on-site consumption is tracked (meter record, pick-up notes) whenever possible.

For purposes of a more reliable reporting, a general reporting procedure defines each indicator and the process for gathering, calculating and consolidating indicators.

Consistency tests are also conducted using syntheses provided by suppliers and service providers.

Consolidation of data from Servair SA and its subsidiaries is performed by the Servair Industrial Process, Quality & CSR Department.

Comments on changes

Regulatory requirements and reporting and consolidation principles for Servair and its subsidiaries are described in a document entitled "Reporting of Environmental Indicators", which is updated each year. Data gathering methods and calculation and consolidation methodologies are defined in that document.

As part of a continuous improvement approach, details about methodology are regularly added when these modifications have a significant impact on data, any comparison between data from previous years and data for the given fiscal year.

Quantity of waste resulting from activities

Waste resulting from activities comes from our industrial processes and aircraft cabin waste from air transport.

If the quantity of waste has not been communicated by service providers at the end of the reporting period, the quantity mentioned in the removal orders is counted. However, this quantity is estimated as marginal.

For cooking and service waste from flights coming from outside countries (outside the European Union), this waste counts as Category 1 animal sub-products. Health regulation (EU No.1069/2009) imposes a specific elimination method. In Paris, the elimination method is incineration with energy recovery.

Recycling rate

This is the ratio of the tonnage of waste recycled in mono-material or mixed streams to the total tonnage of waste.

Material recovery

This is the ratio of recycled tonnage and reused tonnage (wooden pallets and food donations) to the total tonnage of waste.

Energy recovery

This is the ratio of incinerated waste to total waste tonnage

Water consumption

Water consumption is accounted for at all production sites. This concerns drinking water used as process and sanitation water.

Water ratio

This is the water consumption of a unit to the tray production activity of the same unit.

Energy consumption

This indicator includes the following energy sources:

- Electricity
- gas for heating of buildings, hot sanitation water, and hot process water. The conversion of the quantity of gas consumed accounts for the characteristics of the gas that are specific to the given department (ex. Réunion).
- Superheated water for heating of buildings, hot sanitation water, and hot process water.
- Frozen water for air conditioning/refrigeration of buildings.
- Domestic heating fuel for generators.

Building energy consumption ratio

This is the energy consumption of the industrial sites and the Servair headquarters building per sqm (square meter) of floor space.

Fuel consumption

This indicator includes the following fuel sources:

- NRD (Non-Road Diesel) for ramp vehicles
- HGVs (Diesel for Heavy Goods Vehicles), commercial vehicles, and some light vehicles
- Petrol for other light Servair vehicles.

GHG emissions (CO₂ eq.t)

Total GHG (greenhouse gas) emissions are for Scopes 1 and 2, corresponding with fuel and energy consumption types listed above, refrigerant fluid leaks, and dry ice consumption. Emissions factors were updated for year 2019 using the ADEME carbon database.

Food donation

This indicator corresponds to the total weight of each food product. This information is attached to the donation statements signed by the receiving organisation.

Meal trays equivalent

The defined equivalent of a meal tray is 350g.

The activity

It is the result of cost control for each type of operation:

- Catering: number of trays processed. The number of trays processed is defined as the number of trays washed. The number of flights refers to the number of flights catered, on which a loading operation was completed.
- Flight cabin cleaning: the number of flights refers to the number of aircrafts cleaned.
- Disabled passengers or passengers with reduced mobility: the number of flights refers to the number of aircrafts for which at least one transport assistance was provided.



a gategroup member



COMMUNICATION
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.