Corporate social responsibility 2022

Including the Declaration of Extra-Financial Performance





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CSR POLICY SERVAIR







Alexis Frantz
General Manager Servair

Servair's CSR approach, which has been under way for more than 10 years, will find renewed expression as aviation activity resumes after the COVID crisis.

Our CSR policy is still based on four pillars:

- guarantee a healthy and safe offer in our various food activities
- promote a social model that respects our employees and preserves professional equality
- ensure health and safety at work for our employees and also for our suppliers and subcontractors
- control our environmental impacts and fight against pollution and waste.

In concrete terms, the intense restart of our activity has led us to recruit hundreds of new employees in our local employment pools in France and Africa, thus contributing to the economic development of the territories. Similarly, the attrition of our workforce has allowed professional evolutions towards more qualified or managerial positions for employees already in the company. And now, the gender distribution is 37% / 67% among our employees, and 40% / 60% among our management teams.

After putting Parisian sites to sleep, increasing our capacity is an opportunity to renovate and adapt our industrial infrastructures with work plans for several years. And because they are more energy-efficient, water-efficient, with a lower carbon impact, the new equipment reduces our environmental footprint. Our processes are also evolving: They integrate a renewed attention to the management of the material, more recycling and food donations. In terms of **sustainable catering**, in line with our

Make Eat Better charter, Servair goes further to meet the new consumption patterns and expectations of its customers with ever more local, healthy and traced products. Servair is advancing in its industrial and environmental transition.

Finally, after a period focused on the fight against COVID, the prevention of occupational risks remains our priority both in management and in day-to-day operations, both in the field and in our investments.

I count on the involvement of all of us so that Servair can rebuild itself by taking social, societal and environmental issues into account, and continue to make Servair a resilient and efficient company serving all its stakeholders.

PUBLICATION CONTEXT





The recovery of activity, after the health and economic crises, particularly impacting the aviation sector, started in 2022 one year ahead of the initial projections. It continued in 2023 with the reopening of China's borders.

The decisions taken at the beginning of the crisis (APC, site hibernation, partial activity) in order to preserve the company and safeguard jobs have allowed us to maintain ourselves and be able to organize ourselves differently. A restructuring of Servair and its subsidiaries began in 2022.

Since May 31, 2021, Servair has been a 65% subsidiary of gategroup, headquartered in Zurich, Switzerland. Gategroup consolidates the social accounts of Servair and its subsidiaries in its financial report but does not have a report consolidating CSR information. Servair is not required to publish consolidated accounts from a CSR point of view. Given that the thresholds have been exceeded, for 2022 Servair SA and PAC SA are required to publish a DPEF1, which is not the case for ACNA SA, OAT SA, Martinique catering, SORI, SOGRI, LAT and Panima. The desire to publish a DPEF on the Servair perimeter and its subsidiaries was again approved for 2022 with subsidiaries whose workforce is greater than 300, in addition to all other French units, the reporting scope covers more than 79% of the Servair and subsidiaries workforce in 2022.

For the 2022 reporting, Servair SA and its subsidiaries PAC SA, ACNA SA, OAT SA, Martinique catering, SORI, SOGRI, LAT, Panima and the African subsidiaries NAS and Servair Abidjan which are consolidated for Servair and its subsidiaries.

¹ French companies with more than 500 employees and with more than 100 million euros of balance sheet total or turnover, must complete their Declaration of Extra Financial Performance (DPEF) since the 2018 financial year. This is the evolution of the "CSR report", resulting from the transposition into French law of the European directive on extra-financial reporting (2014/95/EU). This version directs companies towards a risk-based approach and encourages them to be more relevant, transparent and to communicate their CSR policies, commitments and results.

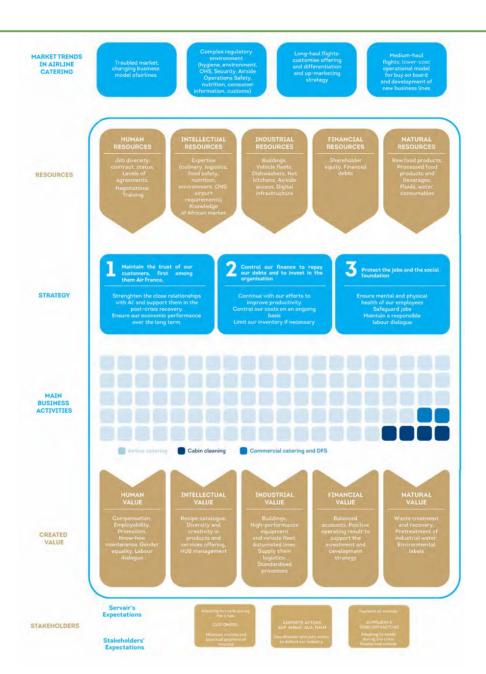
In 2021, our business model was modified to integrate our new strategy, applied in particular to CDG, to adapt to the decline in activity. The context for exiting the crisis in 2022 was not that of 2021. In addition to the effects of the COVID19 crisis, there are other crises that have a hard impact on us: Inflation of material and energy costs, problems of material supply and finding the same level of know-how with new teams. With activity still uncertain and variable, rescue measures were still needed in 2022.

The reorganization of the industrial tool led in 2022 to reopen sites and modify the organization of the parent company and subsidiaries. Nevertheless, the business model remains relevant for Servair SA and its subsidiaries with some changes in the market and customer expectations.

In 2022, the main activity was air catering for Servair SA, establishment 1 and Servair Réunion. It should be noted that Servair Réunion has a more diversified activity including aircraft cleaning, out-of-home catering and duty-free shop. For PAC SA, the main activity is air catering for all active establishments PAC Centre, PAC Est, PAC Centre CDG.

It should be noted that the DROM and Africa units have a more diversified activity including aircraft cleaning, out-of-home catering and duty-free shop.

The business model, validated by senior management, is presented here in the form of a diagram summarizing Servair's objectives: Its strategy, resources, activities, value created and key stakeholders.





OUR ORGANIZATION



Servair has a clear and readable organization that reflects its priorities. The Servair Executive Committee (COMEX) is composed of the following members (February 2023), it decides on the strategic orientations of the company.



Alexis FRANTZ
CEO Servair &
President
SEA gategroup



Marc VATEL
Executive Vice
President
Business Unit
Africa



Patricia
LARZILLIERE
Executive Vice
President
Business Unit
France, Portugal



Alain MUDERS
Executive Vice
President
Business Unit
Paris catering



Yolanda ESCRIBANO Managing Director Spain



François ADAMSKI Corporate Chef



Denis
BRONGNIART
Executive Vice
President
HR & Social relations



Nathalie CHESNAIS Executive Vice President Industrial process, quality & CSR



Anne-Sabine
ZOLLER
Executive Vice
President
Economy, Finance
& IT



Boris ELOY
Executive Vice
President
Marketing,
Innovation & new
markets
development



Véronique MICHEL Executive Vice President AF commercial, Service offer, procurement & supply chain



Éric ROUVILLOIS
Executive Vice
President
Commercial

IDENTIFICATION OF CSR RISKS





CSR risks are identified using a materiality matrix that aims to define the relevant issues for the company. The identification of relevant issues (so-called material issues) is structured according to the four commitments of the Servair CSR policy.

The materiality of the issues, coming from the various CSR standards, is rated according to the importance of the impact for the company and the expectations of the stakeholders (customers, employees, etc.). Some CSR risks correspond to financial risks, they are then indicated by end. The issue is considered significant when it has been rated as very important by the company and stakeholders.

A total of 10 relevant issues were identified. For each relevant issue, we identified the associated significant risk. Some relevant issues have been grouped under a single CSR risk. The materiality matrix is presented in the appendix, page 35.

This risk-based approach allows us to monitor and measure the overall performance of sustainable development in terms of social, environmental and societal responsibility of Servair. The objectives set or to come, corresponding to Servair's priorities, are being formalized as part of a collaborative approach in connection with the departments concerned and in coherence with the results of the materiality analysis.

IDENTIFICATION OF CSR RISKS



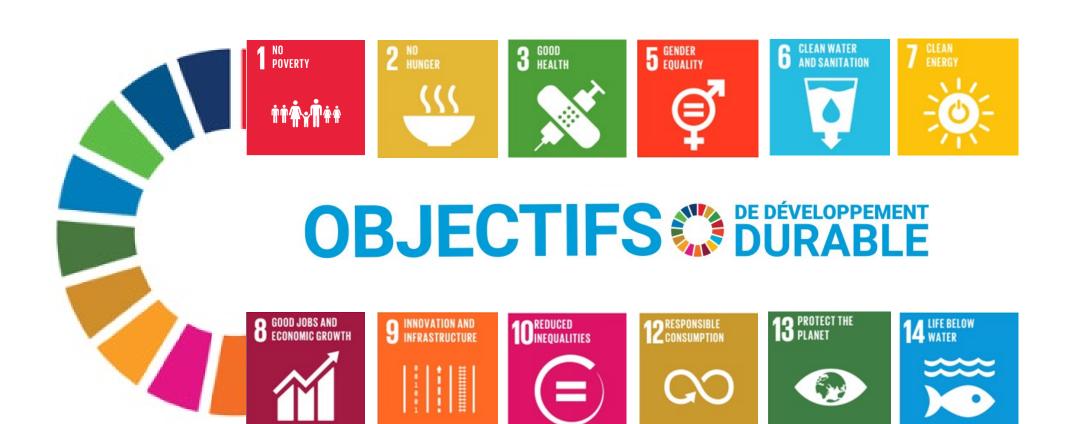
Identification of risks: 10 main CSR risks, validated by senior management:

Pillar	Issues relevant to Servair	CSR risk	Chapter of the DPEF	Indicator
	Human rights policy, child labour and forced labour	Risk of violation of human rights, children's rights and workers' rights	Human rights	-
Promote a social model	Combating discrimination	Risk of violation of human rights Risk of losing skills	Professional equality and the fight against discrimination, employment	Numbers, share of women, share of women in management, number of disabled workers, hiring and leaving, number of hours of internship
	Social DialoguE	Risk of breaking social agreement and therefore performance	Social DialoguE, a strong value of the company	Collective bargaining coverage rate
	Organization of work	Risk of customer loss and risk of performance	Organization of work	Absenteeism rate
	Food safety, Traceability	Risk to the health of the consumerFIN	Food safety Traceability	Microbiological compliance rate
	Customer satisfaction	Risk of customer loss	Customer satisfaction	Third party audit coverage rate
	Third party audit	Risk of customer loss	Food safety	Third party audit coverage rate
Guarantee a healthy and safe offer	Culinary expertise, logistical expertise	Risk of customer loss	Culinary expertise Logistics expertise	Number of cooks, logistics punctuality rate
	Nutrition	Risk to the health of the consumerFIN	Nutrition	Percentage of pre-packaged with nutritional information
	Fight against food insecurity and malnutrition	Governance risk	Fight against food insecurity and malnutrition Food donation	Tonnage of food donations
	Supply chain control	Risk of supply of raw material/service from a supplier	Purchases	Number of suppliers who have signed the supplier engagement charter
Controlling our	Compliance on waste management, reduce waste, recycle waste	Risk of pollution, depletion of natural resources and contamination	Waste management	Total waste, recycling rate, material recovery rate and recovery rate
environmental impacts	Sustainable use of resources	Risk of depletion of natural resources	Sustainable use of resources	Consumption and ratios of water, energy building and fuel, emissions (teqCO2)
	Waste and food donation	Risk of depletion of natural resources	Fight against waste and food donation	Tonnage Food donations
Ensure health and	Occupational health and safety	Risk of occupational injury and illness, absenteeism, incendieFIN, avionFIN shock	Occupational health and safety	Frequency rate, severity rate of accidents at work, e-audit of health protocols
safety at work	Supply chain control (ESG criteria)	Risk of damage to working conditions or serious environmental impact by one of our suppliers	Purchases	Number of suppliers who have signed the supplier engagement charter

CONTRIBUTION TO THE UN SDGS



Among the 17 Sustainable Development Goals (SDGs) set by the United Nations by 2030, Servair has identified 12 to which it contributes to its measure.





THAT RESPECTS OUR EMPLOYEES AND PRESERVES PROFESSIONAL EQUALITY









Servair is uncompromising in the strict application of international principles relating to human rights, child labour and forced labour. It disseminates a gategroup code of conduct and business ethics that promotes, beyond strict compliance with the laws, honest behavior towards employees, and complies with competition law and business ethics with regard to its customers and suppliers. In order to meet the highest international standards in human rights, labour law, the environment and the fight against corruption, Servair has been a member of the **United Nations Global Compact** since February 2020. This membership commits Servair to progress in its social responsibility approach around ten principles and to communicate its progress and actions regularly on the Global Compact website.

With the increase in the scope of consolidation, Servair is maintaining its commitments in France and Africa. Commitments on working conditions (forced labour, child labour, OSH, working hours, holidays, remuneration, employee representatives, possible strikes, GDPR and discrimination) are applicable to all employees.









EMPLOYMENT



HUMAN RIGHTS

LABOUR ENVIRONMENT

The recovery of activity of 75% compared to that of 2019 is accompanied by a massive recruitment of new employees. In 2022, **720 recruitments were made,** including **463 for Servair SA and 518 for Pac SA**, with more than 2000 interviews that required a particular recruitment process. In Paris, Servair has set up a

temporary centralized recruitment cell to meet this need for new hires. The recruitment process was carried out with a view to equal treatment of candidates and an answer was given to each one with transparency on the recruitment procedure.

At the same time, the employees in partial activity have returned to the company with particular support for changes in society and the training necessary to return to work. For some, this has been an opportunity for professional developments.

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Social DialoguE, a strong value of the company.

Social DialoguE has been the determining factor in adapting the company to the current context and preparing for the future. The coverage rate for collective bargaining agreements is 100% for Servair SA and its subsidiaries including PAC SA in 2021 and 2022.

In 2022 in France, 100% of the agreements under negotiation were signed with the social partners.

PROFESSIONAL EQUALITY AND THE FIGHT AGAINST DISCRIMINATION







For several years, the social partners and the management of Servair have shared the desire to promote the diversity of jobs and professional equality between women and men.

The topic of professional equality is dealt with in the context of collective agreements for each company in France. The signatory parties have defined specific measures in specific policy areas such as recruitment, mobility, training, work/life balance and effective remuneration.

In 2019, the first gender equality index was higher than 89/100 for all French companies. This year, the index could not be calculated due to wage freezes. The absence of a salary increase does not allow to calculate all the different criteria used to calculate the index. Only the gender distribution criteria for senior management and senior management could be presented.

The policy on the employment of persons with disabilities remains an important commitment for Servair with the objective of balancing the employment and hiring of employees with disabilities.

The subject of the fight against discrimination is dealt with in the context of the various collective agreements of companies: Professional equality between men and women, forward management of jobs and skills, exercise of the right to organize and development of social DialoguE. Actions are being taken to effectively combat discrimination, in particular through awareness-raising communications against stereotypes (Disability Week, Women's Day on 8 March) and interviews with the social partners (beginning and end of mandate). at Servair SA and its subsidiaries including Pac SA.

Servair pays particular attention to the work organizations of its employees, in a renewed search for a balance between quality of life at work and economic efficiency.

The specific nature of airline catering activities leads to a focus on organising work in cycles for employees, as described in the agreements signed with the social partners of each of its companies. These agreements shall be subject to regular adjustments, as necessary. For employees in administrative positions, mechanisms are also present in these agreements: Telework, the right to disconnect, parenthood, scheduling for pregnant women.

For Servair and its subsidiaries, the absenteeism rate for Servair and its French subsidiaries was 14,3% in 2022, it was 15,1% for Servair SA and 14,1% for PAC SA. Despite the decline in the workforce, the absenteeism rate did not decrease due to a slight increase in the number of days of absences related to maternity, work accidents and unpaid absences.

SHARED VALUES AND LOCAL EMPLOYMENT





Servair has a direct leverage on the local development of its locations because we favor local employment in Paris with more than 5 500 employees, overseas and also internationally with more than 2 400 employees. The workforce is 2 183 for Servair SA and 441 for Pac SA. Its business model is to systematically partner with a local partner, in our overseas and international locations. Where possible, Servair participates in the development of local supply chains. Local suppliers account for 54% in DROMs and 69% in Africa. These are mainly the fruit and vegetable sectors. The other suppliers are based in metropolitan France in order to meet mainly customer requirements and supply requirements.

Servair is also a partner of Acting for Life, a French international solidarity organization that works for the territorial economic and social development of vulnerable populations. Locally, our units can support projects, such as Servair Benin and Servair Togo, which support small local producers gathered within AMAP.

SERVAIR SERVAIR AND SAFE IN OUR VARIOUS FOOD ACTIVITIES











FOOD SAFETY













Food safety is an integral part of Servair's processes and corporate culture. QE4S Policy 2022 (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardization) provides the general framework, objectives and priority actions for the entire Servair network. It is ensured upstream by taking into account both the control of suppliers by documentary and field audits, raw materials by analyses / controls and menu design. The development of new techniques is also the subject of validation through feedback, bibliography, aging studies and the use of the Sym'Previus predictive microbiology platform.

Servair implements the HACCP method, to identify risks and control them in the fields of microbiology, parasitology, foreign bodies, chemicals and allergens but also in the field of fraud. For this, the company relies on its internal networks and also on a Scientific Committee composed of experts. Servair has its in-house microbiological analysis laboratory in Paris, accredited according to ISO 17 025, and carried out 16 175 analyses in 2022. Thus, Servair benefits from expertise in this field and short analysis times, essential for better responsiveness. Its Parisian laboratory has also become the reference laboratory of its shareholder gategroup. NAS in Kenya also has an ISO 17025 accredited laboratory.

The design of the units according to the hygiene standards of the buildings makes it possible to respect the rules of food safety, to ensure the proper cleaning, the respect of the forward step and the cold chain. The training of agents, the involvement of management and the follow-up of quality teams make it possible to ensure that procedures are respected on a daily basis. The microbiological compliance rate (2022) is 98,5%. The customer audit coverage rate of active sites was 76,92% in 2022.

The ISO 9001 quality management systems or the ISO 22000 food safety management systems set up on production sites ensure that they are managed and improved. Servair implements a monitoring plan of its units through internal audits and also by independent third parties, which result in an audit and certification report according to the relevant standards.









Traceability is essential to food safety.

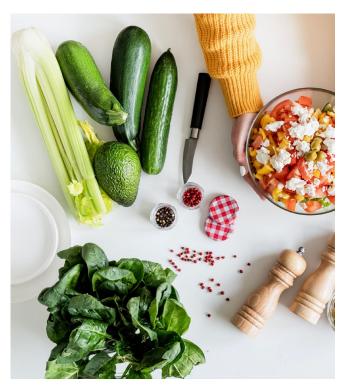
It makes it possible to find the raw materials composing a dish and the information concerning the customers to whom it has been delivered. Servair has invested in computer traceability on its Parisian databases given the volume of data: EDI (Electronic Data Interchange) data integration from its suppliers, barcode identification and PDA (Personal Digital Assistant) wifi in production. The other units perform traceability manually. On this point, a target of 80% internal traceability per workshop is defined in QE4S policy 2023-2025.

NUTRITION









Nutrition is a public health issue that concerns all food stakeholders. Traceability is essential to food safety. This is the case for Servair, especially for its collective catering activities, including school catering. These are regular consumers, some with special needs, such as children but also patients in hospitals. The company's dieticians ensure that menu plans follow the food frequency tables. They also help in the design of so-called "special" menus (gluten-free, salt-free) and in the balance of meals, with the help of a specific nutritional value calculation software, connected to our nomenclatures for Parisian centers.

In Paris, our Prodige tool allows you to calculate the nutritional information of all our dishes. Since 2020, the tool has evolved and calculates the **NutriScore**, although the information is not mandatory. In addition, at the request of Air France, Servair has developed a 100% NutriScore A and B range of cassolettes for the Economy and Premium Economy classes since summer 2021. Since 2022, 100% of pre-packaged services have nutritional information, for example special trays or services in salons.





Through its food business and its operations in Africa, Servair had the opportunity to put its skills at the service of a humanitarian cause: The development of a ready-to-use therapeutic food to treat severe aigüe malnutrition in children aged 6 months to 5 years. Its original formula and manufacturing process are patented (initial filing in September 2014)) and the Vyma product meets precise specifications in terms of nutrition, microbiology and labelling. Today, the European patents EPO, Africa OAPI, Africa ARIPO have been granted. An application for a patent in India is still pending. Servair works closely with an international public body to start the production of Vyma as soon as possible and thus contribute to the fight against malnutrition.

Regarding food insecurity, Servair is concerned about the fate of each foodstuff. Also, when the logistical conditions, and the ability of an association to accept this donation, are met, the foodstuffs are given. This year, the tonnage of food donations made is more than 16 tons in Paris.

CULINARY EXPERTISE

French and international gastronomy, food and taste are an integral part of Servair's culture and know-how. Servair puts this expertise at the service of its customers and, with these recipes, the competence of its chefs, its production kitchens and its advice and training. The Servair Culinary Studio, led by the Corporate Chef is a laboratory of reflection and innovation, it guides Servair in its reflections. The corporate chef also ensures the implementation of the necessary means to achieve culinary excellence at Servair. Servair's teams also develop cooking and preservation techniques that preserve the tastes and organoleptic qualities of the products. This is the case in particular with vacuum cooking, traditional or low temperature, which combines concentration of aromas, juiciness and tenderness with a control of lifespans. Servair pays particular attention to the kitchen sector within its production units and its research and development kitchen. Servair identifies talented cooks, trains them, makes them grow in their practice, their technicality and their managerial role. In 2022, Servair had 91 cooks in its teams. Servair's culinary expertise is a key part of its future.



LOGISTICS EXPERTISE

Logistics expertise consists on the one hand in the optimization of orders and their supply from the factories of our suppliers to the Servair units and, on the other hand, in the optimization of shipments by container of products, which it does not find locally for its remote locations (constraints of quality, quantity, regularity). Logistics also corresponds to the loading of aircraft, from the production units to the aircraft, in compliance with the constraints of punctuality and conformity of loads. Aircraft loading monitoring, called logistics punctuality, is a key element of customer satisfaction and its objective is integrated into the QE4S 2022 policy (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardization) Servair. In 2022, **the logistics punctuality rate was 99.7%.**

CUSTOMER SATISFACTION



Customer satisfaction is at the heart of Servair's concerns.

It involves compliance with operational expectations (punctuality) and the product (recipe, weight ...). The key objectives in this area are included in the QE4S policy (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardization). The ISO 9001 certifications of the units demonstrate Servair's ability to regularly provide a product or service that meets the requirements of its customers and its commitment to increasing their satisfaction.

In the context of these ISO certifications, customer satisfaction is a point to which Servair responds either through surveys or questionnaires. Customer audits, classification or evaluation by some of its customers and customer compliance checks are permanent measures of their satisfaction. Customer satisfaction measures are therefore numerous and specific to each of Servair's businesses and activities.

Beyond these criteria, Servair strives daily to meet the innovation and development needs of its customers, thanks to its culinary and logistical expertise. Customer satisfaction is the result of on-site visits and audits performed by customers.

Servair was awarded the bronze medal for its CSR performance for 2021-2022, evaluated by Ecovadis on the themes CSR (environment, social and human rights, ethics and responsible purchasing). This evaluation is requested by many customers.

PURCHASES





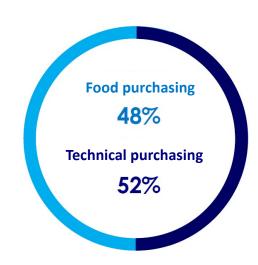
Our purchasing practices are driven by the desire for balanced development and shared values with our suppliers and service providers.

Servair buys a wide variety of products and services for its Parisian bases and on its stopovers. With nearly **700 major** suppliers and more than **3500 active references of food products, the Purchasing** function is essential. Some products are also purchased locally for DROMs and Africa.

These purchases consist largely of foodstuffs and also for more than 60%, technical purchases such as energy, waste management, temporary work, guarding, purchasing and maintenance of industrial equipment.

Servair works with reliable suppliers who can provide good quality products and services and logistic regularity in terms of lead times and quantities. The catering activity is complex and suppliers must be able to respond to this complexity. Servair builds a long-term relationship with them through contracts and respecting business practices. Sustainable development criteria are integrated into the referencing of suppliers and service providers. Our supplies reflect this and **in 2022, it is more than 59% of supplies from sustainable fishing with 71% of labelled fish.**

Our purchases are more than 90% French and stable since 2019 **for dairy products, egg products, frozen pastries, bread and pastries, brown sugar and fresh salad.** And **in 2022,** for these sectors, **local purchases were 93,7%.** To meet the needs of its customers and locations, Servair also contributes to the development of partnerships with local SMEs and works actively to build lasting relationships. Finally, in order to share our values with our business partners, Servair has defined its supplier commitment charter that defines our expectations from the point of view of respect for human rights, working conditions, the environment, animal welfare as well as ethics and responsible business conduct. In 2022, **146 of our main suppliers signed this charter.** In 2021, there were 62.















SERVAIR CONTROL OUR ENVIRONMENTAL IMPACTS AND

FIGHT AGAINST POLLUTION AND WASTE





























Servair's primary objective, beyond regulatory standards, is to contribute to the preservation of natural resources by controlling our consumption and the pollution generated by our activities. Servair also commits its efforts to reducing greenhouse gas emissions and thus participates in the collective effort to combat climate change. The implementation of an environmental management system of its units makes it possible to improve its environmental monitoring and take into account existing regulations. QE4S Policy 2023-2025 (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardization) provides the general framework, objectives and priority actions for the entire Servair network:

- 20% recycling rate
- -10% of the waste tonnage related to the activity
- -10% of energy consumption
- -10% of the carbon footprint
- ISO 14001 certification as part of an SMI for French centers and the largest African centers
- 95% of french purchases in dairy products, egg products, pastries, breads, pastries, cassolettes, fresh salads and meats for parisian units
- 60% local supply for our end-of-line units and other units (Lyon, DOM and Africa)

The deployment of the policy is carried out on the production sites and monitored as part of the ISO 9001 certification of their integrated QSE management system. Sites are regularly monitored on their QSE policy, objectives, actions and results. They shall report to an external thirdparty certifying body at least once a year. To mobilize the largest number of its employees, Servair launched an environmental challenge around eco-gestures with the French start-up **Energic.** This challenge makes it possible to focus on the environment on waste, mobility, water consumption or even the control of energy with the help of guizzes and challenges. This mode of awareness allows to be interactive and participatory in order to encourage more virtuous consumption of natural and energy resources.

In 2022, 155 employees participated and adopted 1134 eco-gestures, answered nearly 15 800 questions during quizzes on the topics of mobility, food, consumption and digital, energy and waste and green finance.

SUSTAINABLE USE OF RESOURCES



Some of our standards and production methods have been meeting this for a long time, such as national or even regional supplies or vacuum cooking, which makes it possible to extend the life of products. The reconditioning of beverage and comfort equipment loads is carried out while respecting the requirements of our customers.

Since 2019, we have been conducting flight counts on arrival in Paris with the customer airlines to identify possible waste and recycling from the services on board. The actions resulting from these counts are the recycling of beverage packaging (plastic, cans, bricks and glass bottles), the food donation of pre-packaged services not consumed with the aim of multiplying these actions in standard processes. These processes require the integration of all the players in the sector: Customers, Servair catering units and waste providers.

All donation, recycling and reuse actions contribute to integrating more sustainability into our processes, products and materials. 2022 was a pivotal year on the scarcity of raw materials and energy, the risks of supply have prompted us to review our needs, processes and consumptions and to commit to more sobriety.







Water consumption is mainly related to the washing of reusable crockery and cutlery and airline containers and the daily cleaning of buildings. With the gradual renewal of industrial washing machines, more economical in water consumption; water consumption is 5.9L/service on the consolidated perimeter and **7L/service for Servair SA and 2L/service for PAC SA.** The difference in average is explained by the type of service provided by **Servair SA, essentially long-haul services** that consume more water, while PAC SA mainly provides short and medium-haul services. Daily eco-gestures and leak tracking have also helped reduce water consumption.

Food activities are sources of pollution related to these cleanings. The renewal of industrial washing machines also allows controlled consumption of washing products. **The recovery of used food oils** in hot kitchens is an action to prevent pollution of industrial waters. The tonnage 2022 is 11 tons. Finally, in order to meet the pre-treatment requirements, all our sites are equipped with grease trays or pre-treatment stations. **Recycling the sludge from the station or grease tank** makes it possible to monitor this depollution. It was 166 tons in 2022.



Servair is also committed to reducing plastic-related pollution by implementing a plan to replace single-use plastics for our own consumption and for those of our customers. Because of our activity with the delivery of services from France, this avoided tonnage of plastic mainly impacts stopover destinations that unload waste from the plane. Servair therefore fully participates in the European regulation's objective of reducing pollution of the seas and oceans, these single-use plastics being the main ones found in the seas and oceans.

Plates, cutlery, cups and turners are the single-use plastics that concern our activities. They have been replaced by items made of wood, bagasse or cardboard. In 2022, more than 9 620 000 single-use plastic items were replaced by wood or cardboard items. The tonnage of plastic avoided is 120 tons.

CIRCULAR ECONOMY & WASTE MANAGEMENT











Waste from economic activities comes from our industrial processes and aircraft cabin waste. All waste is treated according to existing local channels and in accordance with environmental and health regulations.

For catering waste originating from flights from third countries (outside the European Union), this waste corresponds to category 1 animal by-products and is therefore not biowaste. Health regulations (EU n°1069/2009)) impose a specific method of disposal in order to avoid any spread of pathogens via food waste.

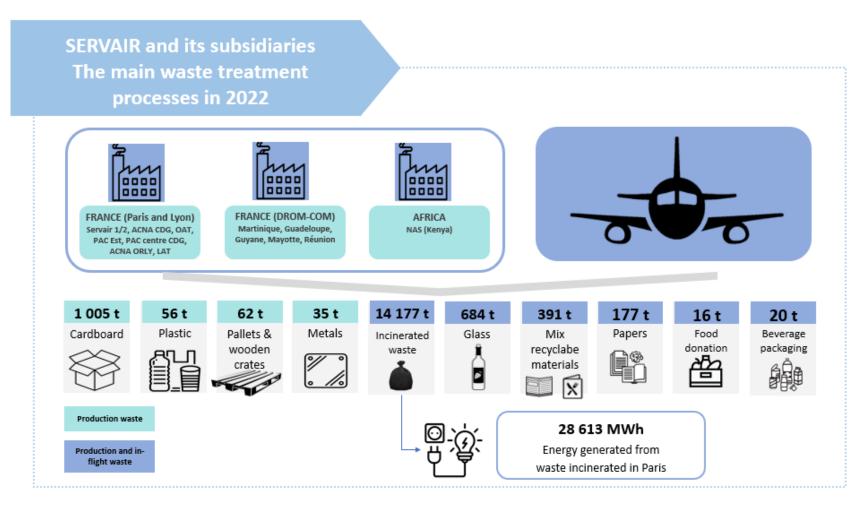
In Paris, the method of disposal is incineration, the incinerators used are coupled with energy recovery. The incinerators used achieve a minimum energy performance to produce energy; this method of treatment concerns 70,5% of its waste in 2022. This treatment mode produces 28 613 MWh, the equivalent of 61,5% of our energy needs for production units. These results depend on the tonnage of waste incinerated but also on the efficiency of each incinerator. The choice of incinerator depends on our waste providers.

Where incineration is not possible locally, this waste is buried or landfilled.

RECYCLING AND ENERGY RECOVERY OF WASTE







In France, 100% of Servair units and subsidiaries recycle at least 5 sectors and for the largest units and depending on local possibilities, we **have up to 18 recycling and reuse sectors.** For units in Africa, recycling possibilities vary locally and sometimes depend on the airport, which can be waste manager, where the unit is located. NAS has set up 5 recycling channels: Wood, cardboard, paper, metals, plastics, used food oils. The edible oils are then transformed into biofuel.

The 2023-2025 recycling target is -20%.

Each new recycling or reuse sector requires tests to verify the feasibility of this implementation from the logistical point of view, collection constraint, compliance with health regulations. With each new sector set up, it is more recycling and more food donation made and therefore a reduction in waste incinerated. This objective can be achieved with these two types of action, which have yet to be deployed at all sites.

Recycled waste concerns pallet packaging (cardboard, plastic film and wood), factory packaging and since 2019, packaging waste from aircraft cabins: Beverage packaging from aircraft cabins: Glass, plastics, bricks (except milk bricks), cans. OAT, the subsidiary based in Orly, is even equipped with equipment to dilute water bottles that have been opened, increasing recycling. The liquids left in the beverage packaging are disruptors in the recycling processes at our service providers.





Servair acts for the energy transition, whether during the construction of new units, during the rehabilitation or maintenance of existing installations. Buildings better designed from the point of view of energy efficiency and processes and works taking into account energy efficiency and decarbonation.

From a logistical point of view, Servair decarbonizes by replacing its fleet of thermal vehicles for light electric vehicles. With regard to heavy goods vehicles, the commitment to a more energy-efficient fleet renewal will reduce fuel consumption. Finally, concerning the movement of employees, the agreement on teleworking was renewed in 2022. In Paris, it's nearly 6 200 days teleworked. With an average of 28km per journey home-to-work for employees at Paris airports, this is 17 343 litres of fuel avoided. In parallel, carpooling was also implemented in May 2022 via the Karos platform: It is more than 11 500 km of self-solism trips avoided.

Indirectly, energy sobriety also involves:

- our choices of supply and design embedded food services: more plants, more room for food; in our processes with the objective of reducing food waste (cf. part fight against waste), increase the lifespan of products with vacuum cooking, donation or reuse
- the recycling of materials and the re-cycling of drinks or the donation of foodstuffs or consumables.

On a daily basis, the energy transition involves the evolution of our behaviours and therefore eco-gestures. This is all the more important today, given the energy crisis we are facing. They have been integrated into the Servair sobriety plan, especially for the heating and air conditioning temperatures to be respected.

The energy reduction actions carried out reduce consumption, carbon footprint and energy bill.



27

In addition to actions to reduce fossil fuel consumption, other actions help reduce the carbon footprint, here is the summary in our action plan to reduce emissions:

Reducing emissions related to our fossil fuel consumption (gas and fuel) Decarbonization of our production equipment Decarbonization of our fleet of vehicles Energy audit and energy efficiency	
Scope 1 Scope 1 Scope 1	
Sobriety plan: Compliance with the heating instructions of 19°C during the heating period Control our non-energy process emissions Control our non-energy process Replacement of dry ice by reusable gels for maintaining the temperature of on-board services	
Reduce emissions related to our consumption of electricity, superheated water and ice water Sobriety plan: Compliance with air conditioning instructions from 26°C Increase the share of solar or renewable energy in our supplies	
Reduce transportation-related emissions Increase the share of local supplies Sustainable mobility: Carpooling, teleworking, remote meetings	
Scope 3 Reduce emissions from purchases of goods and services Reduce services Reduce emissions from purchases of Increase the share of plants in our services Reduce food and non-food waste: Supplies, vacuum cooking, donations Reduce waste Increase recycling including recycling of elements from aircraft cabins Increase the composting and methanisation sectors	

Regarding the carpooling platform, it has been used by 193 employees since its implementation in Paris in May 2022 who have helped to avoid 456 self-regulation journeys. The agreement on teleworking was revised in 2022 and also reduces the impact of commuting. In Paris, 198 employees benefit **from teleworking and in 2022,** there were nearly 6 200 days of teleworking, corresponding to **43 tons of CO2 avoided.**

Servair optimizes the use of food products through its inventory management, vacuum cooking process and logistics platform. Food donations are also part of the fight against food waste. Indeed, foodstuffs no longer corresponding to customers' menus, remaining stocks or unused emergency services can be given under the required hygiene conditions specific to each product. These waste prevention actions also contribute to the fight against food waste and the preservation of natural resources.

A new process was set up in Paris in 2022, when pre-packaged food products are not on tray and not handed over to passengers, some food is recovered to be given to approved associations. Servair has sent **16 tons of food, the equivalent of nearly 45 700 food supplies** to national associations such as Restos du Coeur, the Red Cross or local associations.

ANIMAL WELFARE

In general, the share of plants increases in our food supply and follows the societal trend. This trend is reflected in the aerial with a choice of cassolette with or without animal protein for hot meals. In 2022, Servair also accompanied Air-France for the sustainable flight challenge and manufactured vegetarian services for all classes, unless otherwise requested by the passenger.

Since January 2018, all our egg supplies have come from open-air hens, some from organic farming. In terms of egg product supply, our suppliers have already committed to stop producing or buying eggs from caged hens by 2025. In 2022, the supply rate of egg products from non-cage hens was 8% and 100% of our supplies of shell eggs were from open-air hens.

Servair made a commitment in 2022 regarding the supply of broiler chicken. By 2026, 100% of our supply of chicken meat for our catering activities from Paris, with European airlines, will come from farms and slaughterhouses that meet all the criteria of the European Chicken commitment for all of our European activities. In addition, for air catering in France, at least 20% of these volumes will come from farms guaranteeing access to the open air or a winter garden.



SERVAIR SERVAIR AND SAFETY AT WORK FOR OUR

EMPLOYEES AND ALSO FOR OUR SUPPLIERS AND SUBCONTRACTORS





Occupational health and safety are part of the company's constant attention. QE4S Policy 2022 (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardization) provides the general framework, objectives and priority actions for the entire Servair occupational health and safety network. A department at headquarters works and communicates on this topic to the people identified in each of the units in order to offer a safe working environment for each of the employees, in compliance with the regulations. The company invests to ensure that employees remain in employment. Job studies are carried out by a multidisciplinary team composed of occupational health and safety services, occupational medicine, employees and CSE or CHSCT members in order to prevent and reduce occupational diseases and hardships at work. Investments are also dedicated to the improvement of workstations such as tables adapted for the make&Pack, a platform protection system or station facilities.

In 2021, Servair invested in 300 adapted trolleys and carried out an experiment to relieve the carrying of loads, to keep some employees in the job, using an exoskeleton. The company deploys a structured training plan on all these areas for all employees. For "track" activities, training and checks on the proper execution of fuelling sequences are carried out by the management teams. The deployment of SQUAD contributes to the improvement and communication of flight safety events to employees. To deal with the virus, preventive measures were taken as early as November 2019, as the epidemic situation in China is already worrying us. Servair has set up an occupational health and safety watch unit, in constant contact with local and government health authorities. Our health protocol was more demanding than the one they advocated, because we had experience with the Ebola virus. We built up stocks of masks as early as January 2020 and quickly made them mandatory.

Since then, we have been following developments very closely and adapting our measures according to the risks involved. The preventive measures have been decided with the occupational health service Servair, regular exchanges with doctors allow us to take the appropriate measures. In consultation with the social partners, we adapt them to the activities and reality on the ground. Partial activity and health protocols limit exchanges between employees to a strict minimum. To support these employees, Servair organized webconferences with psychologists to provide them with keys to better manage their daily lives. Servair is listening to suggestions to provide appropriate support. Via weekly "Daily patrol" checks, wearing a mask, the availability of soap and hydroalcoholic gel in the dispensers, the good condition of the marking allowing the respect of the distancing and their respect at the workplace are the subject of regular checks in all units. In 2021, the sanitary protocol of the active production sites had to be e-audits by a third party. For Servair SA, the result is 90% compliance.

SOCIAL INDICATOR

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	Servair SA 2022	PAC SA 2022	Servair and subsidiaries 2022
Total staff at 31/12/2022	2 183	1 441	6 549
% women headcount < 30 years population >= 30 to < 50 years employees > 50 years	32,8%	38,9%	35,6%
	6,5%	6,9%	6,5%
	35,0%	49,8%	45,1%
	58,5%	43,2%	48,4%
Hiring and leaving Total hires total departures	463	518	1 720
	461	280	1 252
Training Number of internship hours average number of internship hours	24 455	16 205	72 757
	14,4	14,5	14,1
Diversity Share of women in management No. disabled workers	41,2%	30,0%	39,1%
	236,2	100,5	475,5
Social DialoguE Collective bargaining coverage rate	100%	100%	100%*
Organization of work Absenteeism rate	15,1%	14,1%	14,3%
Occupational health and safety			
Frequency rate severity rate	62,77	42,87	54,26*
	8,63	5,12	7,18*

*Excluding NAS and Servair Abidjan

ENVIRONMENTAL INDICATOR

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	Servair SA 2022	PAC SA 2022	Servair and its subsidiaries 2022
Waste management			2022
Total waste (tonnes)	8 376	5 052	19 580
Recycling rate	14,71%	14,79%	13,59%
Material recovery rate (recycling and reuse)	14,91%	15,37%	13,83%
Recovery rate (energy, recycling and reuse)	92,03%	98,97%	86,23%
Tonnage of food donations	13,5 tons	2,5 tons	16 tons
Sustainable use of resources			
Water consumption (m3)	105 178	36 712	248 424
Water Ratio (L/benefit)	7,18*	2,14**	5,90
Energy consumption Building (kWh)	26 285 854	16 319 441	62 319 933
Building energy ratio (kWh/m2)	389,22	295,85	373,24
Fuel consumption (L)	303,22	255,05	J13,L4
Fuel ratio (excluding Servair seat, L/aircraft treated)	687 078	532 871	2 045 629
	20,27	6,04**	6,76
Combating climate change			
Emissions (teqCO2)	8 622	5 364	31 715

*Headquarters and Servair 2 data are not taken into account because no services were provided on these sites in 2022.

** Consumption of PAC-C CDG, PAC-C, PACN, PAC-E but benefits only of PAC-E and PAC-C.

Changes in social and environmental indicators between 2021 and 2022 for the Servair perimeter and its subsidiaries cannot be calculated because some subsidiaries do not have the audited data for 2021.

Scope 2022 corresponds to companies:

- France: Servair SA, PAC SA, ACNA SA***, OAT SA***, Martinique catering***, SORI***, SOGRI*** and Panima***
- Africa: NAS and Servair Abidjan

*** These companies do not meet the DPEF publication thresholds in 2022. Their consolidation is carried out on a voluntary basis.

COMPANY INDICATOR

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	Servair SA 2022	PAC SA 2022	Servair and its subsidiaries 2022
Food safety,			
Microbiological compliance rate	99,06%	99,35%	98,50%
Nutrition			
% of pre-packaged services with nutritional information	100%	100%	100%*
Customer satisfaction			
Third party audit coverage rate	50%	100%	76,9%
Number of cooks			
% logistics punctuality	26	65	91*
	99,7%	98,9%	99,7%
Governance			
Number of suppliers who have signed the Servair CSR charter	146	146	146
Supplies in shell eggs egg products	100% 8%	100% 8%	100%* 8%
Broiler supply (ECC for French customers)	15,8%	15,8%	15,8%*

*Outside Africa

SERVAIR APPENDICES & METHODOLOGY

SERVAIR HARDWARE MATRIX

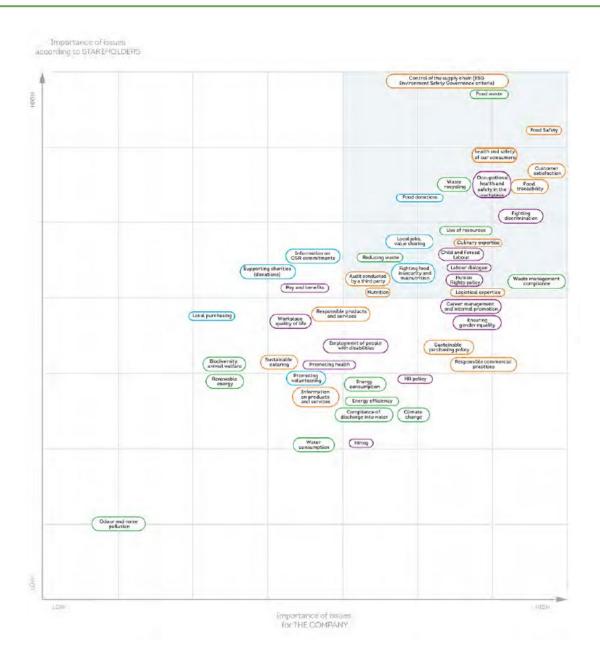
35

Promote a social model

Ensure a healthy and safe offer

Controlling our environmental impacts

Ensure occupational health and safety



CORRELATION TABLE OF THE 10 PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT



	Chapter(s) of the document
Human rights	
1 - promote and respect the protection of international human rights law.2 - take care not to be complicit in human rights violations.	P.14: Promote a social model that respects our employees and preserves professional equality P. 15: Human rights P. 16: Professional equality and the fight against discrimination P.23: Purchases
International labour standards	
3 - respect freedom of association and recognize the right to collective bargaining.	P.14: Promote a social model that respects our employees and preserves professional equality P.15: Human rights, employment
4 - contribute to the elimination of all forms of forced or compulsory labour.	P. 16: Social DialoguE, a strong value for business, professional equality and the fight against discrimination
5- contribute to the effective abolition of child labour.	P.: 17: Organization of work
6 - contribute to the elimination of discrimination in employment and occupation.	P.23: Purchases
Environment	
7 - apply the precautionary approach to environmental	P.21: Culinary expertise
problems.	P.24: Controlling our environmental impacts and combating pollution and waste
8 - take initiatives to promote greater environmental responsibility.	P.25: Waste management
9 - promote the development and diffusion of	P.26: Sustainable use of resources, reduction of waste and food donation
environmentally friendly technologies.	P.27: Animal welfare
Anti-corruption	
10 - Act against corruption in all its forms, including extortion and bribery.	P.23: Purchases





SERVAIR SA and PAC SA have chosen to have their environmental, social and governance indicators verified by EY & Associés, an independent third-party organization; and not all the data voluntarily consolidated. Pursuant to the provisions of Article L.225-102-1 V. of the Commercial Code and Decree No. 2012-557 of 24 April 2012 as amended by Ordinance No. 2017-1180 of 19 July 2017 and Decree No. 2017-1265 of 9 August 2017, it is up to OTI to express a moderate assurance conclusion on the compliance of the DPEF and the sincerity of the social, environmental and societal information published.

In view of the exceedance of the thresholds, for the year 2022, Servair SA and PAC SA are required to publish a DPEF, which is not the case for ACNA SA, OAT SA, Martinique catering, SORI, SOGRI and Panima; Servair Abidjan and NAS (Kenya) for African subsidiaries. The desire to publish a DPEF on an enlarged perimeter is a desire on the part of Servair SA.

Servair SA, comprises four establishments: Head Office, Servair establishment 1, Servair establishment 2 and Servair Réunion. Regarding the data taken into account for the DPEF:

- Servair establishment 2: Ceased operating in April 2022, data for the environmental and social part are integrated until April 2022
- Servair Réunion: Ceased to use data for the environment part until September 2022 and for the social part until October 2022 in September 2022

PAC SA has four facilities: PAC East, PAC North, PAC Centre, PAC Centre CDG as of May 2022. PAC Centre CDG has taken over the building formerly operated by Servair 2. PAC North and Pac Centre sites had reduced activity.

SOCIAL INDICATORS

Scope: The social data reporting is carried out on the basis of the physical workforce (expressed as "head"), registered at the end of the calendar year. The social data reporting period is based on a calendar year to ensure consistency with the social balance sheet data. As part of a continuous improvement process, methodological details are provided on the indicators, particularly in their definitions. If, changes in definition are made that have a significant impact on the data, since the comparison between data from previous years and data for the current year is not relevant, the change will be indicated in the methodology note.



Reporting tools: Metrics are collected and consolidated from several software packages:

- HR TEAMS (tools for administrative management and employee payroll) for the workforce
- PARADIS and NEVA (training management tools)
- ACCILINE (Occupational Safety and Health Data Tool)

Training data are processed by SERVAIR TRAINING

Staff data are processed centrally within the Directorate-General for Human Resources and Social Policy by the Social Management Studies and Control Department

Data relating to the Africa perimeter are collected and processed by B.U. Africa

Clarification and methodology - clarification of social indicators

EFFECTIVE

These are the number of employees (expressed as "head") registered on 31 December of the reference year, whatever the employment contract (indefinite term contract, fixed term contract) and whatever the monthly working schedule.

Trainees, temporary workers are not taken into account.

Employees who have a release date of December 31 count in the workforce.

SHARE OF WOMEN IN MANAGEMENT

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

HIRES

The indicator concerns the hiring of permanent contracts (CDI) or fixed-term contracts (CDD) during the reference year.

CDI hires are calculated on the basis of directly hired CDI employees taking into account mobility between companies (CDI employees of a subsidiary joining the reference company).

CDD hires take into account apprentices and professionalization contracts. Trainees and temporary workers are not taken into account.

An employee hired three times a year will be counted three times.





Clarification and methodology - clarification of social indicators

DEPARTURES

The indicator concerns departures made during the reference year regardless of the type of employment contract (excluding trainees and temporary workers). An employee who left three times in the year will be counted three times. Employees leaving at 31/12 are counted in the departures of the year.

TRAINING

The indicator "average number of internship hours" corresponds to the ratio between the number of hours of training internship completed during the reference year and the number of trainees (an employee who left three times in the year will be counted once). All hours of training that require the passing of a test to validate the acquisition of knowledge are counted regardless of the result of the test.

DISABLED WORKER

The definition of disabled workers corresponds to the definition of beneficiaries of the employment obligation of disabled workers provided for in the legislation. All employees of the company, including trainees, as well as staff made available by a temporary employment company, are taken into account

FREQUENCY RATE (TF)

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

SEVERITY RATE (TG)

This is the number of days off due to an accident at work per 000 hours worked.

RATE OF ABSENTEISM

The absenteeism rate is a ratio that corresponds to the number of days of absence divided by the number of theoretical hours worked, converted into days. The absences taken into account relate to sickness, accidents at work, maternity and unpaid absences. Absences in hours are converted into days on a 7am basis. The number of days of absence is not prorated by the employee's contractual monthly schedule.

PHYSICAL AND SPORTS PRACTICE AND MEASURES TAKEN IN FAVOUR OF DISABLED PERSONS

This requirement is not relevant to our activities. This does not lead to the publication of a dedicated paragraph in the DPEF.





ENVIRONMENTAL INDICATORS

Scope and reporting period

For SERVAIR SA and its subsidiaries, the reporting period for environmental data is based on a rolling year from 1 October N-1 to 30 September N.

Reporting and clarification of methodology

Environmental data are collected for each Paris unit via SAP billing software for water and energy consumption and waste registers for waste. In parallel, on-site consumption monitoring is carried out (meter reading, pick-up orders) where possible. To make reporting more reliable, a general reporting procedure defines each indicator, the process of collecting, calculating and consolidating indicators. Consistency tests are also carried out using summaries provided by suppliers and service providers. The consolidation of the data of Servair SA and its subsidiaries is carried out by the General Directorate Industrial process, Quality, CSR Servair.

Comments on developments

At the level of Servair and its subsidiaries, the regulatory requirements, the principles of reporting and consolidation are described in a document entitled Reporting of environmental indicators, updated annually. The methods of collection, calculation and consolidation of the data are defined. As part of a continuous improvement approach, methodological clarifications are regularly made when these changes have a significant impact on the data, the comparison between the data of previous years and the data relating to this exercise.

Clarification and methodology - clarification of social indicators

QUALITY OF BUSINESS WASTE

Business waste comes from our industrial processes and aircraft cabin waste from air transport. For catering waste originating from flights from third countries (outside the European Union), this waste corresponds to category 1 animal by-products. Health regulations (EU n°1069/2009)) require a specific method of disposal. In Paris, the disposal method is incineration with energy recovery.

RECYCLING RATE

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

MATERIAL UPGRADING

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





CLARIFICATION AND METHODOLOGY - COMMENTS ON ENVIRONMENTAL INDICATORS (CONTINUED 1)

ENERGY RECOVERY

This is the ratio of waste incinerated to total waste tonnage.

WATER CONSUMPTION

Water consumption is taken into account for all production sites. This is the water consumption used for process water and sanitary water.

WATER RATIO

It is the water consumption of an establishment on the production of plateaus activity of the same site.

ENERGY CONSUMPTION

The indicator includes the following different energy sources:

- Electricity
- Natural gas for building heating, domestic hot water and process hot water. The conversion of the quantity of gas consumed is carried out taking into account the characteristics of the gas, specific to the department (e.g. : Meeting).
- Superheated water for building heating, domestic hot water and process hot water.
- Heating oil for generators.

BUILDING ENERGY CONSUMPTION RATIO

This is the energy consumption of the industrial sites and the headquarters building per m2 of area deployed.



CLARIFICATION AND METHODOLOGY - COMMENTS ON ENVIRONMENTAL INDICATORS (CONTINUED 2)

FUEL CONSUMPTION

The indicator includes the following fuel sources:

- GNR (non-road diesel fuel) for track equipment
- Diesel fuel for heavy goods vehicles, commercial vehicles and certain light vehicles
- Gasoline for other Servair light vehicles.

GHG EMISSIONS (TEQCO2)

Total GHG (greenhouse gas) emissions correspond to scopes 1 and 2 and are derived from the fuel and energy consumptions listed above, refrigerant leaks and dry ice consumption. An update of the emission factors was carried out in 2022, derived from the ADEME carbon base.

FOOD DONATION

The indicator corresponds to the sum of the weights of each foodstuff. This information shall be annexed to the donation certificates signed by the recipient body.

EQUIVALENT MEAL TRAY

The equivalent taken for a meal tray is 350g.

THE ACTIVITY

It is the result of management control by type of activity:

- catering: number of services produced. The number of benefits produced is considered to correspond to the number of benefits washed.

The number of aircraft processed corresponds to the number for which a load was carried out.

- aircraft cleaning: the number of aircraft processed corresponds to the number of aircraft cleaned. This activity is present at Servair Réunion.

