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**Environnemental, Social and Gouvernance  
report, including the Consolidated Non-Financial  
Statement of servair SA and Pac SA**



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# A message from the President of the Southern Europe and Africa region of gategroup



**Together, let's continue to build a business efficient, committed, and forward-looking.**

Dear customers, colleagues and partners,

Welcome to this new edition of our ESG report, a true reflection of servair sustained commitment to a responsible, resilient, and human-centered growth model. In the face of environmental upheavals, social change and the growing expectations of our customers, partners and employees, our responsibility goes beyond the regulatory compliance framework. It is part of a clear strategic vision: Building a sustainable company driven by purpose and positive impact.

This report is fully aligned with the ESG strategy of the group, with which we share a common framework structured around the three pillars: People, Planet, Product. It embodies our shared commitment to structuring a ESG strategy that is fully integrated into our decisions, our business and our governance. This convergence is based on the complementarity of our strengths: The strong local presence and the operational experience of servair, combined with the international structuring of the group.

2024 was a key milestone in our trajectory. We successfully combined operational performance

with environmental ambition by renovating our infrastructure, electrifying our industrial tools, strengthening the food traceability and y emphasizing our sustainable purchasing policy. These strides, hailed by winning the Ecovadis gold medal in early 2025, demonstrate our ability to transform our convictions into tangible results.

Our ESG approach is based on a strong conviction: Economic performance can be sustainable only if it is part of a social and environmental responsibility logic. This means taking action at all levels, from the well-being of our people to reducing our carbon footprint, from social inclusion to sustainable culinary innovation.

This report reflects our commitments, results and challenges for the future. It is also a call to pursue collectively this virtuous momentum, with rigor, transparency and determination.

I thank all the servair teams for their continued commitment

**Sébastien Burnier**

President of Southern Europe  
& Africa region of gategroup

## gategroup 2024 figures



**60**  
countries  
**6**  
continents



**300+**  
global  
aviation customers



**ca.650**  
million air  
passengers  
served



Operating in  
**200+**  
locations

WE SUPPORT



Participant of **UN GLOBAL  
COMPACT OF NATIONS  
UNITED** as of 2022



**CHF  
5.2 bn**  
revenue



**45k+**  
employees

**10.2%**  
of support vehicles  
either hybrid or electric



**255**

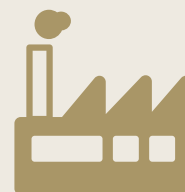
Procurement  
& food safety specialists  
trained on human rights topics



**EcoVadis  
certification**



**62%** of reusable and  
compostable packaging  
products vs total  
packaging revenue (vs 61% in  
2023)



**3**  
Operating units achieved  
ISO 14001

# About gategroup

## Our family of brands

gategroup is the world leader in airline catering, retail- o-n board, hospitality services, food solutions and packaging.

Our family of brands is at the forefront of each of their respective categories in the industry. Providing passengers with superior culinary and retail experiences onboard or ready-to-go meals at supermarkets using sustainable food packaging concepts is a priority.

To develop sustainable food packaging, our brands leverage innovation and operational excellence to deliver unique food experiences and environmentally friendly solutions that adhere to the highest standards.



### World leader in supply and supply services

gategourmet is the global leader in airline catering solutions, serving airlines at more than 200 airports and airport lounges. Our passion lies in delivering an exceptional dining experience to airline customers and passengers. From menu design to execution and delivery, we work closely with our airline partners and culinary community to develop innovative and authentic creations that delight the senses of passengers around the world.



### Caterer to the world and market leader in Africa

Leveraging its rich heritage in airline culinary excellence, servair is the premium caterer and food service provider for France and the African continent. Passionate about gastronomy, servair joined gategroup in 2017 and delivers world-class inflight catering and operates a wide variety of airport services and non-aviation hospitality and catering facilities focused on France and its overseas territories as well as Africa.



gate**retail**

## Innovating and delivering profitable retail programs

As the world's leading inflight retailer, gateretail enhances the passenger experience with its award-winning omni-channel retail programmes for its air partners. With extensive knowledge and experience of food and beverage in the retail sector, the gateretail programmes are designed to increase the revenue streams of airlines through technological innovation and training. With a global customer portfolio covering four continents, gateretail serves more than 20 airline customers on more than 1 000 aircraft for more than 315 million passengers a year.



 **deSter**

## Shaping the future of sustainable dining

DeSter is the market leader in designing and manufacturing sustainable food packaging and service ware concepts for the aviation, hospitality, and food service industries. Prioritizing environmental goals and incorporating lightweight, eco-friendly materials into product development, each design is unique and always aims towards contributing to a circular economy. deSter excels at transforming distinct product concepts into tangible solutions that meet the highest quality standards.



gate**solutions**

## Tailored food experiences

gatesolutions, the new brand in our Food Solutions division, is the gate for food service and retail customers in need for tailor-made packaged meals & sandwiches, unique dining components, innovative food packaging concepts and high-end lounge and event catering. By leveraging our operational facilities and expertise around the world, we are confident in gategroup's ability to continue to win new markets and consolidate long-standing relationships built on our reputation for culinary excellence and sustainability.

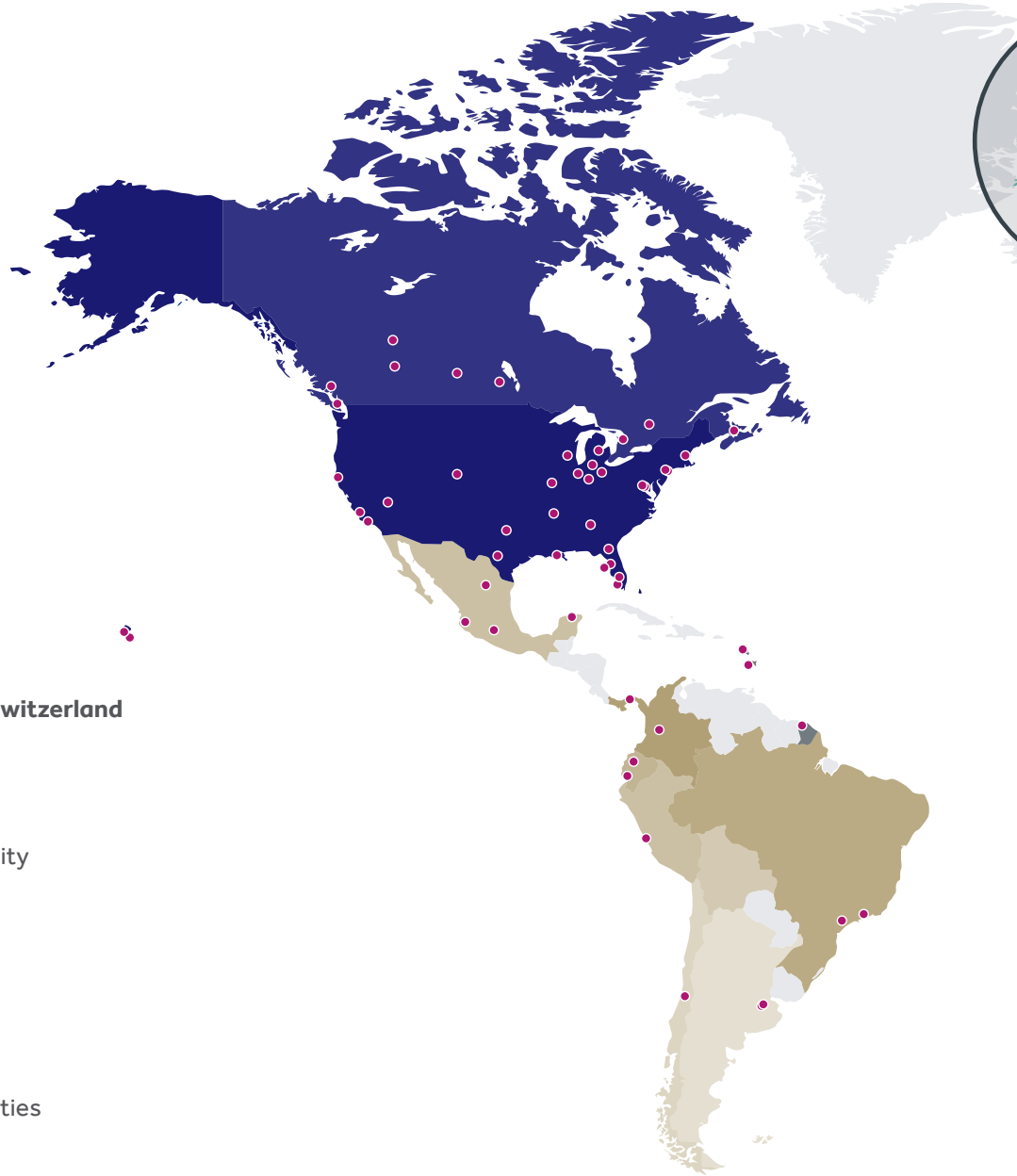


**uqonic**  
Lounges & events

## Lounges and events

uqonic offers memorable culinary experiences to its guests in lounges and special catering events. The uqonic brand has its origins in airport lounges and serves over 16 million guests annually in over 80 lounges around the world. Creating memorable guest experiences is what sets us apart. Thanks to unique gourmet delights and iconic culinary experiences, our services include a wide variety of high-end dining experiences for corporate and sporting events.

# Our global presence & network in 2024



**Headquarters, Zurich, Switzerland**



**North America**

39 catering facilities  
1 deSter production facility



**Latin America**

14 catering facilities  
1 retail operation



**Europe**

58 catering facilities  
2 waste production facilities  
3 retail operations



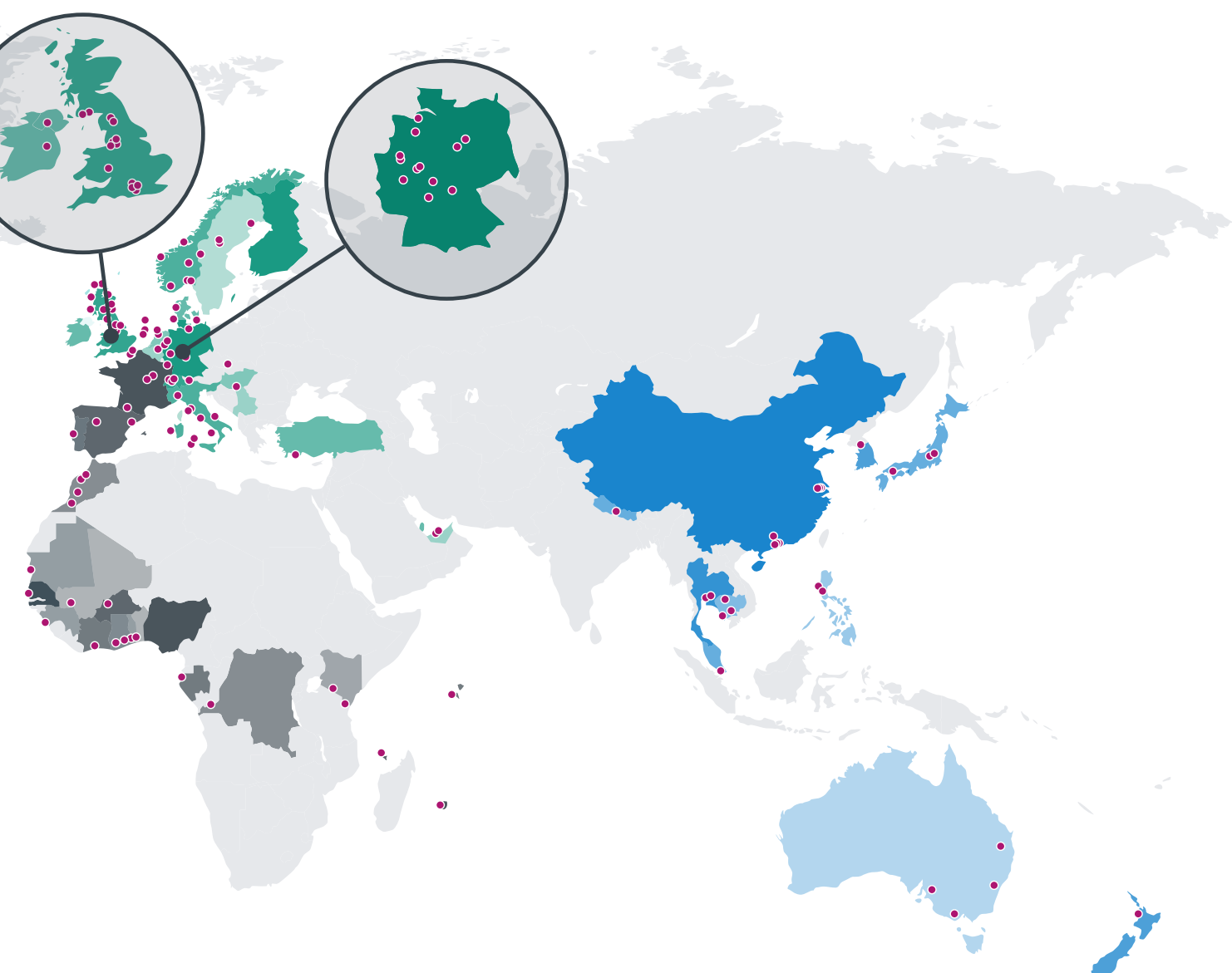
**Southern Europe and Africa**

36 catering facilities

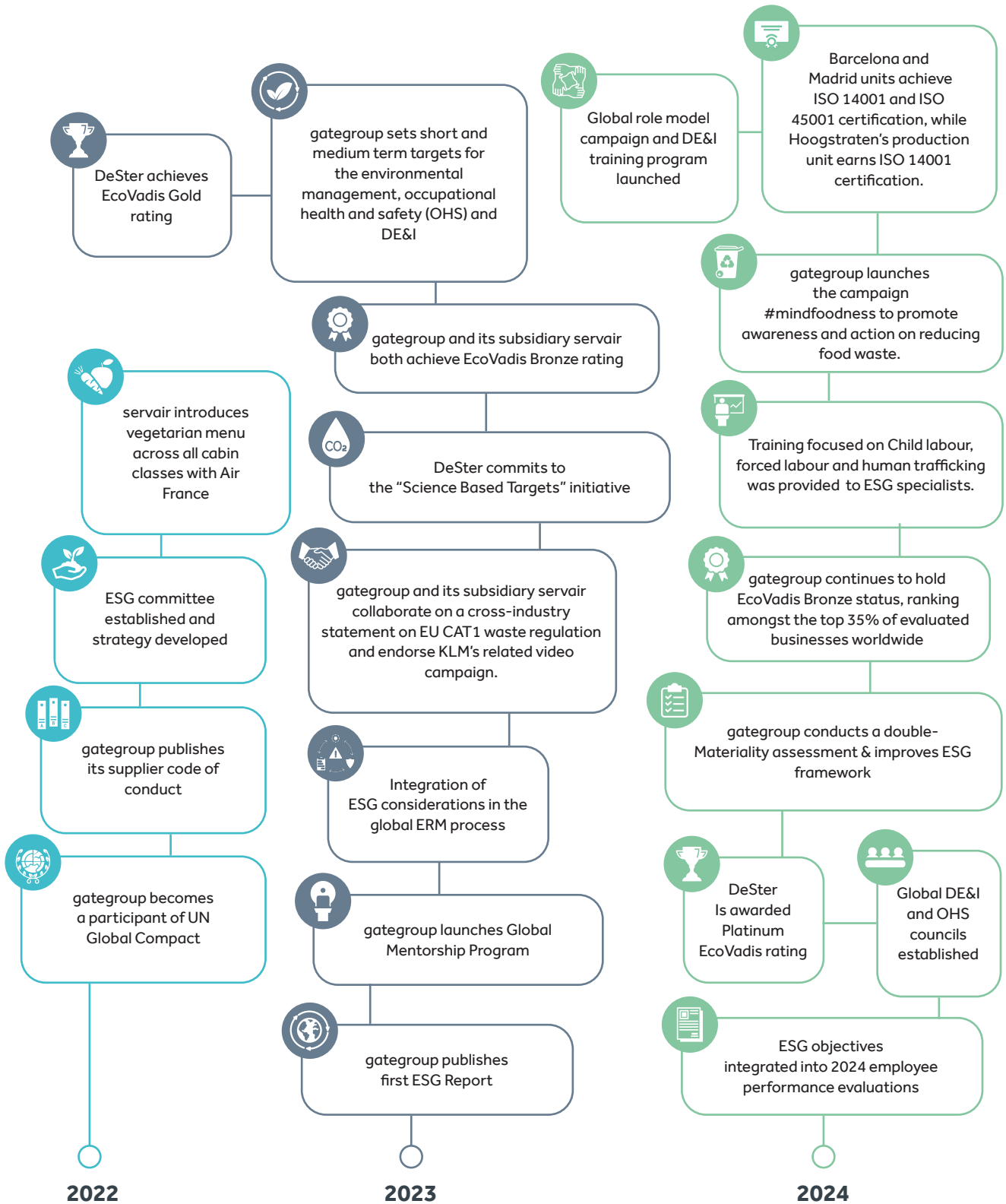


**Asia-Pacific and Middle East**

22 catering facilities  
1 deSter production facility  
1 retail operation



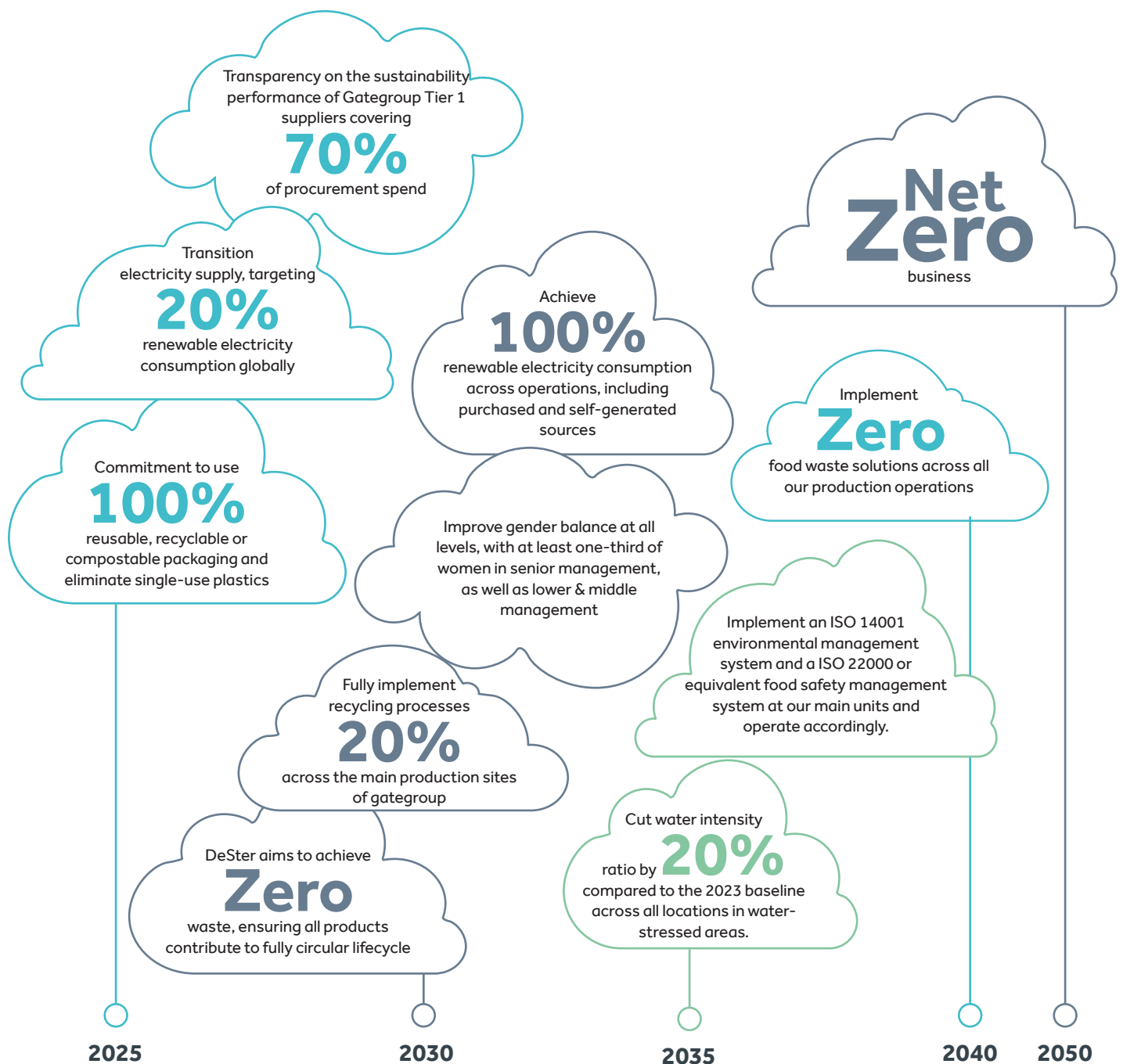
# ESG at gategroup



## Our sustainability journey

gategroup ESG story began a number of years ago, with sustainability considerations playing a role in the organization's agenda across all our international network of locations.

As we drive sustainability management with strategic intent as an integral part of our group-wide business blueprint since 2022, we focus the overview in this timeline on the activities undertaken by gategroup since then.



# A message from the managing director servair & subsidiaries



In the face of an environmental emergency and the growing expectations of our stakeholders, servair is reinforcing its approach to a more sustainable growth model year after year. Our ESG policy is evolving, in line with the ESG strategy of our parent company, gategroup, to integrate climate, social and societal issues even more strongly at all stages of our activities. We have a deep conviction:

**“Economic performance can only be sustainable if it embedded in an environmental and social responsibility approach. In this perspective, we have placed working conditions and the reduction of our environmental footprint at the heart of our strategy and actions.”**

In practice, this dynamic is reflected in our new ESG policy:

**PEOPLE** : Relationships with employees, suppliers and local communities

- Be a fair and equitable employer that develops its people
- Focus on occupational health & safety and well-being of our employees
- Grow a supply chain committed to ethical standards
- Strengthen our positive impact on local communities

**PLANET** : Environmental footprint of our activities and climate impact of our value chain

- Achieve carbon neutrality
- Reduce operating waste and focus on recycling
- Optimise water management
- Prevent pollution

**PRODUCT**: Embed sustainability challenges into our culinary and packaging offerings

- Offer healthy and balanced foods
- Ensure highest standards of safety in food and packaging
- Promote responsible use of resources and preserve biodiversity
- Champion circular econom

### **Tangible achievements in 2024**

The year was marked by significant advances, reflecting our commitment to revamp our facilities while reducing our environmental impact. The renovation of our infrastructure, including the modernization of cold systems with energy recovery and the gradual electrification of our kitchens, fully embodies this transition. These actions contribute to both a decrease in our energy consumption and a tangible improvement in working conditions.

Moreover, integrating our supply chain into this responsible approach is a major lever for consistency. Through tools such as Ecovadis, we evaluate our partners on strict criteria: Respect for social rights, environmental practices, and working conditions throughout the value chain.

### **Collective recognition**

This collective effort was reflected in earning of EcoVadis gold medal in 2025, a recognition of our true commitments and tangible results.

At servair, we share the conviction that environmental, social and economic issues are fundamentally interconnected. This global approach is the key to our resilience, performance, and ability to project ourselves sustainably into the future.

I count on the involvement of each of you to pursue this trajectory and make servair a successful, committed and sustainable company.

### **Guy Zacklad**

Managing Director servair and its subsidiaries

## servair 2024 figures



**16**  
countries



**286 000**  
meals/day



**110**  
catering clients



**917 M**  
revenue

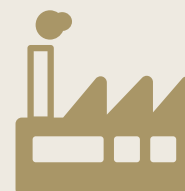
**106 000**  
training hours

**31 000**  
lab tests



**10810**  
employees

**20%**  
dof our fleet of vehicles  
consists of electric vehicles



**35**  
business units



**24 tons**  
food donations



**Certification  
EcoVadis 2025\***

*\* The information included in the non-financial reporting (mainly on page 29) is based on the previous evaluation in December 2023).*



## Consolidated Non-Financial Statement of servair SA and Pac SA

*The content is the one submitted to the registry court administrative office and audited, only the form has evolved slightly*

# About servair

## Publication context

Since May 31, 2021, servair has been a 70% subsidiary of gategroup, a company headquartered in Zurich, Switzerland. gategroup consolidates the social accounts of servair and its subsidiaries in its financial report.

As a result of the thresholds being exceeded for the consolidated non-financial statement reporting, for the year 2024 only servair SA and pac SA are required to publish a consolidated non-financial statement , which is not the case for acna SA, oat SA, martinique catering, sori, sogri, panima, reunion catering and efs.

At the end of 2023, the restructuring of servair and its subsidiaries continued with the merger of servair 1 and servair 2 to become servair paris.

## \* Business model 2024

In 2024, the main activity is airline catering for servair SA (servair paris and servair headquarters). For pac SA, the main activity is airline catering for all its operating units, pac Est and pac Centre cdg.

|                   | REVENUE (M€) | HEADCOUNT | # of meals | # of recipes | Activities (Paris, CDG)                   | #of customers |
|-------------------|--------------|-----------|------------|--------------|-------------------------------------------|---------------|
| <b>servair SA</b> | 200,3        | 2 084     | 14 488 440 | 67 177       | headquarters and servair paris (catering) | 25            |
| <b>pac SA</b>     | 201,5        | 1 509     | 23 382 419 | 67 177       | 2 catering sites)                         | 25            |

\*1 French companies with more than 500 employees with balance sheet total or sales of over €100 million have been required to submit Consolidated Non-Financial Statement since financial year 2018. This is an evolution of the "ESG 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 ESG-related areas

## Airline catering market trends

Modification of air navigation software: "4 flight" with a decrease in activity. Olympic Games period

Complex regulatory environment (hygiene, environment, occupational health and safety, flight safety, nutrition, consumer information, customs, CSRD)

Strengthening CSR expectations (assessments, certifications, customer specifications)

Long-haul: personalizing the customer offering and strategy for differentiation and upselling

Medium-haul: less expensive operational model for in-flight sales and development of new business lines

## Resources

### Human resources

Job diversity: contract, status, level Agreements, negotiations, training

### Intellectual resources

Expertise (culinary, logistics, occupational health and safety, food safety, environment, nutrition, airport requirements) Knowledge of the African market

### Industrial resources

Buildings, parks, vehicles, washing machines, hot kitchens, runway access, digital infrastructure

### Ressources financières

Equity capital  
Leasing

### Natural resources

Raw foodstuffs  
Processed foodstuffs and beverages  
Fluids, water, consumables  
Energy

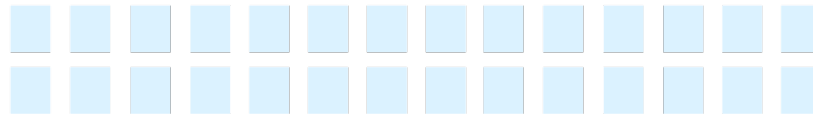
## Strategy

**1** Maintaining the trust of our customers, foremost among them Air France  
Strengthen our special relationship with AF and support them in their post-crisis recovery. Establish our economic performance over the long term.

**2** Modification of air navigation software: "4 flight" with a decrease in activity. Olympic Games period

**3** Modification of air navigation software: "4 flight" with a decline in activity. Olympic Games period

## Primary activity



Airline catering

## Value created

### Human value

Employee health and safety  
Jobs  
Social dialogue  
Gender equality  
Expertise

### Intellectual and culinary value

Recipe catalog  
Diversity and creativity in the range of products and services  
Management of a HUB

### Industrial value

High-performance buildings, equipment, and vehicle fleets, automated lines, product and service logistics, standardized processes

### Financial value

Maintaining cash flow to pay salaries and suppliers  
Debt repayment

### Natural value

Waste treated and recovered  
Pre-treatment of industrial water  
Environmental certification  
Food and non-food donations  
Carbon

## Stakeholder

### servair expectations

### Stakeholder expectations

Getting paid at the right rate and on time

CUSTOMERS

Responding to the resumption of customer activity

Airport operators ADP, AMRAF, ACA, FNAM

Coordination and joint action to defend our industry

Payment of invoices

SUPPLIERS AND SUBCONTRACTORS

Adapting to flexible and reliable needs



## Identification of ESG risks

To date, ESG risks are identified using a materiality matrix to identify issues relevant to the business. The identification of relevant issues (referred to as material topics) is structured according to the 3 P (people, planet, product) of gategroup and servair 's ESG policy. The materiality of topics is rated according to the importance of the impact on the company and the expectations of the stakeholders (customers, employees, etc.). Some ESG risks are financial risks, and they are then indicated by END. The topic is considered significant if it has been rated as very important by the company and stakeholders.

A total of 10 material topics have been identified. For each of the material topic, we have identified the associated significant risk. Some of the material topics have been consolidated under a single ESG risk.. 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.

## Matrix of double materiality

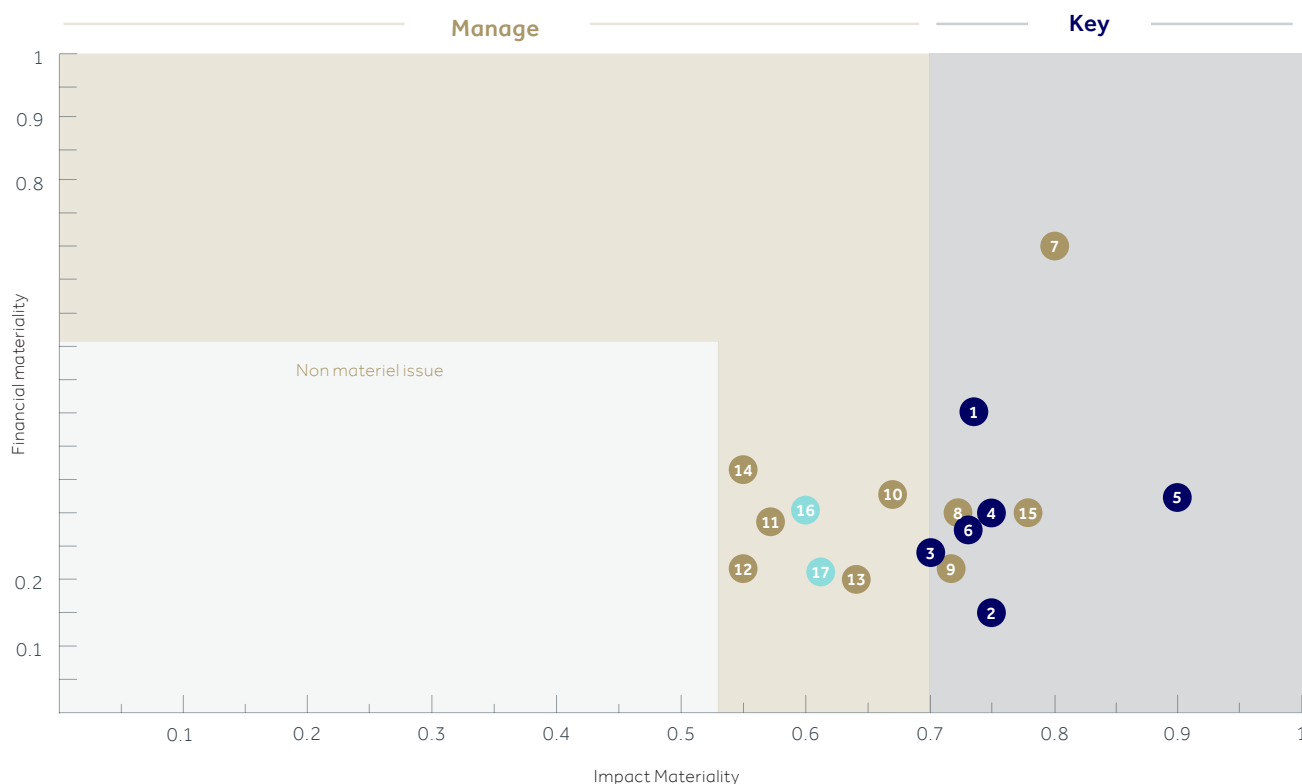
In view of the transition to the ESG, servair also identified its risks with a matrix of double materiality. Joint work was initiated by gategroup to achieve the matrix of double materiality, with the participation of all regions, including servair (SEA region). The identification and assessment of impacts, risks and opportunities followed a top-down group approach. A list of sustainability aspects related to material impacts, risks and opportunities was identified through various stages.

This process provided an overview of the impacts, risks and material opportunities for servair SA and pac SA along the value chain, which were then assessed according to criteria. Negative impacts were measured by their scale, scope and irremediability, while positive impacts were assessed by scale and scope, supplemented by the likelihood that the impact occurs. Risks and opportunities were analyzed according to the likelihood of the underlying scenarios and the financial impact.

The results of the double materiality assessment identified 17 material topics, six of which related to **environmental matters**, nine to **social issues** and two to **governance**. To prioritize action on these topics, we categorized them them into two materiality levels:

- **Key:** A major focus of our ESG strategy
- **A maîtriser:** topics requiring continuous improvement and attention

- |                                                               |                                                                       |                                                                             |
|---------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------------|
| 1. <b>Climate change</b>                                      | & health protection                                                   | Social inclusion and responsible marketing                                  |
| 2. <b>Pollution of environments and natural resources</b>     | 9. <b>Own people: Diversity, equal treatment and inclusion</b>        | 15. <b>Consumers and end -users Health and Safety</b>                       |
| 3. <b>Water and marine resources</b>                          | 10. <b>Own workforce Training and skills development</b>              | 16. <b>Management of relationships with suppliers and payment practices</b> |
| 4. <b>Biodiversity and ecosystems</b>                         | 11. <b>Own workforce: Other rights related to work (human rights)</b> | 17. <b>Animal welfare</b>                                                   |
| 5. <b>Resource inflows and sustainable product innovation</b> | 12. <b>Human rights in the value chain</b>                            |                                                                             |
| 6. <b>Resource outflows and waste</b>                         | 13. <b>Affected communities</b>                                       |                                                                             |
| 7. <b>Own workforce: Working conditions</b>                   | 14. <b>Consumers and end- users:</b>                                  |                                                                             |
| 8. <b>Own workforce occupational Safety</b>                   |                                                                       |                                                                             |

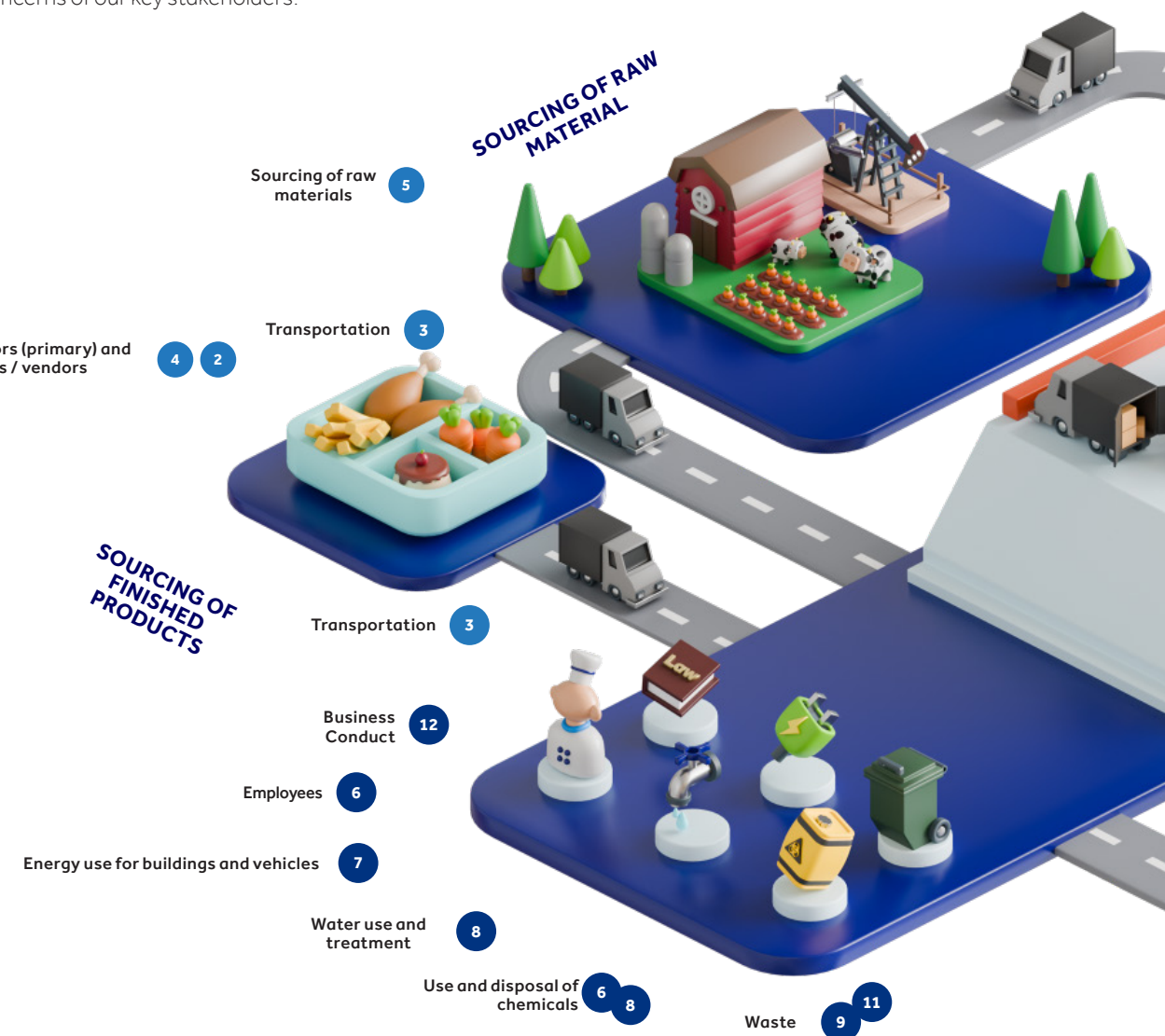


## Global value chain

This chart represents an overview of the main environmental, social and governance impacts and risks of gategroup, servair and pac across the entire value chain, upstream, within and downstream of our operations, as well as the concerns of our key stakeholders.

1 supply of ready-to-use products and packaging

### ACTIVITIES



### UPSTREAM

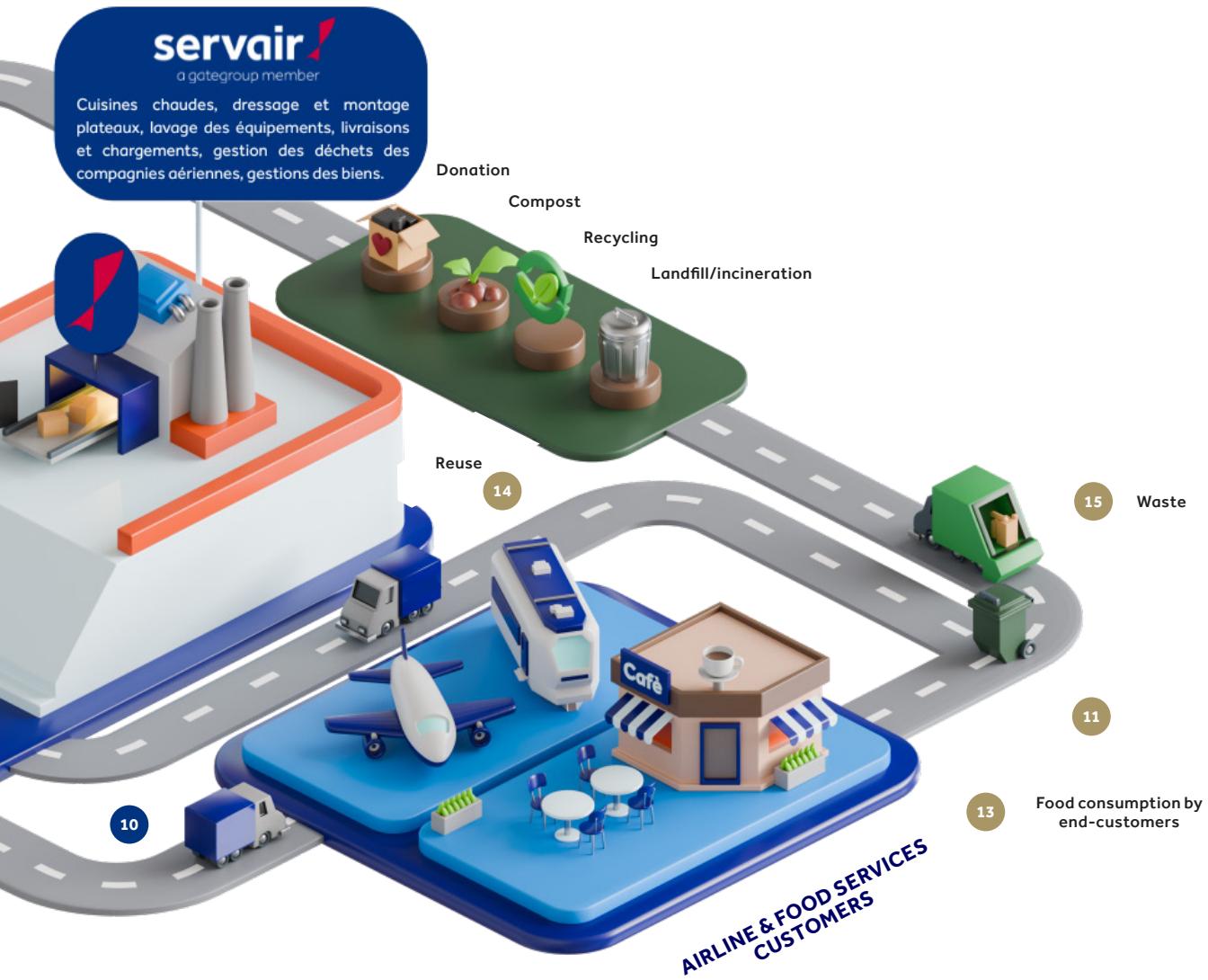
### OWN OPERATIONS

### IMPACTS

1. Resource extraction
2. Climate impact of purchased materials and goods
3. Climate impact of transport
4. Human rights in supply chain and biodiversity loss due to monoculture & chemicals use
5. Animal welfare

6. Working conditions, health and safety, and employee engagement (including temporary employees and temporary agency staff)
7. climate impact of own operations
8. Pollutants into water
9. Generation and

- processing of waste from own operations
10. Delivery of products to customers
11. Collection and processing of waste from customers
12. Business conduct and regulatory compliance



### DOWNSTREAM

- 13. Consumer health and safety
- 14. Circular economy and business models
- 15. Waste management downstream

## Our ESG framework

In Q3 2024, we identified the need to create a unified ESG approach across our different brands. Through a series of collaborative sessions with sustainability colleagues from gategroup's Global ESG Team, servair, deSter, and gatesolutions, we aligned on common themes that resonated across our businesses while addressing material topics from the double materiality assessment.

This led us to shift from the Environment-Social-Governance structure to a People-Planet-Product framework, which reflects our impacts, risks and opportunities along the company's entire value chain.

Our updated framework comprises:

### PEOPLE

#### Relationships with employees, suppliers and local communities

- Be a fair and equitable employer that develops its employees
- Focus on occupational health & safety and well-being of our employees
- Grow a supply chain committed to ethical standards
- Strengthen our positive impact on local communities

### PLANET

#### Environmental footprint of our business and climate impact of our value chain

- Achieve carbon neutrality
- Avoid operations waste and prioritize recycling
- Manage water use
- Avoid pollution

### PRODUCT

#### Consideration of sustainability topics in our culinary and packaging offerings

- Offer healthy and balanced foods
- Ensure the highest standards of safety in food and packaging
- Promote responsible use of resources and preserve biodiversity
- Champion circular economy

After the proposal was approved by the EMB in November, we conducted a thorough review of our ESG objectives, at both the group and subsidiary levels to identify those that best align with the ambitions of our updated framework. We then engaged each relevant functional area to ensure cohesion, collaboration and ownership of the implementation.

In January 2025, the consolidated set of global ESG objectives was endorsed by functional owners and the EMB and now serves as a strategic foundation to drive further momentum in sustainability across the group.



#PeoplePlanetProduct



## Risk identification table and links to the double materiality matrix

| Pillar | Ambition                                                                          | Relevant topics for servair                                     | ESG risks                                                                                                  | CNFS chapter                                                           | Indicators                                                                                                                                         | Double materiality   |
|--------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| PEOPLE | <b>Promote a social model</b><br><br><b>Ensure occupational health and safety</b> | Human rights policy, child labour and forced labour             | Risk of violating human rights, children's rights and workers' rights                                      | Human rights                                                           | -                                                                                                                                                  | #7 ; #9 ; #11 ; #12  |
|        |                                                                                   | Fight against discrimination                                    | Risk of violation of people's rights<br><br>Risk of lacking access to skills                               | Equal employment opportunities & fighting discrimination<br>Employment | Headcount, proportion of women, proportion of women in managerial positions, # of disabled workers, new hires and departures, # of training hours. | #9 ; #11 ; #13 ; #14 |
|        |                                                                                   | Labour dialogue                                                 | Risk of breaking workplace harmony and so impacting performance                                            | Labor dialogue, a strong value of the company                          | Coverage rate of the collective negotiation                                                                                                        | #9 ; #11             |
|        |                                                                                   | Work organization                                               | Risk of losing customers and performance risk                                                              | Work organization                                                      | Absenteeism rate                                                                                                                                   | #10 ; #13            |
|        |                                                                                   | Local jobs, sharing value                                       | Risk of governance                                                                                         | Local jobs                                                             | Headcount                                                                                                                                          | New                  |
|        |                                                                                   | Occupational Health and Safety                                  | Risk of work related accidents, and diseases, absenteeism, fire hazards, aircraft hit                      | Occupational health and safety                                         | Frequency rate, severity rate of accidents at work                                                                                                 | #7 ; #8 ; #15        |
|        |                                                                                   | Control of supply Chain (ESG Criteria)                          | Risk of one of our suppliers negatively impacting working conditions or seriously damaging the environment | Purchasing                                                             | # of suppliers who signed the supplier commitment charter (SCoC)                                                                                   | #4 ; #12 ; #16 ; #17 |
|        |                                                                                   | Fighting food insecurity and malnutrition food and malnutrition | Risk of governance                                                                                         | Fighting food insecurity and malnutrition food and malnutrition        | Food donation tonnage                                                                                                                              | #13                  |

| Pillar | Ambition                          | Relevant topics for servair                                             | ESG risks                                                                                    | CNFS chapter                          | Indicators                                                                    | Double materiality |
|--------|-----------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------------------------------------|--------------------|
| PLANET | Control our environmental impacts | Compliance regarding waste management, waste reduction, waste recycling | Risk of pollutionFIN, of natural resources being depleted and of contamination contamination | Management of waste                   | Total waste, recycling rate, material recovery rate and recovery rate         | #2 ; #6            |
|        |                                   | Responsible resource use                                                | Risk of natural resources being depleted                                                     | Responsible resource use              | Consumption and ratios of water, building energy and fuel, Emissions (teqCO2) | #1 ; #3 ; #4 ; #5  |
|        |                                   | Food waste and food donation                                            | Risk of natural resources being depleted                                                     | Fighting food waste and food donation | Food donations tonnage                                                        | #6                 |

| Pillar  | Ambition                           | Relevant issues for servair                                                | ESG risks                                                              | Chapter of the DPEF                           | Indicators                                                         | Double matérialité |
|---------|------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------|--------------------|
| PRODUCT | Ensure a healthy and safe offering | Food safety,<br><br>Health and safety of our consumers<br><br>Traceability | Risk for consumer's healthFIN                                          | Food safety<br><br>Traceability               | Microbiological conformity rate                                    | #15                |
|         |                                    | Customer satisfaction                                                      | Risk of losing customers                                               | Customer satisfaction                         | Audit coverage rate by a third party                               | #15                |
|         |                                    | Audit conducted by a third party                                           | Risk of losing customers                                               | Food safety                                   | Audit coverage rate by a third party                               | #15                |
|         |                                    | Culinary expertise, logistics expertise                                    | Risk of losing customers                                               | Culinary expertise<br><br>Logistics expertise | # of cooks,<br>Flight On-Time Performance rate                     | #10                |
|         |                                    | Health and safety of our consumers<br><br>Nutrition                        | Risk for consumer's health FIN                                         | Nutrition                                     | Percentage of pre-packaged foods providing nutritional information |                    |
|         |                                    | Control of supply chain                                                    | Risk relating to the supply of a raw material/ service from a supplier | Purchasing                                    | # of suppliers who signed the supplier commitment charter( SCoC)   | #5 ; #16           |

## ESG Assessment

As part of its ESG commitment, servair completes the EcoVadis assessment, which is an internationally recognised independent rating platform. This assessment analyses and identifies its performance in key areas of ESG, including the environment, human rights, working conditions, governance and ethics.

At the end of 2023, the company achieved an EcoVadis rating that reflects its ongoing commitment to integrating social and environmental issues into its decision-making processes. This rating, which places it in the “bronze” category (ranking 58/100), is a testament to the company’s efforts. A new assessment has been completed, and the results are pending.

This assessment is also requested by many customers.





NERGECO

20

PEOPLE

STOW AND LATCH CARTIN GALLEY DURING  
TAXI, TAKE-OFF, TURBULENCE AND LANDING  
The gross weight of this unit must not exceed the weight of  
the cart and its maximum load capacity must not be exceeded  
384B GAL22 SBAX1GD  
AF 914 03OCT 15:30  
CART MUST NOT BE LOADED OR UNLOADED

VDA APERITIF  
APERITIF J A/R  
DO NOT OFFLOAD

BOISSON NX

## Promote a respectful social model for our employees and protecting gender equality in the workplace

### Human rights

servair fully adheres to international principles on human rights, child labour and forced labour. It circulates the gategroup code of conduct and business ethics, which promotes, beyond strict compliance with laws, an ethical behavior towards employees, in compliance with competition law and business ethics with respect to its customers and suppliers.

In order to meet the highest international standards in the areas of human rights, labour law, environment and fight against corruption, servair has joined the United Nations Global Compact since February 2020. This membership commits servair to making progress in its approach to social responsibility through ten principles and to communicating its progress and actions regularly on the Global Compact website.

Commitments on working conditions (forced labour, child labour, OHS, working hours, holidays, compensation, staff representation, possible strikes, GDPR and discrimination) are applicable to all employees of servair SA and pac SA. Relating to new hires, only the major ones are concerned, with equal employment opportunities between women and men in the recruitment process. Furthermore, servair and PAC provide and wash 100% of operational workwear and all PPE for their employees.

To date, there are no legal issues relating to forced labour for servair SA and Pac SA.



## Employment

servair has established a centralised recruitment cell "CRC" to meet the need for seasonal employment during peak times, both summer and winter. This cell meets the recruitment needs for servair SA and pac SA. The recruitment process is carried out with a view to ensuring equal opportunities for candidates and transparency.

In 2024, the recruitment cell performed 1261 recruitments, and the number of hires amounts to 393 for servair SA and 461 for pac SA.

## Social Dialogue

Social dialogue is a fundamental value within servair SA and pac SA, promoting open and constructive communication between management and employees. The company commits to respecting the plurality of trade unions, thus allowing each trade union organization to express itself and to participate actively in the negotiations. There are close to 15 representative trade union organizations across the two companies.

Moreover, social dialogue has been a key factor in enabling the company to adapt to the current context and prepare for the future. The collective bargaining agreement coverage rate is still 100% for servair SA and pac SA.

This is also reflected in the implementation of the trade union right agreement and the allocation of delegation hours and meetings beyond the legal minimum.

## Gender equality and fighting discrimination in the workplace

For several years, servair's social partners and management have shared the desire to foster a policy supporting job diversity and equal opportunities between women and men. The topic of gender equality is addressed in collective bargaining agreements for each company in France. The signatory parties have defined specific measures in precise areas such as recruitment, mobility, training, work-life balance and effective remuneration.

In 2019, the first gender equality index was over 89% for all French companies in the group. In 2024, the results of the Gender Equality Index increased to 99% for servair SA and 100% for pac SA.

The policy on employing individuals with disabilities remains an important commitment for servair with the objective of achieving a balance between maintaining employment and hiring employees with disabilities.



The topic of fighting discrimination is addressed through various company collective bargaining agreements: gender equality, management of jobs and career paths, exercise of union rights and development of social dialogue. Initiatives are being led to tackle discrimination effectively. 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) in servair SA and its subsidiaries including pac SA.

In tangible terms, a two-fold wage alignment campaign was carried out in 2023 for servair SA and pac SA:

- for executives during the annual salary review
- for employees and middle managers during the non-executives' classification agreement for the transition to the CCNTA (Air Transport collective Agreement).

Actions have been conducted for Women's Day across all the sites of servair and its subsidiaries, for example with the participation in the event W.I.S.T (Woman Engineer Succeed in Science and Technology) during which women engineers from servair met with students to present their engineer's career across the company.



servair pays specific 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 specificity of airline catering activities leads to prioritizing a work organization in cycles for employees, described in the agreements signed with the social partners of each of its companies. These agreements are subject to regular adjustments, when needed.

For employees in administrative positions, arrangements are also stated in these agreements: remote work, right to disconnection, parenthood, flexible work schedule for pregnant women.

**In 2024, the absenteeism rate (illness, work accidents, maternity and unpaid absence) is 13.7% for servair SA and 14.6% for pac SA.**

## Sharing values and local employment

servair has direct leverage on the local development of its sites, as we encourage local employment. By recruiting predominantly in neighbouring communities, the company actively supports the regional economy, creates sustainable employment opportunities, and build stronger relationships with local populations. This approach also contributes to improving social cohesion and supporting the local economic fabric.

In 2024, the headcount is 2 084 for servair SA and 1 509 for pac SA.

servair SA and pac SA employ 3 593 individuals at CDG. By extrapolating INSEE data, according to which industrial employment creates 4 indirect jobs across the wider economy, nearly 14 000 jobs are reliant on the activity of servair SA and pac SA. These jobs highly contribute to the development of the local economy because 87% of our employees live in the neighbouring departments (60, 77, 93, 95). It should be noted that 34% live in the Seine Saint Denis department, whose unemployment rate per department is the 5th in metropolitan France and the 1st in Ile de France region, 25% in Val d' Oise and 15% in Seine et Marne.

It should be noted that there is an extremely wide variety of jobs across servair group, from low-skilled jobs (make & pack agents, wash & pack agents...) to skilled jobs (cooks, drivers, senior maintenance technicians...) and up to managerial and highly specialized expert roles. servair is a major player in professional integration by recruiting low-skilled staff, training them on their positions (including through professional qualification courses), and promoting social progress through an active internal promotion policy.

## Actions to promote the bond between the nation and armed forces and support commitment to reserve personnel

servair signed the ProMilès Manifesto in October 2023 and commits to consolidating its partnership with the French armed forces through a number of initiatives aimed at military reconversion, reservists, military families, wounded or veterans. This commitment reflects servair's desires to state its support for the French armed forces and thus to strengthen national cohesion within our country.

This is reflected through:

- Possibility for employees to be reservists
- Recruitment of former military personnel, military spouses or wounded, etc.



## Diversity, equity and inclusion

Diversity is at the heart of gategroup's culture, creativity, and capacity for innovation. It spans all ages, nationalities, ethnicities, cultures, religions, gender identities, sexual orientations, and abilities. servair, as a member of gategroup, is fully committed to this diversity and inclusion policy.

In 2024, servair deepened its commitment by appointing a Diversity, Equity and Inclusion (DE&I) female ambassador for all sites in CDG, DROM and Africa.

In addition, a company agreement integrates the commitments concerning workplace equality.

## **servair SA and pac SA employ individuals from 49 nationalities aged 18 to 71**



## Ensure occupational health and safety for our employees and also for our suppliers and subcontractors.

Occupational health and safety is a constant priority for the company. The QE4S 2023-2025 policy (Quality, Environment, Food Safety, Occupational Health and Safety, Flight Safety, Standardization) outlines the overall framework, objectives and priority actions for the whole servair Occupational Health and Safety network. A dedicated department based at the headquarters works and communicates on this topic with the coordinators across the units to provide each employee with a safe working environment, in compliance with the regulations

### Health

In 2024, the OHS teams in partnership with the occupational health services deployed several awareness-raising campaigns. Every year, Pink October is an opportunity to raise awareness of breast cancer with the organization of forums. A flu vaccination campaign was also conducted.

A QWLWC Week (Quality of Work Life and Working Conditions) was organized in June, including awareness workshops on warm-up activities at the workplace, stress management with the intervention of a sophrologist, for example.

### Accident prevention

Important work was done in 2024 to improve safety and prevent accidents during airside driving operations. Indeed, servair is actively involved in the airside traffic safety collective, which includes the major players of the airport area (ADP, Air France, FNAM, CSAE...).

This tangible outcome of this work led to the creation of a charter signed in January 2024 and a number of days of prevention actions on the ground, including that of March 19 over CDG, which involved twelve mixed teams from various member organizations who covered 12 accident-prone areas of CDG, they met about 200 agents at the 4 PARIF (safety checkpoints) and raised awareness among about 500 agents through 30 meetings held in several of the member companies of CDG area.



Several preventive actions have been carried out over the year 2024. First of all, those relating to working conditions with notably the renovation of the docks and the final holding of pac cdg, improving the working environment through better brightness and thermal comfort thanks to a new heating system, thereby offering greater comfort to the teams in their daily work.

In addition, a campaign to replace the doors of the cold rooms was conducted in servair paris, facilitating their opening and reducing the risk of injury.

The pac cdg site deployed the MSDs PRO (musculoskeletal Disorders) approach of CRAMIF. The oven loading workstation for our two main customers was fully redesigned, manual load handling is now reduced, and most transfers are performed using wheeled equipment.

In addition, the call for tenders for personal protective equipment enabled us to reference new products such as safety shoes or new models of gloves that are more suitable and comfortable for teams.

## HuCare

The psychological support program was maintained, with a weekly psychological support service on servair paris website and the support helpline. Accessible to all, this platform allows people to contact a psychologist by chat, mail or phone 24/7.





**PRODUCTS**

## Ensure a healthy and safe offering in our various food activities

### Food safety

Food safety is an integral part of servair's processes and corporate culture. The QE4S Policy 2023- 2025 (Quality, Environment, Food Safety, Occupational Health and Safety, Airside Operations Safety, Standardization) outlines the overall framework and sets the objectives and priority actions for the entire servair network. It is implemented upstream taking into account both suppliers' management through supporting documents and site audits, and raw materials management through analysis/ controls 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 HACCP to identify and control hazards in the areas of microbiology, parasitology, foreign bodies, chemicals and allergens, as well as food fraud. servair has its internal microbiological laboratory in Paris, accredited according to ISO 17025 , and conducted 29, 414 analyses in 2024. Thus, servair has solid expertise in this field and is able to conduct analyses within a short time frame – essential for maintaining higher levels of responsiveness. Its Paris- based lab has then become the reference laboratory for its shareholder gategroup.

The design of building units according to hygiene standards ensures that food safety rules can be adhered to, proper cleaning can be carried out, compliance with the "go forward" principle and the cold chain. The training of our agents, the involvement of management teams and the monitoring of quality teams ensure that procedures are adhered to on a day-to-day basis. The microbiological conformity rate 2024 is 99.37% for servair SA 99.33% for pac SA. The customer-audit coverage rate for operating sites is 100% for servair SA and 100% for pac SA in 2024.

Management and improvement are enabled by the ISO 9 001 quality management or ISO 22 000 food safety management systems across all production units. servair also implements a monitoring plan for its units through internal audits as well as external audits based on ISO 22 000 and conducted by independent third parties, which result in an audit report.

### Traceability

Traceability is key to ensuring food safety.

It serves as a means of identifying the raw materials making up a dish and information about the customers to which it was delivered. Servair invested in digital traceability across its Paris units given the volume of data: integration of data from its suppliers through EDI (Electronic Data Interchange), bar code identification, and Wi-Fi PDA (Personal Digital Assistant) in production.

The other units perform traceability manually. On this point, a target of 80% internal traceability per workshop is defined in QE4S 2023-2025 policy.

## Nutrition

Nutrition is a public health issue which is of relevance to all stakeholders involved in food industry. 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 medical menus known as "special" menus (gluten-free, salt-free, etc.) and in balancing meals, using special software for calculating nutritional values, connected to our Bill of Materials in our Paris-based units.

In Paris, our Prodiges tool allows us to calculate the nutritional information of all our dishes. Since 2020, the tool has been upgraded and now calculates the NutriScore, although this information is not mandatory. Besides, further to Air France request, Servair has developed a range of 100 % NutriScore A and B hot dishes for Economy and premium Economy classes since summer 2021. Since 2022, 100 % of pre-packaged meals have had nutritional information labelling, e.g., special meals or in lounges.



## Fighting food insecurity and malnutrition

Through its food activity 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.

In terms of food insecurity, servair is concerned about the future of each and every food product. Therefore, the foodstuffs are donated when both the logistics conditions and the ability of a charity to accept the donation are met.

**This year, food donations amount to 24.3 tons for servair SA and pac SA.**

## Culinary expertise

French and international gastronomy, food and taste are an integral part of servair's culture and know-how. servair uses this expertise to serve its customers, drawing on its recipes, the know-how of its chefs, its production kitchens, and on consulting and training. The servair Studio Culinaire, run by the Corporate Chef, is an innovation think-tank; it guides servair in its initiatives. The Corporate Chef also ensures the implementation of relevant resources to achieve culinary excellence at servair.

servair's 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 flavours, juiciness, and tenderness with control of shelf life. Servair pays particular attention to the kitchen section across all production units and its research and development kitchen. servair identifies talented cooks, provides them with the appropriate training and then helps them grow and develop their practice, technical skills and managerial role. In 2024, servair SA counts 53 cooks in its teams, and 70 in pac SA. servair's culinary expertise is a key element of its future

## 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 for 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. The follow-up of loading operations on board the aircrafts, called flight on-time performance, is a key element of customer satisfaction and its objective is indicated in servair QE4S 2023-2025 policy (Quality, Environment, Food Safety, Occupational Health and Safety, Airside Operations Safety, standardization). In 2024, the logistics on-time performance is 100% for servair SA and pac SA. In 2024, servair and pac modernised their fleet with the purchase of 9 new hi-lift trucks for servair SA and 21 for pac SA.



## Customer satisfaction

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

This involves compliance with operational (on-time performance) and product (recipe, weight control, etc.) expectations. Key goals in this area are covered by the QE4S (Quality, Environment, Food Safety, OHS, Airside Operations Safety, Standardization) 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.

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 segments and activities.

Beyond these criteria, servair is committed to meeting its customers' innovation and development needs on a daily basis thanks to its culinary and logistics expertise. The customer satisfaction rate is the result of on-site visits and audits conducted by customers.

# Purchasing

servair supplies its Paris-based units with a wide variety of products and services. In 2024, servair partnered with nearly 1000 suppliers and ordered more than 4 200 agri-food references, making purchasing a key part of the value chain.

## Supplier Engagement

Purchasing practices are based on a balanced approach and a commitment to value-sharing with suppliers and suppliers. servair promotes sustainable relationships through responsible business practices and the integration of ESG criteria into its referencing process. Since 2022 servair has included its supplier commitment charter in all its contracts, which clearly defines its expectations with regards to respect for human rights, working conditions, environment, animal welfare, as well as ethics and responsible business conduct. 100% of strategic suppliers representing 80% of our purchasing expenses signed this charter.

## Training of procurement teams

In order to strengthen its sustainable approach, all servair purchasers attended ESG training sessions in 2024. The first, certifying, was the ISO 20400 standard for responsible purchases. The second, in the format of a session highlighting human rights topics along the value chain, which was conducted by the specialized NGO Focusright. These courses ensure that social and environmental issues are fully addressed in purchasing decisions and promote a proactive approach to regulatory monitoring and compliance with suppliers and service providers. This training process helps better anticipate supply chain risks and strengthen the sustainable performance of the company.

## Purchase allocations

servair's and its subsidiaries' purchasing spend is equally divided between agri-food and technical purchases. On the agri-food side, a robust organization has been implemented to ensure full logistic consistency in terms of delivery times and quantities. Since 2011, the creation of our "Servlogistic" supply cell has been responsible for centralizing orders, managing the logistics platform and issuing the volume forecasts sent to suppliers.

This organization optimizes logistics flows and simplifies the management of suppliers and products. Therefore, this leads to the reduction of the environmental impact in terms of carbon emissions and use of resources.

## Responsible sourcing strategy: Agri-food purchases

Since 2019, strong commitments have been made to integrate ESG labelling, accountability and territorial anchoring criteria into agri-food procurement.

Efforts were focused on categories representing 73% of purchasing spend, including French meats and food products processed in France, thus supporting the local economy and reducing the carbon footprint.

The supply choices favour sustainable channels, whether they are labelled fish that ensure the preservation of marine ecosystems or PDO cheeses and butters promoting traditional local products and know-how.

servair also promotes the transition to more sustainable practices, including support for fair and sustainable dairy production. Every year, 200 000 litres of milk are processed by servair and its subsidiaries kitchen services. Since August 2024, this milk has been purchased from "C'est qui le Patron" exclusively, ensuring fair remuneration for producers.

These tangible actions demonstrate servair's willingness to offer committed and differentiated products, in line with customers' expectations.

## Indicators 2024

### 1. French manufacturing for purchases of processed products

| Product family     | % of purchase volume (kg) |
|--------------------|---------------------------|
| Egg-based products | 100%                      |
| Sandwiches         | 100%                      |
| Mixed salads       | 100%                      |
| Bakery             | 99%                       |
| Pastry             | 98%                       |
| Dairy products     | 98%                       |
| Hot dishes         | 92%                       |

### 2. French origin of meat

| Product family | % of the volume of purchases of meat born, raised and slaughtered (kg) |
|----------------|------------------------------------------------------------------------|
| Meat           | 70%                                                                    |
| Charcuterie    | 57%                                                                    |

### 3. Use of PDO butter and cheeses: 23% butter and 25% cheese

### 4. Supply of labelled fish

| Label      | 75% du volume d'achats (kg) réparti comme suit : |
|------------|--------------------------------------------------|
| MSC        | 34%                                              |
| BAP        | 25%                                              |
| ASC        | 9%                                               |
| Glabal Gap | 8%                                               |

### 5. Transitioning towards cage-free farming modes for our egg products: 46% of volume 2024

**Responsible sourcing strategy: Technical purchases**

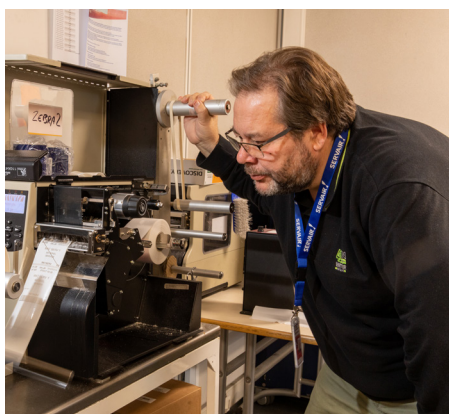
Technical purchases play a strategic support role to contribute to servair's performance and operational objectives. They mainly include energy purchases, waste management, subcontracting, including temporary work, as well as the acquisition and maintenance of vehicles and industrial equipment. They integrate a responsible approach by focusing on suppliers who are committed to sustainable initiatives, optimising resource use, and ensuring that social and environmental criteria are met. In concrete terms, the green electricity ratio in our total electricity purchases in Paris is about 15%. It is subject to a certificate of origin and comes 100% from hydraulic energy.

In terms of waste, servair chose to work with waste management companies able to use energy-recovery incinerators. This energy production in 2024 represents the equivalent of 70.6% of the energy requirements in buildings.

**Actions performed**

In 2024 servair hosted the first "Supplier Day", bringing together major suppliers, accounting for 50% of purchasing spend, for a half-day of discussions dedicated to sustainability topics. This event was an opportunity to reaffirm the common commitment to the duty of vigilance and to introduce EcoVadis' assessment of their ESG performance. It encouraged the sharing of key values through various presentations.

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PLANET

## Manage our environmental impacts

servair's primary goal, beyond regulatory standards, is to help preserve natural resources by controlling our consumption and the pollution resulting from our activities. servair also strives to reduce greenhouse gas emissions and thereby takes part in the collective effort to fight against climate change.

Climate change, such as droughts and disruption of temperature patterns, will impact our food supplies; the choice of routes served by our airline customers and thereby the company's economy.

The implementation of an environmental management system for its units helps to ensure better environmental monitoring and to consider the existing regulations. Policy QE4S 2023-2025 (Quality, Environment, Food Safety, Occupational Health and Safety, Airside Operations Safety, Standardization) provides the overall framework and sets objectives and priority actions for the whole servair network:

- 20% recycling rate
- 10% in tonnage of waste relative to the activity
- 10% in energy consumption
- 10% in carbon footprint
- ISO 14 001 certification as part of an IMS for French units and the largest African units
- 95% French sourcing of dairy products, egg products, pastries, breads, hot dishes, fresh salads and meats for Paris units
- 60% local sourcing for our outstations and other units (Lyon, French overseas departments and Africa)

The policy is deployed at production sites and monitored for servair paris and pac east as part of the ISO 9001 certification of their integrated QSE management system. Certified sites are regularly monitored on their QSE policy, objectives, actions and results. They report to an external third-party certifying body at least once a year.

## responsible resource use

Some of our standards and production processes have been in line with these requirements for long, such as national or even regional sourcing, or sous-vide cooking, which extends the shelf-life of food products. Reconditioning of beverage and passenger comfort items loads is completed in full compliance with our customers' requirements.

Since 2019, we have been conducting counts with customer airlines on all inbound flights to Paris to identify aircraft cabin waste and possible recycling from in-flight deliverables. The actions resulting from these counts are beverage packaging recycling (plastic, cans, bricks and glass bottles), and food donations of uneaten pre-packaged meals, with the aim of scaling up these actions into standard processes. These processes require the full involvement of all the players along the chain: customers, servair catering units and waste service providers. All donations, recycling and reuse actions contribute to making our processes, products and materials more sustainable.



The Materials Management Assessment Tool (MMAT) is fully part of a sustainable development approach. It is based on 13 indicators covering financial, procurement and operational aspects, and is supported by audits designed to assess the level of control over materials management.

By optimising the use of resources, MMAT reduces waste, limits losses and promotes material recovery. It encourages more responsible consumption, improves inventory control, enhances traceability and generates significant savings. Integrated into daily practices, MMAT supports a continuous progress drive, addressing environmental, economic and social issues of sustainable development.

## Water

Water consumption is mainly related to washing reusable dishes and cutlery, airline containers and daily cleaning of buildings. The gradual replacement of more water-efficient industrial dishwashers has reduced water consumption to 7.58L/meal processed for servair SA and 2.61L/meal processed for pac SA. The difference in average consumption is explained by the type of meals provided by servair SA, which mainly caters for long-haul flights and therefore accounts for higher water consumption, whereas pac SA mainly caters for short, medium and long-haul flights. Daily eco-gestures and leakage controls have also helped reduce water consumption. The replacement of industrial dishwashing equipment also contributes to controlled detergent consumption.

Collecting used cooking oils in hot kitchens is a preventive action against industrial water pollution. The 2024 tonnage is 15 tons.

Finally, all our sites are equipped with grease traps or pre-treatment stations to ensure compliance with pre-treatment requirements. Recycling of sludge from stations or grease traps facilitates depollution follow-up. This amounts to 182.5 tons in 2024 and therefore up 27 tons compared to 2023.

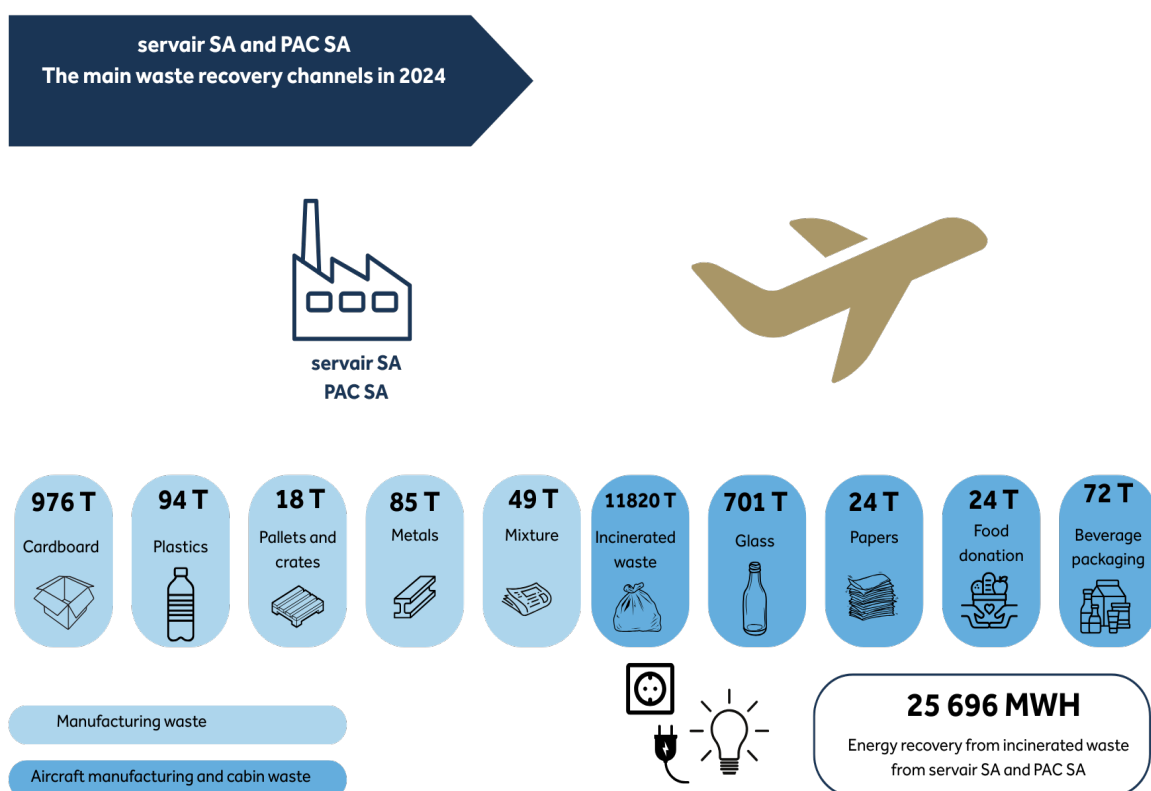


### Circular economy and waste management

The waste from economic activities is generated by our industrial processes and aircraft cabin waste. All waste is treated in line with existing local streams and in compliance with environmental and health regulations.

Kitchen and table waste from flights arriving from non-EU countries is category 1 animal by-products and therefore not biowaste. Health regulations (EU n°1069/2009) impose a specific method of disposal to prevent the spread of pathogens through food waste.

In Paris, the waste disposal method is incineration; the incinerators used reach a minimum energy performance that allows energy production; this method of treatment covers 83% of its waste in 2024. This treatment method produces 25 696 MWh i.e., the equivalent of 70.6% of our energy requirements for production units. These results depend on the tonnage of incinerated waste but also on the performance of each incinerator. The choice of incinerator depends on our waste service providers.



### Fight waste and food donation

servair optimizes the use of food products through inventory management, its sous-vide cooking process and logistics hub. Food donations also help fight food waste. Indeed, food products resulting from changes to customers' menus, leftovers or unused stocks or unused emergency supplies meals can be donated under the required hygiene conditions specific to each product. These waste prevention actions also contribute to fighting food waste and preserving natural resources.

servair SA and pac SA donated 24 tons of food products, i.e., the equivalent to more than 69, 486 food supplies to national non-profit organizations such as Restos du Coeur and Secours Populaire, as well as local charities in 2024.

## Animal welfare

Since January 2018, all of our egg supplies have come from free-range hens with a proportion supplied by organic farming. In terms of egg products, our suppliers have all already committed to stopping production or purchase of eggs from caged hens by 2025. In 2024, the proportion of egg products sourced from cage-free hens is 46%, and 100% of our shell eggs supplies are sourced from free-range hens.

## Climate

Climate change is a major issue for servair and its subsidiaries. In a context where the effects of climate change are increasingly visible, it is essential for servair and its subsidiaries to control and reduce their environmental impact.

### Carbon trajectory

In December 2023, servair published its climate policy and demonstrated its commitment to contributing to global carbon neutrality, in order to align with the Paris agreements and to contain a global temperature increase of +1.5°C.

This policy states the ambitions of reduction on scope 1 and scope 2 centered on three objectives (reference year 2009 and objectives 2030):

- Reduce the energy consumption of our facilities by 40%
- Develop energy recovery and reduce our industrial process emissions by 50%
- Decarbonize emissions from our fossil-fuel consumption by 70%

In addition, scope 3 has been measured since 2023 for servair SA and pac SA. The aim is to define a pathway in 2025.

Scope 3 is calculated taking into account:

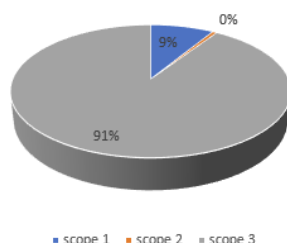
- purchases of foods and consumables,
- service purchases
- waste
- employee commuting
- Fixed assets, buildings and trucks
- upstream energy (since 2024))



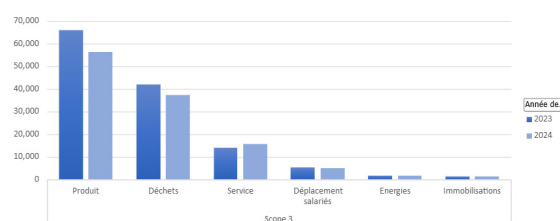
## Results

In 2024 emissions decreased by 9.5% vs 2023, reflecting progress in reducing the carbon footprint. Scope 3, representing 91% of the carbon footprint of servair SA and Pac SA, is mainly impacted by product purchases and waste management.

Breakdown of emissions by scope servair SA and Pac SA 2024

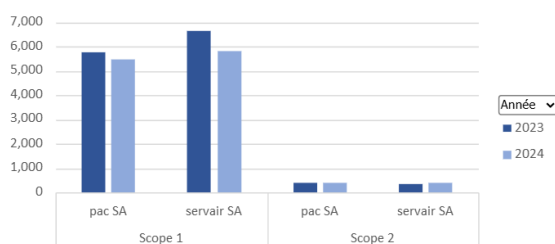


Breakdown of Scope 3 by category servair SA and Pac SA

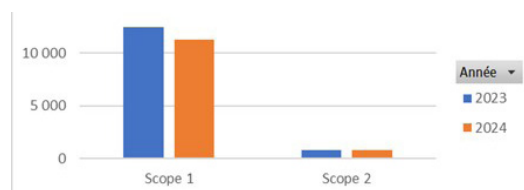


These key areas require targeted actions to significantly reduce emissions and achieve carbon neutrality targets by 2050.

Changes in Scope 1 and 2 emissions 2023–2024



Changes in Scope 1 and 2 emissions 2023–2024



The results of scope 1 are also decreasing whereas those of scope 2 are stable.

Decarbonisation actions

Works at production sites

In 2024, strategic investments were made to contribute to the achievement of the climate policy targets.

in pac CDG, a new cooling system has been implemented, mainly offering a reduction in energy consumption. The system uses CO2 instead of conventional refrigerants and recovers waste heat from the facility to heat the air in work areas, administrative offices and water for dishwashing. This virtuous solution reduces energy consumption and associated emissions.

In addition, pac CDG benefits from Energy Performance contracts (EPCs), which support the financing of the facility while setting specific targets for reducing its energy consumption.

In servair paris, a major renovation plan for the industrial tool is deployed from 2024 to 2027. The cooling system, dishwash area and food production areas are included within this scope and the works will also be supported by Energy Performance contracts schemes.

Industrial process fluid: dry ice

Since July 2024, pac est. has been partially replacing dry ice used on short and medium-haul flights with reusable gel packs. This led to several years of testing to achieve a solution that met all requirements in terms of cold chain, supply chain and recovery by the supplier. This alternative solution is currently used on the short and medium-haul flights network so that the gel packs can be collected and reintroduced into the cycle.

Energy

From a logistic point of view, servair is decarbonizing by gradually replacing the combustion-powered support cars and vehicles fleet with electric vehicles. As far as HGVs are concerned, the fleet is currently being renewed, with new vehicles that are more energy efficient and less polluting, thereby enabling us to reduce fuel consumption.

A working group is exploring the transition away from thermal energy, assessing opportunities to use biofuels and introduce electric highloaders into the vehicle fleet.

Energy- reduction efforts reduce consumption, carbon footprint, and energy bills.

|                    | Sustainable mobility       | servair SA | pac SA |
|--------------------|----------------------------|------------|--------|
| Greening the fleet | Support vehicles (numbers) | 10         | 12     |

**For scope 3, the actions are :**

- sustainable mobility of employees, the agreement on teleworking was renewed in 2024. Over the year, there are 6, 176 teleworked days for servair and 622 for pac. With an average of 29.25 km per commute for employees at Paris airports, it is 52.4 tons of CO2 avoided for servair and 5.3 tons of CO2 for PAC. In parallel, carpooling, via the Karos platform, enabled 765 carpools in servair and 72 in pac.

|          | Employee mobility   | servair SA | pac SA |
|----------|---------------------|------------|--------|
| Carpool  | # of users          | 129        | 11     |
|          | # of carpools       | 765        | 71     |
| Telework | Days of telework    | 6176       | 622    |
|          | # of km avoided     | 361 296    | 36 387 |
|          | Tons of CO2 avoided | 52,4       | 5,3    |

- Our sourcing choices and design of on-board food services: Proposal of more plant-based offerings, more local food sourcing
- Our processes: Reducing food waste (see fighting food waste), extended products lifespans with vacuum cooking, donation or reuse
- A circular economy with more recycling through coordination with our customers, reusing returned or unused beverage cans when replenishing quantities of the next in-flight drawers, or donating foodstuff or consumables.
- On a day-to-day basis, the energy transition involves adapting our behaviours and thus 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.



Indicators

Social performance indicators 2024

|                                             |                 | servair SA |        | pac SA |        |
|---------------------------------------------|-----------------|------------|--------|--------|--------|
| Number of employees as at 31/12             | Objectives 2025 | 2023       | 2024   | 2023   | 2024   |
| Total headcount                             |                 | 2 112      | 2 084  | 1 483  | 1 509  |
| % women                                     |                 | 33,1%      | 34,4%  | 39,8%  | 39,3%  |
| Age breakdown                               |                 |            |        |        |        |
| # of employees under 30                     |                 | 7,4%       | 7,1%   | 6,7%   | 6,6%   |
| Headcount 30-50                             |                 | 32,9%      | 32,0%  | 48,9%  | 46,8%  |
| Headcount over 50                           |                 | 59,8%      | 60,9%  | 44,4%  | 46,7%  |
| New hires and departures                    |                 |            |        |        |        |
| Total new hires                             |                 | 338        | 393    | 374    | 461    |
| Total departures                            |                 | 398        | 419    | 340    | 416    |
| Training                                    |                 |            |        |        |        |
| # of training hours                         |                 | 21 126     | 20 892 | 16 652 | 19 183 |
| Average # of training hours                 |                 | 13,0       | 14,3   | 12,1   | 14,4   |
| Diversity                                   |                 |            |        |        |        |
| Proportion of women in management positions |                 | 40,5%      | 41,0%  | 43,8%  | 37,8%  |
| # of employees with disabilities            |                 | 206,1      | 223,1  | 82,9   | 84,9   |
| Occupational health and safety              |                 |            |        |        |        |
| Frequency rate                              | - 10%           | 55,40      | 62,14  | 55,26  | 67,22  |
| Severity rate                               |                 | 9,28       | 8,18   | 4,97   | 8,29   |
| Absenteeism rate                            |                 | 14,1%      | 13,7%  | 13,4%  | 14,6%  |

## Environmental indicators 2024

|                                                     |                                | servair SA |            | pac SA     |            |
|-----------------------------------------------------|--------------------------------|------------|------------|------------|------------|
| Waste management                                    | Objectives 2025                | 2023       | 2024       | 2023       | 2024       |
| Total waste (tonnes)                                |                                | 8 212      | 6 922      | 7408       | 7 372      |
| Waste Ratio (g/mealtray)                            | -10% reported to activity      | 502,1      | 476,56     | 316,15     | 315,26     |
| Recycling rate                                      | 20% rate of recycling          | 16,27%     | 18,7%      | 16,95%     | 15,34%%    |
| Material recovery rate (re-cycling and reuse)       |                                | 16,41%     | 18,9%      | 17,27%     | 15,72%     |
| Recovery rate (energy, recycling and reuse)         |                                | 99,87%     | 99,89%     | 99,85%     | 100%       |
| Responsible resource use                            |                                |            |            |            |            |
| Water consumption (m3)                              |                                | 115 446    | 109 700    | 83 047     | 61 138     |
| Water Ratio (L/mealtray)                            |                                | 7,07       | 7,58       | 3,54       | 2,61       |
| Energy consumption (KWh)                            |                                | 20 602 268 | 20 764 800 | 17 865 760 | 15 649 172 |
| Building energy ratio (kwh/m2)                      | -10% of the energy consumption | 444,23     | 447,74     | 323,88     | 479,30     |
| Fuel consumption (L)                                |                                | 705 478    | 634 709    | 589 842    | 624 604    |
| Fuel ratio, excluding servair HQ (L/flight catered) |                                | 24,85      | 25,09      | 5,68       | 5,98       |
| Fighting climate change footprint(teqCO2)           |                                |            |            |            |            |
| Scope 1                                             |                                | 6 654      | 5 832      | 5784       | 5 457      |
| Scope 2                                             |                                | 367        | 408        | 419        | 398        |
| Scope 3                                             |                                | 74 640     | 63 917     | 55 811*    | 53 920     |
| Total                                               | -10% of carbon footprint       | 81 661     | 70 157     | 62 014     | 59 775     |

\*data 2023 modified by the inclusion of upstream energy-related emissions for scope 3

Societal indicators 2024

|                                                             |                 | servair SA |        | pac SA |        |
|-------------------------------------------------------------|-----------------|------------|--------|--------|--------|
| Food safety                                                 | Objectives 2025 | 2023       | 2024   | 2023   | 2024   |
| Micro-biological conformity rate                            | 99%             | 99,45%     | 99,37% | 99,34% | 99,33% |
| Nutrition                                                   |                 |            |        |        |        |
| % of pre-packaged foods with nutrition labelling            |                 | 100%       | 100%   | 100%   | 100%   |
| Customer satisfaction                                       |                 |            |        |        |        |
| Third party audit coverage rate                             |                 | 100%       | 100%   | 50%    | 100%   |
| Culinary expertise                                          |                 |            |        |        |        |
| Number of cooks                                             |                 | 55         | 53     | 66     | 70     |
| Food purchases                                              |                 |            |        |        |        |
| Number of suppliers who signed the servair supplier charter |                 | 146        | 200    | 146    | 200    |
| French local food sourcing*                                 |                 |            |        |        |        |
| Shell eggs sourcing                                         | 100%**          | 100%       | 100%   | 100%   | 100%   |
| Cage- free egg products sourcing                            | 100%**          | 13%        | 46%    | 13%    | 46%    |
| Food donation                                               |                 |            |        |        |        |
| Tonnage                                                     |                 | 13,5       | 16,3   | 2,5    | 8      |

(\*) : indicators not audited by ITO, excluding food donation

[illegible]

- Promoting a social model
- Ensuring a healthy and safe offering
- Controlling our environmental impact
- Ensuring health and safety at work

### Methodological note on reporting

servair SA and pac SA have chosen to have their environmental, social, and governance indicators verified by EY & Associates, an independent third-party organization; not all of the consolidated data voluntarily. 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 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 on the compliance of the CNFS and the authenticity of social, environmental and societal information published.

As a result of the thresholds being exceeded, for the year 2024 servair SA and pac SA are required to publish a consolidated Non-Financial Statement- CNFS, which is not the case for acna SA, oat SA, martinique catering, sori, sogri, servair meeting and panima. Servair SA consists of two units: Headquarters, servair paris. pac SA consists of two units: pac Est, pac Centre cdg.

### Social indicators

Scope: Reporting of social data is performed based on physical staff numbers (expressed as "heads") recorded at the end of the calendar year.. The social data reporting period is based on the calendar year to ensure consistency with the Social Report data.. As part of a continuous improvement approach, methodological details are provided on the indicators, particularly in their definitions. 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: Metrics are collected and consolidated from several software applications:

- TEAMS HR (tools for administrative management and payroll of employees) for the headcount section
- PARADIS and NEEVA (training management tools)
- ACCILINE (Occupational Safety and Health Data Tool)

Training data are processed by servair formation training center.

Workforce data is processed centrally within the Human Resources Senior Management and Social Policy by the Social Management Studies and Control department.

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

Clarifications and methodology - Details on social indicators

### Headcount

These are the number of employees (expressed as "head") recorded as of December 31 of the reference year, regardless of the employment contract (Permanent Contract, Fixed term Contract) and regardless of the number of hours worked per month.

Interns and temporary work agencies employees are not counted.

Employees who have an exit date as at December 31 are counted in the headcount.

### Proportion of women in management

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

### New hires

This indicator concerns permanent contract and fixed-term contract new hires over the course of the reference year. Permanent new hires are calculated on the basis of employees hired under permanent contracts directly, including internal job mobility (permanent employees of a subsidiary joining the reference company).

Fixed-term new hires include apprentices and professionalization contracts. Interns and temporary work agencies employees are not included.

An employee hired three times over the course of the year under the same type of contract will be counted three times.

## Departures

The indicator concerns departures over the course of the reference year whatever the type of contract (excluding interns and temporary work agencies employees). An employee who departs three times over the year will be counted three times. Employees leaving on Dec 31 are counted in the recorded departures of the year. Employees who change contracts (e.g. Fixed-term to permanent contract) are not included in either hires or departures.

## 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).

All training hours that require taking a test to validate the acquisition of knowledge are counted regardless of the test result.

## Employees with disabilities

The definition of employees with disabilities complies with the definition of beneficiaries of the mandatory employment of people with disabilities defined by the legislation. All employees of the company, including interns, as well as staff provided by a temporary work agency, shall be taken into account. The working time as well as the presence in the workplace over the course of the reference year are taken into account on a pro rata basis.

Employees aged 50 and over are counted as 1.5 FTE vs 1 FTE (for a full-time employee).

## Frequency Rate

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

## Severity Rate

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

## Absenteeism rate

The absenteeism rate is a ratio that corresponds to the number of calendar days of absence divided by the number of theoretical working hours, converted to calendar days. The absences considered relate to sickness, work-related accidents, maternity and unpaid absences.

Hours of absence are converted into calendar days.

## Physical activity, sports and measures taken in support of persons with disabilities

This requirement is not relevant to our activities. It therefore does not require a specific paragraph to be published in the CNFS..

## Environmental indicators

### Scope and reporting period

For servair SA and pac SA, the reporting period for environmental data is on a year-over-year basis, from 1 October N-1 to 30 September N.

Reporting and methodology details

Environmental data are collected for each Paris-based unit through SAP billing software for water and energy consumption and through waste records as regards waste. In parallel, on-site consumption is tracked (meter record, pick-up notes) whenever possible. For the purpose 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 performed using syntheses provided by suppliers and service providers. Consolidation of data from servair SA and pac SA is performed by servair Industrial Process, Quality & ESG general management.

**Comments on changes**

Regulatory requirements and reporting and consolidation principles for servair and pac SA are described in a document entitled Reporting of Environmental Indicators, which is updated annually. 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, and comparison between data from previous years and data for the given fiscal year.

Clarifications and methodology - Details on social indicators

**Quality of waste resulting from our activities**

Waste resulting from activities comes from our industrial processes and aircraft cabin waste from air transport. For kitchen and table waste from flights coming from third countries (outside the European Union), this waste is classified as category 1 animal by-products. Health regulations (EU n°1069/2009) impose a specific mode of elimination. In Paris, the mode of disposal 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 Rate**

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

**Recovery rate** (energy, recycling and reuse)

It is the ratio of incinerated tonnage, recycled tonnage and reused tonnage to the total tonnage of waste.

**Water consumption**

Water consumption is taken into account for all production units. This refers to the water consumption used for process water and sanitation water in m<sup>3</sup>.

**Water Ratio**

It is the water consumption of a unit to the meal tray production activity of the same site in liter per meal (L/meal).

**Energy consumption (kWh)**

The indicator includes the following different energy sources:

- Electricity
- Gas for heating of buildings, domestic hot water and process hot water.
- Superheated water for heating of buildings, domestic hot water and process hot water.
- Domestic fuel for generators

**Building energy consumption ratio**

This is the energy consumption of industrial sites and the headquarters building per unit of floor area (kWh/m<sup>2</sup>).

**GHG emissions (tEQCO<sub>2</sub>)**

GHG (greenhouse gases) emissions from scope 1 are derived from fuel, domestic fuel and natural gas consumption, refrigerant leaks and dry ice use.

GHG emissions (greenhouse gases) from scope 2 are from electricity, superheated water.

GHG emissions (greenhouse gases) from Scope 3 are derived from:

- consumption of products and service
- employee commuting
- buildings and vehicles fixed assets
- waste
- emissions related to upstream of energy consumption

An update of the emission factors was carried out in 2024, derived from the ADEME carbon base database, <https://base-empreinte.ademe.fr/>, and the Swiss Federal Office of the Environment for certain refrigerants.

**Food donation**

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

**Meal-tray equivalent**

The equivalent for a meal tray is 350g.

**Activity**

It is derived from cost control for each type of operation:

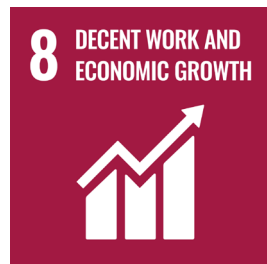
- Catering: number of trays processed. The number of trays processed is defined as the number of trays washed.

# Contributions to the UN SDGs

## People

### Relationships with employees, suppliers and local communities

- Be a fair and equitable employer that develops its people
- Focus on occupational health & safety and well-being of our employees
- Grow a supply chain committed to ethical standards
- Strengthen our positive impact on local communities



## Planet

### Environmental footprint of our operations and the climate impact of our value chain

- Achieve net Zero carbon
- Reduce operating waste and focus on recycling
- Optimise water management
- Prevent pollution



Product

Sustainability considerations issues in our culinary and packaging offering

- Provide healthy and balanced foods
- Ensure highest standards of safety in food and packaging
- Promote responsible resource use and preserve biodiversity
- Champion circular economy







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***This report was designed to minimise the use of colour for printing, reflecting our commitment to sustainable development while respecting company standards and ensuring greater accessibility.***