



# Committed CSR Label: 18-Month Roadmap





## WE CHOSE THE "ENGAGÉ RSE" LABEL FROM AFNOR CERTIFICATION TO AFFIRM OUR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT.

**This label is highly demanding: over 50 criteria are assessed according to ISO 26000 and the Sustainable Development Goals.**

- More than just a self-declaration or an online questionnaire, the Engagé RSE label is awarded following an on-site evaluation conducted over [1/2/several days] every 18 months. We provide an independent assessor with objective evidence of our control over the social, environmental, and economic impacts of our activities. This challenges us and encourages us to improve. Employee representatives, from all levels of our organization, as well as external stakeholders, are interviewed. This label highlights the thoroughness and consistency of our continuous improvement approach. **It also shows that we have identified our stakeholders and initiated a dialogue with them to understand and respond to their expectations.**
- **The 7 areas assessed by the Engagé RSE label correspond to the 7 core subjects of ISO 26000** (*governance, human rights, labour relations and working conditions, the environment, fair operating practices, consumer issues, community involvement and local development*).
- Since June 2021, we have gained international recognition through the brand "**Responsibility Europe**", of which the Engagé RSE label is one of three European partners.
- Created at the initiative of the AFNOR Group (France), INDR (Luxembourg) and Ecoparc (Switzerland), **Responsibility Europe brings together leading RSE labels that are rigorous and pragmatic, demonstrating real added value and contributing to the United Nations Sustainable Development Goals (SDGs).**



GROUPE RESTOLEIL

CSR - RESTOLEIL Group :  
Cultivating the art of taste, in harmony with all living things

## PROMOTING MERITOCRACY, INCLUSION AND SOLIDARITY IN OUR COMPANY AND IN SOCIETY



A strong corporate culture and team spirit based on integration, solidarity and opening up our capital to some employees. Promoting meritocracy and internal promotion for all employees. An active approach to inclusion and equality.

International clientele, international staff but also very local, depending on positions and opportunities.

## OFFERING RESPONSIBLE AND HIGH-QUALITY CUISINE TO AS MANY PEOPLE AS POSSIBLE



Traditional know-how, based mainly on raw, unprocessed products.

Direct sourcing from producers, giving priority to small-scale craftsmen wherever possible, depending on our locations.

**Target:** 70% by 2025

Transparency about the origin of our products and suppliers.

Making our cuisine available to as many people as possible by offering the best experience and the best quality/price ratio.

**Respect regions and local traditions.**



## REDUCING OUR ENVIRONMENTAL IMPACT



- Combating food waste
- Better sorting of our waste
- Plan to reduce our CO2 emissions

## GOVERNANCE OF THE ORGANISATION



- Setting up a Sustainable Development Committee within the company, from various departments: Sourcing, testing and progress, monitoring indicators, etc.
- Management Committee meetings: sales, business activity and company projects development.
- Management responsibility and integrity.
- Business meetings: visio preferred to travel.
- External communication of actions taken via website and social networks.
- Formalisation of a social policy: priority given to local employment, also...

The quest for excellence drives us every day. And to continue fuelling this search, we multiply a wide range of training courses in order to improve our knowledge of the specific characteristics of the products we cook and of hygiene standards. In direct contact with our producers, they give us first-hand information on ethics and commitments of their practices, enabling us to offer you the very best products. Excellence is also the driving force behind our recruitment. We don't necessarily look for people with the best CVs, because we believe that passion always prevails over experience.

We want to give everyone a chance, including the very young. That's why we have agreements with hotel management schools where we offer educational support and block release trainings, to give students a foretaste of our way of working and to meet passionate people who we love to support in their training and development.

The result ? Colourful teams, motivated by the same obsession for the very best, the very beautiful, the well done, always served with a smile.



## SOCIAL



### - FORWARD-LOOKING JOB AND SKILLS MANAGEMENT

Via training courses run by Authentis on an intra- and inter-company basis. Implementation of trainings in agreement with employees, encouragement to use the Personal Training Account, job descriptions for all employees, individual interviews for managers, internal promotion.

### - PREVENTION OF BUSINESS RISKS

Via Authentis training courses.

### - COMBATING DISCRIMINATION, EQUAL OPPORTUNITIES AND PROFESSIONAL INTEGRATION

Monitoring of the M/F distribution within the organisation's management, no salary distinctions between men and women, hosting apprentices and trainees, monitoring of senior action plan indicators at management reviews, presentations in hotel management schools, company visits from schools, participation in job fairs.

60% of the Group's managers will come from internal promotions to contribute to their development and to diversity.

### - LABOUR RELATIONS AND SOCIAL DIALOGUE

Monthly meetings, benefits in kind (health insurance), profit-sharing, work-life balance (part-time work), measuring employee satisfaction concerning quality and atmosphere within the workplace.

As an employer, we have responsibilities: wages, well-being, working environment, motivation, training, career development, information and even prevention (Onboarding application from day 1 in GR).

We're proud of all we have achieved this year, despite the extremely challenging environment in the catering industry!

2021 marked a turning point in our sector, a crisis within a crisis.

All restaurant owners face turnover problems, i.e. departures from their teams. In the restaurant business, it is generally 2 or 3 times higher than elsewhere and it can easily reach 70%.

The great victory is that, once again this year, there are far fewer departures in our restaurants than the sector average.

It is an indicator that encourages us to pursue all efforts and actions we're putting in place to make GR a healthy and stimulating environment. This crisis has sometimes led us to make difficult decisions, such as closing certain departments so as not to overburden our teams with time increases.

### - ACCOMMODATION

100% of the staff working in the restaurants are offered accommodation as part of their employment contract and benefits.



# ENVIRONMENT AND SOCIETAL



## ONE OF OUR BIGGEST COMMITMENTS :

### QUALITY OF OUR PRODUCTS

Reducing food waste by an average of 30%.

Since summer 2018, we have been rolling out a program to significantly reduce waste.

Raising awareness through our actions with <https://agriculture.gouv.fr/antigaspi>.

We encourage and provide our customers with DoggyBag. Reducing paper and ink consumption by 60%. We prefer digital to printed communication (QR code). Admittedly, these menus are less attractive, but it's for a good cause. Basically, it means that we prefer offering a digital version of our menu via the QR code on the table rather than printing thousands of menus, which may be very cool but is bad for the planet. They may hurt the eyes, but frankly, we think there's nothing better. Formerly, menus were printed according to the restaurant's maximum capacity.

### BILL 2.0 IN JULY 2023

On-demand sales receipt printing, tested in 3 restaurants with Sunday, GR will roll this out across the whole Group by 2025. It's the easiest way to cash customers' bills and offer our teams the fastest payment in the world, while at the same time capitalize on the added value of the waiter's job. This saves us time so that we can continue to pamper our customers, sing and celebrate their birthdays for long minutes at a time, or advise them on the latest and most delicious item on the menu, created by our Chefs each season. And yes, respecting the seasons means 4 offers a year!

### SHORT CIRCUITS

We offer regional products and recipes. We favour local and seasonal supplies. Agreements with local cooperatives and suppliers.

Extending the range of organic products. Major organic products at breakfast, children's menu (see our PDJ Charter). Sectors integrating animal welfare criteria are favoured.

How can we achieve this?

**By 2025**, 100% of the eggs and egg products used by the Restoleil Group will come from farms that do not use cages, wherever the group is present.

**By 2026**, 100% of our chicken meat supplies will come from farms that meet all the criteria of the European Chicken Commitment for all our activities.

In addition, in France, at least 20% of our supply volumes will come from farms that meet these criteria and guarantee the animals access to the open air or a winter garden.

Attentive to responsible fishing, we ban regionally threatened species from our offers.

RESTOLEIL has implemented a responsible purchasing policy aimed at preserving marine biodiversity.



Waste management: sorting waste on site.

Choice of reusable consumables in large containers.

Collection of used edible oils to be eliminated via an appropriate channel.

Reduce printing of documents.

Composters at certain sites (BCL Group).

Elimination of disposable plastics. Reduction of individual portions => replacement by bulk (with exceptions related to hygiene such as butter...)

**Meetings & Events:** reusable glass or cane pulp verrines, corn starch containers, wooden cutlery (cocktails)

Takeaway : recyclable disposable plastic

Eco-friendly kraft straws.

**Total withdrawal of plastic in 2022.**

Elimination of controversial additives

Limiting the amount of fat and sugar in food, limitation of palm oil (or sustainable oil).

Fair trade. We offer Max Havelaar tea or coffee for breakfast, with whom we have been partnering for 10 years.

Meeting different dietary needs.

**How can we do this?**

By including vegetarian and vegan dishes in our menus and catering for special diets (gluten-free, etc.).

Involvement and progressive development with our manufacturers.

Commitment to our manufacturers such as

Unilever who have a deeply rooted CSR approach, printers certified ECO

- QR code
- Recyclable pizza boxes
- Withdrawal of plastic bags
- Ecolabelled cleaning products encouraged

Resource management

Measurement (cost and volume) of electricity, fuel and water consumption (monthly monitoring to detect any leaks).






## OUR MEASURABLE COMMITMENTS – 2025/2030 GOALS

Pilier	Objectif 2025	Objectif 2030
Sourcing local	70%	80%
Réduction CO2	-20% sur 2019	-40% sur 2019
Gaspillage alimentaire	-30%	-50%
Taux de promotion interne	60%	70%
Index égalité H/F	95/100	Maintien >95/100

## CSR ROADMAP RESTOLEIL GROUP 2025–2030:

We're paving the way with no detours

 Pilier	 Objectif 2025	 Objectif 2030
Sourcing local	70% de produits en circuits courts	85% de sourcing local et artisanal
Gaspillage alimentaire	-30% de pertes	-50% et valorisation des biodéchets
Égalité et diversité	60% des managers promus en interne	70% et 50% de femmes aux postes de direction
Empreinte carbone	-20% sur les émissions (base 2019)	-50% et 100% de nos sites cartographiés CO <sub>2</sub>
Zéro plastique	Plastique à usage unique supprimé	100% des emballages compostables ou réutilisables
Bien-être animal	100% œufs et volailles conformes ECC	Extension aux produits laitiers et viandes rouges
Énergie et ressources	Suivi mensuel énergie / eau / carburants	Énergies renouvelables sur 50% des sites
Offre végétale	+25% de recettes végétariennes et vegan	1/3 de la carte végétale

*We cook the real stuff, we pass on the good, we plant the seeds of sustainability. Because to nourish is also to care.*

