

# WE ARE FAMILY!

2017-2018



IN BRIEF



eliorgroup  
Time savored

As a worldwide player in catering and related services, we serve six million people every day in our 25,600 restaurants and points of sale. And at the same time, we look after 2,300 sites on behalf of our clients.

Our mission is to feed and take care of people, at any age and all stages of life, and we have a clear vision of how we conduct our business, which affects everyone.

Our primary responsibility is to offer our guests tasty, healthy meals every day. Because eating well helps people do better at school, perform better at work, get better in hospital, and age better later. Our menus are designed and cooked using produce that we carefully select from ever-more sustainable, local and responsible sources. We pay particular attention to the potential impact of our activities on the environment, and combating food waste is a constant priority.

To meet all of these challenges, we draw on our highly talented teams who are always ready to go the extra mile. We offer local jobs for all profiles and closely accompany our people along their career paths.

We are permanently attuned to the needs and ideas of our clients and guests, giving us the impetus to move forward together. And we share expertise within the Group, keenly aware of the importance of culinary, technological and service innovation.

With over 25 years' experience, and operations in 15 countries, we know that consumer expectations evolve over time and vary in line with different cultures. Today, our guests and clients want tasty, healthy meals at affordable prices and served in welcoming settings, as well as related services that fit their lifestyles.

Our role is to take on board these diverse needs, by responsibly combining culinary know-how with operational excellence and unceasing innovation. With our 132,000 employees we work together as a family to take care of every one, all day, every day.

We are family!

## 2017-2018 KEY FIGURES

**6 million**  
guests every day



**15**  
countries



**25,600**  
restaurants and  
points of sale



**132,000**  
employees



**€6.694bn**  
in revenue



**150**  
directly-owned  
and franchised brands



# A GLOBAL CATERER

## Europe

**No.3**  
in contract  
catering in Europe

**No.1**  
in contract and  
concession  
catering in France  
and Spain

**No.1**  
in contract  
catering and  
airport concession  
catering in Italy

**No.4**  
in contract catering  
in the United Kingdom



### France

elior @



Ansamble

BRPEGE

### United Kingdom

elior @

Lexington CATERING

Taylor Shaw

Caterplus



### Italy

elior @

Gemeaz elior

Hospes Group

### Spain

serunion @

alessa



SINGULARIS



ARUME

## The Americas

**No.5**  
in contract  
catering in the  
United States

**No.4**  
on toll motorways  
in the United  
States

**10**  
major airports  
in the United  
States



### United States

elior @

Aladdin

CURA

Aviand's

Preferred Meals

CONSTELLATION

Lindley

SUMMIT

Corporate Chefs, Inc.

bateman Community Living

Valley

DESIGNCUISINE

ABIGAIL KIRSCH

LANCER

## Asia

**No.3**  
in contract  
catering in India



### India

elior @

CRCL elior

Megabite elior

# THREE ACTIVITIES, THREE MAIN BRANDS



## Contract catering

As a global contract caterer, Elior has a track record of more than 25 years in delivering personalized catering solutions and innovative concepts in the education, business & industry and healthcare sectors worldwide. Every day we go the extra mile to meet our guests' requirements for tasty, healthy products served in welcoming and inviting settings. At the same time, we take care to provide catering services that fit with modern lifestyles, adapting our offerings on a daily basis to highly diverse needs and allying culinary expertise with operational excellence.



**No.4**  
worldwide

**23,500**  
restaurants and points  
of sale, serving:  
— Business & Industry  
— Education  
— Healthcare



## Concession catering

Through its global brand Areas, Elior Group is a leading international caterer in the world of travel and leisure. We accompany the growing numbers of people who are on the move every day, meeting the needs of both travelers and concession grantors at motorway service plazas, railway stations and airports. Our aim is to transform these pass-through places into go-to locations, designed for relaxing and discovering new food experiences.



**No.3**  
worldwide

**2,100**  
restaurants and points  
of sale, in:

**91** airports

**84** railway stations

**227** motorway service plazas

**89** city and leisure sites



## Services

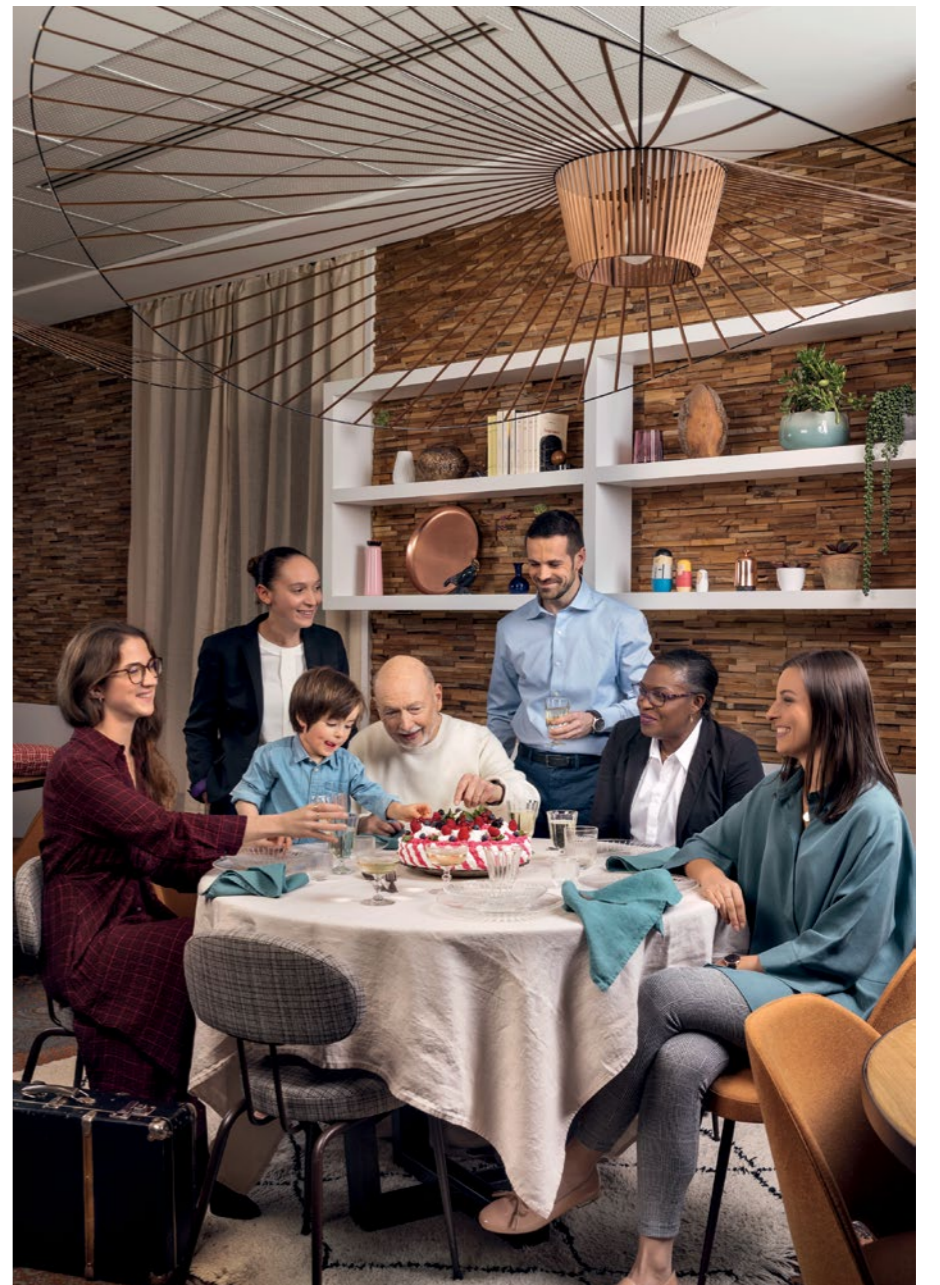
Through Elior Services, Elior Group proposes a full range of value-added services that meet the exacting requirements of healthcare establishments, sensitive industrial environments and public, professional and commercial spaces. Whether its clients are looking for specialized cleaning, healthcare hospitality, standard premises cleaning or facility management (reception services, grounds maintenance, and mail handling), Elior Services draws on its expertise to shape offerings tailored to the specific needs of each site, with three overriding objectives: financial performance, continuous improvement and environmental protection.



**No.1** in healthcare  
cleaning services in France

**2,300** sites

**19,000**  
employees in France



# WE ARE FAMILY

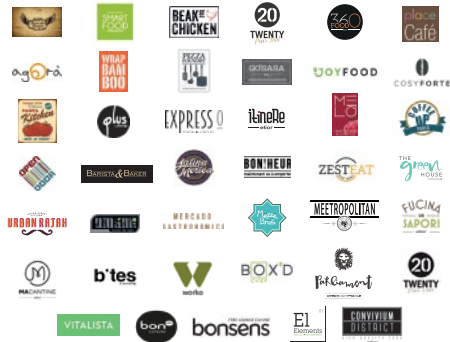


**Responsibly combining culinary know-how with operational excellence and unceasing innovation, our 132,000 employees work together as a family to take care of every one, all day, every day.**

# OUR BRANDS PORTFOLIO

## CONTRACT CATERING

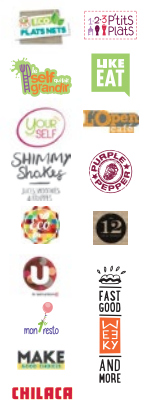
### BUSINESS & INDUSTRY



### HEALTHCARE



### EDUCATION



### FRANCHISED BRANDS

VITA MOJO

NESPRESSO

## CONCESSION CATERING

### DIRECTLY—OWNED BRANDS



### FRANCHISED BRANDS



### RETAIL



### PRESTIGIOUS RESTAURANTS



Elior Group, a société anonyme (joint-stock corporation) with share capital of €1,759,490,936 - Registered offi. ce. 9-11 allée de l'Arche, 92032 Paris, La Défense Cedex, France - Registered in Nanterre under number 408 168 003