

P R E S E N T A T I O N

# Elior Group

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The data given in this presentation concern the 2020-2021 financial year,  
closed on September 30, 2021.



**Drawing on its strategy underpinned by innovation and corporate social responsibility, Elior is one of the global leaders in the contract catering and services markets. In all of its operating countries, the growth in its unique brand equity attests to the Group's agility in accelerating its transformation so that it can fully benefit from the end of the crisis. Elior's 2020-2021 financial performances demonstrate the resilience of the Group and confirm the relevance of its strategic choices.**

# Elior Group key figures



**€3.69**  
**billion**  
in revenue



**5**  
countries



**22,700**  
restaurants and points of sale



**3.6**  
**million**  
guests per day



**99,000**  
employees



**2,400**  
sites managed by  
Elior Services in France

# Strong presence in 5 main countries

## Europe



- N°1** | In contract catering and healthcare hospitality services in **France**
- N°1** | In contract catering and services in **Spain**
- N°1** | In contract catering in **Italy**
- N°5** | In contract catering in **the UK**

## North America



- N°5** | In contract catering in the **US**

STRATEGIC PLAN  
**New Elior**



# Our missions



## Contract catering

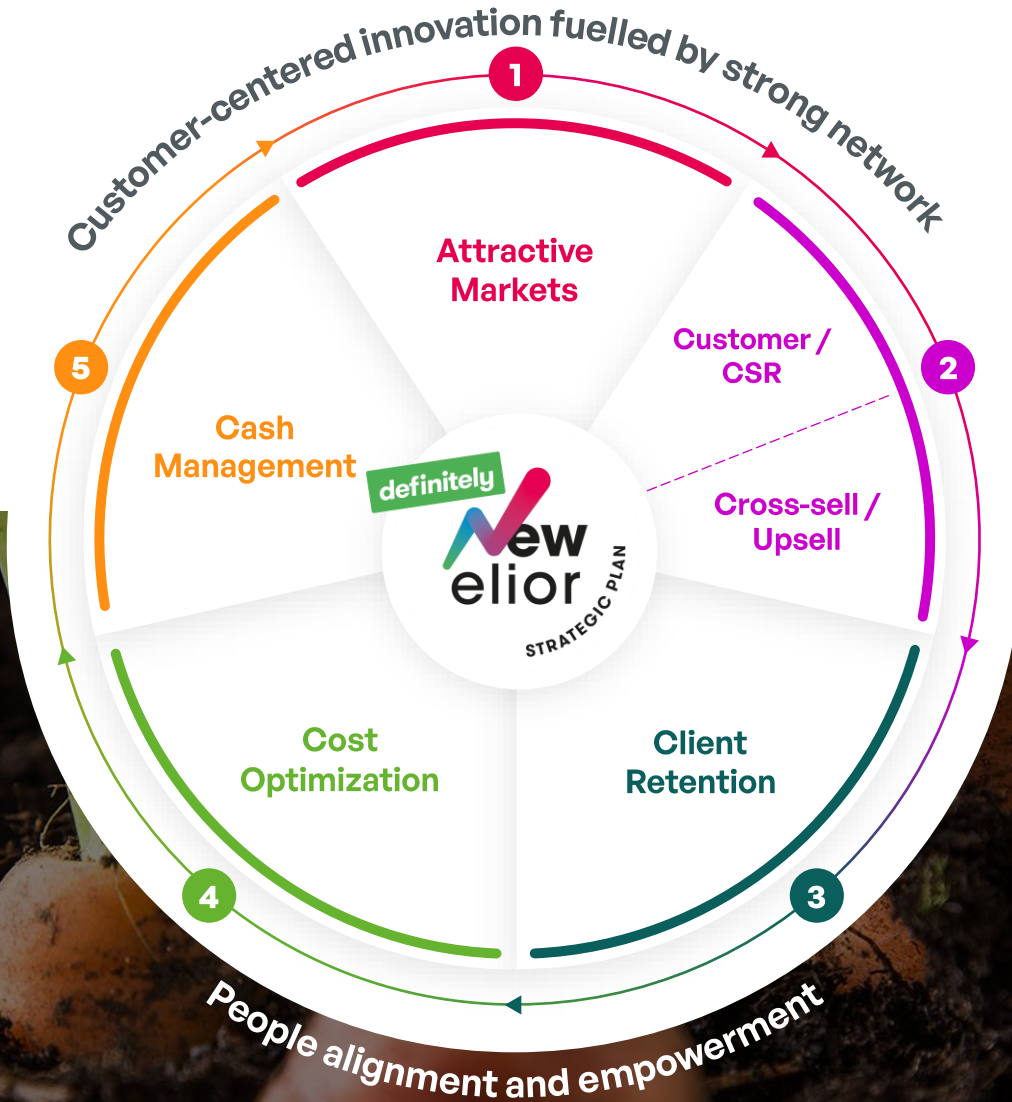
Every day, we earn the trust of our guests by offering them healthy, tasty and environmentally-friendly food.



## Services

Every day, our committed team of experts deliver excellent services at our clients' sites, for the benefit of those who occupy live and work there.

# 2024 growth strategy





elior @



# Every day, we earn the trust of our guests by offering them healthy, tasty and environmentally-friendly food.

A global player in contract catering, Elior has been offering customized solutions and innovative catering concepts for over 30 years in the fields of education, business and health and welfare sectors.

Everyday, Elior draws on its culinary savoir-faire and operational excellence to adapt its offering to meet consumer demand for good, healthy and environmentally-friendly meals served in convivial settings, as well as for catering services in line with changing lifestyles.



**78,000**  
employees



**3.6 million**  
guests per day



**22,700**  
restaurants and points of sale

elior  
services



# Elior Services' new strategy, CAP 2026, envisages a future that puts people at its center.

Leader in healthcare hospitality services, Elior Services is expanding its range of services for the well-being and health of all: carers, patients and residents. On the multi-segment market, the cleaning company is moving upmarket to meet the growing demand for health safety.

Elior Services provides a wider and more attractive range of offers at all of its customer sites, healthcare facilities and sensitive industrial environments, as well as its public, professional and commercial spaces: this includes health-care bio-cleaning and hospitality services, cleanliness of premises and facility management with reception services, management of green spaces, mail and minor technical work. Expertise that meets the highest requirements by implementing strategies to combat global warming



**21,000**  
employees



**2,400**  
sites



**N°1**  
in healthcare cleaning services in France

# CSR strategy

# Elior, sustainable by essence, activist by choice

Act, measure, prove

As a contract caterer, our job naturally impacts and sustains each area of our social responsibility:

 **Social Footprint**

 **Environmental Footprint**

 **Economic Footprint**

Our CSR strategy is underpinned by actions in 4 key areas:

 **Healthy Choices**

 **Sustainable Ingredients**

 **A Circular Model**

 **Thriving People and Local Communities**

As a food-transition activist, our goal is to enhance the value of our meals by proposing offers that:

 **Are healthy**

 **Respect the environment**

 **Give people enjoyable dining experiences**



## CDP 2021 Elior: B

Ecovadis 2021 Platinum for Elior Services Facility Management: in the Top 1% of the best-rated companies in their sector in terms of CSR performance



# Our carbon commitments

**-12%**

**of our greenhouse gas emissions per meal**

by 2025, compared to 2020, scope 1-2-3\*

## Context

Efforts aligned with the Paris agreements

→ We promote the transition to a less carbon-intensive society

In line with national strategies

→ The French SNBC National Low Carbon Strategy, the UK low carbon transition plan, the USA \$2 trillion climate plan

To support our customers' climate strategies achieving their own carbon reduction targets

**-30%**

**food waste per meal**

by 2025, compared to 2020

**80%**

**of renewable electricity by 2025**

And reduction in energy consumption



**Menu CO<sub>2</sub> footprint reduced**

To support our customer's climate strategies and help them achieve their carbon targets

\* all of the Group's direct and indirect emissions on its operations and value chain

# 2021 extra-financial performances



## Healthy Choices

**100%**

of our entities test detailed nutritional information solutions

→ **89.4% in 2020**



**40%** of recipes are vegetarian



## Sustainable Ingredients

**42%**

of seafood products are sustainably sourced

→ **35.7% in 2020**



**73%** of fruit & vegetables are seasonal



## A Circular Model

**99.7%**

of our entities have deployed a program to fight food waste

→ **85.1% in 2020**



Contracting **100%** renewable electricity



## Thriving People and Local Communities

**50%**

of managers are women

→ **49% in 2020**



**25%** of recruits are under 25 years old

# Nutri-Score

Deployment at our B&I and education sites

## Functioning

- The Nutri-Score is a logo that displays the nutritional quality of a food product or recipe
- The calculation developed by scientists, doctors and nutritionists, takes into account the nutrients and foods to be privileged and those to be limited



## Objectives

- Inform our guests about the nutritional value of food and the method of preparation
- Improve our recipes by developing a better nutritional balance

## Goals

- Confirm Elior's pioneering stance as a responsible and innovative player
- Combine healthy meals with moments of pleasure
- Generalize the Nutri-Score in all of Elior's school canteens by June 2022

## Deployment (October 2020)

B&I

**642**

sites in France

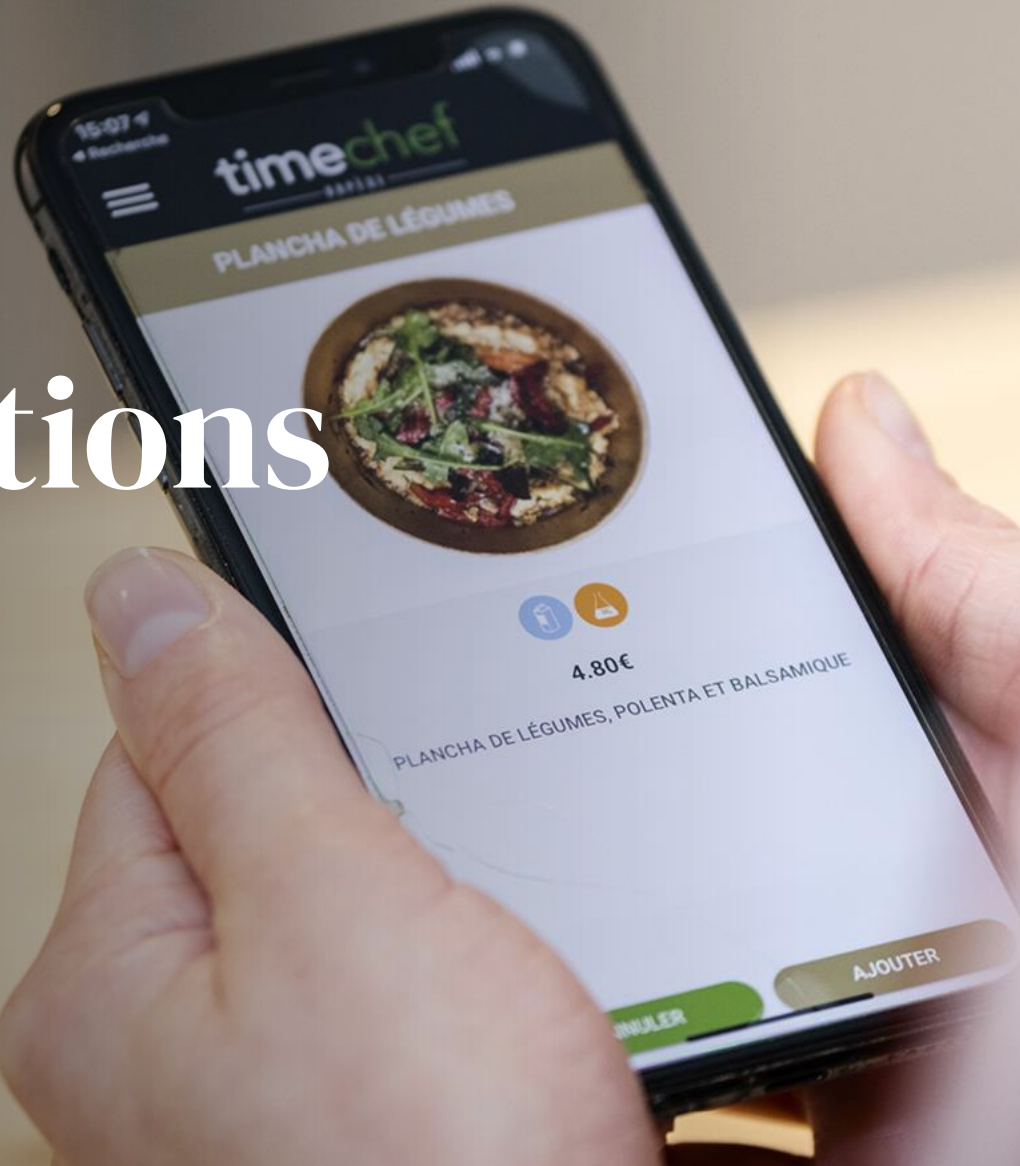
Education

**455**

sites in France



# Innovations



# Eco Points loyalty scheme



## Concept

Guests who chose dishes with a low carbon impact, earn loyalty points. After acquiring 10 points, a tree is planted by the JUST ONE tree association. This loyalty program is integrated into the Breaz app

## Objectives

- › Promote responsible consumption
- › Encourage guests to choose vegetarian alternatives

## Deployment (January 2022)

### Outlook

**1**  
site



**6**  
sites



# Chaud Bouillant



## Concept

- > Guests order take-out meals that are inspired by the menus of Parisian brasseries and made with locally-sourced, fresh and quality products
- > Meals are produced in restaurants whose kitchens are not fully exploited, then delivered to smaller sites

## Objectives

- > Offer our guests more flexible solutions
- > Provide quality catering to smaller sites



## Deployment

**2021**

11 sites

### Forecasts

End **2022**

20/22 sites

End **2023**

25 to 30 sites

In **3 years**

40 to 45 sites





## Concept

New digital solution developed by Elior Services, Effi-See is a traceability and real-time premises-management tool



## Objectives

- › Enhance efficiency
- › Improve traceability
- › Optimize premises management and cleaning



## Deployment

(December 2021)

**2019**  
9 sites / 54 monitors

**2020**  
13 sites / 106 monitors

**2021**  
28 sites / 318 monitors



# I Colti

eliorgroup



## Concept

This catering solution proposes individual portions using the Modified Atmosphere Packaging (MAP) technology to ensure impeccable hygiene and traceability. Guests can place their order on the Joyfood app and pick up their meals in connected or self-service fridges



## Objectives

- › Offer our guests more flexible solutions
- › Offer quality catering solutions to small and medium-sized companies



## Deployment (January 2022)

**Food 360**

**96**  
sites

**Urban 360**

**10**  
sites

**Il Market**

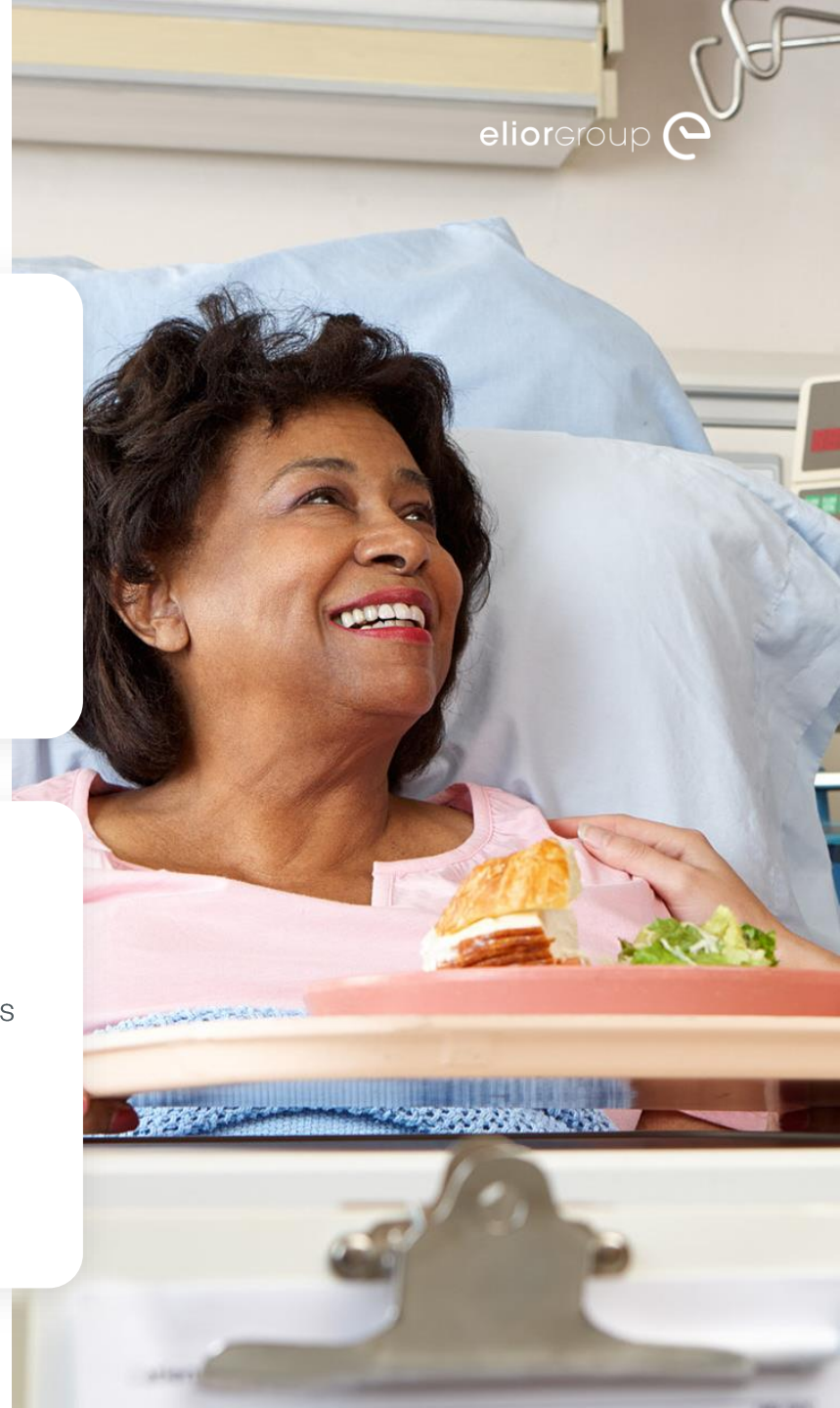
**23**  
sites

**Flexy food**

**21**  
sites



# Healthy at home



## Concept

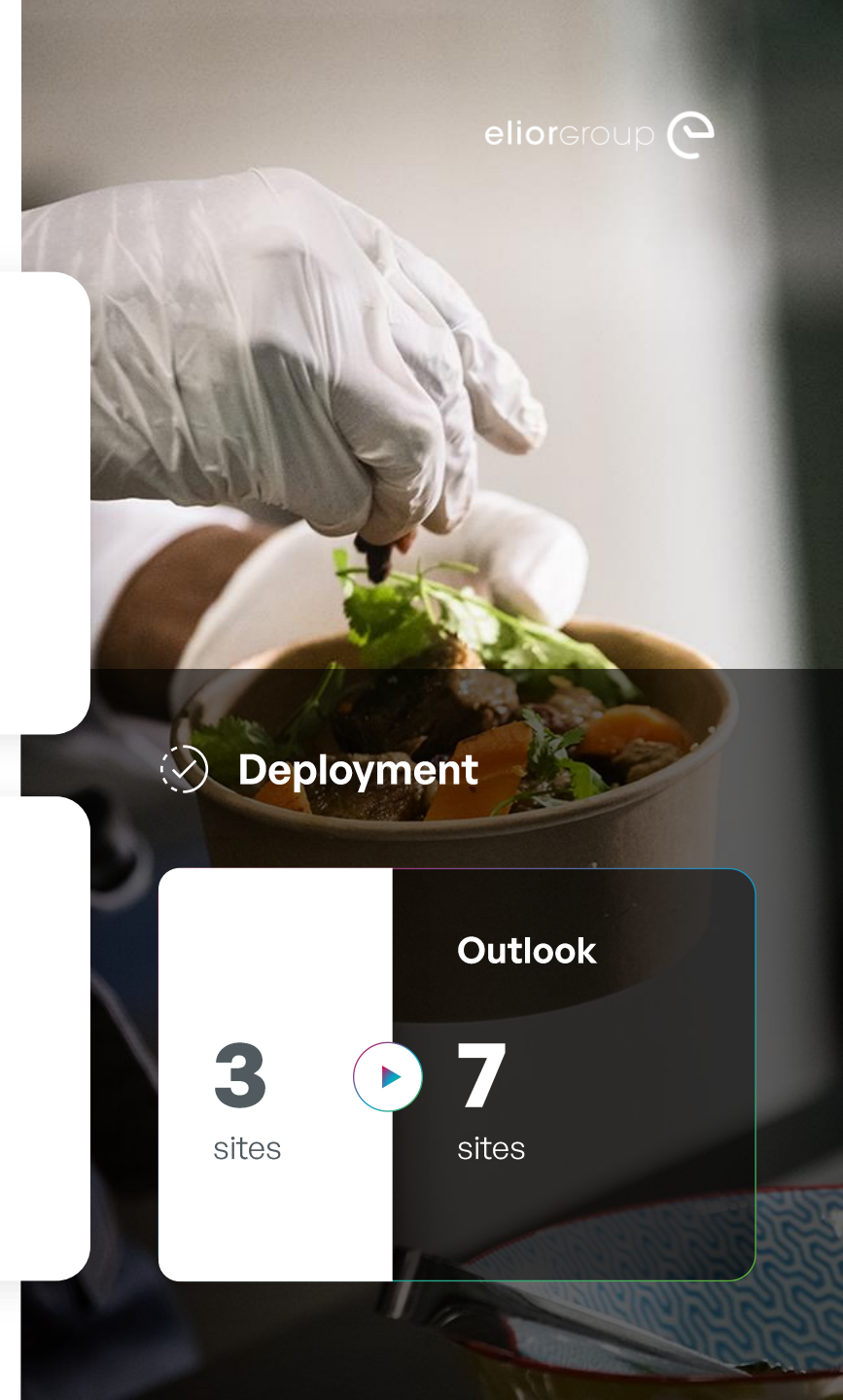
This culinary solution offers patients customized meals according to their medical profile, during their stay in hospital and when they return home. This service ensures that patients receive an appropriate diet when discharged from hospital.

## Objectives

Decrease hospital readmission rates after discharge



# Colmad.o.



## Deployment

### Concept

Automated mini supermarket open 24 hours a day, 7 days a week

### Objectives

- › Offer guests more flexible solutions in terms of time and space
- › Offer quality and diversified catering

### Outlook

**3**  
sites



**7**  
sites

# Elior Solidarity



# Elior Solidarity

Gives a new dimension to our daily commitments and promotes the solidarity initiatives of Elior Group in France and abroad

## 4 Themes



Nutrition



Social and professional integration



Education



Environment

## 3 Objectives



Promote social and professional integration through cooking



Facilitate access to food for the poorest

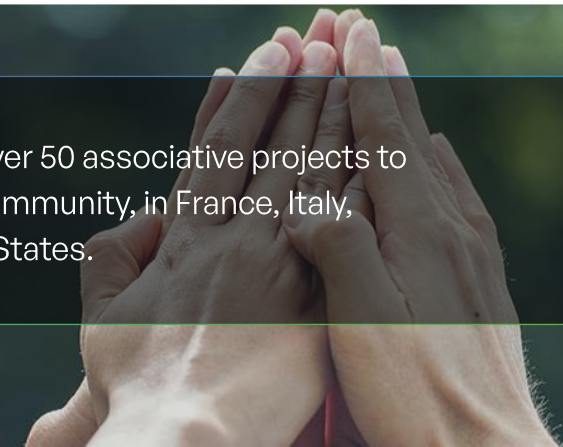


Participate in the food transition

## Call for employee projects

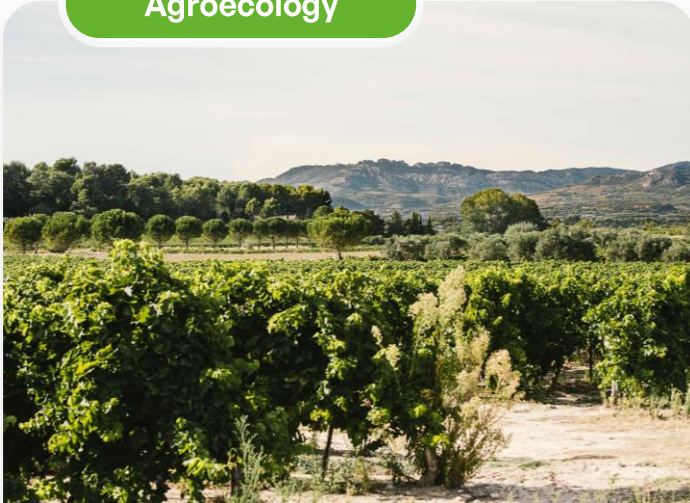
**Promote solidarity commitments by Group employees.**

Since 2017, Elior Solidarity has supported over 50 associative projects to help the most vulnerable sections of the community, in France, Italy, Spain, the United Kingdom and the United States.



# 2020-2021 solidarity actions

## Agroecology



### Develop sustainable farming practices

- Support given to the Agroecology Development Center (CDA) and the French agroforestry association



## Refugee Food



### Promote the integration of refugees

- Welcome refugee chefs into the Group's B&I restaurants to raise public awareness to the status of refugees
- Support the professional integration of refugee chefs via job dating and/or job interview simulations

## Food Banks



- Group teams rallied around the French national food collection solidarity action
- For half a day, 70 Elior employees in France collected foodstuffs from customers in stores.








# Our brands



# Unique brand equity

eliorgroup  elior  elior  services

**Our company brands**

France	USA	Italy	Spain	UK
				
				
				
				
				
				
				
				

## Our contract-catering concept brands

Companies



Education




## Health & Welfare



## Franchises





**LinkedIn**

Elior Group



**Instagram**

@etvoila\_byelior



**Twitter**

@Elior\_Group



**Website**

eliorgroup.com



**Blog**

foodforgood.  
eliorgroup.com

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