

ANNUAL SHAREHOLDERS MEETING OF FEBRUARY 23, 2023

Q&A

(written questions received prior to the meeting)

➤ **Management of funds paid by guests in a company restaurant:**

Question: if a guest no longer has access to a restaurant for a reason beyond his or her control (end of the restaurant's operating contract, closure of the restaurant by the company, if a company that is a member of an inter-company restaurant leaves the site, long-term illness of the guest, etc.), what happens to the funds already loaded onto their badge, if these funds were not consumed prior to the above-mentioned situation?

Answer: if a contract is lost by Elior to a competitor, the balance of the badges is transferred to the acquiring company.

If a restaurant closes permanently or the employee leaves the company benefiting from the catering contract, the balance of the badge is reimbursed individually to the employee who requests it.

Question: how much of this unexpended and unreturned money was spent by our company in the last fiscal year?

Answer: for Elior France, outstanding badge balances amounted to €825K at the end of September 2022, of which €480K related to closures exceeding one year.

Question: how are these funds accounted for? in profit? in provisions to be returned to guests?

Answer: in the case of a balance of unpaid badges, because they have not been claimed (small amount, forgetfulness on the part of the employee, etc.), the balance remains on Elior's balance sheet (debt) and will be reinstated as profit at the end of the statute of limitations (5 years).

➤ **Handling complaints from guests in a company restaurant:**

Question: how can a guest file a complaint with Elior France headquarters when the company restaurant does not respond to the complaint?

Answer: for Elior France, the guest fills in the form via the websites or visits the Elior page via social networks (twitter, etc.)

For corporate catering: via the TIMECHEF application, table surveys or BVA surveys.

Question: is there a complaints department at headquarters?

Answer: an automatic filtering of the forms filled in via the website is carried out and then redirected according to the object on the different segments.

A Community Manager of the Group communication manages the social networks.

For corporate catering, via the TIMECHEF application: we examine each request and ensure that a response is always provided.

Question: if the company restaurant does not respond, nor the complaints department at headquarters, does the guest have access to a mediator and if so which one?

Answer: the customer always gets an answer, either via the website or by email.

➤ [Application of the AGEC law, banning disposable tableware for on-site catering since January 1, 2023:](#)

Question: Elior communicated in January 2021 its desire to accelerate its zero-waste policy in its restaurants by offering reusable container devices as a responsible alternative to disposable tableware.

However, on February 8, 2023, our Group was highlighted by the Ministry of Ecological Transition as one of the companies that had not yet submitted action plans and timetables.

The Group was ahead of schedule and is now behind. Where we are today?

Answer: since 2021, Elior has pursued an active policy to improve and reduce single-use packaging in several ways:

- Experimentation of different reuse systems in the following restaurants:
 - Uzaje
 - Bibak (former « La consigne Greengo »)
 - Vytal (as part of the innovation incubation program)
- Definition of a more responsible pricing system for packaging
- Substitution of certain plastics, in particular on water bottles and yoghurts with the installation of fountains and the manufacture of home-made yoghurts

The reuse systems that are being tested respond in part to the problems of our restaurants but cannot be deployed throughout the entire perimeter because of the very high cost of the solutions currently on the market.

Regarding the AGEC law, the action plans were sent to our restaurants in December 2022. The pool subject to this regulation represents a minor part of our business and a large majority of them already meet the regulatory obligations, or even go beyond the AGEC law by eliminating single-use on take-away sales thanks to reuse solutions.

An audit is currently underway at our restaurants to identify precisely those sites that are not yet in compliance with the AGEC law. It is expected that all sites will be in compliance by the second half of 2023.