
Elior UK

**Corporate Social
Responsibility (CSR)
Policy**



April 2006

Elior UK is a member of the UN Global Compact, which is an international initiative that brings companies together with UN agencies, labour and civil society to support universal environmental and social principles. The UN Global compact works to advance ten universal principles in the areas of human rights, labour, the environment and anti-corruption. These 10 principles are:



Human Rights

- [Principle 1](#): Businesses should support and respect the protection of internationally proclaimed human rights; and
- [Principle 2](#): make sure that they are not complicit in human rights abuses.

Labour Standards

- [Principle 3](#): Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- [Principle 4](#): the elimination of all forms of forced and compulsory labour;
- [Principle 5](#): the effective abolition of child labour; and
- [Principle 6](#): the elimination of discrimination in respect of employment and occupation.

Environment

- [Principle 7](#): Businesses should support a precautionary approach to environmental challenges;
- [Principle 8](#): undertake initiatives to promote greater environmental responsibility; and
- [Principle 9](#): encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

- [Principle 10](#): Businesses should work against all forms of corruption, including extortion and bribery.

Elior UK strives to fulfil all of these criteria to the best of its abilities. To ensure this Elior UK has created a Corporate Social Responsibility policy in which all of the above steps are taken into consideration.

I N D E X

- 1. Corporate Social Responsibility Policy Statement**
- 2. Organisation**
- 3. Human Rights**
- 4. Labour Standards**
- 5. Anti-Corruption**
- Environment**
 - 6. Sourcing**
 - 7. Production**
 - 8. Recycling**
 - 9. Waste Management**
 - 10. Transport**
 - 11. Training and Information**
- 12. Community Work**

Appendix 1
Appendix 2

Energy Conservation Guidelines
Recycling Information Contacts.

1. CSR Policy Statement

The need for Social responsibility forms a key and integral part of Elior UK's business strategy. The fact that our activities, or those of our employees, may have an effect on the environment is of great consequence to us. Elior UK endeavours to operate in a socially responsible manner, with particular emphasis on the following areas :-

Human Rights	To ensure that all of our employees are treated fairly without breaching their human rights.
Labour Standards	To ensure that we have a safe working environment and encourage the furthering of our employees careers through education.
Anti-Corruption	To ensure that no illicit activities occur within our company.
Sourcing Materials	To utilise raw materials and processes which make minimum demands on the environment and which produce minimum waste.
Production	To carry out our service using environmentally friendly materials and equipment, which are energy efficient and produce minimal harmful waste when disposed of.
Waste & Recycling	To minimise waste produced through the business activities and look for innovative ways to recycle waste material.
Energy	To reduce the demand on energy resources from our activities.
Transport & Distribution	To utilise, where applicable, efficient distribution and transport systems for goods and personnel.
Consumers	To provide all the information necessary to enable products to be properly used, stored and disposed of so as to avoid damage to the environment.
Employment & Training	To ensure that all employees are in a position to improve environmental performance by providing appropriate information, training and consultation procedures. In order to ensure that our Environmental Policy promotes action rather than words, it is the responsibility of the Board of Directors to ensure that all employees understand and carry out this policy to the best of their ability.
Community Work	To ensure that Elior UK continues to pay attention to, and work with the local community in which it operates.

Michael Audis
Chief Executive Officer
Elior UK

2. Organisation

- 2.1 The Elior UK Leadership Team will have ultimate responsibility for implementing the Corporate Social Responsibility policy and to ensure that Elior UK meets the requirements of any relevant environmental legislation.
- 2.2 It will be the responsibility of site management to ensure that the requirements of this Policy are actively pursued at their sites.
- 2.3 Continuous development of the policy will take place in consultation with stakeholders to ensure that the requirements of the Policy can be fulfilled and that the information is provided to all sites.
- 2.4 Consultation will take place with employees through the Works Council and through internal questionnaires in order to obtain their comments, ideas and challenges in implementing the policy.
- 2.5 Information relating to Elior UK's CSR Policy should be included in all future tenders for new contracts.
- 2.6 The Policy can only be successful with the assistance of the host organisations and site management will ensure that their clients are fully apprised of the intentions of this Policy.
- 2.7 We must be careful in the adoption our CSR policy that we are not seen to dictate policy on a client's premises; instead we will work closely with our clients' to find a common ground. Our policy must be what we do as a company that does not infringe on our clients, whilst showing that we are serious about our commitment to CSR.
- 2.8 To encourage the uptake of our CSR policy at existing sites and to make our clients aware of our initiatives, Operations Managers should contact clients to gain their support and discuss possible policy changes e.g. the introduction of recycling.

They will also be responsible of disseminating information to local units on how to assist clients to reduce energy consumption throughout their premises.
- 2.9 The level of compliance with this Policy will be assessed by Operations Managers during normal site visits through the use of the CSR checklist.

3. Human Rights

- 3.1 To ensure a provision of skilled and legal labour Elior UK uses qualified employment agencies and requires confirmation by the company of the status of the proposed employee (e.g. Visa, work permit etc.). The use of qualified employment agencies also means that human rights of employees will not be compromised e.g. minimum wages will be met.
- 3.2 We strongly believe in fair treatment for all and we do not tolerate any form of discrimination or bullying.

4. Labour Standards

- 4.1 Elior UK actively seeks to educate its managers and employees regarding CSR and how they can help the company in achieving its goals.
- 4.2 Elior UK provides for and encourages the furthering of employees' development and learning, helping them develop relevant skills to progress their careers.
- 4.3 We place the highest priority on health and safety of our employees and the safety of the environment in which they work. (See our health and safety policy)
- 4.4 We operate fair and just remuneration policies.

5. Anti-Corruption

- 5.1 No employee(s) will accept any money, gifts or hospitality that can be seen as a bribe.
- 5.2 Elior UK does not engage in any illegal activities, including individual bribes.

6. Sourcing

- 6.1 We encourage our suppliers to minimise the amount of packaging used on incoming goods bearing in mind the food hygiene requirements for the protection of foodstuffs.
- 6.1.1 Where available we select products and suppliers that use biodegradable or recyclable materials or reusable systems.
- 6.2 Wherever possible and viable our sites use 'environmentally caring' foodstuffs, e.g. Organic foods, Fairtrade products, tuna fish caught in dolphin friendly nets, free range eggs, etc and take consideration of 'Food Miles' and local sourced products.
- 6.3 Elixor UK has taken the decision that it will not knowingly purchase any foods that have been Genetically Modified.

7. Production

- 7.1 Whenever a new kitchen or office is being developed or a refurbishment is taking place, Elior UK endeavours to ensure that ecologically friendly equipment is selected. This means that equipment should be energy efficient and should minimise the use of more hazardous cleaning chemicals or other waste material.
- 7.2 All sites will be required to identify their major energy using equipment under their control and monitor its consumption. All high energy equipment will have a service or maintenance check twice annually to ensure it is energy efficient, and when it is replaced, will be replaced by a more energy efficient model.
- 7.3 All employees will ensure that the use of all types of power resources e.g. water, electricity and gas, is kept to a minimum by responsible practices. This requirement will be a key point for emphasis during employee training on environmental issues. The specific requirements may be found in the Energy Conservation Guidelines that are shown as Appendix 1 to this document.
- 7.4 Where Elior UK is responsible for electricity, gas and water supply, consumption will be monitored through the introduction of meters, with set targets for reduction in energy consumption.
- 7.5 Employees will ensure that all waste is disposed of in a hygienic manner in compliance with local regulations and environmental requirements of this policy.
- 7.6 The Company COSHH Policy will ensure that the use of degradable cleaning chemicals is carefully controlled and that all such chemicals will be stored, applied and disposed of in a prescribed manner. Chemicals should be used that degrade naturally in the environment, so as not to damage the ecosystem.

8. Recycling

To encourage recycling in each site and all of our offices we will provide recycling facilities. Posters and stickers will be displayed encouraging employees and customers to recycle. In back of house, every effort should be made to sort and recycle waste. Regular energy saving updates will be posted on the company intranet site.

- | | | |
|-----|--|--|
| 8.1 | Glass | All glass waste will be recycled and the company will maximise the use of returnable bottles at their sites. |
| 8.2 | Cans | The Company will promote the recycling of steel and aluminium cans by ensuring that, wherever possible, small bins for cans are placed in restaurant areas and nearby any drinks vending machines. |
| 8.3 | Plastics | Elior UK promotes the recycling of all plastics and the use of biodegradable plastic containers. Plastic cups are recycled through 'Save-a-Cup' or similar programmes. |
| 8.4 | Paper and Cardboard | Elior UK ensures that the amount of paper utilised during its operation is minimised (and when possible recycled paper is used e.g. for draft documents, notes etc) and that paper is recycled. |
| 8.5 | Wet Waste | Careful menu planning and production will reduce food waste. Excess food waste will be collected in separate bins for disposal into local compost sites, or recycled where appropriate. |
| 8.6 | Oil | All used cooking oil will be collected by third party operators for off site recycling. |
| 8.6 | To reduce the amount of washing up/use of disposable cups, employees should use one mug, cup or glass for the day. | |

9. Waste Management

9.1 Waste Transfer

The Environmental Protection Act - Duty of Care Regulations 1992, controls the disposal of waste. This legislation places four main responsibilities on organisations like Elixor UK, which produce controlled waste as defined, e.g. kitchen waste. These are :-

- a) To ensure that the person or company collecting waste is a registered waste carrier.
- b) To ensure that all of our waste is securely packaged or contained.
- c) To ensure that a description of the waste is given to the registered waste carrier.
- d) To ensure that a waste transfer note is completed and a copy given to the registered carrier.

The collection of the waste is most commonly organised by the client organisation. However, Site Managers will ensure that disposal is via a registered carrier and that the transfer note completed by the Client includes a description of the catering waste.

Waste will be prevented from spilling, leaking, blowing away or being attacked by pests whilst awaiting collection. Waste stored outside will therefore be stored in secure, lidded containers and bags must be securely tied. All drums must have secure lids and skips must be covered.

9.2 Use of Compactors

Wherever possible, waste compactors should be used. This will reduce the volume of the waste by up to 80% and assist in the storage and disposal requirements.

10. Transport

- 10.1 The company will promote the use of energy efficient vehicles.
- 10.2 The company will ensure that all vehicles utilised will be subject to regular maintenance in order to promote energy efficiency. When vehicles are replaced, a more energy efficient model will be chosen.
- 10.3 As far as operational requirements allow, operational management will ensure that the use of vehicles is kept to a minimum by careful planning of travel or activities in order to minimise the number of journeys undertaken. This can be helped by a reduction in the frequency of deliveries and waste collection.
- 10.4 The company recommends other methods of transport are used e.g. lift sharing options (www.liftshare.com or for corporate version see www.cwliftshare.com) in order to reduce the number of cars and therefore CO₂ emissions, congestion, parking pressures etc.
- 10.5 Where we operate in urban areas, public transport is used.

11. Training and Information

- 11.1 A copy of the Company policy will be available for employees at all sites, offices and on the Company intranet. General induction/ refresher programs include a module on what the company is doing in terms of CSR, why we have created a CSR policy, how it will affect the company, and how each employee need to contribute.
- 11.2 All employees will receive training on the key requirements of this Policy as it affects their work. This will also include the reasons for Elixir's commitment to promoting a safe and healthy environment.
- 11.3 There will be continuous feedback on the policy through regular dialogue with Operations Managers and the Works Council.
- 11.4 All Managers will include environmental issues as part of their quarterly safety audit required by the Company Safety Policy.
- 11.5 For a successful CSR policy to be implemented, there needs to be strong support from the client. An important part of our CSR policy is to encourage the client on board and keep them well informed about the progress and overview of Elixir UK's policy.
- 11.6 In order to engage customers, sites should promote Fairtrade, organic food, recycling etc. and show them as an integrated part of Elixir UK's values.

12. Community Work

- 12.1 We will endeavour to take into account the concerns of the wider community in which we operate. We will use our expertise to contribute to the well being of the community in a manner appropriate to our business objectives.
- 12.2 Elior UK is actively trying to increase food awareness, both in the nutritional value of foods and the knowledge of locally produced food.
- 12.3 We aim to be at the forefront of healthy eating within the industry through the 'Balance' programme which aims at creating healthy eating options and labelling them, giving the customers a healthier selection to choose from.
- 12.3.1 Through the 'Open Door' policy, customers can now see where their food came from as well, giving them further knowledge about their food. All Open Door foods are either Fairtrade, organic or from small independent suppliers. Catering managers are able to access details about Open Door products on the intranet.
- 12.4 Each year Elior UK chooses a charity for which it will raise funds. This designated charity will receive the majority of the money raised by the company.
- 12.5 Elior UK operates a charity payroll giving mechanism and actively encourages employees to get involved.

Appendix I

Energy Efficiency Guidelines

We believe it is the duty of all Elior UK employees to assist our clients, wherever possible, to conserve energy. Energy conservation is not only cost effective, it also forms an important part of our environmental philosophy.

All catering operations need energy for cooking, ventilation, heating etc. It is our responsibility to ensure that our clients energy and resources are used carefully, and to maximum effect.

Within catering operations there are seven key areas where energy savings can be made :-

1. FOOD STORAGE
2. FOOD COOKING & SERVICE
3. VENTILATION & EXTRACTION
4. HOT WATER
5. HEATING & VENTILATION
6. LIGHTING

Increased energy awareness will lead to good housekeeping and ultimately cost savings. Energy efficiency is important, and not difficult to achieve, using our guidelines for energy conservation within the catering operation.

1. FOOD STORAGE

- (a) Locate refrigerators and freezers away from sources of heat i.e. cookers, grills etc.
- (b) Avoid putting hot food in refrigerators.
- (c) Minimise the frequency of opening refrigerator and freezer doors.
- (d) Adopt a regular defrosting programme.
- (e) Do not over fill refrigerators and freezers.

2. FOOD COOKING & SERVICE

- (a) Minimise pre-heating times for oven, hotplates, fryers etc. Adopt a phased switch on of equipment.
- (b) If possible, switch off ovens before the end of cooking time.
- (c) Keep hotplates and gas burners clean.
- (d) Minimise hot storage of cooked food.
- (e) Ensure that cooking appliances are regularly serviced, including thermostats and auto timers.
- (f) Plan menus to ensure full capacity of ovens when in operation.

3. VENTILATION & EXTRACTION (KITCHEN)

- (a) Switch off extractors when not in use.
- (b) Ensure that filters, grilles and fan blades are regularly cleaned.
- (c) Close external doors when operating extractors.

4. DISHWASHER & HOT WATER

- (a) Maximise dishwasher loads with correct stacking.
- (b) Scrape / rinse plates prior to washing.
- (c) Clean and maintain regularly.
- (d) Consider using sanitisers and water softeners to reduce wash / rinse temperatures.
- (e) Ensure that storage tanks and pipework are insulated - if not, then advise client.
- (f) Suggest to client where point of use water heaters may be appropriate.
- (g) Ask maintenance to check hot water thermostats are correctly set, reduce where possible.
- (h) Ensure that taps are switched off after use, and leaks attended to.

5. HEATING & VENTILATION (DINING AREAS)

- (a) Ensure that kitchen extraction system does not draw excessive outside air into dining area.
- (b) Ensure that external doors and windows are not left open.
- (c) Check if room thermostats are correctly set. If too high and room is over warm, ask maintenance to reduce.

6. LIGHTING

- (a) Switch off lights when not required.
- (b) Discuss with client the fitting of automatic lighting controls for intermittently used areas e.g. changing room, storerooms.

7. MISCELLANEOUS

- a) Switch off tills when not in use.

Appendix II

Recycling Information Contacts

1. Hygiene Impact Limited, Bradgate House, 6 Bradgate Road, Anstey, Leicester LE7 7AA Tel: 0116-235-4000
2. Save-a-Cup Recycling Company, Bridge House, Bridge Street, High Wycombe, Bucks HP11 2EL. Tel: 0149-451-0167
3. Aluminium Can Recycling Association Ltd., 5 Gatsby Court, 176 Holliday Street, Birmingham B1 1TJ. Tel: 0121-633-4656
4. Recycling Department, British Glass, Northumberland Road, Sheffield S10 2UA. Tel: 0114-268-6201
5. Envirowise, <http://www.envirowise.gov.uk/> Tel: 0800-585-794
6. CKN Group, 5a Church Road, Lymm, Cheshire, WA13 0QG, <http://www.ckpolymers.co.uk/> Tel: 01925 757333
7. Ecotricity, Axiom House, Station Road, Stroud, Gloucestershire, GL5 3AP, <http://www.ecotricity.co.uk/> Tel: 01453-756-111

N.B. Please refer to Yellow Pages for details of local recycling/waste disposal companies.