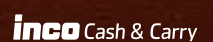




# Euro Cater **CSR Report** 2019 // 2020







# Contents

**PAGE 3**

## ***Comments from the management***

---

**PAGE 4**

## ***About the company***

---

**PAGE 6**

## ***CSR strategy***

---

**PAGE 9**

## ***Sustainable trading***

Food safety  
Supply chain management  
Sustainable product range

---

**PAGE 12**

## ***Sustainable operations***

Energy  
Transport  
Waste and food waste

---

**PAGE 17**

## ***A good workplace***

Skills  
Sense of community  
Health and safety

---

**PAGE 19**

## ***Results and objectives***

---

**PAGE 22**

## ***KPI definitions***

---

**PAGE 23**

## ***Company profile***

# Respect for food and people

For a number of years, the food service industry, including Euro Cater, has excelled in stable market and growth conditions. These characteristics were also applicable for the beginning of 2019/20.

In mid-March 2020, the Covid-19 pandemic hit Denmark and Sweden. Governments introduced restrictions to curb the spread of the disease and the behaviour of the population changed. Within just a few hours, the stable market conditions were replaced by unpredictability and marked fluctuations on a wide range of parameters. This lasted for the rest of the year.

The Group's revenue changed in line with the adjustment of restrictions and the spread of the pandemic. Our task is to bring food, drinks and non-food out to restaurants, cafes, hotels, conference centres, canteens, etc. For large parts of the second half of the year, these customer segments have been completely or partially closed, and have therefore experienced a sharp reduction in activity. Compared to last year, Covid-19 in the second half of the year has resulted in a loss of revenue for the Euro Cater Group in the region of DKK 1.4 billion.

The severe financial consequences caused by Covid-19 have meant that all tasks in the group had to be prioritized in a different way than planned in order to get through the corona crisis in the best possible way. This

also applies to the tasks that relate to CSR and sustainability.

Despite the difficult market conditions, we have achieved a number of the planned goals for the year. We have presented the developments in this report, and in the areas where the Covid-19 pandemic has had a significant impact on the results and comparability of previous years, we have also presented this.

Despite measures to minimize our food waste, we have seen an increase in discarded food this year. The sudden difficult sales conditions and restrictions, which changed at short notice, have made selling and purchasing more difficult, which resulted in increased waste.

Our electricity consumption has decreased measured in kWh, but has increased when compared to the significantly smaller turnover. The electricity consumption mainly relates to refrigeration and freezing installations, and the electricity consumption for this has only been reduced to a very limited extent in relation with the decline in activity.

As described in our cage-egg policy, we have phased out all shelled eggs from caged hens in our own production during 2020. In addition, we are committed to phasing out caged eggs as a commercial good by 2025, applicable to both liquid egg products and shelled eggs.

Dansk Cater has phased out all conventional bananas as of January 2020 so that we exclusively sell organic bananas in the future. We have done this as we have found it difficult to obtain guarantees from the conventional banana farmers that their products will not contain the substance chlorpyrifos, which is suspected to be harmful to humans.

In general, we have managed to maintain the high level within food safety, sustainable products and environment. We have, among other things, reacquired all of our certifications in these areas.

In December 2019, AB Catering København acquired Denmark's first 100% electric-powered van with chill and frozen sections. It is suitable for fast, light and environmentally friendly distribution in Copenhagen. We have also continued the experiments with the other forms of fuel, and are closely following the development of new, more environmentally friendly inventions that can be used in the foodservice industry. The challenge with new initiatives in these areas is often that the costs of both acquisition and operation are higher than the alternatives that need to be replaced.

During the year, we have expanded our focus on the climate and are now beginning to measure more parts of our climate impact. This means that during next year we can start reporting on this in greater detail.

**Steen D. Pedersen**  
CEO, Euro Cater/Dansk Cater

**Henrik Ellegaard**  
CFO, Euro Cater

**Lars Carlsson**  
CEO, Svensk Cater



## FINANCES

Revenue:

**8.201**

mio. DKK.

EBITDA:

**601**

mio. DKK.

Equity:

**2.238**

mio. DKK (end of year)



## EMPLOYEES

**2.263**

full-time positions

**1.546**

in Denmark

**717**

in Sweden



## SITES

- 32 distribution sites
- 3 inco Cash and Carry sites

## TRUCKS

Number of own trucks: Approx.

**430**



Denmark: Approx.

**300**

Sweden: Approx.

**130**

## COMPANIES

- AB Catering
- BC Catering
- inco
- Cater Grønt
- Cater Food
- Svensk Cater
- Nordsjöfisk





# About the company

Euro Cater is one of the largest players in the food-service market in Denmark and Sweden. From our 35 sites, we sell food, beverages and non-food articles for all types of professional kitchens, restaurants, cafés, canteens, nursing home kitchens, inns, hospitals, bakeries, butchers and cafeterias in both the private and public sectors. From the smallest hot-dog stand to the largest kitchens.

## CORPORATE SOCIAL RESPONSIBILITY

Every day, several hundred trucks deliver many tonnes of food from our refrigeration and cold storage facilities to Danish and Swedish kitchens. We are well aware that this is not possible without impacts on the world around us. By identifying these and engaging our stakeholders, and targeting efforts for individual groups of stakeholders, we seek to minimise any negative consequences of our activities.



### ***Our mission:***

We make it easy for our customers to serve healthy, inspiring and responsibly produced food



# Respect for food and people

To ensure the greatest possible focus on our social responsibility, we base all our work on our CSR strategy. We call it Respect for food and people. Because we want to conduct our business with respect and care for food as a resource – and for the people involved in the entire farmland-to-fork value chain.

**12** RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



The UN's Sustainable Development Goal 12:

*Responsible consumption and production*



## *Sustainable trading*

Food safety

Supply chain management

Sustainable product range



## *Sustainable operations*

Energy

Transport

Waste and food waste



## *Good workplace*

Sense of community

Skills

Health and safety

*CSR foundation*  
Economic sustainability

## *Mission*

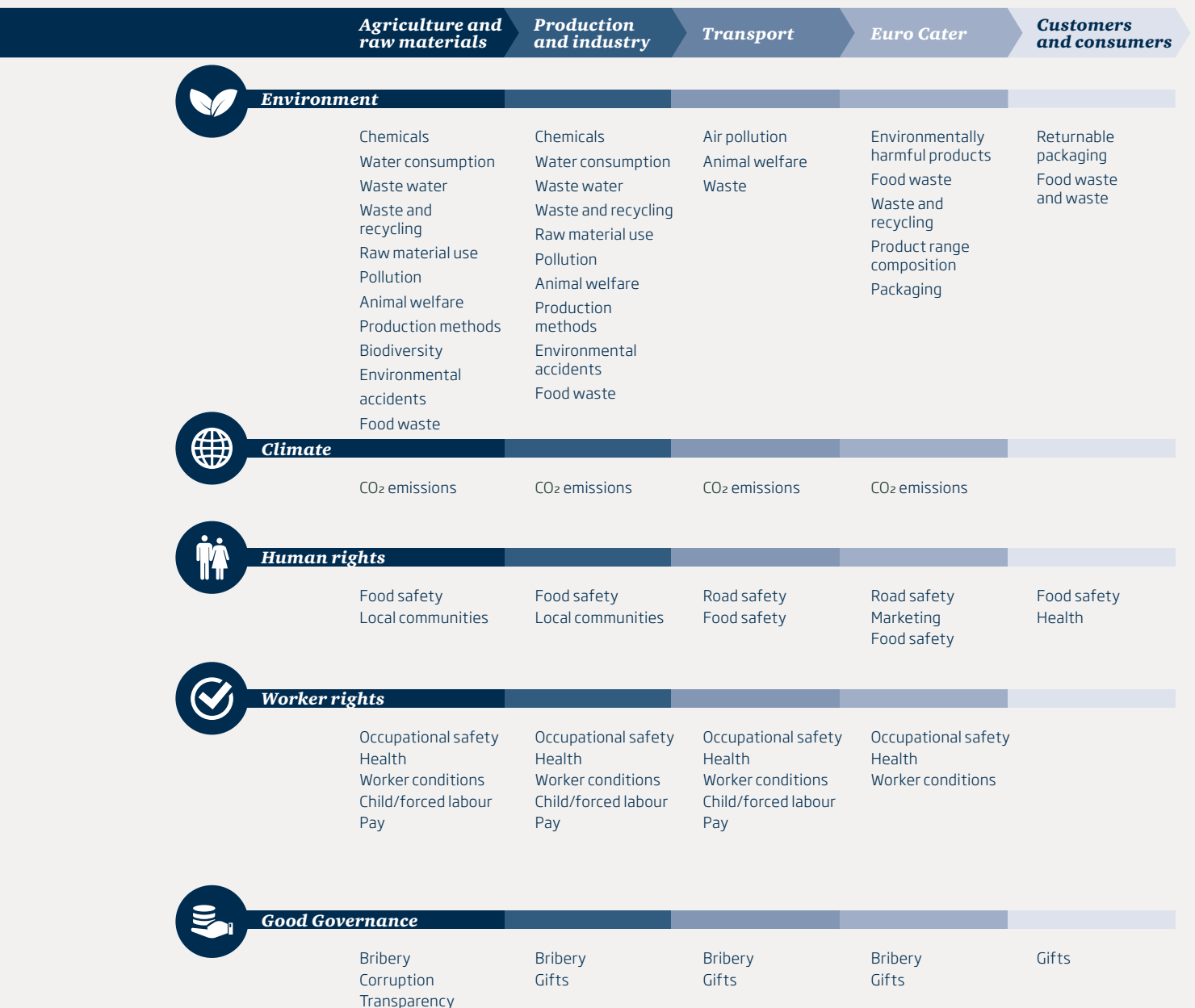
We make it easy for our customers to serve healthy, inspiring and responsibly produced food.

Our CSR strategy is the result of a dynamic process of desk research, discussions and prioritisations by the managements and the boards of directors of Dansk Cater and Svensk Cater, followed by its consideration and approval by Euro Cater's steering committee for CSR. The CSR strategy will be reviewed and updated each year.

# Value chain and risks

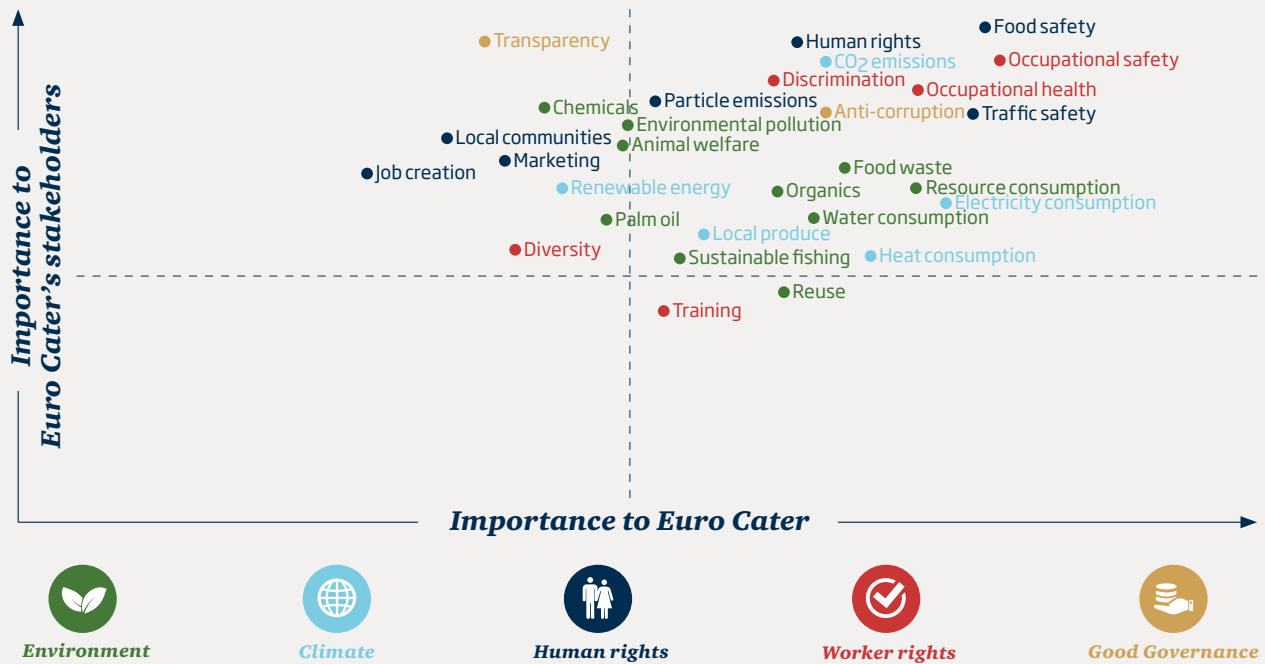
As part of the strategy process, we have carried out a number of analyses, including a risk analysis of the areas in our value chain in where we have – or risk having – a negative impact on the world.

We see it as our responsibility to continually strive to minimise these negative impacts. Through follow-up, we ensure that we exercise due diligence, and thereby minimise or completely eliminate these risks and any consequences associated with them.



## MATERIALITY

In addition to thoroughly analysing the risks to which we and our value chain subject the external environment, we continually review sector trends, market needs and technological developments. Based on all the analyses, we have summarised the results in a materiality assessment, which identifies the CSR issues that are of the greatest importance to both Euro Cater and our external environment. In this image, we are only showing the most important CSR issues.



We have carefully studied the 17 Sustainable Development Goals and associated sub-goals defined by the UN. Given our role in the value chain, we believe that we have the chance to proactively inspire responsible consumption among our customers and to promote sustainable principles in the supply chain. Moreover, we can contribute actively to reducing waste and food waste throughout

the value chain. All this is encapsulated in goal number 12 (Responsible consumption and production), which is therefore the primary sustainable development goal in our CSR work. We are also working on several secondary sustainable development goals, where our impact is important but not quite as significant. These are marked in this report with their respective logos.



# Sustainable trading

Given our place in the value chain, trading activities are central to our value creation, as we are predominantly a trading company. A high level of food safety, responsible supplier management and a sustainable product range are the key elements in ensuring the structured development of sustainable trade.

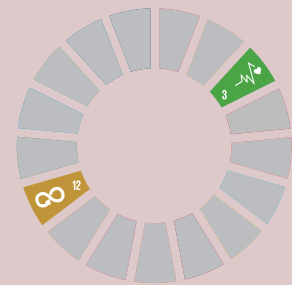
## FOOD SAFETY



An uncompromising approach to food safety lies at the heart of everything we do in relation to our customers. Our partners must be able to do business with all our local sites with confidence and safety.

An uncompromising approach to food safety lies at the heart of everything we do in relation to our customers. Our partners must be able to do business with all our local sites with confidence and safety.

One more site was certified during the past year, and as a result the whole company is now certified under the ISO 22000 food safety standard. As part of our ISO 22000 certification we conducted internal audits at all 35 sites during the past year, and we have also had external, independent third-party audits at all sites.



## THE GLOBAL GOALS



### Guide to organic vegetables

Dansk Cater has together with, among others, Danish Agriculture and Food Council developed a comprehensive guide, which takes you on a gastronomic tour through a wide range of Danish, organic vegetables. For each vegetable there are pictures, tips for food pairing and flavours, overview of varieties and insight into the cycle of the plants. At the same time, you get a number of tips and opinions from some of the industry's leading ecology experts. We believe that the old Danish organic varieties deserve to get more time in the limelight, as the burden on the environment and climate is thus reduced.



### Elitesmiley

15 of our 16 sites in Denmark have been awarded an elite smiley (as of September 2020).

There is no equivalent system in Sweden.

### Organic bananas

Dansk Cater has phased out all conventional bananas as of January 2020 so that we exclusively sell organic bananas in the future. We have done this as we have found it difficult to obtain guarantees from the conventional banana farmers that their products will not contain the substance chlorpyrifos, which is suspected to be harmful to humans.

## SUPPLY CHAIN MANAGEMENT



THE GLOBAL GOALS

We focus on ensuring that our suppliers have a high standard in their approach to corporate social responsibility. We do this through our responsible supplier management. Around 80 per cent of the group's purchases are concentrated at large

suppliers with well-known brands, with whom we have been dealing for many years. The last roughly 20 per cent of purchases are placed with a very broad range of trading partners.

### Supplier Code of Conduct

In our trading, especially with our foreign suppliers, there is a risk that human rights are not respected throughout the value chain. We have therefore created a human rights policy based on principles from the UN, including rules on child labour and the right to freedom of peaceful assembly. Moreover, we have drawn up an anti-corruption policy, which applies to both ourselves and our suppliers. These policies are implemented in dialogue with suppliers and are subject to regular follow-up procedures. The main tool is our Supplier Code of Conduct, which we intend to gradually ask all our suppliers to accept. In Denmark, suppliers representing 37% of our procurement have so far signed our Supplier Code of Conduct, and in Sweden the share is 67%. Overall, 48% of our procurement volume is now covered by our Supplier Code of Conduct.

### Supplier risk assessment

We make formal requirements for responsible conduct on the part of our suppliers and work systematically with registration, control, follow-up and the continued development of our individual partnerships. We have therefore developed a system for risk assessment of individual suppliers. In Denmark, we have assessed suppliers representing 95% of our total procurement volume, and in Sweden we have assessed 92%. Overall, we have assessed suppliers representing 94% of our procurement volumes. Our aim is to eventually have all suppliers assessed. We have developed a self-evaluation form which we will ask suppliers to complete at some point. All the requirements in our Supplier Code of Conduct are described in this in detail, so it gives us a very clear snapshot of the status and possible issues among our suppliers.

### Training procurement staff

In both Denmark and Sweden, we usually focus on continuously educating our purchasers in responsible procurement. Unlike previous years, we have not carried out separate training of purchasers as a result of a change in priorities for operational tasks during the corona crisis.



### Dansk Cater is a member of DIEH (Danish Ethical Trading Initiative).

DIEH is a Danish organisation, the purpose of which is to promote ethical international trading. This entails a sharp focus on respect for human and labour rights, the environment and the climate, as well as ethical corporate governance, including anti-corruption, discrimination and governance.

[www.dieh.dk](http://www.dieh.dk)



### Dansk Cater is a partner in the Restaurateurs' Guarantee Association (REGA)

An ambitious sector initiative that focuses on sustainability. REGA focuses on three areas: anti-corruption, human rights and the environment. REGA bases its work on the UN sustainable development goals, Global Compact, the UN Guiding Principles on Business and Human Rights, and the OECD Guidelines for Multinational Enterprises. REGA allows players in the sector to hold each other accountable for meeting ambitious sustainability standards, and Danish Cater is proud to be a part of this process.

## SUSTAINABLE PRODUCT RANGE

For our customers, it must still be possible to get exactly the products they want. We want to spearhead the development of products and solutions that make it easy for customers to make sustainable choices. We believe that this is the right approach to changing consumer habits in the food industry in both the short and the long term.



THE GLOBAL GOALS

### Product policy

Our product policy, in addition to a general overall policy, covers specific policies for areas such as organic produce, animal welfare, fish and shellfish, local produce, palm oil and eggs. It helps us to address and handle ethical and environmental issues in our everyday working lives and serves as a guideline for our procurement staff. We will add more elements to our product policy as the need arises.

### Palm oil

One of our focus areas is palm oil, which has a major impact on the environment, the climate and biodiversity. We have completely phased out the use of palm oil in the fats and oils we use in our own production throughout the group. We also continuously seek to reduce the proportion of non-certified palm oil as off-the-shelf product, ie., fats and oils we sell directly to customers. For the 2019 calendar year, the proportion of certified palm oil in these fats and oils was 57%, which is an increase from last year's 45%. We report this figure to the Roundtable on Sustainable Palm Oil (RSPO) once a year.



### RSPO (Roundtable on Sustainable Palm Oil)

is a global organisation that works with all parts of the value chain to advance the use of sustainable palm oil. The RSPO has developed a set of guidelines to ensure that the certified palm oil has been produced sustainably. The RSPO has more than 3,000 members worldwide - including Euro Cater.



### Sustainable fishing

Ensuring sustainable fish stocks is also a focus area. For this reason, all our sites in Denmark and Sweden that sell fish are certified according to both the MSC (sustainable wild-caught fish) and the ASC (sustainable aquaculture fish) standards. Consequently, we can offer guaranteed sustainable fish caught using gentle fishing methods throughout the company. As part of our MSC/ASC certifications, in the past year, we have carried out internal audits in 34 of our sites (the last site does not sell seafood), as well as independent external third-party audits.

### Eggs and animal welfare

As described in policy for cage eggs, we have phased out all shelled eggs from caged hens in our own production by 2020. We are also committed to phasing out cage eggs in our sales by 2025. This applies to liquid egg products as well as shelled eggs.

To boost sales of the sustainable eggs, we have carried out both a national campaign as well as six selective campaigns on our CO<sub>2</sub>-free eggs, which are also organic.



In addition, our Swedish sites have been externally audited on the Swedish KRAV

certification, which ensures a high level of animal welfare, health, social responsibility and climate impact.

### Advisory services, selling and marketing sustainability

We are aware that as a wholesaler we have a joint responsibility for inspiring our customers to make sustainable choices. One initiative we are therefore pursuing is a feature in our Danish web shop that draws attention to campaigns for products that are typically sought by customers with a focus on sustainability. It is easy for our customers to select this type of product in the web shop. With a single keystroke, customers can select non-GMO (not genetically modified) products, FairTrade products, organic products or MSC/ASC-certified fish and seafood. We expect this to boost the sales of sustainable variants. Our web shop has also been upgraded to help minimise food waste by pushing products that are approaching their expiry date out to customers at favourable prices. Especially during the corona crisis, we have put a lot of short dated items on the web shop. We

### Bertels Gris - The organic pig with a curly tail

Dansk Cater has entered into an exclusive collaboration this year with Hestbjerg Økologi (Hestbjerg Organics), which owns Bertels Gris (Bertel's Pig) - an organic brand where animal welfare, sustainability and quality go hand in hand.

Hestbjerg Økologi is Denmark's largest producer of organic pork, and Bertel Hestbjerg, owner of Hestbjerg Økologi, is the 15th generation of the family farm at Holstebro, dating back as far as 1623. Bertel Hestbjerg is known as a very driven individual, dedicated to his organic pig production, and he is constantly trying out new ways to give the pigs the best possible conditions. This has so far resulted in a further development of what qualifies as organic, since he goes beyond the general organic regulations on the welfare of pigs on four specific points:

- There are trees in the pastures so the pigs can frolic among the different trees and find food, as well as seek shelter from the sun in the summer.
- The piglets are allowed to stay for 10 weeks with their mother instead of the seven weeks that are the standard for organic pigs.
- A wellness zone, consisting of 55m<sup>2</sup> demarcated area where pigs can roll around in a mixture of roots and chips.
- Coarse feed with organic root vegetables is used.

believe this will make a major difference to food waste in our part of the value chain. To support these initiatives, we have increased our focus on ensuring that our product database contains all relevant information on sustainability in both Denmark and Sweden.

### Training and education

In order to push more sustainable products into the market, we are continually training our employees in how to advise customers, to make it easier for them to choose the right solution among the growing number of sustainable products in our range. In both Dansk Cater and Svensk Cater, it is primarily consultants, telesales staff and buyers who are receiving training in sustainability within the sales and procurement disciplines. However, over the past year, not many training sessions have been completed due to the corona crisis.



*The team captain of the Danish National Culinary Team, Christian Wellendorf*

### The best chefs of the world prefer sustainable ingredients

On Langeland, in one of Denmark's most beautiful natural areas, one can find the estate Skovsgaard Gods. The estate has 961 acres of land and has been operated as organic farming and forestry since 1989. The products of Skovsgaard Gods are of the highest quality - both in terms of meat and greens. The estate sells its produce in the farmer's shop as well as exclusively through AB Catering, BC Catering and inco. The high quality has made the items from the estate very popular with many of Denmark's most skilled chefs. Not in least at the Danish National Culinary Team - of which Dansk Cater is a sponsor - where the goal is to be 95-100% organic and sustainable when they participate in the 2021 World Cup.

The land is cultivated without the use of pesticides or artificial fertilizers, and among the crops you can find cereals such as dinkel wheat, Øland wheat and hulled wheat. The estate also grows over 35 different organic vegetables, 353 different southern Danish apple varieties, and cattle and lamb graze in the fields. The estate also produces its own beer, brewed on dinkel wheat. They are passionate about nature, sustainability, biodiversity and ecology.



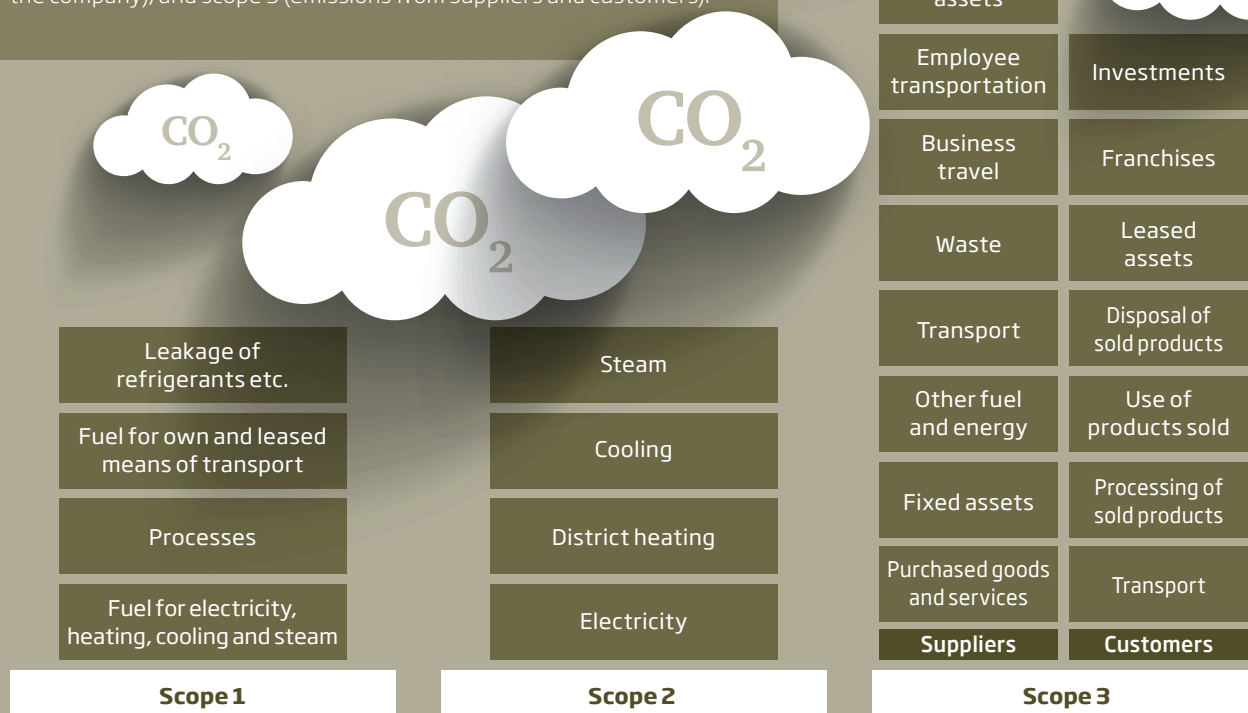
# Sustainable operations

Euro Cater serves customers from the northernmost tip of Sweden to the southern parts of Denmark. We operate locally from our 35 sites and deliver extensive and flexible service to our customers. Our operation means that we have a negative impact on the environment and the climate around us. We therefore focus on continually making improvements in relation to energy, transport, waste and food waste.

## Our climate impact

One of the greatest global challenges the world is facing today is the rapidly changing climate. We work every day to reduce the impact from our business activities. When measuring the impact of a company on the climate via greenhouse gas emissions, it is done in three parts: scope 1 (direct emissions in the company), scope 2 (indirect emissions in the company), and scope 3 (emissions from suppliers and customers).

*The analyses of our CO<sub>2</sub> emissions are structured to the international standards of the GHG Protocol.*



### Direct emissions in Euro Cater

We have measured our consumption of diesel for our fleet of trucks for a number of years. We have continuously made quite a few moves to minimise our diesel consumption, which is described later in this report. We will make more detailed measurements in the future so that we will be able to calculate the climate impact (in CO<sub>2</sub> equivalents) from this diesel consumption.

Furthermore, we have recently started to measure consumption of refrigerants in our refrigeration and freezer houses. In doing so, next year we expect to be able to start reporting on the climate impact of these refrigerants. We will also be uncovering whether there are other sources of scope 1 climate impact.

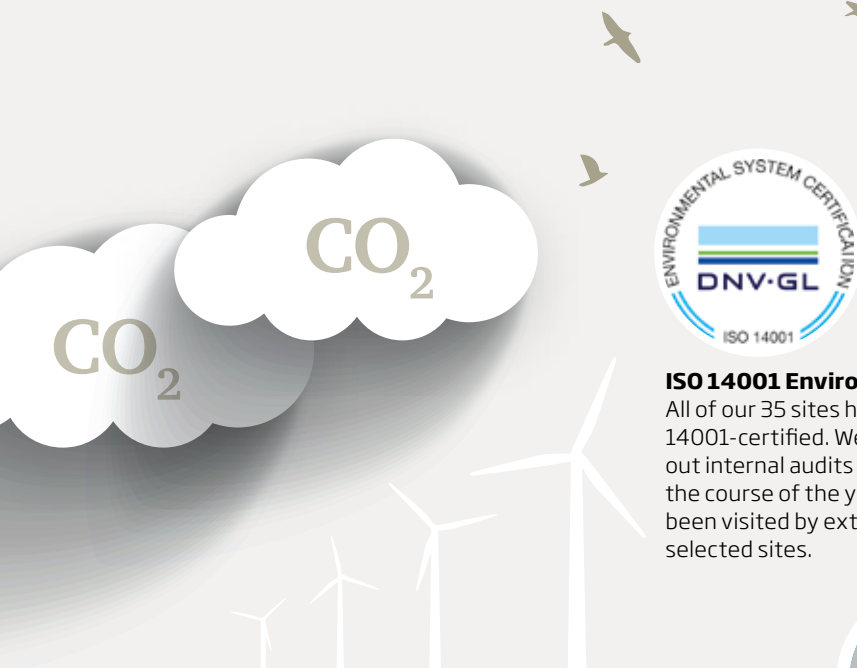
### Indirect emissions in Euro Cater

Our electricity consumption has for many years been measured at site-level and at different consumption areas at the site. And we have continuously made quite a few moves to minimize electricity consumption. We have also done a lot to convert the lowered electricity consumption into sustainable energy. For example, the entirety of Svensk Cater has been converted to green electricity. And we have now initiated additional data collection so that in the future, we will be able to measure the climate impact of our electricity consumption.

We will also uncover any other climate impact in scope 2.

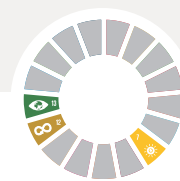
### Emissions from suppliers and customers

Where the climate impact of the previous two scopes can be calculated by data that we can gradually obtain on our own activities, scope 3 is more difficult. In this area, we depend on data from suppliers, customers and other parties. In the coming period, we will begin to assess the possibilities of collecting additional data on, for example, external transport and waste. And when we have a sufficient quality and quantity of data, we will begin a more detailed ongoing reporting on our initiatives and results.



#### ISO 14001 Environment

All of our 35 sites have been ISO 14001-certified. We have carried out internal audits of all our sites in the course of the year. We have also been visited by external auditors at selected sites.



THE GLOBAL GOALS

## ENERGY

Euro Cater was first certified according to the ISO 14001 standard in 2003, and the standard has since been implemented throughout the entire group. Through this, we work with areas like lasting energy improvements, aimed at reducing our energy consumption.

The food-service sector is characterised by relatively high levels of electricity consumption, as a lot of products must be stored either refrigerated or frozen. Since 2003, we have set emission-reduction targets for the various sites and reduced consumption.

This year, one more Swedish site made the transition to 100% CO<sub>2</sub> refrigeration, which typically halves the energy consumption and thus the climate impact compared to earlier refrigeration systems. In the years ahead we expect to make more investments in modern refrigeration solutions. In several areas we have removed the natural gas boilers, and instead used the surplus heat from the refrigeration/freezer plants to heat the rest of the buildings. At one site we have made a

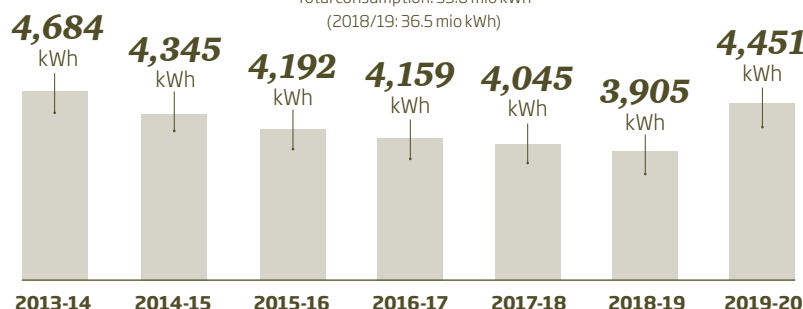
deal with the local heating plant to take over our surplus heat.

Over the course of the year, we have installed air curtains in cold rooms that allow us to keep different temperatures in the rooms without installing doors or walls. It allows for efficient operation without compromising on food safety. Furthermore, we have put up air curtains at the doors of some freezer rooms so we can minimise the loss of cold air every time the door opens.

Our total electricity consumption has fallen from 36.5 million kWh last year to 35.6 million kWh this year. However, measured in relation to revenue, which has fallen by approx. 1.4 billion DKK as a result of corona, the change is negative, as it is far from possible to reduce our electricity consumption to the same extent, as the majority of our electricity consumption goes to refrigeration and freezing facilities in our houses.

## ELECTRICITY CONSUMPTION

Total consumption: 35.6 mio kWh  
(2018/19: 36.5 mio kWh)



Consumption in kWh per DKKm of revenue.

## Environment and climate policy

We implement our efforts for a better environment through our environment policy. The main focus is on reducing our environmental impact through less food waste, the reuse of resources wherever possible, less emissions of diesel particles from our trucks, and many other initiatives that all aim to minimise the impact on the environment.

In our climate policy, we pay particular attention to minimising waste, optimising our energy consumption and a wide range of other initiatives in our daily operations.



THE GLOBAL GOALS

## TRANSPORT

Euro Cater's own vehicles travelled 13.7 million kilometres last year, in addition to transportation handled by external hauliers. In Svensk Cater, 37% of the flow of goods is distributed to customers via external hauliers. Transport is therefore an important CSR issue for us – both in our own core business and from a value chain perspective. We work with responsible transport based on three aspects: road safety, the environment and climate.

### Road safety

Sending many trucks onto the roads and streets every day, we are very much aware of our responsibility for minimising the risk of road traffic accidents. Our drivers receive road safety training, and as part of our transport policy, we work with rules and good practice as well as examples of excellence among our drivers.

We continually invest in new technical solutions that can prevent accidents. In Dansk Cater, we have, among other things, developed workwear for drivers that increases visibility as they move around in traffic at all times of the day.

### Particles that harm the environment

Diesel trucks emit a number of unhealthy particles, and we are constantly seeking to minimise particle emissions. We have prepared a guide for the purchase of new vehicles, which includes requirements in relation to environmental impact and European emission standards. We train our drivers in environmentally



friendly driving. All truck drivers in Sweden are lawfully trained in environmentally friendly driving. At several of our sites, we have invested in monitoring systems in the trucks to help and guide the drivers and ensure that their driving is as environmentally friendly as possible.

#### Climate impact from CO<sub>2</sub> emissions

We are continually working to minimise our fossil fuel consumption. We drive several million kilometres each year, and we are well aware that this has a major climate impact. As mentioned above, we set technical requirements for new vehicles, such that we make

use of the latest technology that minimises CO<sub>2</sub> emissions. We are also experimenting with new types of fuel. For example, we have invested in a truck that runs on natural gas, which can typically reduce CO<sub>2</sub> emissions by up to 25%. In addition, Svensk Cater Malmö has acquired two electric hybrid trucks that run the first 100 km on electric power before turning over on diesel. Finally, we were the first in Denmark to acquire a pure electric van with chill and frozen sections.

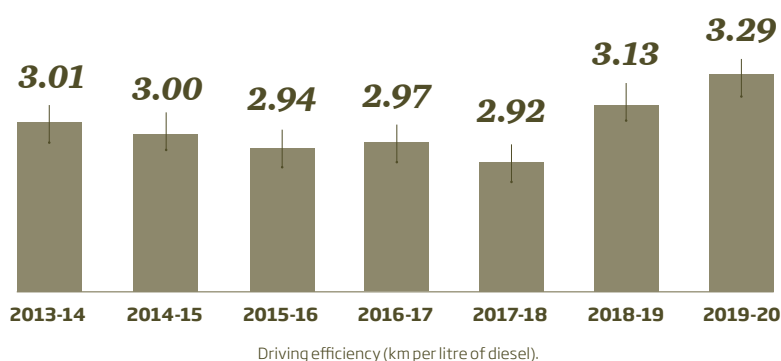
We have improved our mileage efficiency – i.e. the number of kilometres we get from a litre of diesel – by 5% during the year.

#### Denmark's first electric-powered van with chill and frozen sections

In December 2019, AB Catering København acquired Denmark's first 100% electric-powered van with chill and frozen sections. It is suitable for fast, light and environmentally friendly distribution in Copenhagen. The van has a range of 90-120 km on one charge, and the refrigeration/freezer function can be operated 7-8 hours with 100% efficiency, equivalent to a full working day for both car and refrigeration/freezer function.

### DRIVING AND FUEL

Euro Cater covered 13.7 million kilometres in our own vehicles. This equates to 343 times round the world.



#### THE GLOBAL GOALS

### WASTE AND FOOD WASTE

With our strong focus on food safety, it invariably leads to food waste. Also, receiving, transporting and distributing tonnes of food products on a daily basis involves quite a lot of packaging. Such waste of resources is high on our agenda. Minimising waste and food waste calls for targeted strategies and solutions throughout the value chain.

### WASTE

Waste (tonnes)

2013-2014	3,549
2014-2015	4,000
2015-2016	3,709
2016-2017	4,358
2017-2018	4,750
2018-2019	4,280
2019-2020	4,259

Waste in kg (per DKKm of revenue)

2013-2014	471
2014-2015	498
2015-2016	436
2016-2017	513
2017-2018	518
2018-2019	451
2019-2020	519



## Waste

Picking products to orders is an important core activity for us, and that give rise to relatively large volumes of especially cardboard and plastic waste.

Where possible, we want to increase the use of circular waste methods, allowing us to reuse as many types of waste as possible in the long term. We have initiated an analysis of the types of waste fractions we handle, and how they are defined and treated by the waste collection companies.

One of our goals is to minimise the quantity of mixed waste which is simply incinerated. The more we can transfer into the various waste fractions the better, as these are recycled in new products. During the year, we successfully reduced the share of mixed waste by 2.1 percentage points.

## Food waste

We take responsibility for helping to reduce food waste within our realm of influence. It is a global challenge which must largely be addressed locally. We have focused on food waste internally in our own operations and by helping our customers to reduce food waste in their part of the value chain. In both Denmark and Sweden, we have new functionality in our web shop whereby we promote products that are approaching their expiry date. Under this initiative, we managed to sell 227 tonnes of goods during the past year which were at risk of becoming food waste but were instead sold to and used by our customers. We sold a fur-

ther 143 tonnes of potential food waste via telesales, where we actively spoke to customers to find buyers for these sell-by date products. In Sweden, we still do not have figures on how much food waste we have prevented, but are implementing this function in our IT systems.

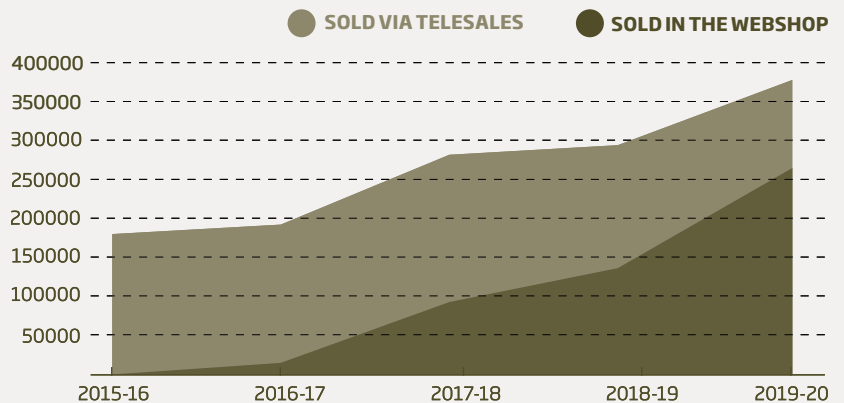
The Corona crisis has made food waste in particular, into one of the major focus areas. Due to the shut-down of many canteens and restaurants in Denmark, we were suddenly left with food inventory that we could not get rid of. At all of our sites in Denmark and Sweden, a great effort has been made to sell foods with lower sales, as a result of the corona crisis, at reduced prices, so that we avoided food being wasted. We have put lots of good deals on all our web-shops and through other sales channels sought to minimize food waste. Finally, we have donated food to charities.

We continually fractionate waste more and more, and that means that for a period there will be a higher proportion of food waste, i.e. organic waste. In parallel, we are implementing actions that minimize food waste in our part of the value chain and hope that this section will lower again over time. Thus, over the past year, our share of organic waste has increased by 3.4%-points. However, part of this is presumably also due to the corona virus.

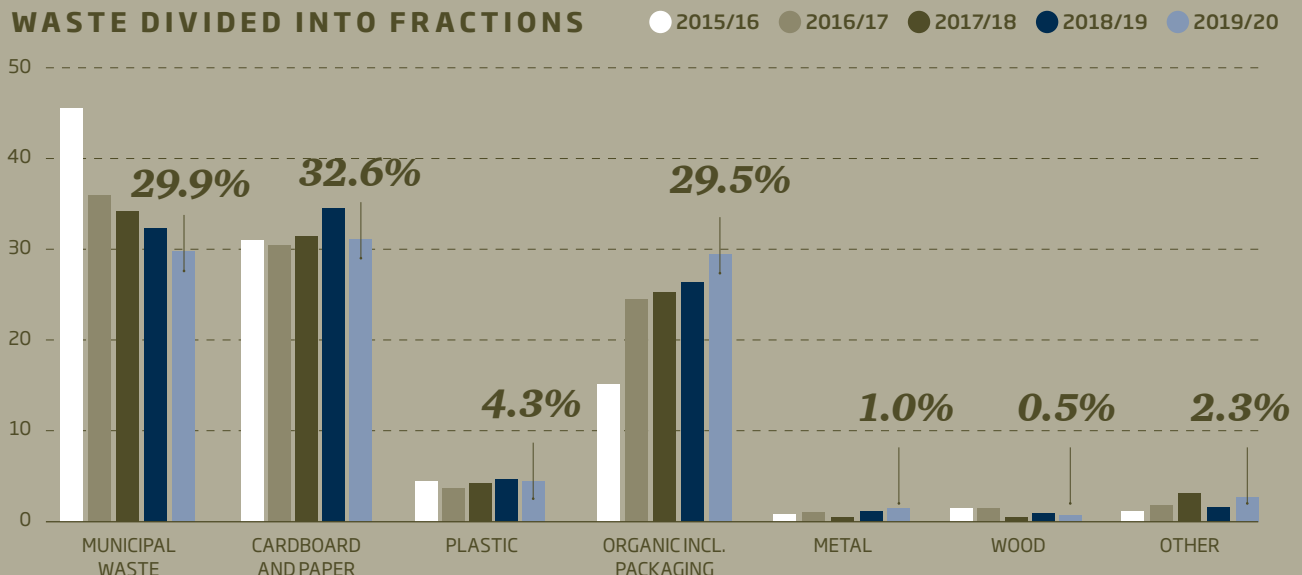
Where possible, our organic waste is collected by a waste collectors and used to produce biogas, which generates climate-neutral electricity and heat. The residual product (biomass) is then used as an effective fertiliser in Danish agriculture.

We also have agreements with various wildlife parks and restaurants to receive sell-by date products, so as little as possible is wasted.

## FOOD WASTE PREVENTED (IN KG)



## WASTE DIVIDED INTO FRACTIONS



We expect the proportion of compostable waste to rise for some time, as we become better at sorting waste. We then expect that our food waste initiatives will cause this proportion to decline again.



### Food waste research project

Roskilde University, Copenhagen Municipality, Dansk Cater and several others have joined forces to explore ways to minimise food waste in the public sector. A third of all food ends up in the bin. This is a waste of resources, and, moreover, have a giant impact on the climate. In fact, food waste makes up 8% of total climate impact. Dansk Cater provides food to hundreds of public institutions daily and naturally, we will try to minimise food waste in the value chain that we are a part of. The project runs for 3 years and is partially sponsored by Velux.



### Less plastic

Svensk Cater in Uddevalla has a focus on reducing the consumption of wrapping plastic by optimizing the packing of the carriages. We have been able to reduce plastic consumption by over 75% over the past three years, thereby saving both the environment and climate from negative impact as well as saving on our costs.



### The animals at the Zoo eat our food waste

AB Catering København started a collaboration in 2020 with the Zoo Zoologisk Have, in Copenhagen, donating discarded fruit, vegetables and meat.

The idea is to lower the amount of organic waste, support a good cause and thus saving both the environment from the extra impact and the Zoo a lot of money. "It helps our feed budget tremendously. Our procurement of fruit and vegetables has been cut by 60%," said Peter Jensen from the feed department at Zoologisk Have.

"At Dansk Cater, we have towering demands on the quality of our products, this naturally results in some fruit, vegetable and meat product going to waste. Thus far we have discarded it, but we wanted to find a more environmentally friendly solution - that's where the idea of donations to the Zoo came from, which have been very happy when we signed the contact with them - and they actually wanted to start the collaboration the same day" says Alexander Wiberg of AB Catering København. Peter Jensen of the Zoo nods and continues "The goods we get from AB Catering can

actually be used for all our different animals - ranging from the lions to the reptiles, the rhinos to the giraffes, and so on. The amazing thing about the items we receive is that the animals are given a much more versatile and varied diet than in the past. We tended to buy the same things over and over - but the products we get donated are very versatile - and that's great for the animals. There is also a lot of organic greens in there - something our budget doesn't always allow us to buy. However, for example, reptiles must have organic fruit and vegetables (ed.: it is typically reptiles and insects that are targeted in conventional agriculture). So, all in all, we are incredibly pleased with the cooperation with AB Catering".



# Good workplace

We strive to continually develop Euro Cater as a good, healthy and stimulating workplace which offers a highly satisfying working life for our many employees. We do this by nurturing a strong sense of community, developing employee competencies, and ensuring a safe and healthy workplace.

## SENSE OF COMMUNITY



With our 35 independent sites in Denmark and Sweden, Euro Cater is a decentralised organisation with a high degree of autonomy for the individual subsidiaries and sites. This ensures a strong sense of commitment among local managers and employees, which is reflected, among other things, in a large number of initiatives at the various workplaces. Many of the sites are involved in activities like sport, weight loss programmes and stop-smoking courses.

All sites are also involved in supporting various local initiatives. We strive to be a responsible neighbour and help as best we can. We do this by donating time, money, food and drink. We have many initiatives that help disadvantaged children and their families. There are also initiatives that help overweight children. We also sponsor a wide range of local sports associations.



### **Vegetarian Association in Denmark**

We have partnered with the Vegetarian Association in Denmark as we have a common focus on healthier life, climate change and animal welfare. We want to continuously ensure our customers as many good choices as possible, and here the vegetarian movement has become an ever-greater area of focus. Read more about the association here: [vegetarisk.dk](http://vegetarisk.dk)

## SKILLS



In a sector where personal relationships are vitally important, we have a focus on continually developing employees' competencies.

We train our employees in a general understanding of social responsibility, our policies and what they actually mean for each person's daily work activities. This applies particularly to sellers, purchasers, managers, drivers and dispatchers.

During the past year we have held various CSR courses for a selection of our employees. For example, our salespeople have been trained in climate issues, organic foods and the environment. However, the educational activity has been significantly lower during the second half of the year due to the corona crisis.



### **Anti-corruption**

Corruption is a criminal offence and damaging for society. Euro Cater fights corruption where we can, and has prepared an anti-corruption policy. In addition, this year we are planning to incorporate anti-corruption in the future Employee Code of Conduct, and to train our employees, primarily in procurement and sales. Anti-corruption is also integrated into our Supplier Code of Conduct and has therefore been incorporated as a focus area in our supplier relations. Euro Cater is not aware of any breaches of our Supplier Code of Conduct this year.



### **Ambassadors to the Environment**

Svensk Cater in Ängelholm has partnered with

the sports club Rögle BK and the recycling company NSR. The project is called Grönvit Hållbarhet (Greenwhite Sustainability - after the club's colours) and creates knowledge and awareness of how we can achieve more sustainability in society. The club's young members are trained as sustainability ambassadors and gain knowledge on environmental impact and how to live more sustainably.

In addition, the project includes a network of companies that want to become smarter and contribute to sustainability work. The goal of the project is that Rögle BK and the network of young people, parents, managers, employees and businesses also become good role models in environmental sustainability.



### **Julemærkehjemmet Fjordmark**

Not much has been as it usually is during 2020. The Corona virus has turned everyone's daily life upside down and it has meant that a great many events have been cancelled. Therefore, we were particularly excited when Restaurant Bind and Dansk Cater did not cancel, but instead simply postponed their amazing charity dinner in favour of the children at Julemærkehjemmet Fjordmark (an organisation for children who experience problems like bullying) until August, instead of as planned in June.

On a stunning summer's night, the event managed to collect a whopping 213,608 DKK for Julemærkehjemmet. All because of impressive gifts, great waiters, generous guests, commodities from Dansk Cater and the employees of Restaurant Bind. As Amalie in the front-left of the picture said, "It's so incredible that so many people want to do something good for us at Fjordmark".



## HEALTH AND SAFETY

Our approx. 2,250 employees invest a great deal of time and energy in their work. We therefore want to give them a safe and healthy workplace where they do not risk becoming injured, worn out or stressed. It is natural for all the group's sites to safeguard the working environment, to prevent accidents at work and to prevent employees from becoming worn out. Some work functions involve heavy lifting and pushing-around of products which need distributing around the storage facilities or to customers, and some of our employees also work at refrigeration and cold storage facilities. We are therefore continuously investing in modern aids which can relieve the physical work as much as possible.

When purchasing new trucks, we are currently testing electronic air locks that will protect the driver from opening the rear doors.

During the year, Svensk Cater has had most of the new members of local management teams on a course in work environment and occupational safety.

### Staff survey of the working environment

Svensk Cater works continuously with the mental work environment for both offices, warehouses and drivers. Based on the completed analyses, action plans have been formulated for all sites, and we are now in the process of implementing the selected improvements.



## Working environment assessment

(Denmark)



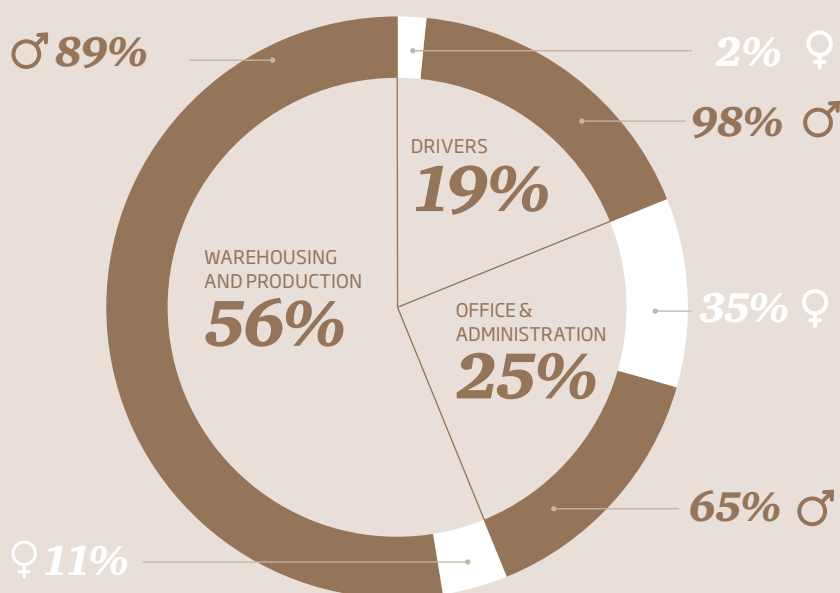
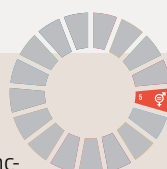
14 SITES

The assessment is based on the screening by the Danish Working Environment Authority of 16 sites in the Danish organisation. Two sites have received a yellow smiley (as of September 2020). All orders from the Danish Working Environment Authority have been complied with.

## GENDER DISTRIBUTION FOR JOB FUNCTIONS

Euro Cater Group has a long tradition for primarily internal recruitment for management positions. It is therefore natural that the number of women in management positions roughly reflects the overall gender distribution in the group. As a whole-

saler, most of our job functions relate to warehousing and distribution, which traditionally attract more male applicants. This is also reflected in the gender distribution among the company's employees.



## NUMBER OF EMPLOYEES



2.263

## GENDER DISTRIBUTION

Men

84% ♂

Women

16% ♀

### Targets and policy for the underrepresented gender

We are continuing to pursue our goal that one of the four members of the Board of Directors selected by the general meeting should be a woman in 2021/22. Currently, all four of the board members elected by the general meeting are men, so we have not come closer to this goal during the year. The reason is that the existing Board of

Directors is deemed to have the right skills and composition in view of our strategic challenges and plans.

In the group's senior management teams, 12 of the 125 managers are women, corresponding to approx. 10 %. It is company policy that both genders must be represented in the company management. All management positions are filled on the basis

of the group's general principle of employing the best-qualified person for the position, irrespective of gender. We seek to ensure that both genders are represented in the last round of the recruitment process, where this is possible given the field of applicants. The group generally stresses the importance of equal opportunities for all, regardless of gender, ethnicity, religion or disability.

## SUSTAINABLE TRADING

RISKS	FOCUS AREA	ANNUAL RESULTS 2019/20			OBJECTIVES 2020/21	
		GOALS	ACTION	RESULT	GOALS	PLANNED ACTIONS
Food safety	<b>Food safety</b> <b>POLICY</b> Food safety	<ul style="list-style-type: none"> <li>▶ All sites have been ISO 22000-certified</li> <li>▶ Internal audits of all sites carried out</li> <li>▶ External audits of all sites carried out</li> <li>▶ Elite smiley for all Danish sites</li> </ul>	<ul style="list-style-type: none"> <li>▶ Carry out external ISO 22000 audits of all locations</li> <li>▶ Carry out internal ISO 22000 audits of all locations</li> </ul>	<ul style="list-style-type: none"> <li>▶ All sites has been ISO 22000-certified (all sites are now certified)</li> <li>▶ Internal audits of all 35 sites carried out</li> <li>▶ External audits of all 35 sites carried out</li> <li>▶ Elite smiley for 15 of 16 Danish sites</li> </ul>	<ul style="list-style-type: none"> <li>▶ All sites have been ISO 22000-certified</li> <li>▶ Internal audits of all sites carried out</li> <li>▶ External audits of all sites carried out</li> <li>▶ Happy smiley for all Danish sites</li> </ul>	<ul style="list-style-type: none"> <li>▶ Carry out external ISO 22000 audits of all locations</li> <li>▶ Carry out internal ISO 22000 audits of all locations</li> </ul>
All risks	<b>Supply chain management</b> <b>POLICY</b> Human rights Worker rights Anti-corruption Environmental policy Climate policy	<ul style="list-style-type: none"> <li>▶ 50% of suppliers (by volume) have accepted Code of Conduct</li> <li>▶ 96% of suppliers (by volume) have been risk-assessed</li> <li>▶ Ongoing training of procurement staff in supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Code of Conduct has been sent out to selected suppliers</li> <li>▶ Risk assessment of existing and new suppliers</li> </ul>	<ul style="list-style-type: none"> <li>▶ 48% of suppliers (by volume) have accepted Code of Conduct</li> <li>▶ 94% of suppliers (by volume) risk-assessed</li> </ul>	<ul style="list-style-type: none"> <li>▶ 50% of suppliers (by volume) have accepted Code of Conduct</li> <li>▶ 95% of suppliers (by volume) have been risk-assessed</li> <li>▶ Focus on transport suppliers</li> <li>▶ Continued training of procurement staff in supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Code of Conduct has been sent out to selected suppliers</li> <li>▶ Risk assessment of existing and new suppliers</li> <li>▶ Supplier Code of Conduct sent to 5 transport suppliers</li> <li>▶ Training of more procurement staff in supply chain management</li> </ul>
Transparency Human rights CO <sub>2</sub> emissions Chemicals Environmental pollution Animal welfare Palm oil Organics Resource consumption Sustainable fishing Local produce	<b>Sustainable product range</b> <b>POLICY</b> Product policy Environmental policy	<ul style="list-style-type: none"> <li>▶ All cage eggs from own production phased out</li> <li>▶ Fats used in own production may only contain RSPO certified palm oil</li> <li>▶ 100% of sites MSC/ASC-certified</li> <li>▶ Internal and external MSC/ASC audits conducted in selected sites</li> <li>▶ External KRAV audits conducted for all Swedish sites</li> <li>▶ Organic products promoted in our web shop</li> <li>▶ Procurement staff trained in the development of a sustainable product range</li> <li>▶ Sales staff trained in sustainable selling</li> </ul>	<ul style="list-style-type: none"> <li>▶ Phased out cage eggs from own production</li> <li>▶ Promoted non-caged eggs</li> <li>▶ Phased out fats used in own production from palm oil</li> <li>▶ Internal and external MSC/ASC audits conducted in all sites</li> <li>▶ External and external MSC/ASC audits conducted in all sites</li> <li>▶ External KRAV audits carried out in some Swedish sites</li> <li>▶ Promoted organic items, among others, in web shop</li> </ul>	<ul style="list-style-type: none"> <li>▶ No cage eggs in own production</li> <li>▶ No use of fats from palm oil from own production</li> <li>▶ 57% of the palm oil used in fats and oils (off-the-shelf products) is RSPO-certified</li> <li>▶ All 34 relevant sites MSC/ASC-certified</li> <li>▶ Internal audit of MSC/ASC implemented in all 34 relevant sites</li> <li>▶ External audit of MSC/ASC implemented in selected sites</li> <li>▶ External KRAV audits carried out in all Swedish sites</li> </ul>	<ul style="list-style-type: none"> <li>▶ All cage egg still phased out from own production</li> <li>▶ Fats and oils used in our own production may only contain RSPO-certified palm oil</li> <li>▶ 100% of the sites MSC/ASC certified</li> <li>▶ Internal MSC/ASC audits made in all sites</li> <li>▶ External MSC/ASC audits conducted in selected sites</li> <li>▶ External KRAV audits conducted for selected Swedish sites</li> <li>▶ Organic products etc. promoted in our web shop</li> <li>▶ Procurement staff trained in the development of a sustainable product range</li> <li>▶ Sales staff trained in sustainable selling</li> </ul>	<ul style="list-style-type: none"> <li>▶ Continue to not use cage eggs from own production</li> <li>▶ Continue to not use fats from palm oil from own production</li> <li>▶ Promote cage-free eggs</li> <li>▶ Promote RSPO palm oil</li> <li>▶ Internal MSC/ASC audits conducted in all sites</li> <li>▶ External MSC/ASC audits conducted in selected sites</li> <li>▶ External KRAV audits conducted for Swedish sites</li> <li>▶ Promotion of organic products, etc. in web shop</li> <li>▶ Training of procurement staff in the development of sustainable product range</li> <li>▶ Training of sales staff in sustainable selling</li> </ul>

## SUSTAINABLE OPERATIONS

RISKS	FOCUS AREA	ANNUAL RESULTS 2019/20			OBJECTIVES 2020/21	
		GOALS	ACTION	RESULT	GOALS	PLANNED ACTIONS
CO <sub>2</sub> emissions Renewable energy Electricity consumption Heat consumption Water consumption	<b>Energy</b>  <b>POLICY</b> Climate policy	<ul style="list-style-type: none"> <li>▶ Decrease in electricity consumption per unit of revenue</li> <li>▶ All sites are ISO 14001 certified</li> <li>▶ Internal ISO 14001 audits conducted in all locations</li> <li>▶ External ISO 14001 audits conducted for selected locations</li> </ul>	<ul style="list-style-type: none"> <li>▶ Local improvements in energy consumption</li> <li>▶ Completed internal and external ISO 14001 audits</li> <li>▶ Continued investment in CO<sub>2</sub> refrigeration systems</li> <li>▶ Identified opportunities for renewable energy</li> </ul>	<ul style="list-style-type: none"> <li>▶ 14% annual increase in electricity consumption per unit of revenue</li> <li>▶ All 35 sites are ISO 14001-certified</li> <li>▶ Internal ISO 14001 audits conducted in all 35 locations</li> <li>▶ External ISO 14001 audits conducted in selected sites</li> </ul>	<ul style="list-style-type: none"> <li>▶ Decrease in electricity consumption per unit of revenue</li> <li>▶ All sites are ISO 14001-certified</li> <li>▶ Internal ISO 14001 audits conducted for all locations</li> <li>▶ External ISO 14001 audits conducted for selected locations</li> <li>▶ Climate numbers for scope 1 and 2</li> </ul>	<ul style="list-style-type: none"> <li>▶ Local improvements in energy consumption</li> <li>▶ Carry out internal and external ISO 14001 audits</li> <li>▶ Continue investment in CO<sub>2</sub> refrigeration systems</li> <li>▶ Proposal for investments in renewable energy</li> <li>▶ Measure climate impact from refrigerants</li> <li>▶ Convert all consumption figures to CO<sub>2</sub></li> </ul>
CO <sub>2</sub> emissions Particle emissions Traffic safety Local communities Environmental pollution Renewable energy	<b>Transport</b>  <b>POLICY</b> Environment policy Climate policy Transport policy	<ul style="list-style-type: none"> <li>▶ Increase in the number of kilometres per litre of diesel</li> <li>▶ Environmental impact from transport further analysed</li> <li>▶ A safer fleet of trucks</li> </ul>	<ul style="list-style-type: none"> <li>▶ Educated drivers</li> <li>▶ Continuously upgraded to safer and more environmentally friendly fleet of trucks</li> </ul>	<ul style="list-style-type: none"> <li>▶ Increase in the number of kilometres per litre diesel by 5.0%</li> <li>▶ Education of drivers</li> <li>▶ Continual upgrading to a safer and more environmentally friendly fleet of trucks (i.e. electric hybrid and pure electric cars)</li> </ul>	<ul style="list-style-type: none"> <li>▶ Increase in the number of kilometres per litre of diesel</li> <li>▶ Environmental impact from transport further analysed</li> <li>▶ A safer fleet of trucks</li> </ul>	<ul style="list-style-type: none"> <li>▶ Further review of environmental impact from transport</li> <li>▶ Training of drivers</li> <li>▶ Continual upgrading to a safer fleet of trucks with less environmental impact</li> </ul>
CO <sub>2</sub> emissions Chemicals Environmental pollution Food waste Resource consumption Reuse	<b>Waste &amp; food waste</b>  <b>POLICY</b> Environment policy Climate policy	<ul style="list-style-type: none"> <li>▶ 300 tonnes prevented as food waste via web shop and telesales</li> <li>▶ Percentage of mixed waste reduced</li> <li>▶ Greater awareness of the web shop for sell-by date products</li> <li>▶ Waste sorting into fractions optimised</li> <li>▶ Current and potential fractions for individual sites and waste collection companies identified</li> </ul>	<ul style="list-style-type: none"> <li>▶ Continue promotion of sell-by date products</li> <li>▶ Further actions to minimize food waste (like web shop, social media and donations)</li> <li>▶ Further waste sorting into fractions locally, where possible</li> </ul>	<ul style="list-style-type: none"> <li>▶ 370 tonnes prevented from becoming food waste</li> <li>▶ Proportion of mixed waste has been reduced by 2.1 percentage points</li> <li>▶ Greater awareness of the web shop for sell-by date products</li> <li>▶ Waste sorting into fractions optimised</li> <li>▶ Current and potential fractions for individual sites and waste collection companies partially identified</li> </ul>	<ul style="list-style-type: none"> <li>▶ 350 tonnes prevented from becoming food waste via web shop and telesales</li> <li>▶ Proportion of mixed waste reduced</li> <li>▶ Greater awareness in the web shop of sell-by date products</li> <li>▶ Waste sorting into fractions optimised</li> <li>▶ Current and potential fractions for individual sites and waste collection companies fully identified</li> </ul>	<ul style="list-style-type: none"> <li>▶ Continue promotion of sell-by date products</li> <li>▶ Further initiatives to minimise food waste</li> <li>▶ Further waste sorting into fractions locally, where possible</li> <li>▶ Optimization of plastic consumption for wrapping in and of trolleys</li> </ul>



## GOOD WORKPLACE

RISKS	FOCUS AREA	ANNUAL RESULTS 2019/20			OBJECTIVES 2020/21	
		GOALS	ACTION	RESULT	GOALS	PLANNED ACTIONS
Transparency Human rights Discrimination Local communities Job creation Marketing Diversity	<b><i>Sense of community</i></b>  <b>POLICY</b> Working conditions Gender policy in management	▶ Local initiatives completed	▶ Local initiatives	▶ Local initiatives completed	▶ Local initiatives completed	▶ Local initiatives
Anti-corruption Training	<b><i>Skills</i></b>  <b>POLICY</b> Working conditions	▶ Employee Code of Conduct implemented ▶ Training in anti-corruption ▶ Sales staff trained in sustainable product range ▶ Procurement staff trained in the development of a sustainable product range ▶ Managers trained in CSR	▶ Training of sales staff	▶ Sales staff trained in sustainable product range ▶ Implemented Employee Code of Conduct ▶ Training in anticorruption ▶ Trained sales staff ▶ Trained procurement staff ▶ Trained managers	▶ Employee Code of conduct implemented ▶ Training in anti-corruption ▶ Trained sales staff ▶ Trained procurement staff ▶ Trained managers ▶ Whistleblower scheme	▶ Implementation of Employee Code of Conduct ▶ Training of employees in anti-corruption ▶ Training of sales staff ▶ Training of procurement staff ▶ Training of managers ▶ Development and implementation of whistleblower scheme
Human rights Occupational safety Occupational health	<b><i>Health and safety</i></b>  <b>POLICY</b> Working conditions	▶ Green working environment smiley for all sites in Denmark ▶ Inspirational catalogue on occupational safety implemented ▶ Inspirational catalogue on absence due to illness implemented	▶ Focus on occupational safety ▶ Focus on absence due to illness at relevant sites	▶ Green working environment smiley for 14 of 16 sites in Denmark ▶ Inspirational catalogue on occupational safety being developed ▶ Inspirational catalogue on absence due to illness being developed	▶ Green working environment smiley in all sites in Denmark ▶ Inspirational catalogue on occupational safety implemented ▶ Inspirational catalogue on absence due to illness implemented	▶ Focus on occupational safety ▶ Focus on absence due to illness at relevant sites ▶ Implementation of the inspirational catalogue on occupational safety ▶ Implementation of the inspirational catalogue on absence due to illness

## Sustainable trading

### FOOD SAFETY

#### ISO 22000 certification

Count of sites that have a valid ISO 22000 food safety certification.

#### ISO 22000 - Internal audits

Number of ISO 22000 audits carried out at our own sites via Euro Cater employees who do not normally work at the given sites, i.e. first-party audits. This is usually the Environment and Quality Manager for Dansk Cater and Svensk Cater respectively.

#### ISO 22000 - External audits

Number of ISO 22000 audits carried out at our sites via people who do not work for Euro Cater, i.e., third-party audits. We generally use auditors from DNV-GL.

#### Elite smileys

Count of Danish sites with a valid elite smiley, awarded by the Danish Veterinary and Food Administration via third-party audits. The Danish Veterinary and Food Administration will phase out the elite smiley in 2021, so that the best smiley in the future will be the "happy smiley".

### SUPPLY CHAIN MANAGEMENT

#### Supplier risk assessment

As part of the group's supplier data, various risk parameters are specified for each supplier. These include strategic importance, country, access to facilities and violations of the Supplier Code of Conduct. Purchases in DKK for the past financial year for all suppliers (creditors) that have been risk assessed are summed and divided by the total purchase volume in DKK for all of Euro Cater.

#### Supplier Code of Conduct signatories

Proportion of purchase volume in Euro Cater that is covered by our central Supplier Code of Conduct. The total purchase volume is calculated in DKK. Purchases in DKK for the past financial year for all suppliers (creditors) that have signed our central Supplier Code of Conduct are summed and divided by the total purchase volume in DKK for all of Euro Cater.

### SUSTAINABLE PRODUCT RANGE

#### MSC/ASC-certified sites

Count of sites that have a valid MSC/ASC certification.

#### MSC/ASC - Internal audits

Number of MSC/ASC audits carried out at our own sites via Euro Cater employees who do not normally work at the given sites, i.e., first-party audits. This is usually the Environment and Quality Manager.

#### MSC/ASC - External audits

Number of MSC/ASC audits carried out at our sites via people who do not work for Euro Cater, i.e., third-party audits. We generally use auditors from DNV-GL.

#### KRAV-certified sites

Number of Swedish sites with a valid KRAV certification via third-party auditing.

#### KRAV - External audits

Number of KRAV audits carried out at our sites via people who do not work for Euro Cater, i.e., third-party audits. We normally use auditors from Kiwa Sverige AB.

#### Palm oil (own production)

Euro Cater has a small in-house production of food products. Among these, the quantity of fats and oils used that derive from palm oil is measured. The proportion of these palm oil ingredients that are RSPO-certified is calculated annually.

#### Palm oil (fats and oils sold)

The proportion by weight of the products sold in the fats and oils product groups that contain certified and non-certified palm oil is calculated.

#### Training procurement staff

Each site has its own procurement staff, who are trained in our CSR policies and sustainable product range. This takes place at local and central procurement meetings, and on internal or external training programmes - which sometimes focus on CSR and sometimes have CSR as a sub-topic.

#### Training of sales staff

Each site has its own sales staff, who are trained in our CSR policies and sustainable product range and sales. This takes place at local and central sales consultant meetings, and on internal or external training programmes - which sometimes focus on CSR and sometimes have CSR as a sub-topic.

## Sustainable operations

### ENERGY

#### ISO 14001-certified sites

Count of sites that have a valid ISO 14001 environmental certification.

#### ISO 14001 - Internal audits

Number of ISO 14001 audits carried out at our own sites via Euro Cater employees who do not normally work at the given sites, i.e., first-party audits. This is usually the Environment and Quality Manager for Dansk Cater and Svensk Cater.

#### ISO 14001 - External audits

Number of ISO 14001 audits carried out at our sites via people who do not work for Euro Cater, i.e., third-party audits. We normally use auditors from DNV GL.

#### Electricity consumption

The total electricity consumption is registered and compared to the total revenue in DKK.

### TRANSPORT

#### Diesel consumption

The total diesel consumption for Euro Cater's own trucks is registered and compared to the total revenue in DKK. In addition, the number of kilometres driven in our own trucks is registered, and the number of kilometres per litre of diesel is calculated. Company cars in Denmark are included, but account for an insignificant proportion.

#### Training of drivers and dispatchers

Sites with own drivers and dispatchers are trained in eco-driving, safe traffic and the working environment. This takes place at local dispatch meetings and on internal or external training programmes.

### WASTE & FOOD WASTE

#### Volume of waste (total)

The total volume in kilograms is measured for each site and consolidated for the entire group. The amount of waste is viewed in relation to the total revenue in DKK.

#### Volume of waste (fractions)

The total volume in kilograms is measured for each site per waste fraction. Since the fractions are defined by the type of container, and hence by the waste management company used, our fractions are pooled in slightly broader groups. The volume either comes directly from the waste collection companies (e.g., by accessing the database on the website) or via data entered from invoices. Data is stored in a central Excel spreadsheet.

#### Food waste prevented

The quantity of goods (in kilograms) sold through the Danish web shop that are close to their expiry date is calculated. The quantity of such goods (in kilograms) sold via telesales in Denmark is also calculated. These two numbers are added together.

## Good workplace

### SENSE OF COMMUNITY

#### Women on the Board of Directors

The number of women sitting on the Board of Directors for Euro Cater Holding A/S is noted. This is calculated as a proportion of all board members.

#### Women in management

The proportion of women in the extended management team at Euro Cater is calculated. This group comprises the management teams at the various sites and department heads at the head offices in Denmark and Sweden.

### SKILLS

#### Training of managers

Each site has its own management team, which is being trained in our CSR strategy, CSR policies and procedures, etc. This takes place at local and central management meetings, and on internal or external training programmes - which sometimes focus on CSR and sometimes have CSR as a sub-topic. The training of purchasers, sales consultants, drivers and dispatchers has been described earlier.

### HEALTH & SAFETY

#### Working environment smiley

Count of Danish sites with a valid green working environment smiley, awarded by the Danish Working Environment Authority via third-party audits. A company can only receive a green smiley if it has undergone a review of its core working environment. This means that it has had a risk-based inspection, where the Danish Working Environment Authority has found that the company does not violate the working environment rules.

## COMPANY PROFILE

### ORGANISATION

- |                       |   |
|-----------------------|---|
| ▶ Company name        | Euro Cater Holding A/S  |
| ▶ Web address         | Euro-cater.com  |
| ▶ Head office         | Vidalsvej 6, 9230 Svenstrup J, Denmark  |
| ▶ Primary brands      | AB Catering, BC Catering, inco, Cater Food, Cater Grønt, Dansk Cater, Svensk Cater, Nordsjöfisk |
| ▶ Ownership           | Manny A/S owns 65%, and ICG EFV Luxembourg S.a.r.l. owns 35% of the group                       |
| ▶ Number of employees | 2.263 FTEs  |

### REPORT

- |                                   |   |
|-----------------------------------|---|
| ▶ Reporting period                | 1/10 2019 - 30/9 2020   |
| ▶ Reporting procedure             | We have reported in accordance with sections 99a and 99b of the Danish Financial Statements Act as well as section 10 of the Annual Accounts Act (Årsredovisningslagen) (Sweden). |
| ▶ Companies covered in the report | Covers all companies in the Euro Cater group  |

### GOVERNANCE

- |   |   |
|---|---|
| ▶ Enquiries concerning the report and overall responsibility for the CSR report | Henrik Ellegaard, CFO (he@euro-cater.com) |
|---|---|







**Euro Cater Holding A/S**  
Vidalsvej 6  
DK-9230 Svenstrup  
Tel. +45 9637 2020  
[www.euro-cater.com](http://www.euro-cater.com)

