

PASSION

for the Planet and Our People

The SSP America team has a PASSION for our planet and our people. That's why we've integrated a focus on our colleagues, communities, customers, and planet into not only our strategic priorities, but our daily work. Our efforts are driven by our global leadership team who help set the direction and drive priorities.

Commitments & Key Targets



Treating all our colleagues with care and respect

WE VALUE AND RESPECT OUR COLLEAGUES, AND CREATE AN ENVIRONMENT WHERE ALL COLLEAGUES FEEL INFORMED AND ENGAGED.

TARGET: Undertake annual team member engagement survey and integrate findings into future company initiatives around engagement, wellbeing, inclusion, development, and retention.



Target Achieved

Corporate and individual airport Engagement Survey Action Plans are updated quarterly and annually. Next survey scheduled for April 2022.

PASSION for People

As part of our efforts treat all our colleagues with care and respect, a brand new, online orientation program called SSP America Company Expert: Orientation will launch in the Spring of 2022. In addition, a new role-based training program for all major airport roles will launch in 2022. The goals for both programs is to infuse our PASSION Principles into initial training programs and help ensure employees have a strong foundation as they begin their new careers at SSP America.

Promoting and protecting safety and wellbeing

WE PROTECT THE SAFETY OF OUR COLLEAGUES AND CUSTOMERS AND PROMOTE OUR COLLEAGUES' WELLBEING.

TARGET: By 2022 develop holistic Wellbeing Strategy to support team members' physical, mental, and financial wellbeing with action on supporting team members "post COVID."



Target Achieved

Program includes discounted gym membership for employees and families, employee assistance programs that offer work/life resources, paid subscription to activity focused, digital health app called WalkingSpree with quarterly incentives, wellness library on company intranet and financial planning resources and education.

Embracing diversity, protecting human rights

WE PROMOTE AN INCLUSIVE CULTURE, REFLECTING THE DIVERSITY OF OUR LOCAL COMMUNITIES AND THE CUSTOMERS WE SERVE. WE RESPECT AND PROTECT HUMAN RIGHTS IN OUR BUSINESS AND SUPPLY CHAIN.

TARGET: By 2025, have an inclusive and diverse executive and senior leadership team.

On Target

Supporting our communities

WE SUPPORT THE COMMUNITIES IN WHICH WE OPERATE THROUGH PARTNERSHIPS WITH CHARITABLE AND OTHER LOCAL ORGANIZATIONS, PARTICULARLY IN ALLEVIATING FOOD POVERTY.

TARGET: By 2025 have partnership with food poverty charity and local charities.



Ahead of Schedule

U.S. partnership with Meals on Wheels in place 2021.
Canadian partnership to be in place 2022.
Supported 90+ local charities in 2019. Support declined 2020-2021 due to COVID-19. On target to achieve 2019 support level by target year.



Offering healthier lifestyle choices, and satisfying dietary needs

WE SUPPORT INFORMED CUSTOMER DECISIONS BY MAKING HEALTHIER LIFESTYLE CHOICES AVAILABLE AND SATISFYING A RANGE OF CUSTOMERS' DIETARY NEEDS AND PREFERENCES.


TARGET: By 2025 continue to introduce and identify food and drink items that support healthier lifestyle choice in our own brand units including wellness brands, lower-calorie, plant-based and/or vegetarian meals options, and non-dairy milk alternatives.

On Target

Offer at least one lower calorie meal option.

On Target

Introduce wellness brands as part of portfolio.

 **Ahead of Schedule**


30% of meals offered by own brands to be plant based or vegetarian. Will achieve by 2023.

 **Target Achieved**

100% of units offer non-dairy milk alternative.

On Target

Own brands to use 100% certified sustainable palm oil for top 50 products.

 **Ahead of Schedule**

Own brands to source 100% certified sustainable tea, coffee, and hot chocolate. Will achieve by 2023.

On Target

Own brands to source 100% certified sustainable fish.

Sourcing ingredients and products responsibly and sustainably

WE SOURCE OUR PRODUCTS AND INGREDIENTS WITH DUE CARE FOR THE ENVIRONMENT AND THE PEOPLE INVOLVED IN THEIR PRODUCTION AND MANUFACTURE.

TARGET: By 2025 all contracted suppliers to sign Ethical Trade Code of Conduct or provide policy of equal or better standard.

On Target

TARGET: By 2024 all contracted suppliers to sign Responsible Sourcing Policy or provide policy of equal or better standard.

On Target

TARGET: By 2024 all contracted suppliers to sign Environmental Policy or provide policy of equal or better standard.

On Target

Support animal welfare

WE WORK WITH OUR SUPPLIERS TO MAINTAIN HIGH STANDARDS OF ANIMAL WELFARE ACROSS OUR GLOBAL SUPPLY CHAIN.

TARGET: By 2025, use in our own brands 100% shell and liquid eggs from cage-free sources.

On Target



Pursuing net zero carbon emissions

WE REDUCE OUR OPERATIONAL EMISSIONS BY INTRODUCING LOWER ENERGY EQUIPMENT AND INCREASING OUR USE OF RENEWABLE ENERGY; AND EMISSIONS IN OUR VALUE CHAIN BY ADAPTING OUR MENUS TO PROVIDE MORE PLANT-BASED MEALS.

TARGET: By 2040 achieve net zero carbon emissions. In support of this, we will set science-based targets in line with a 1.5-degree scenario.

On Target

WE WILL MINIMIZE THE IMPACT OF NEW RESTAURANT CONSTRUCTION AND ADAPT OUR APPROACH BASED ON AIRPORT AND BRAND REQUIREMENTS.

Select partners who share our passion for sustainability.

- Select architects and other contractors familiar with LEED Certification.
- Select partners who employ green building standards to ensure sustainability is an integral part of the design and build process

Increase water efficiency and reduce burden on municipal water supply and wastewater systems.

- Install high-efficiency grease interception units on all new plumbing systems to prevent grease and oil from being introduced into municipal water systems.
- Install water efficient equipment labeled EPA WaterSense®.

Develop and implement strategies to reduce energy consumption.

- Develop energy efficient lighting systems using LED lighting fixtures and lighting controls.
- Select ENERGY STAR® appliances and equipment and refrigerators which use hydrocarbon refrigerant.
- Take advantages of opportunities to utilize natural daylight in the space.
- Lower energy usage through HVAC efficiency and implementation of controls.

Minimize indoor contaminants and air quality.

- Select GREENGUARD Gold Certification, FloorScore®, and other certified products with low chemical emissions (VOCs).
- Utilize HEPA filtration to ensure dust and particulates do not escape.
- Source surface materials that prevent mold and bacteria.
- Avoid chlorofluorocarbon-based refrigerants in new heating, ventilating, air-conditioning, and refrigeration systems.
- Include efficient exhaust systems which offer containment of air impurities.

Procure materials which minimize environmental impact.

- Utilize materials made from recycled content and rapidly renewable bio-based content.
- Source wood materials that are certified by the Forest Stewardship Council (FSC).
- Use materials and products extracted, harvested, recovered, or manufactured within the region.
- Encourage the use of products and materials for which life-cycle information is available and that have environmentally, economically, and socially preferable life-cycle impacts.
- Select furniture which meets the sustainability standards of the American National Standards Institute and Business + Institutional Furniture Manufacturers Association.

Create a Maintenance Plan

- Prepare and maintain a current facilities operations and maintenance plan that contains the information necessary to operate the building/space efficiently.

Reduce construction and demolition waste disposed of in landfills and incineration facilities

- Recover, reuse, and recycle materials to every extent possible.
- Work with contractors to create a construction and demolition waste management plan.

Use environmentally considerate cleaning products and janitorial products to maintain the finished space.

Create recycling programs which minimize the amount of waste sent to landfills and confirm to airport policies.

Design and install recycling counters or zones which includes three-step trash systems for front of house and back of house.

Reducing, reusing, and recycling our packaging

WE ELIMINATE UNNECESSARY SINGLE-USE PLASTIC AND MOVE OUR OWN BRAND PACKAGING TO BE RECYCLABLE, REUSABLE, OR COMPOSTABLE.

TARGET: By 2025 remove unnecessary single-use plastic packaging and move all packaging used in own brands to recyclable, reusable or compostable.

On Target

Reducing food waste

WE REDUCE FOOD WASTE AT ALL STAGES OF OUR BUSINESS AND ENSURE THAT UNSOLD FOOD IS DONATED TO THOSE WHO NEED IT.

TARGET: By 2022 80% of own brands recycle waste cooking oil.

Target Achieved

TARGET: By 2025 donate unsold food to charity.

On Target

TARGET: By 2025 where unsold food isn't discounted or donated, divert from landfills.

On Target