

# 2015 Sustainability - Highlight



Autogrill is the world leader  
in catering services for travelers



## I nostri risultati



- euro 4,369.2 million revenues



- euro 211.6 million net investments



- euro 4.9 billion economic value created



## La nostra presenza



- 57,279 employees in the world



- 30 Countries



- 4.200 points of sale



- 250 brands

### Proprietary brands



### Licensed brands



# Highlights

We want to take care of our employees so that they can provide value added services to customers and the local community



**Personnel:**  
**57,279** employees



## Communication and engagement

- **Do you Feel good?** The survey involving approx. 20,000 employees in Europe
- **Aconnect:** Intranet extended to 7 EU countries, accessible to 18,000 people
- **EngAgent:** listening and collecting ideas to improve life in the company



## Industrial relations

- New Corporate Supplementary Contract in Italy



## Welfare

- **Autogrill per noi:** health and wellbeing, family and free time, savings
- **Shopping bag** of a commercial value of euro 50 distributed to all employees
- **Teleworking option** for HMSHost office employees



## Professional training and development

- **Travellers Welcome:** a passport for accueil
- **EmpoWer and Women's Leadership Network** for women's leadership
- **Autogrill International Graduates Program** to develop a new multicultural team
- **People First:** a training program developed in North America



## Health and safety

- **HSE committees** in Italy and Health and Safety in France
- **SA 8000** certification for Autogrill S.p.A.
- **Injuries:** -22% vs 2012, outperforming 2012-2015 Roadmap objectives
- **Safety Team** in the stores of North America



## Community involvement

- **Food Donation Connection:** 3.5 mln meals donated
- Creation of **HMSHost Foundation** to fight against poverty in local communities
- **Agreement signed with FAO** to support the Save Food Global Initiative



# Highlights

We want to think in an innovative way and offer products that guarantee safety and quality criteria, so that customers will enjoy and remember their experience in our points of sale



Value for the purchase of goods  
**€ 1,8 billion**



## Customer engagement

- Survey **Feel good?**: approx. 40,000 consumers involved in 8 countries
- **HappyOrNot** kiosk: kiosks to collect customer feedback
- **60 market surveys** in three years on product development and new trends



## Partnership

- 24th ACI Europe Airport Commercial & Retail Conference and Exhibition: **Autogrill official sponsor**
- Agreement with **Eataly**: opening at the Secchia ovest service station
- Collaboration with **UNISG** and inauguration of the **Bistrot** concept
- Partnership with **Sanday's The Green** (Amsterdam Schiphol airport)



## Culinary innovation and ingredients

- **Culinary Council**: international program of culinary innovation
- Agreement with **Garofalo pasta factory** for Ciao restaurants
- Fair trade and **UTZ certified coffee** (Amsterdam Schiphol airport)



## Quality and certifications

- **AEA**: European auditing program on food quality and safety
- **ISO 9001**: 2015 and **UNI 10854** on quality management systems
- **ISO 22000** on food safety
- **Mistery Audit** - UNI TS 11312 regulation (1st company in Europe)



## The Concept Factory – new concepts

- "Il Mercato del Duomo" (Milan)
- **MKT** - new brand developed by HMSHost
- **Le Chef** - developed with celebrity chef Benjamin Luzury (Geneva)
- **Fair Taste Café** (Amsterdam Schiphol airport)



# Highlights

We want to protect the environment by engaging our partners and suppliers, with the participation of our employees and customers



**Waste management, efficient use of energy sources, reduced water consumption**



## Engagement

- Expo Milano 2015, Slow food theatre: organic waste recovery projects
- Autogrill. 10 Food for sustainable growth: discussion with startups to recover consumables
- Startsomewhere: worker-oriented sustainability initiatives



## Waste

- WWF Italy project: in 2015 almost 80 tons of compost
- 1st plant for the treatment and disposal of organic waste directly on site (France)
- HMSHost Int. and The Coca-Cola Company teaming up to collect PET bottles



## Energy efficiency

- Installation of heat pumps: -20 TEP (Italy)
- Installation of energy meters: - 800,000 kwh in 7 stores (Italy)
- Installation of LED lighting: -50% of the installed power; - 400,000 kwh (Italy); -40% of consumption (Amsterdam Schiphol airport)
- Energy Manager Portal to monitor consumption in real time (The Netherlands)



## Water

- 22 wells: -400,000 cubic meter of water saved (Italy)



## Certifications

- 18 LEED certified buildings in the world
- Adjustment to the new ISO 14001:2015 revised version on environmental management (1st company in Italy)
- HQE certification (France) and Green Key (The Netherlands)



start somewhere™

