



## CASE 1

# Food & beverage: Ready-made meals shop or chain

### SMALL UNDERTAKING (12 employees)

*CONTEXT, illustrative, not to be disclosed under C2*

- Provides ready-made meals to employees from surrounding offices and schools
- Prioritises quality products and information to grow trust and loyalty of (Academics) customer base

### MEDIUM UNDERTAKING (200 employees)\*

*CONTEXT, illustrative, not to be disclosed under C2*

- Prioritises quality products and information to grow trust and loyalty of the (Academics) customer base
- Supplies ready-made meals from multiple production locations to a large variety of customers with a broad variety of dietary needs
- Has been focusing on process standardisation, resource efficiency and personnel expertise

*The undertaking discloses that it has practices, policies or future initiatives for the following issues (B2):*

- Climate Change
- Circular Economy
- Consumers and End-Users
- Own Workforce
- Affected Communities
- Business Conduct

We are conscious about our **energy use**, by **(Climate Change)**:

- Using closed-door refrigerators
- Buying renewable electricity backed by green energy certificates
- Planning to invest in an electric delivery van (2028) to electrify our last mile deliveries
- Improving staff workplace habits to reduce energy use via targeted trainings

To reduce our **food waste** (**Circular Economy**):

- We are offering a day-ahead ordering discount

We train our employees on communication of food information (**Own Workforce**):

- To inform consumers on menu items accurately (i.e. allergens) and nutrition information
- To refresh food safety (including date marking) and allergen handling rules

We are conscious about our **energy use** and about our **impact on climate change** by **(Climate Change)**:

- Based on our energy audit of 2024 we are investing in energy-efficient cooking and freezing equipment, as well as heat recuperation via ventilation
- Using closed-door refrigerators
- Buying renewable electricity backed by green energy certificates
- Drafting a green delivery and low-carbon employee mobility plan to optimise employee mobility and to achieve a fully electric delivery fleet by 2027
- Proposing climate-friendly meals based on majority local & plant-based sourced ingredients

To reduce the emissions of our deliveries and of food and packaging waste, we **(Circular Economy)**:

- Apply meal forecasting
- Donate unsold ready meals
- Use fully recyclable packaging while offering a takeback system for our packaged products to ensure correct disposal

In order to ensure full compliance with our **Food Safety Policy** we aim to (**Own Workforce**):

- Providing employees with training on food safety regulations and best practices including:
  - Updating food safety trainings (including date marking) and allergen handling rules
  - Establishing a yearly safety training schedule for all kitchen and service employees
- We provide our kitchen staff training opportunities on catering as well as additional learning opportunities to improve purchasing, processing, and the sustainability of our sourced ingredients

\* This case study builds upon the practices, policies, and future initiatives outlined in the case study of the small undertaking. Any additional practices, policies, or initiatives not included in the small undertaking are highlighted in blue.

## SMALL UNDERTAKING (12 employees)

We offer **ingredient transparency** for all our meals (**Consumers and End-Users**):

- We are including clear ingredient lists and allergen information in printed and digital menus
- We use standardised icons to indicate dietary restrictions or preferences (e.g. allergens, vegetarian, vegan)

Over the next years (2026-2027) with plan to:

- Engage a local software provider to develop a QR code system for our meals to link ingredient sourcing and nutritional facts.
- Our shop's website will include interactive allergen filters for meals
- We are finalising a digital feedback system for customers to report issues (food complaints or marketing claims)

We take care of **how we purchase our ingredients** (**Affected communities, Business Conduct**):

- For our certified ingredients, we request updated certification from suppliers to verify organic, local, or ethical sourcing claims
- We constantly look to buy directly from family-owned farmers and producers, as well as from cooperatives

Given our regular interactions with public authorities, such as food inspectors, we recognise the importance of **managing corruption risks in our operations** (**Business Conduct**):

- Any visits from inspectors or officials must be logged. We never give gifts or favours to get better treatment. If an employee feels pressured by an official, they should immediately report the situation to the manager or owner

## MEDIUM UNDERTAKING (200 employees)\*

We offer **ingredient transparency, access to certificates, sourcing information, and nutritional facts** for all our meals in compliance with our Food Safety Policy (**Consumers and End-Users**):

- We use standardised icons to indicate dietary restrictions or preferences (e.g. allergens + vegetarian, vegan)
- We are standardising food preparation protocols across branches, including labelling on allergens and date marking
- Our customers can reach us via several communication channels

By next year, we plan to:

- Establish an in-house quality assurance team to monitor compliance with labelling law
- Ensure labelling includes ingredient, allergen, and origin information is accessible in multiple languages

We take care of **how we purchase our ingredients**, for this we have implemented the following policies and consequent practices (**Affected communities, Business Conduct**):

- For our certified ingredients, we request updated certification from suppliers to verify organic, local, or ethical sourcing claims
- We constantly look to buy directly from family-owned farmers and producers, as well as from cooperatives
- Our Supplier Code of Conduct includes specific sections on food safety (hygienic and safe production practices, transparent ingredient sourcing etc.)
- We engage with our suppliers and conduct audits

Given our regular interactions with public authorities, such as food inspectors, we recognise the importance of **managing corruption risks in our operations** (**Affected communities, Business Conduct**):

- Any visits from inspectors or officials must be logged. We never give gifts or favours to get better treatment. If an employee feels pressured by an official, they should immediately report the situation to the manager or owner
- To fight corruption, employee functions that entail risk of corruption are required to follow yearly anti-corruption training

We use effective communication channels to capture feedback from customers, our workforce and communities affected by our suppliers or other stakeholders (**Affected communities, Business Conduct**):

- Via a third-party whistleblowing channel concerns can be reported such as expired food reuse or sanitation breaches
- The channel is available internally and externally, an annual communication campaign ensures that all stakeholders are aware and know how to use it

### Description of target related to a policy (B2):

The small undertaking discloses under B2 that it does not have targets:

NO DISCLOSURE

The medium undertaking discloses under B2 that it has targets:

We aim to reduce food waste across our meal production operations by 50% by 2030, compared to 2025, through improved forecasting and redistribution of surplus food.

Due to our standardization efforts, we project this to be budget-neutral within the year.

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