

Sodexo Animal Welfare Supplier Charter

The Sodexo Animal Welfare Supplier Charter (the Charter) sets forth Sodexo's expectation of suppliers, vendors, contractors and others with whom Sodexo conducts business (including their affiliates collectively referred to as "Suppliers") with respect to the Sodexo Animal Welfare Strategy. This Charter sets forth the minimum requirements that we expect our Suppliers to meet or to ensure such requirements are consistent with their own business principles, to do business with Sodexo. Consequently, Suppliers are expected to communicate the principles of this Charter throughout their supply chain.

Sodexo realizes that Suppliers may need time to address areas in which they may not be in compliance. We believe that compliance is best achieved through a process of continuous improvement over a period of time. With this in mind, Sodexo invites its suppliers to keep us regularly informed about their actions and their improvement plans concerning the Animal Welfare Supplier Charter.

Nevertheless, Sodexo reserves the right to carry out the controls that it seems necessary in order to ensure that this Charter is being respected throughout its Supply Chain. This may include self-assessments, Sodexo and third-party audits.

Sodexo has identified the following areas to be addressed which are applicable in all the countries where we operate.

Note: Those countries with specific market requests, may implement additional animal welfare standards as appropriate.

These provisions are applicable to all meat, egg and dairy products supplied to Sodexo by its suppliers. The main types of animal protein sourced by Sodexo are poultry, beef, pork, veal, dairy cow and egg products.

Suppliers commit to:

✓ At Farm Level

Animals should be treated humanely as per all local and national regulations around animal welfare. Based on these local and national regulations for a given production system, this includes best practices around space, antibiotic use and physical alterations. Specific considerations include:

- Animals are healthy, comfortable, well-nourished, safe, and not suffering from unpleasant states such as pain, fear and distress, and are able to express behaviors that are important for their physical and mental state
- A preference should be made to breeds that demonstrate higher welfare outcomes (such as slow or intermediate).
- Animals should have adequate access to feed and fresh water
 - Animals should be fed balanced diet based on species, age, needs, and purpose of production to maintain normal health. The sourcing of feed materials should be made from traceable sources.
- Animals should not be kept in permanent darkness or permanent brightness
- Appropriate space should be given for specific species needs:
 - Confinement systems such as combination systems or “combi” cages should be progressively phased out for the benefit of alternative systems
 - Close confinement should be avoided whenever possible.
 - Stock density and stocking rate should be appropriated for the species, age and condition of the animals.
 - A comfortable resting as well as safe, natural and comfortable movement should be guaranteed (normal postural changes...)
- Buildings, accommodation and equipment should be regularly and thoroughly cleaned and disinfected to minimize risk of disease
 - For housed animals, air quality, temperature and humidity should be regulated and monitored and should permit a good animal health and welfare.
 - The environment should be suited to the species to minimize risk of injury and transmission of parasites to animals.
 - Litter should be provided in appropriate quantity and quality and should be changed from time to time to prevent animal health and welfare deterioration (e.g. footpad dermatitis, lameness, leg problems...).
 - Appropriate manure management practices should be implemented.
 - Enriched environment should be provided as appropriated for the species, age and condition of the animals.
- Any sick or injured animals should be treated appropriately to minimize pain and distress. This should include veterinary treatment if required
- Animals should not be kept in isolation unless briefly required for veterinary procedures or to recover from illness or injury
- Staff and stockmen should be properly and regularly trained in good animal husbandry including handling techniques. Training should be documented
- When potentially painful operations cannot be avoided, pain relief (anesthesia and analgesia) should be provided. Alternatives to routine mutilations, such as teeth clipping, caudal amputation and surgical castration, should be sought and actively encouraged
 - Regarding dehorning of beef and dairy cattle, we encourage alternative practices such as disbudding with efficient pain relief when removal of the horns cannot be avoided and the use of polled cattle

- Regarding beak trimming, we encourage our supplier to work towards phasing out this practice
- The use of antibiotics should not be routine and where used each usage should be recorded. An antibiotic reduction plan should be implemented
- The use of growth promoters should not be routine and where used each usage should be recorded. A growth promoter reduction plan should be implemented
- Key welfare indicators should be monitored on a regular basis. Suppliers are encouraged to demonstrate continuous improvement on those indicators and define corrective actions in case of low performance.
 - For all species, a low mortality rate should be the main welfare outcome measure.
 - For laying hens, the good plumage condition should be the main welfare outcome measure (low levels of feather loss).
 - For dairy cow, a low rate of mastitis should be the main welfare outcome measure.

✓ *During Transportation*

Animals should be treated humanely as per all local and national regulations around animal welfare. Each given production and transportation system should follow these regulations and associated best practices around transporting animals, access to food and water and safety procedures. Specific considerations include:

- No animal should be transported if it has been deemed unfit to do so
- Water, feed and opportunity to rest are made available to the animals as appropriate
- Transportation conditions and means will be maintained so as to limit injury and unnecessary suffering to animals
- Vehicles, ships, containers and equipment should be maintained to a suitable standard and in appropriate working order for the planned journey
- Vehicles, ships, containers and equipment such as loading ramps should be thoroughly cleaned and disinfected to minimize risk of disease
- Vehicles, ships or containers should not be overcrowded and should provide sufficient floor space and height as well as adequate ventilation
 - The number of animals transported on a vehicle and their allocation to compartments is determined based on the needs of animals to express normal behavior patterns
 - Appropriate space for animals should be provided without coming into contact with the roof or upper deck of the vehicle
 - Animal behavior and distribution within the container should be monitored and any abnormal behavior associated with inadequate ventilation is acted on and recorded
- Appropriate handling equipment and good handling practices should be used during loading, unloading and handling in order to minimize stress and injuries
- Staff including stockmen and drivers should be properly and regularly trained and training should be documented
- Staff should possess appropriate ability, knowledge and competence in animal husbandry and handling techniques
- Animals should be transported in conditions guaranteed not to cause injury or unnecessary suffering
- During loading, unloading and handling, animals should not be struck or kicked – sympathetic handling should be adopted at all times and appropriate handling equipment used e.g. no use of electric goads
- Appropriate driving styles should be employed to reduce risk of injury
- Loading ramps should be at the appropriate angle for species

- A preference should be given to value chains that minimize the journey time for transportation of live animals e.g.: keep it under a maximum of 8 hours (including loading and unloading)
- Where long journeys are unavoidable, suitable food, water and rest periods should be provided to animals at appropriate frequencies

✓ At Abattoir/Slaughter

Animals should be treated humanely as per all local and national regulations around animal welfare. Each given production and slaughter/abattoir system should follow these regulations and associated best practices around pain and stress during stunning and slaughtering, pre-stunning and sticking. Specific considerations include:

- Animals should be handled, stunned and killed by properly trained slaughtermen
- When animals are kept in lairage (holding pens) for extended periods, food and water should be provided and appropriate facilities and protections from adverse weather provided
- Buildings, resting areas and equipment should be regularly and thoroughly cleaned and disinfected to minimize risk of disease
- Equipment should be maintained and in good working order
- Staff and stockmen should be properly and regularly trained and training should be documented
- Staff should possess appropriate ability, knowledge and competence
- The slaughter should be conducted utilizing methods which minimize distress and suffering
- Animals should be spared any avoidable excitement, pain, suffering and stress during stunning and slaughter. The use of electric goads or prods to handle animals should not be routine.
- A preference should be made for pre-stunning of animals before slaughter.
- It is preferable for animals not stunned before slaughter to be stunned immediately after sticking
- The efficiency of the stunning methods should be guaranteed and systematically checked by staff. Staff should carry out regular checks to ensure that the animals do not present any signs of consciousness or sensibility in the period between the end of the stunning process and death.

For Eggs

Sodexo has committed to source only cage free shell and liquid eggs worldwide by 2025 and by 2020 in the US.

For broiler Chickens:

- In the US, Sodexo committed to work with US suppliers to further improve the treatment of broiler chickens in its supply chain by 2024 by reaching the following goals for 100% of the chicken it sources:
 - Transitioning to strains of chicken that measurably improve welfare issues associated with fast growth rates per Global Animal Partnership's (GAP) standards.
 - Reducing maximum stocking density to equal to/less than 6 lbs./sq. ft. (29kg/m²) per GAP standards.
 - Providing chickens with enriched environments including natural light, hay bales, litter, perches and lighting that meet GAP standards.
 - Rendering chickens unconscious prior to shackling using a multi-step controlled atmosphere processing system that's widely hailed as more humane.
 - Providing details on compliance by a third-party auditor.

■ In Canada, Sodexo committed to promoting the humane raising and harvesting of broiler chickens. Sodexo Canada is proud of the following standards to which our partners in the Canadian chicken farm industry currently adhere:

- Hormone and steroid free
- Regulated system
- Annual independent third-party audit
- Transitions to Controlled Atmosphere Stunning
- Sodexo Canada supports Canadian chicken farmers

In addition, Sodexo Canada has committed to the following by 2024:

- GAP aligned litter, lighting and enrichment standards
- Full conversion to Controlled Atmosphere Stunning
- Transition to GAP aligned breeds with higher welfare outcomes
- Incorporating new criteria into third party audits

■ In Europe, Sodexo is committed to reach the following European Chicken Commitment standards by 2026 for 100% of the chicken meat it sources for Europe, working alongside its suppliers:

- Comply with all EU animal welfare laws and regulations, regardless of the country of production.
- Implement a maximum stocking density of 30kg/m² or less. Thinning is discouraged and if practiced must be limited to one thin per flock.
- Adopt breeds that demonstrate higher welfare outcomes: including the following breeds, Hubbard JA757, 787, 957 or 987, Rambler Ranger, Ranger Classic and Ranger Gold, or others that meet the criteria of the RSPCA Broiler Breed Welfare Assessment Protocol.
- Meet improved environmental standards including:
 - At least 50 lux of light, including natural light.
 - At least two meters of usable perch space, and two pecking substrates, per 1 000 birds.
 - On air quality, at least the requirements of Annex 2.3 of the EU broiler directive, regardless of stocking density.
 - No cages or multitier systems.
- Adopt controlled atmospheric stunning using inert gas or multiphase systems, or effective electrical stunning without live inversion.
- Demonstrate compliance with the above standards via third-party auditing and annual public reporting on progress towards this commitment.

In addition, in France at least 20% of these chicken meat volumes will come from farms that guarantee that the birds have access to free range or to a winter garden.

GLOSSARY

Antibiotics (routine use of) – when antibiotics are given in prevention before any medical need is diagnosed (prophylactic), that is practiced routinely through a production system, for instance at a certain time of day.

Beak trimming – is the partial removal of the tip of the beak, and results in a beak that is blunt or rounded at the end. It is an animal husbandry practice commonly carried out in the poultry industry.

Broiler chickens – chickens reared for meat production

Caudal amputation or tail-docking – is a procedure typically performed without anesthetic in order to reduce tail biting when animals are older

Close confinement – provision of very limited space, representing inadequate space to allow an animal to move around or express normal patterns of behavior.

Combination systems or “combi” cages – feature aspects of both aviaries and conventional cages. Combi systems are multi-tiered structures that have doors so although birds can roam when the doors are open, the system converts into a caged system when the doors are closed.

Dehorning – removal of the horns of adult animals by cutting or sawing

Footpad dermatitis (FDP) – also known as: pododermatitis, foot burn, is a condition characterized by lesions on the feet of poultry

Gestation crates – a narrow metal crate used to confine individual sows for their 16-week pregnancy, without sufficient room for sows to turn around; also called. Sow stall

Goads (prods) – electric goads are commonly used to move cattle into and through handling facilities and onto truck. **Prods** are sticks with electrodes on the end which is used to make cattle or other livestock move through a relatively high-voltage, low-current electric shock.

Growth promoters (known as growth hormones) – used to increase the muscle (meat) or milk production of animals farmed for food.

Lameness – is a leg health problem

Laying hens – is a chicken which is bred specifically for egg laying

Long journey – any transport of a live animal that exceeds 8 hours, from loading to unloading; welfare has been shown to decrease significantly in journeys lasting more than 8 hours

Mastitis – is an inflammation of the udder

Mutilation – a painful surgical procedure that interferes with the bone structure or sensitive tissues of an animal, usually to prevent an abnormal behavior such as tail biting (amputation of the pigs' lower half of the tail) and injurious pecking (amputation of the hen's beak).

Routine Mutilations – the mutilation of all animals at a certain stage (often on newborns or very young animals) to help prevent problems associated with abnormal behaviors. Routine mutilations are carried on all animals of a flock or herd before the problem occurs, and does not address the underlying issues that may lead to the abnormal behaviors

Sticking – is when an animal's throat is cut, using a very sharp knife, severing the major blood vessels in its neck/chest that supply the brain, ensuring rapid blood loss and therefore death.

Stock density – is the number of animals permitted per square meter into one area for a given timeframe

Stocking rate – is the basic relationship between livestock and the forage resource.

Stunning – is a process that renders animals unconscious, making them insensible to pain, discomfort and stress until death occurs.

Teeth clipping – reduction (cutting) of a piglet's 8 sharp needle teeth shortly after birth using sharp clippers or pliers; routine teeth clipping is not permitted by EU legislation

Winter garden (also called verandah) – is a run, littered and covered area attached to the main barn to allow birds additional space to dust-bath and experience natural light.

USEFUL LINKS

European Chicken Commitment – <https://welfarecommitments.com/europeletter/>

Global Animal Partnership GAP – <https://globalanimalpartnership.org/standards/chicken/>

SODEXO POSITION PAPER – <https://www.sodexo.com/home/about-us/what-we-do/growing-responsibly.html>

SODEXO FAQ – <https://www.sodexo.com/home/about-us/what-we-do/growing-responsibly.html>

SODEXO PERFORMANCE – <https://www.sodexo.com/home/about-us/what-we-do/growing-responsibly.html>