

Our Corporate Social Values



Creating
Shared
Values



burlcedge
TOGETHER, WE WORK.



Contents

04	Burlodge Overview
05	People
08	Environment
14	Final Word

Burlodge Overview

Great food delivery equipment is our strength at Burlodge, but good nutrition is our guiding principle. Nourishment is essential to what our customers need to provide their patients and clients with the best care possible. That's why food operations around the world rely on our equipment to ensure food is delivered efficiently, economically and consistently at the perfect serving temperature.

Founded in 1984, Burlodge is part of the Ali Group, the largest healthcare food service company in the world. Burlodge has branches in five countries in Europe and North America, as well as a global distribution network. Over the years, we've built a reputation for excellence within the healthcare and long term care industries, while also serving clients in education, correctional facilities and more.

Staffed by a broad range of international employees, we appreciate the nuances of helping different clients overcome the multiplicity of challenges that are inherent to food service activities everywhere. We're proud of our efforts to promote diversity,

equity and inclusion within all our operations, and we recognize that these initiatives demand constant attention at all levels of our organization.

One of the most pressing challenges that we've addressed at Burlodge since 2019 is confronting issues around climate change. We've dedicated ourselves to taking real, measurable action. We've enlisted the services of third-party sustainability consultants, taken stock and calculated our emissions, identified ways to steadily decarbonise, and continued to refine our equipment design to reflect these priorities.

We have a responsibility to take a leading role in fighting the climate crisis. These goals will be integral to our company's business goals and will help guide our efforts to enact positive change wherever we operate.



People

Heart of Our Organization

Burlodge's ideals are best summed up in our company tagline: Together, We Work. In short, there is strength in how we engage with one another, both internally and externally. As a company that connects across countries and continents, we believe successes are best celebrated when shared with everyone involved – from clients to suppliers to staff alike.

We take pride in the longevity and durability of our equipment and are committed to long term client relationships. From the connections our sales teams establish to the training we provide during and after installation to the ongoing service that our technicians and support staff offer, we maintain strong interactions throughout the life of our equipment. We stand behind our equipment every step of the way because it demonstrates our conviction and brand of care that's synonymous with the Burlodge name.

Diversity, Equity, and Inclusion

Our differences and diversity are an enduring strength for Burlodge. We're proud that across all our offices our staff reflects a range of cultures, nationalities, and ethnicities. We foster a work environment that welcomes a variety of thoughts and opinion, and we're proud to provide equal pay for work of equal value.

Those qualities further reassert our guiding principle of Together, We Work. The sheer breadth of perspectives and experiences that each of our staff brings to the table allows us to appreciate viewpoints that we may not otherwise encounter.



A truly effective Diversity, Equity, and Inclusion policy must involve training and opportunities for staff to develop skills and fulfil their potential. These activities further enhance competencies and optimise efficiencies throughout the organisation.

Dignity and respect must be foremost in our work environment. We're responsible for creating an atmosphere where individual differences and contributions are both valued and celebrated. It bears stating that we have zero tolerance for any form of bullying, discrimination, harassment, or victimization.



Opportunities for Young Talent

To help advance young careers, Burlodge offers meaningful, frontline work experiences for young people. By helping to acquaint budding professionals with the industry, we're able to highlight a variety of potential career paths while providing on-the-job experience.

Some of our initiatives include awarding scholarships within healthcare foodservice management courses. Work-study placements for young talent in their respective fields (dietitians, logistics, accounting) provide real-world experience they can build on. We also offer over-seas apprenticeships as another avenue to gain a helpful, hands-on understanding of the nuts and bolts of the industry.

Burlodge also collaborates with educational institutions and offers teaching professionals access to our University of Burlodge app. This provides food service education pertaining to hospitals and long term care (LTC) facilities. We also conduct guest lectures to budding food service professionals to give them a first-hand understanding of day-to-day operations.

Modern Slavery

As a global organization that relies upon an extensive supply chain of trusted partners, Burlodge upholds strict policies and procedures regarding how we operate. We take measures to ensure we avoid interacting with any operations that demonstrate any practices associated with modern slavery, including slavery, servitude, forced and compulsory labour, and human trafficking. We are vigilant about these policies and processes and expect our suppliers (and their respective networks) to maintain standards that value health and safety, ethical trading, environmental and social practices. If any issues or concerns are identified, they are reported to management and corrective action is initiated if warranted.



Environment

We believe in action over intention. The climate crisis demands investment and commitment from every organization, and it's our ambition to take definitive, calculable, targeted steps towards decarbonising our operations. As any organization undertaking these efforts understands, there are challenges every step of the way. By first clarifying 'why' it's important to enact these shifts – and that everyone in the company can contribute to these goals through their actions – together, we can take the strides necessary to make meaningful change.

What We've Done to Date

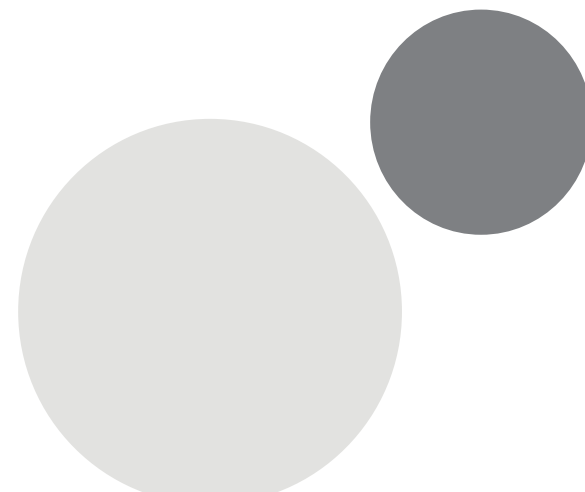
We have enlisted the services of a third-party consultant, Bioregional, who have recently completed a full carbon footprint assessment of our company across scopes 1, 2, and all applicable (11 of 15) scope 3 categories.

For the past three years we have been calculating Scopes 1 and 2, and this has helped us make significant improvements. We have already made reductions in energy consumption across our sites and invested to further shrink our Scope 1 and 2 emissions. Part of that effort has been to introduce hybrid cars to our respective fleets, and we will gradually replace combustion engine models.

We've measured the carbon footprint of our full value chain and are now better positioned to reduce emissions. That process includes all

relevant Scope 3 categories according to the Greenhouse Gas Protocol and it sets carbon reduction targets based on the Science Based Targets initiative (SBTi) Corporate Net Standard. Also, we've increased staff training and awareness on carbon emissions and detailed how Burlodge intends to achieve Net Zero.

By taking these measures, we have a greater appreciation of the environmental impact of our operations. We've been able to implement specific sustainable practices that make a definitive difference. Looking ahead, we will continue to assess our current path and implement practices and programs across our organization that contribute to our overall reduction goals.



Environment

Our Targets and Roadmap on How to Achieve Them

As any organization undertaking carbon reduction measures understands, it's important to invest the necessary time and resources upfront to clearly define the path ahead. Since 2020, Burlodge has devoted itself to establishing an operational baseline from which it can determine its carbon reduction effectiveness. In doing so, we follow the SBTi Net-Zero Standard's definition of corporate Net Zero, which includes:

- Reducing absolute scope 1, 2 and 3 emissions by 90% by 2050 as a minimum to align with a 1.5C pathway
- Permanently neutralising any residual emissions at the Net Zero target year and any GHG emissions released into the atmosphere thereafter

The SBTi is a global body that defines and promotes best practices in science-based target setting.



Burlodge Near-term targets

- We commit to reduce absolute scope 1 and 2 GHG emissions 42% by 2030 from a 2022/23 base year
- We commit to reduce absolute scope 3 GHG emissions 30% by 2030 from a 2022/23 base year

Burlodge Long-term targets

We commit to reach net zero GHG emissions across our value chain by 2045 from a 2022/23 base year (90% absolute reduction).

Achieving these targets requires good governance and a genuine commitment to sustainability throughout our entire organization. That means clarifying roles and responsibilities that support the overall strategy while giving our teams ownership and agency over the process. This will involve a balance of training, skills-building, data collection and monitoring and collaboration across Burlodge. These activities will truly reflect the Together, We Work ideals that we always aim to achieve.



Five priority areas in the value chain have been identified to drive decarbonisation. These priority areas cover both direct and indirect emissions. Under each area, actions are set to reduce emissions in line with both near-term and long-term targets. Delivering on Burlodge's net-zero commitments will require ongoing monitoring, review and revision of progress, priorities and level of ambition.



Energy efficient and low carbon buildings – Working to decarbonise and improve the energy efficiency of the buildings we manage, including our offices and factories



Low carbon vehicles – Switching our vehicle fleet to hybrid and electric



Product sourcing and suppliers – Steadily reducing the cradle to grave impact of our products and working with our suppliers to decarbonise our supply chain



Product energy use and circular design – Through design and technology we're reducing the resource and energy use of our products, and prioritising reuse and repair



Logistics – Limiting our travel impacts, from the movement of our staff to the third-party transport in our supply chain



Environment

Why We Believe This is Important

Business today has a stronger societal role to play than ever before. It's important to lead with action, provide clearly defined objectives, and reasonable – not distant – timelines.

These are not abstract ideas that reside outside of Burlodge's core mission. Rather, significant environmental stewardship places these ideas at the heart of high-level decision making. Again, we are translating ideals into action; aims into results. It's important that the entire Burlodge organization is not just aligned with these objectives but genuinely enthusiastic about accomplishing these goals together.

Circular Economy

The life span of Burlodge equipment is the greatest testament to its performance and our contribution to the circular economy. Those benefits begin at the design stage as production of Burlodge equipment involves using as high a proportion of recyclable materials as possible.

Our engineers design equipment to be easily serviceable and simple to replace components. It's backed with a strong service package along with our factory-trained engineers and trusted service partners who further optimize longevity when providing service.

We always encourage reuse, recycling and repurposing wherever possible, notably with our pallets and packaging. We always assess the viability of equipment to determine if it – or parts – can be repurposed. In some cases, our equipment is donated. We collaborate with trusted companies like Pure Planet (UK) and Ecologic (France) to determine what can be salvaged to maximize possible usages.

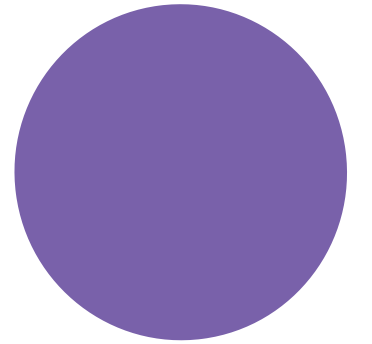


Environment

Supporting Local Communities

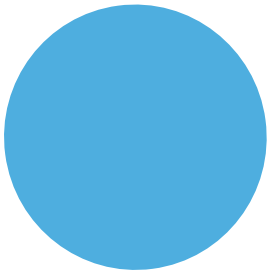
Every community has its needs and wherever Burlodge operates, we work to identify how we can make a positive impact. That goal finds expression in several different ways, but typically focuses on where our expertise is strongest: within food service and nutrition.

Burlodge offices worldwide engage in many activities that support their local communities such as raising funds for foodbanks during the holiday season, contributing funds to local sports teams so that sport for children is accessible by all, and proving funds since 2001 to the Make a Wish Foundation. Burlodge is a Silver Sponsor of IDDSI (International Dysphagia Diet Standardization Initiative) and volunteers time and expertise to the food manufacturing sector as they test and evaluate new food recipes and methods of reheat in healthcare specific settings.



Final Word

We believe clients are more inclined to develop enduring relationships with companies that demonstrate strong corporate social responsibility. That alignment of values is an ever more critical component in our client connections. We've integrated these practices into our long term business strategy not because of trends or that we feel obliged to cultivate our image. We do it because Burlodge aspires to be a company respected for being the best in our industry and for taking progressive steps towards bettering our world.



burlodge.com

