



Sustainability: A Transparent Dialogue With Customers

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Bon Appétit Management Co.

- Onsite restaurants for corporations, colleges & universities and specialty venues
- Committed to fresh, seasonal food
- Industry leader in socially responsible practices
- Flavor is at the heart of everything we do
- 400 locations in 30 states
- \$550+ million in revenues
- 10,000 employees
- Over 120 million meals served annually



Bon Appétit's definition for sustainable food service:

Food choices that celebrate flavor, affirm regional cultural traditions, and support local communities without compromising air, water or soil now and in the future

Timeline

- Farm to Fork (since 1999)
- Seafood Watch (since 2002)
- rBGH-free (since 2002)
- Reduced antibiotics (since 2003)
- Circle of Responsibility (since 2003)
- Trans fat-free (since 2004)
- Cage-free shell eggs (since 2005)
- BAMCO Foundation (since 2005)
- Low Carbon Diet (since 2007)
- Coalition of Immokalee Workers (since 2009)

Where does my food come from?

Guests want to know the origins and story of where their food comes from and by whom it was grown



What we've done...

- At least 20% of our ingredients are purchased from a small local farm or artisan within 150 miles of each kitchen and are seasonal and minimally processed.
- Created a code of conduct for farmworker treatment and signed a ground-breaking agreement with the Coalition of Immokalee Workers

Remaining Challenges...

- Lack of transparency in supply chain for commodity products
- Veil of silence hiding unfair farm labor practices



What is your business's carbon footprint?

Guests want to know if a company is environmentally responsible



We know food matters

- Food system contributes as much as 1/3 of total greenhouse gas emissions on a global basis.
- Livestock operations contribute 18% of all greenhouse gas emissions worldwide, exceeding the transportation sector.

What we've done...

Our Low Carbon Diet is the first program to truly make the connection between food and climate change.

- Reduced beef purchases by 33% and cheese by 10%
- Purchase all meat, vegetables, bottled water, and non-tropical fruit from North America
- Eliminated 90% of air-freighted seafood
- Reduced food waste by 20%
- Conducting energy & water audits



Remaining challenges

- Lack of Country of Origin labeling requirements for all sectors
- Lack of information about transportation method information
- Inadequate data collection infrastructure

Is my food safe?

Guests want to know if they are going to get sick





What we've done...

- Quality assurance team
- Safe food handling training
- Worked to reduce antibiotic use in animal husbandry



Remaining Challenges

Environmental health impacts from food and farm animal production

- Waste management
- Nitrogen run-off
- Worker and community health
- Inconsistent regulations from state to state

Other Challenges and Concerns

- Animal welfare - *68% of people believe the government should take an active role in promoting farm animal welfare*
- Sustainable seafood – *wild-caught seafood headed for commercial extinction by 2048*
- Water – *nearly half the water consumed in the United States is used to grow feed for cattle and other livestock -- while our precious stores of fresh water dwindle at an alarming rate*
- Obesity – *we can't solve the healthcare crisis without addressing a food system geared towards empty calories and overeating*