

**DO & CO**

# The Gourmet Entertainment Company

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1 - 3 Quarters 2023/2024  
Company Presentation

DO & CO Aktiengesellschaft  
Vienna, February 2024



# Company Overview

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**1 Company Overview**

2 Airline Catering

3 International Event Catering

4 Restaurants, Lounges & Hotels

5 Sustainability



# What makes us different

DO & CO brings a personal touch to the most prestigious experiences in the world. Delivering restaurant quality regardless of the limitations.

Using only the best ingredients with **no additives, flavor enhancers or preservatives.**



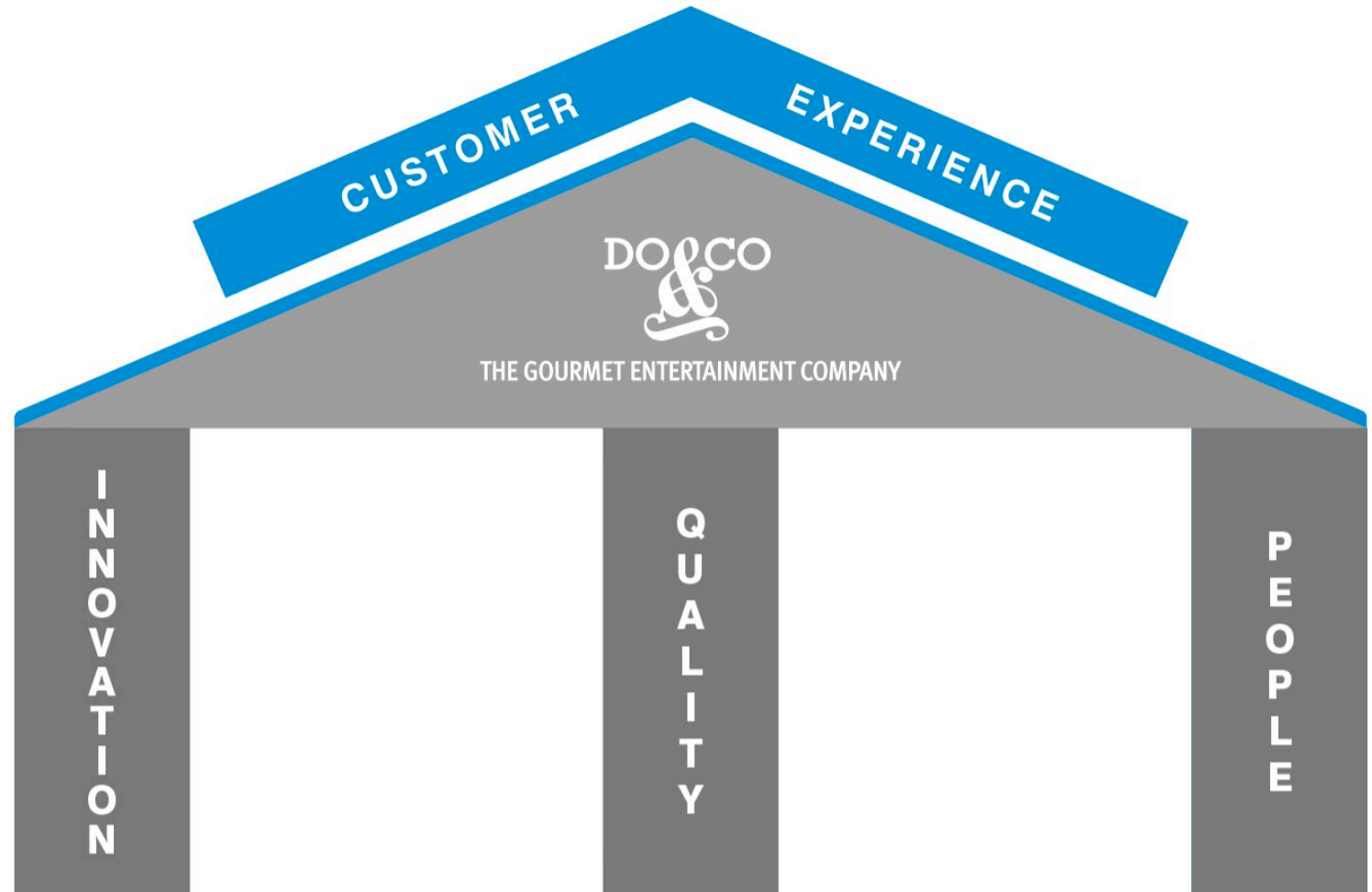


# The 3 main pillars of the DO & CO DNA

## THE 3 MAIN PILLARS OF THE DO & CO DNA

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Back to the roots and what we stand for

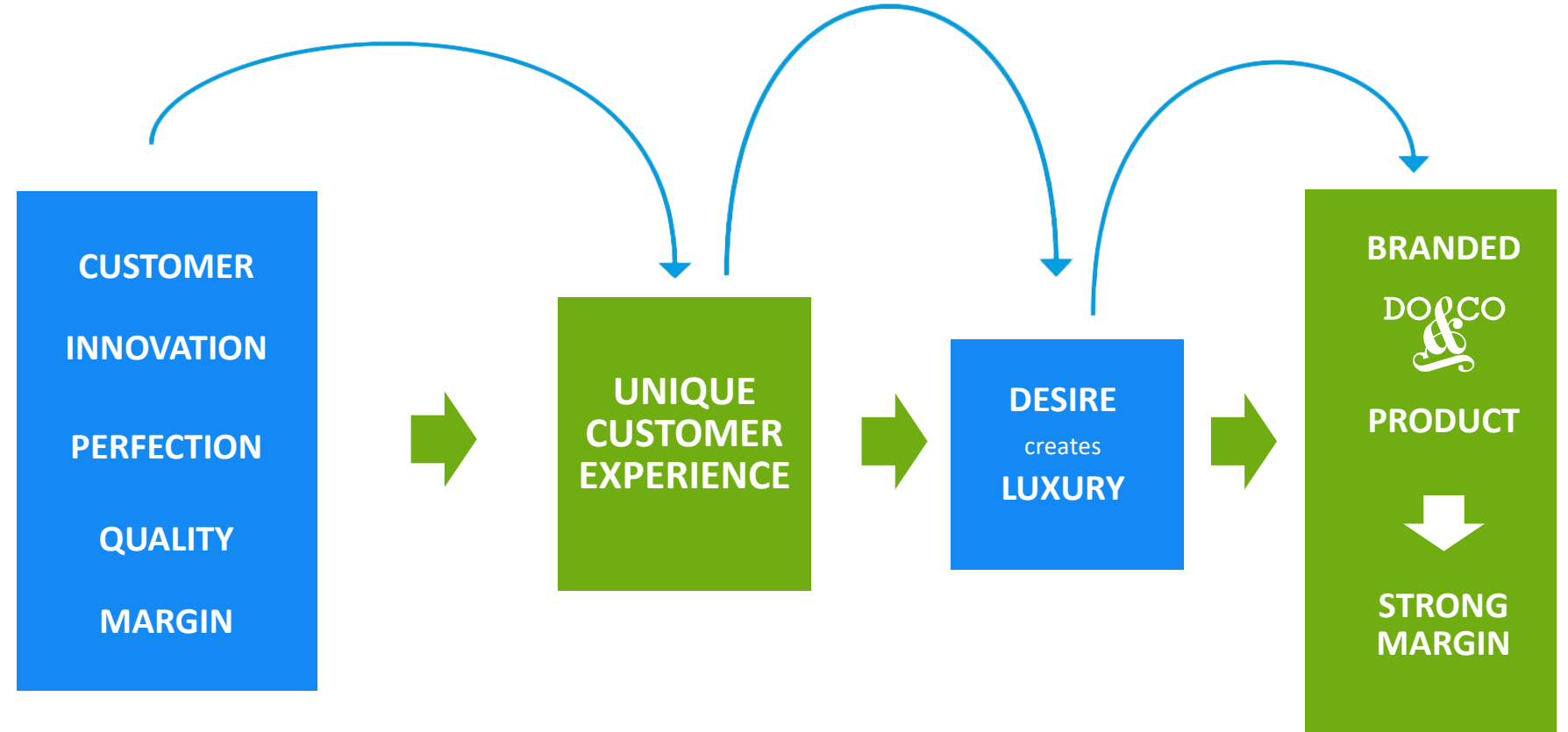




## THE DO & CO PRINCIPLES

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# The DO & CO principles



# Our Culinary Platform

Our vertically integrated approach means we constantly innovate upon our global culinary platform.

Highest customer satisfaction through always prioritizing innovation, sustainable high quality and motivation of people.

## AIRLINE CATERING



## INTERNATIONAL EVENT CATERING



## RESTAURANTS LOUNGES | HOTELS



## GOURMET KITCHENS

BRAND | KNOW HOW | INNOVATION | MOTIVATION | CUSTOMERS

- 33 gourmet kitchens
- on 3 continents
- more than 60 airline customers

- leading premium hospitality
- worldwide activities
- events in any size

- DO & CO's DNA
- brand awareness
- training center and R & D

# Our Brand Portfolio

Valued by customers with a legacy of quality and tradition.

Our track record has led to us being a preferred partner for premium gourmet entertainment for over 30 years.



**Culinary delights from around the world**  
DO & CO's restaurants draw on culinary traditions from across the globe, creating elegant and inspired menus that offer gourmet dishes for every taste.



**World renowned patisserie and confectionery since 1786**  
Historic purveyor of confectionery to the imperial court of Austria, Demel is a Viennese icon specializing in all things sweet.



**Japanese inspired sharing dishes**  
Inspired by the skill, precision and inventiveness of Japanese cuisine, ONYX serves the freshest sashimi, sushi and ceviche from its raw bar, and bold, fiery dishes from the robata grill.



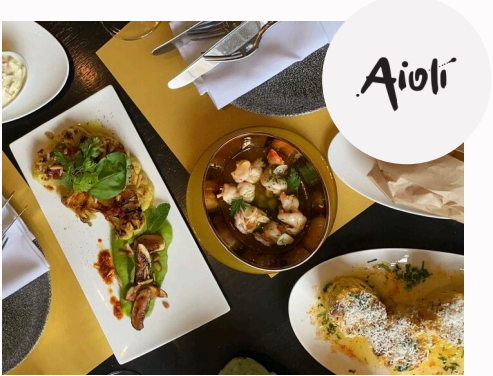
**Luxurious Milanese Pizza**  
Time-honoured tradition meets luxurious produce to create next-level pizzas that draw on Milan's stylish and sophisticated character.



**The quintessential luxury Parisian Épicerie**  
Hédiard was established as a luxury importer of teas, spices and delicacies from around the world in 1854, growing to become a cultural export of its own with a worldwide following.



**Premium, market-fresh food to go**  
Henry provides fresh, quality meals and snacks from around the world, to be eaten on the go, in the office or at home. It emphasizes freshness of ingredients and preparation.



**Casual and Mediterranean**  
the Aioli brand embodies southern-European flair and Mediterranean cuisine. Its young, dynamic image and flexible pricing enables the brand to attract a broad audience.



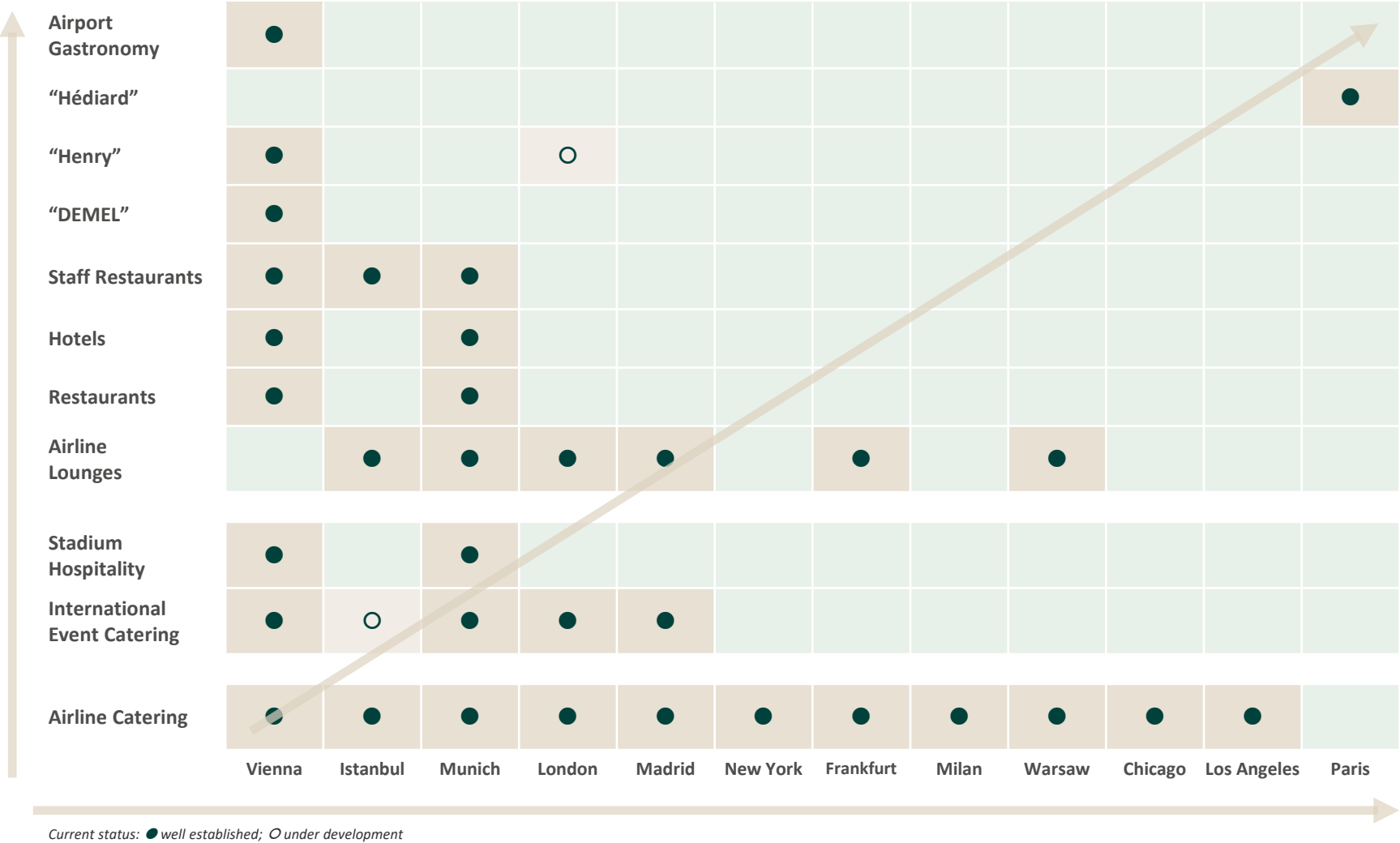
# Our Locations

multi region strategy, leveraging  
infrastructure and brand awareness



# Diversification

the three dimensions of growth



# BUSINESS CASE - DO & CO MUNICH



## Acquisition of Arena One

- +500 employees (+700 part-time)
- major clients
  - FC Bayern Munich Allianz Arena
  - Olympic Park Munich
  - 30 E.ON staff restaurants in Germany



## FC Bayern Munich

- extension of contract until 2030
- 83 employees



## Olympic Park Munich

- extension of contract until 2028
- > 200 VIP events annually



## DO & CO Hotel Munich

- next to Marienplatz
- boutique hotel
- two restaurants, roof top
- contract until 2030 / 2050



## NFL Match in Allianz Arena

- Tampa Bay Buccaneers – Seattle Seahawks
- first NFL match ever in Germany



## SAP Garden

- opening in 2024
- multifunctional arena
- public & VIP hospital
- contract already signed

2013

2014

2015

2016

2017

2018

2019

2020

2021

2022

2023

2024



## Airline Catering Munich

- 37 employees
- € 4.5m sales
- no lounges



## Emirates

- new client in MUC and DUS
- inflight catering
- Business Class Lounge



## Thai Airways

- new client in MUC and DUS



## Singapore Airlines

- new client in MUC, DUS and FRA



## EURO 2020

- 4 matches (including one quarter final) in Allianz Arena
- postponed to 2021 due to corona



## EURO 2024

- in Germany
- 6 matches in Allianz Arena



# Airline Catering

# 2

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- 1 Highlights
  - 2 Airline Catering**
  - 3 International Event Catering
  - 4 Restaurants, Lounges & Hotels
  - 5 Sustainability



## Our mission

the best restaurant  
experience over 39,000 feet

- operated by DO & CO

1-3 Quarters 2023/2024 vs. Q1-Q3 2022/2023



- global air traffic is back – load factors in all classes very good
- DO & CO wins numerous tenders and continuous to expand its customer base




## Award Winning Premium Airline Catering

- freshly prepared menus
- Gourmet Entertainment by DO & CO
- various wins of significant airline catering customers
- multiple times awarded by SKYTRAX





Customer satisfaction  
proven for onboard  
catering and airline  
lounges

	2017	2018	2019	2021	2022	2023
Business Class Onboard Catering	1 Turkish Airlines	1 Austrian Airlines	1 Austrian Airlines	1 Turkish Airlines	1 Turkish Airlines	1 Turkish Airlines 5 Austrian Airlines
Premium Economy Class Airline Catering			1 Austrian Airlines	1 British Airways		9 Austrian Airlines 10 British Airways
Economy Class Airline Catering	2 Turkish Airlines				4 Turkish Airlines	1 Turkish Airlines
FC Airline Lounge Catering	1 Lufthansa	2 Lufthansa		1 Lufthansa	3 Lufthansa	
BC Airline Lounge	1 Turkish Airlines	1 Turkish Airlines		1 Turkish Airlines	3 Turkish Airlines	6 Turkish Airlines
BC Lounge Dining Catering	1 Turkish Airlines	1 Turkish Airlines			2 Turkish Airlines	4 Turkish Airlines

# International Event Catering

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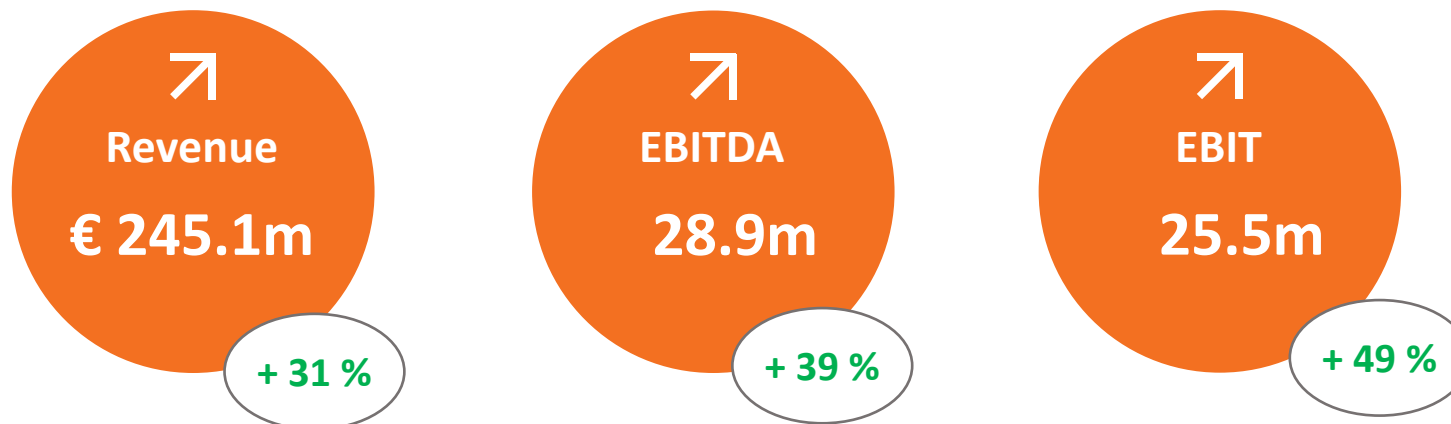


## Our mission

the world's leading  
premium hospitality and  
gourmet entertainment  
experience

- innovative concepts
- best quality
- personalized service

**1-3 Quarters 2023/2024** vs. Q1-Q3 2022/2023



- best 3 quarters in history since DO & CO is founded
- Formula 1 Las Vegas :  
biggest sport event ever – DO & CO delivered top experience for 70,000 VIP guests

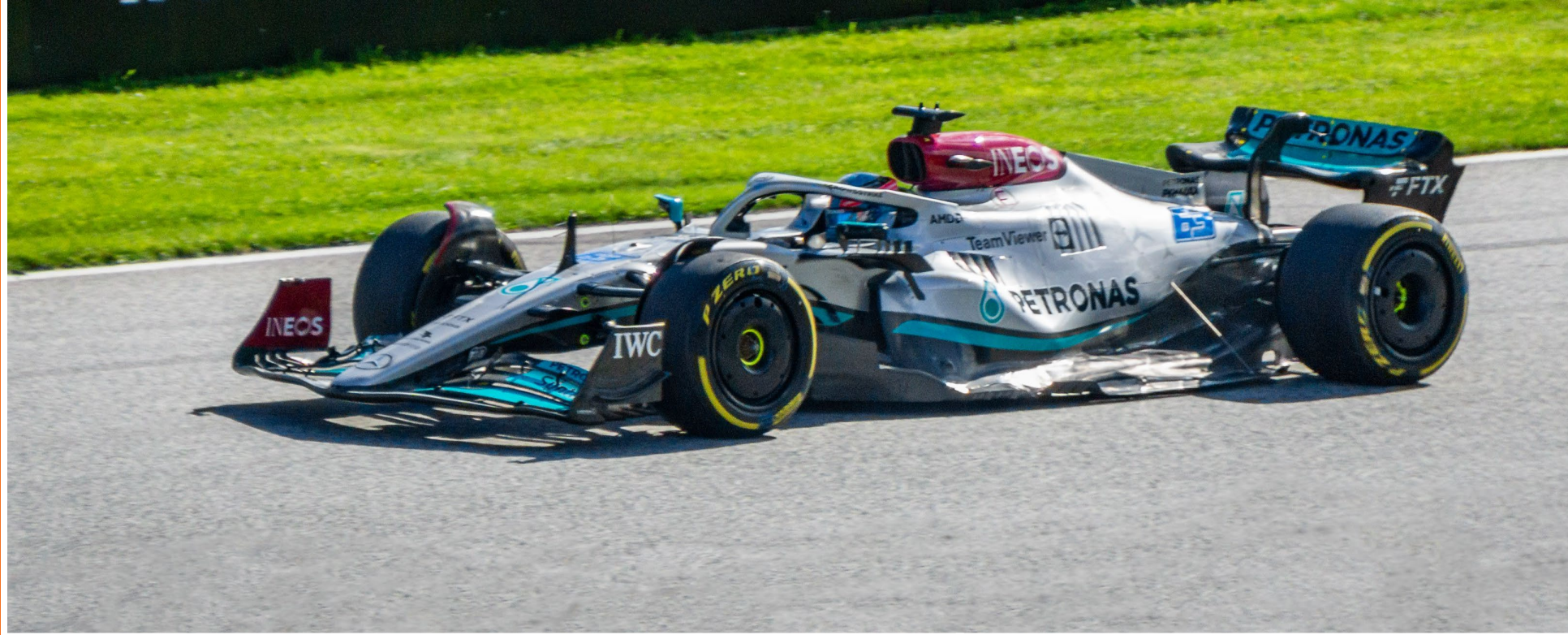




## Formula 1

### DO & CO's 32<sup>nd</sup> Season

- Paddock Club :  
hospitality benchmark for the  
global sports hospitality  
industry
- very high customer satisfaction  
rate in 2023 for DO & CO's  
performance in F1
- increase of guest numbers in  
almost all locations
- Formula 1 in Las Vegas – the  
biggest hospitality experience  
ever in sports





## Event Catering in Munich

DO & CO is responsible  
for the culinary delights  
at many top-class events

- long term partnership with FC Bayern Munich
- DO & CO in charge of VIP hospitality and public catering at Allianz Arena
- first NFL Match in Germany in a sold-out Allianz Arena
- Olympic Park : venue for numerous events (concerts, festivals etc.)





3 International Event Catering

**ATP Masters 1000 Madrid**

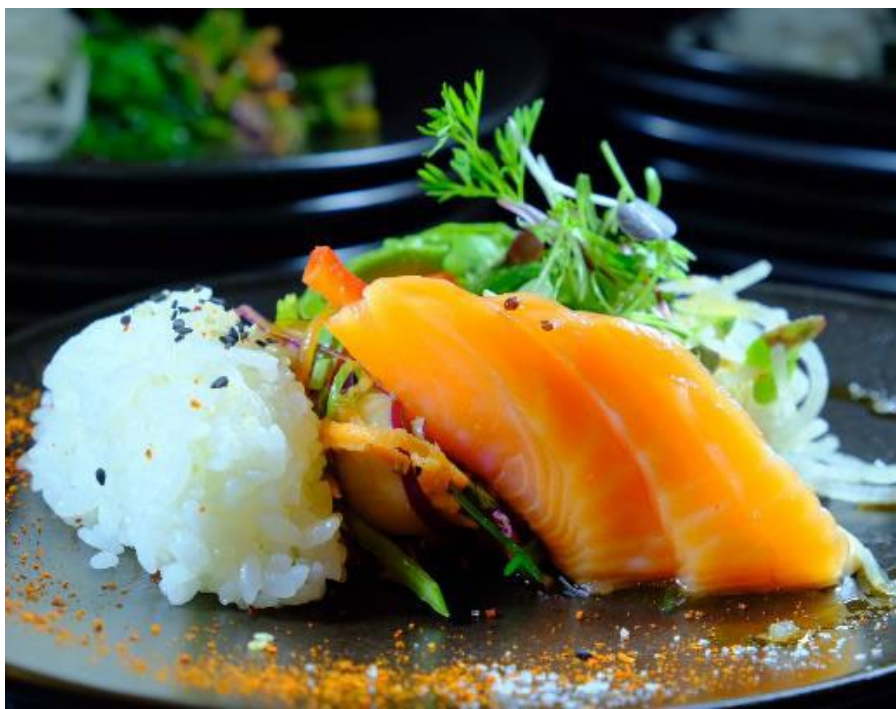
**UEFA Championsleague  
Final 2023 in Istanbul**

**SKI RACING – Kitzbühel  
2024**

**FC BAYERN MUNICH**

Allianz Arena / all year round

the most prestigious  
sport events in the world -  
powered by DO & CO





## Outlook - EURO 2024

- DO & CO will be hospitality partner of UEFA for the European Football Championship EURO 2024 (6<sup>th</sup> time in a row, since 2004)
- VIPs and sponsors at 51 matches in all 10 stadiums
- additionally public catering in Munich / Allianz Arena
- food production in 4 DO & CO gourmet kitchens in Germany
- regional cuisines and flavours will be combined with iconic dishes from the participating teams

### DO & CO BERLIN

*Located to serve*  
**Hamburg  
Leipzig**

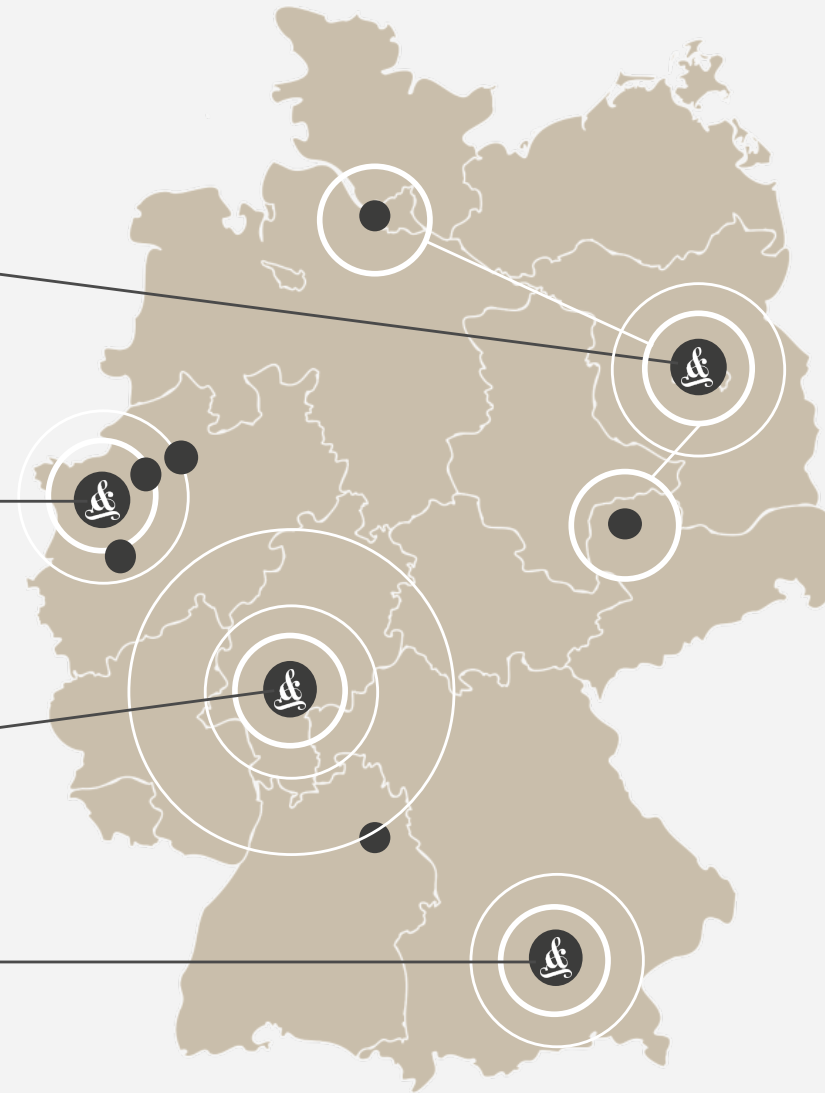
### DO & CO DÜSSELDORF

*Located to serve*  
**Cologne  
Dortmund  
Gelsenkirchen**

### DO & CO FRANKFURT

*Located to serve*  
**Stuttgart**

### DO & CO MUNICH





# Restaurants, Lounges & Hotels

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**4 Restaurants, Lounges & Hotels**

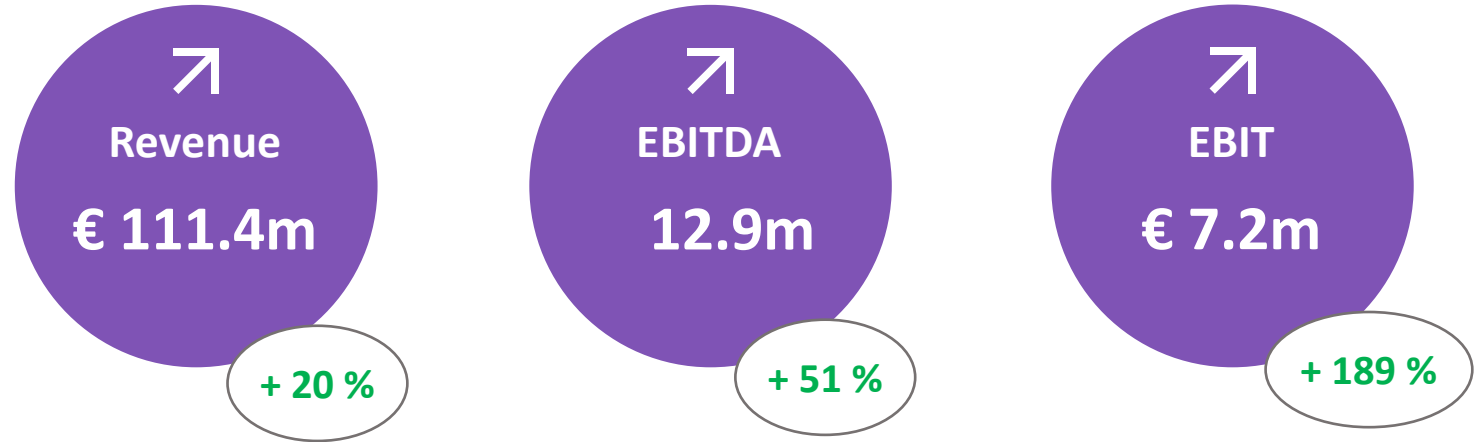
5 Sustainability



## Our mission

Innovative,  
best quality and  
personalized  
customer experience

1-3 Quarters 2023/2024 vs. Q1-Q3 2022/2023



- strong sales and margin improvement compared to Q1-Q3 2023/2024
- DO & CO's DNA since 1981  
inspiration for innovation and unique customer experience for all for all divisions
- new set up of DEMEL with significant sales and margin improvements

ONYX  
VIENNA

Aioli

DO&CO

GIACOMO  
MILANO

DO&CO  
HOME

1854  
HEDIARD  
PARIS

Henry  
the art of living

DEMEL  
K.A.F. HOFZUCKERBÄCKEN  
WIEN 1790

DO&CO  
HOTELS  
VIENNA  
MUNICH



4 Restaurants, Lounges & Hotels

## DEMEL

K. u. K. Hofzuckerbäcker  
since 1786

- new concept very successful
- size of shop doubled – significant sales and margin improvements
- ground floor :  
shop only and to go products
- first and second floor :  
cafés only – high turnover with local and international guests
- Viennese Kaiserschmarrn  
attracting many customers
- DEMEL goes New York /  
Manhattan





4 Restaurants, Lounges & Hotels

## DO & CO Hotel and Restaurants in Vienna

### HAAS HAUS & ALBERTINA

- one of the most scenic locations of the city
- basis for the group's R & D and innovation activities
- benchmark for best quality and best hospitality experience





4 Restaurants, Lounges & Hotels

## DO & CO Hotel and Restaurants in Munich

- “A Luxury Boutique Hotel in the heart of Munich”
- two restaurants at the same location:
  - ground floor  
**DO & CO BISTRO**
  - first floor  
**DO & CO RESTAURANT**





4 Restaurants, Lounges & Hotels

**A wide range of additional activities all around the world**

- **HÉDIARD** : prestigious French luxury food brand
- **HENRY** : premium, market fresh ingredients, always handmade
- **LOUNGES** : award-winning, trend setting Premium Lounges
- **AIRPORT HOSPITALITY** : increased traffic and passenger numbers show positive impact on sales



# Sustainability

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KPI Highlights

- renewable energy target met ahead of deadline
- increased gender diversity in employee workforce and top management

Catch of the day

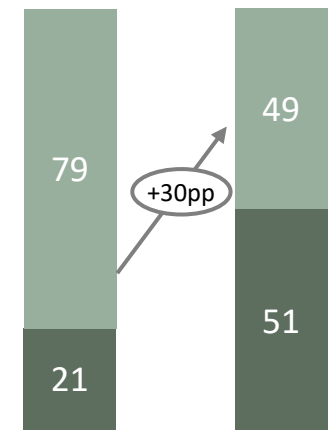
Top 10 KPIs

E	Scope 1 emissions
	Scope 2 emissions
	% Veg meals
	Waste intensity
S	# Food safety incidents
	% Voluntary turnover
	% Female employees
	# Injuries per mn hrs worked
	# Training hrs per employee
G	# corruption cases

Performance Highlights

Environmental

Total Renewable energy use (in %)

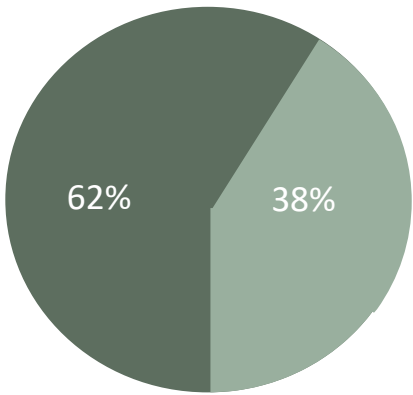


- Turkish unit achieves **full transition to renewable electricity** ahead of timeline
- Global **renewable energy** consumption moves to **over 50%!**
- Implied **scope 2 reduction of >20%** (market-based)

Renewable  
Non-renewable

Social

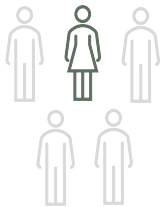
Gender split of newly hired employees (in %)



- Gender diversity:** >3,000 people hired with 38 % female hires (vs 36 % FY2022)
- Ethnic diversity:** Hired from 30+ different nationalities

Male  
Female

Governance



1<sup>st</sup> time **20% female representation** in management board

20%

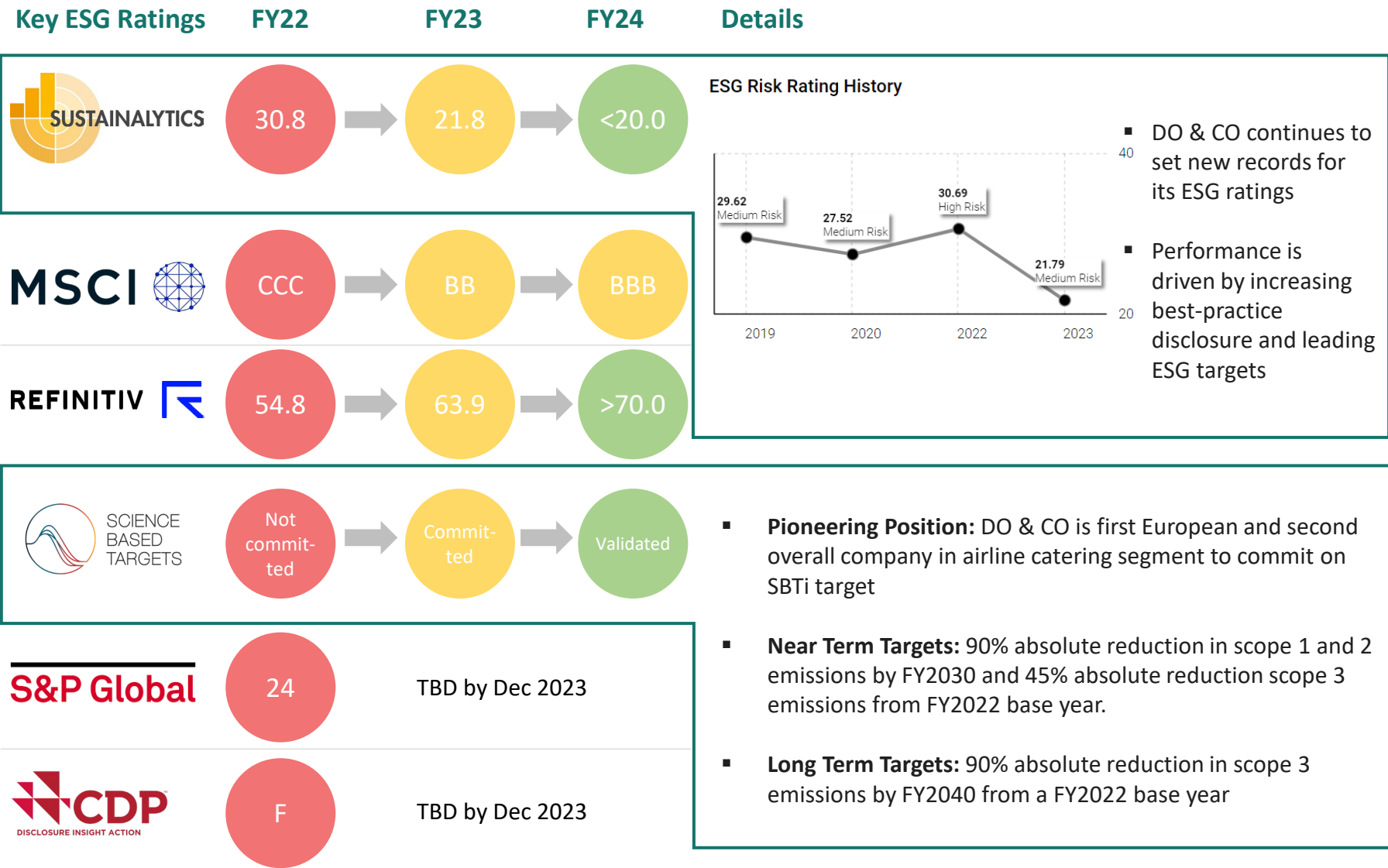
of variable board remuneration linked to ESG targets

0

Continuous zero cases of corruption recorded

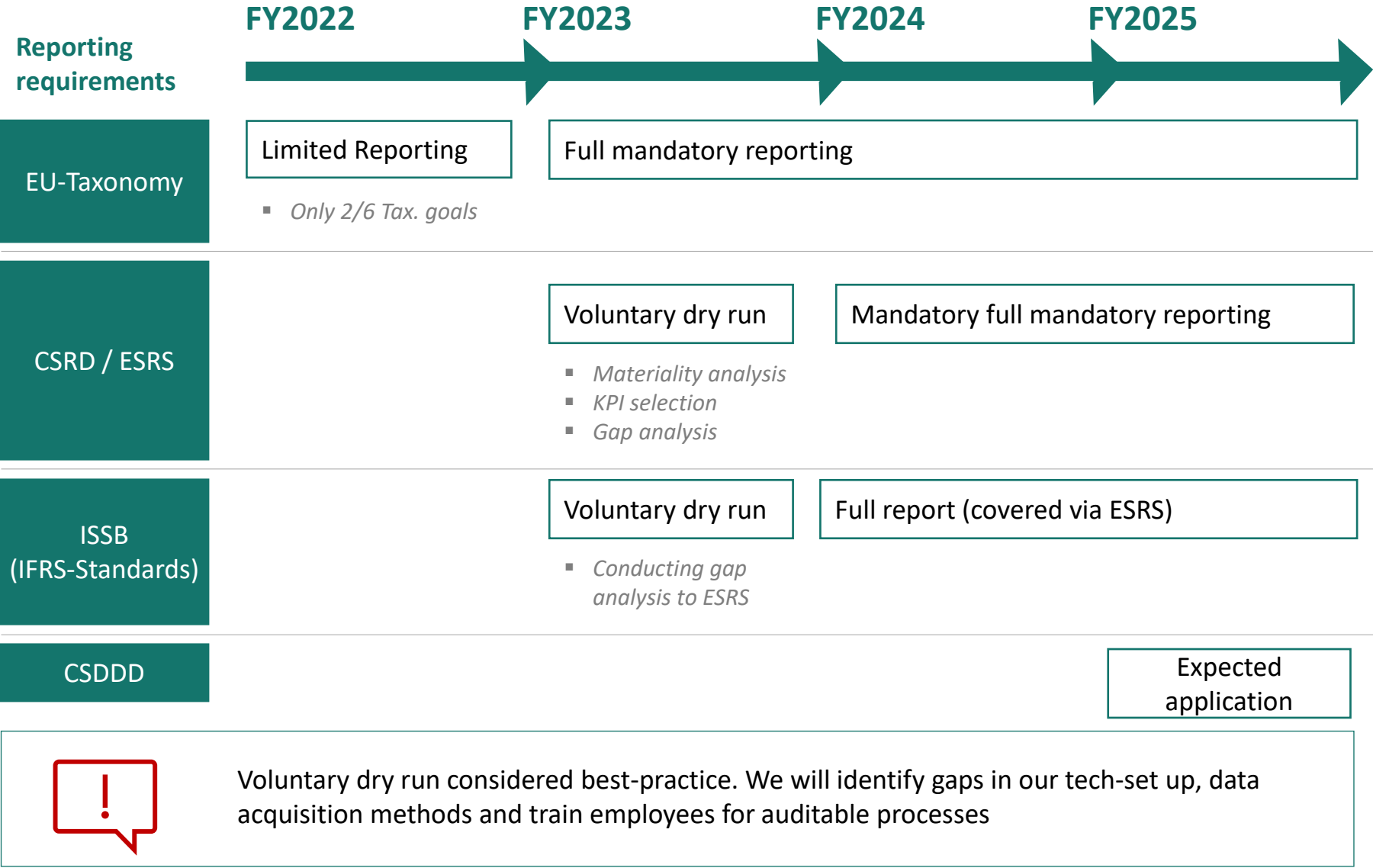
ESG rating

significant upwards trajectory in DO & CO sustainability performance reflected in ESG ratings





Parallel to driving our sustainability initiatives, we also manage new mandatory reporting requirements



# Contact Details

## Investor Relations

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