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Consumer Health & Nutrition Policy

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Distributed to all employees of DO & CO

A. Introduction:

DO & CO takes consumer health and nutrition seriously. To consider the optimal health and nutritional service to our consumers, we differentiate between *what* and *how much* our consumers eat.

To improve *what* our consumers eat we choose the highest quality ingredients, adhere to rigorous safety procedures, and offer various meal options such as vegetarian, vegan, halal, meat, and fish dishes to ensure meal diversification and adaptation to various food allergies. For us *what* we serve plays a crucial role, since by ensuring product quality, providing high nutritional value, and complying with the regulatory procedures of the food production process we contribute to consumer health and quality nutrition.

How much our consumers eat is equally important to their health and well-being. Overconsumption is a significant concern in the food service industry. Consumers may choose to eat too much of the risk ingredients, such as salt, fat or sugars in total take in too large meal portions. In the context of airline catering consumers may not usually choose excessive amounts to consume. However, we can influence overconsumption by defining portion sizes and meal formulation and educating our customers about healthy eating behaviour.

Our main target and responsibility are to ensure the appropriate size and quality of the provided portions to contribute to health and nutrition targets. On the contrary, for our restaurant and international event segment overconsumption can pose a risk to consumer health. We take actions to prevent this via consumer education, appropriate sizing as well as responsible marketing.

B. Product safety and quality:

Definition: The World Health Organization has outlined specific guidelines for food safety, which can be used to also define what product safety and quality entail. These guidelines include ensuring that food is properly prepared, stored, and transported to prevent contamination and that any food that is not fit for consumption is discarded. Additionally, WHO recommends that food handlers be properly trained and that facilities where food is prepared to meet appropriate sanitary standards.

Our Position: Product safety and quality is the highest priority of DO & CO. This is illustrated by the rigorous approaches outlined in Food Safety Policies for our three business areas, Airline Catering, Event Catering and Restaurants. To secure high food standards we conduct hazard analyses and risk assessments as well as follow certified production processes and improvement mechanisms to ensure product quality and health risk minimization for our customers.





Our Commitment & Targets: DO & CO has been committed since its early days to delivering the highest product quality and ensuring customer satisfaction. This commitment has served as the foundation for our company's success and appeal to our customers. Despite our already rigorous efforts to be in line with all safety regulations, we aim at maintaining the highest health and food safety standards, according to the latest regulatory updates. Furthermore, keeping in mind that DO & CO manages a massive amount of food and that entails an inherent danger of potential mismanagement and error, in the case of an incident, we commit to investigating thoroughly its origin and take the necessary corrective action to prevent its re-occurrence. That is why we aim at extending our targets and actions to secure our customer's satisfaction and safety. Some of our future targets include:

- Extending meal ingredients and allergy control for all our meals by 2025.
- Increase internal and external health audits and inspections by physical presence in all our operations, focusing on our production sites.
- Increase employee training and food safety awareness programmes.
- Subject our suppliers to the highest food safety standards and conduct regular audits to ensure their compliance.

C. Consumer nutrition (including reformulation, over-consumption etc.):

Definition: Consumer nutrition refers to food products, their ingredients and nutritional value, i.e., fat, protein, carbohydrates and associated calories, vitamins, minerals etc., provided to people. Consumers may choose from products with different health benefits and should have the opportunity to consider the health risks associated with risky ingredients. Overconsumption is also an aspect included in this context and refers to the excessive consumption of food provided by customers.

Our Position: At DO & CO we value the consumer's nutrition, and we are committed to increasing our efforts to ensure that the needs of the customers are met. Being a provider of food services entails a great responsibility to potential consumers of our products and based on that fact we are determined to provide them with the necessary information that safeguards their well-being and accounts for any potential dangers, e.g., concerning allergies or overconsumption of certain ingredients.

Furthermore, we positively regard the growing awareness regarding meat consumption and production and acknowledge that an increasing amount of our customers have varying dietary habits. In this context, we reiterate our position as a vegetarian, pescetarian, halal, vegan, lactose, and gluten-free friendly provider of food services. As such, we deem it important to take into consideration the guidelines for a balanced diet and offer an array of food choices that provide a well-balanced nutritional menu, with fresh and healthy ingredients.

Lastly, we are proud not to use artificial ingredients or additives in our food and can hence ensure that consumers are not exposed to any health risks associated with these. Yet, in accordance with WHO recommendations for healthy food, we have identified the main risk ingredients in our products as processed sugar, salt, and saturated fats. In this sense, our focus lies in reducing these risk ingredients to optimise the health benefits of our meals.

Our Commitment & Targets: Based on the above, DO & CO commits to its plan, to further develop its menu choices in events, airline meals or restaurants, to reflect a balanced diet. The pathway to achieving that in our view is, basing our products on fresh, healthy ingredients, thus limiting our customer's exposure to unhealthy compounds such as saturated fat and processed sugars, without





sacrificing the deliciousness of our meals. As also state above, we respect our customers' right to meatless options, respecting and treating with care any genetic intolerances to gluten and lactose, as well as religion-based dietary habits. Below we have outlined some additional and specific targets that will enable us to move forward towards that direction. Our targets have been informed by international dietary standards, outlined by the WHO:

- By the end of 2023 craft a "DO & CO Healthy & Sustainable Food" Guidelines, which will be informed by WHO nutritional guidelines.
- By 2030 reformulate at least 80% of our meals to decrease salt, fat, and sugar share in the frame of "DO & CO Healthy & Sustainable Food" Guidelines. A specific target is to be set by 2024 after the baseline has been set.
- Increase the proportion of plant-based as well as plant-forward meals, while not fully removing meat but decreasing its share by 2025.
- Develop training programs and awareness campaigns and conduct workshops for our chefs and general cooking staff to adjust to the reformulated meal requirements by 2025.
- Introduce monitoring and reporting of reformulation progress by 2024.

D. Marketing and Labelling:

Definition: Responsible marketing implies consideration of the transparency about the provided products as consistent with the GRI standards for responsible marketing. In addition, adopting a responsible marketing strategy reflects a company's acknowledgement of larger social and environmental issues affecting society and thus its customer base. It can be also referred to as ethical corporate marketing.

Our Position: In DO & CO, we believe that by responsibly labelling food, we can contribute significantly to consumer health and well-being, as we safeguard a consumer's right to make informed nutritional decisions. As such, DO & CO commits to upholding the *EU Code of Conduct on Responsible Food Business and Marketing Practices*, by applying responsible food marketing and advertising practices. We consider it our responsibility to inform consumers not only about allergens but also about caloric information and the nutritional value of the food we serve. Accurate and well-informed labelling, with clear information about allergens, calories and nutritional value is of the utmost importance. It contributes to assisting a consumer to choose about their meal, which can reflect their health and diet needs, thus enabling them to safeguard themselves from any potential health risks. In addition, sufficient provision of information aids them in making the best choice that reflects their dietary preferences. It is our firm stance, that this responsibility should be taken seriously and acted upon by all food providers.

Our stance is fortified by **three** principles that guide our commitments and subsequent actions. These are:

PRINCIPLE 1: *Ensuring truthfulness and transparency.*

PRINCIPLE 2: *Promoting responsible consumption.*

PRINCIPLE 3: *Raising awareness for respect between people and the planet.*

Our Commitment & Targets: We aim not only to display nutritional information on labels or online platforms to guide consumers to adhering to legal requirements but also to go beyond by motivating





consumers to make healthier choices and change their nutrition behaviours. As such we have outlined an ambitious plan to achieve the following targets:

- Include information concerning social and environmental impacts to our labels to help consumers make more informed decisions, as consistent with the national regulation as well as GRI labelling standards, where applicable, by 2030.
- Educate our customer base on our products nutritional value and ingredients and give them a comprehensive overview of the sourcing profile of any risk ingredients* by 2030.
- Take into consideration sales statistics and customer requests to understand consumption motives and clauses, based on dietary choices and socio-environmental issues.

**Risk ingredients as stated in our Sustainable Sourcing Policy*

E. GMO products:

Definition: GMOs, or genetically modified organisms, refer to living organisms that have had their genetic material altered in a way that does not occur naturally by mating or natural recombination. This is typically done through genetic engineering techniques, where specific genes are inserted, deleted, or modified in the organism's DNA. GMO products are used in agriculture to create crops that are more resistant to pests, diseases, and environmental conditions, and to improve their nutritional content. The use of GMO products in agriculture is a controversial topic, and opinions on the safety and benefits of GMO products vary.

Our Position: Acknowledging the debate surrounding GMOs, we respect our consumers' right to be informed whether the products they are offered contain ingredients that have been through genetic engineering techniques. DO & CO follows the evidence and subsequent guidelines stemming from the scientific community, underlining the safety of GMOs for general consumption. Nevertheless, it is important to listen to the concerns regarding the potential negative effects that GMOs might have on health and the environment. Based on that notion, we firmly believe that it is crucial to provide all the necessary information regarding the ingredients of our foods, thus allowing consumers to make the best possible choice, which aligns with their personal beliefs and values. Taking our aforementioned stance into account and in order to offer the best possible to our customers we differentiate between GM food for human and animal consumption.

Our Commitment & Targets: DO & CO is committed to providing our customers with high-quality, safe, and delicious food. As such we have outlined our stance on GMOs in DO & CO's Sustainable Sourcing policy, but we would like to reaffirm some of its points. We have always and continue to prioritise our food's safety and quality, in order to provide our customers with the best possible services. In the context of the GMO debate, we ensure that any product containing GMOs meets the necessary regulatory requirements and health standards. Having said that, and based on our diversification between using GM food for human and animal consumption, we have laid out the following targets, which can also be reviewed in more detail in our Sustainable Sourcing policy:

- Identify and where applicable phase out GM animal-based ingredients for human consumption by 2025.
- Purchasing animal products from producers that use GM feeds only where no feasible alternative is available. GM for animal feed is accepted within the industry as the production entails limited use of pesticides and other chemicals.





- Regularly monitor and follow research output from prominent health organizations and the scientific community, informing and updating in turn our internal policies and procedures relating to GMOs.

F. Antibiotics position:

Definition: Antibiotic use for animal products that are processed for human consumption refers to the practice of administering antibiotics to animals such as pigs, poultry, beef, and fish, to prevent or treat diseases, or to promote growth. These antibiotics can be used prophylactically, which means they are given to the animals to prevent the occurrence of disease, or therapeutically, which means they are given to animals to treat a specific illness. The use of antibiotics in animal agriculture is widespread and has been a common practice for decades. Their long-term effects and possible relation to human health, have caused a justified debate in terms of their widespread and frequent use. This issue is further addressed and analysed in our Sustainable Sourcing Policy.

Our Position: As already iterated in DO & CO's Sustainable Sourcing policy, our stance on antibiotics is that their use should be monitored and controlled in order to prevent the serious side effects of contributing to the generation of antibiotic-resistant bacteria, that can harm human health. Used responsibly, antibiotics can contribute to the stability of the food supply chain, providing viable and high-quality products for human consumption.

Our Commitment & Targets: As with GMOs we firmly believe that using technological and scientific innovation, is paramount to move the food sector forward and ensure that the human population continues to thrive on healthy and nutritious food. Nevertheless, these innovations should also be treated with care, in order to avoid unnecessary consequences that have the potential of having the opposite effects. Based on our policies for Sustainable Sourcing and Supplier Code of Conduct, we commit to ensuring the correct use of antibiotics, so that they promote animal welfare and health as well as human health and safety. Based on the above we have outlined some specific targets regarding the use of antibiotics in our products:

- Where applicable, phase out the constant use of antibiotics aiming at enhancing growth or disease prevention across poultry, beef, pork and seafood categories entering our supply chain, by 2030.
- Enhance our collaboration with our suppliers, subject them to frequent audits and ensure they abide by our Sustainable Sourcing and Supplier Code of Conduct policies.
- Continue to monitor closely the latest developments, research output and guidelines, from prominent international organizations and the scientific community.

G. Implementation of the Consumer Health & Nutrition in our Operations:

The above sections served as a thorough outline of the Consumer Health & Nutrition policy, a novel policy section that seeks to promote even further our responsibility. We are committed to continuing fortifying DO & CO's food safety and quality standards whilst also contributing to our consumers' health and well-being, by offering them delicious, nutritious, and healthy food. In order to ensure the successful implementation of these ambitious plans and achieve the set-out targets, we shall take the following steps:

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1. Continuous training of all-level food handling personnel, to be conducted at least once a year, mainly via the program Introduction to Food Safety and Hygiene module.
2. Continue to develop and implement the DO & CO Consumer Health & Nutrition information and training program, in order to spread awareness among our sizeable personnel, regarding hygiene, product quality, product safety, consumer health and the foundation of balanced nutrition.
3. Offer financial and non-financial incentives, which will include consumer health targets e.g., in the form of already existing managerial ESG-bonus schemes.
4. Work closely with DO & CO's prominent chefs, to develop new menus, decreasing the use of harmful compounds such as saturated fats and processed sugar.
5. Invest in and develop plant-based and plant-forward meals, further diversifying our menus and meeting our consumers' needs.
6. Continue to improve the labelling of our products, provide our customers with all the necessary information regarding the ingredients used in our meals, promoting a transparent relationship across the supply chain, from farmer to producer.
7. Promote both internal and external, information and organize awareness campaigns and seminars regarding balanced diet and nutrition standards.

H. Responsibilities:

The Board: The Management Board Members, Attila Dogudan and Attila Mark Dogudan, hold managerial responsibility for overseeing and operationalising the Consumer Health & Nutrition Policy throughout DO & CO global operations.

Unit Management: Unit management is tasked with the overall implementation of this policy. An appropriate budget for its implementation, training and evaluation will be allocated accordingly. In addition, they are expected to effectively communicate this policy to the culinary staff and ensure the alignment of the head chefs.

Chefs: The head chefs of the culinary staff are expected to align with the expectations, requirements and actions of this policy, entailing making the necessary adjustments to the menu and continue upgrading the meals according to the above-outlined guidelines.

Human Resources Department: The HR department holds responsibility for assisting in the communication of the above actions, training programs and awareness campaigns, in order to assist with the successful implementation of the above-mentioned measures and for achieving the outlined goals.

Sustainability Team: The sustainability team ensures that the policy is always up to date and reflects fully on all stakeholder inquiries regarding external communications. The policy is therefore reviewed on an annual basis and cross-checked with the other responsibility holders to inform them of any changes that might have occurred.

Legal department: the legal department is responsible for compliance with national and international legislative frameworks. It will therefore inform the external communications team of any contractual conditions regarding the topic of external communications with partners. Furthermore, it will provide the Sustainability Team with information regarding the changes in legislations such as the EU Supply Chain laws, which might result in the adaptation of the external communications policy.

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I. Managerial Responsibility statement:

DO & CO's Members of the Management Board, Attila Dogudan and Attila Mark Dogudan, hereby states that they hold themselves accountable for the application, operationalization, upholding and general oversight of the above-outlined Consumer Health & Nutrition Policy. The above statement entails that management is responsible for not only monitoring but actively participating in the implementation of this policy, by collaborating and communicating all of the above measures to the respective heads of our international units as well as the head chefs.

MANAGEMENT NAME: *Attila Dogudan*

MANAGEMENT NAME: *Attila Mark Dogudan*

SIGNATURE _____


SIGNATURE _____


The company was guided by international WHO standards during the preparation and presentation of this policy.

A draft of the policy was reviewed and pre-approved by a Board of Directors on 20/03/2023.