



**FLYING  
FOOD  
GROUP**



Flying Food Group's  
**SUSTAINABILITY**  
Information Guide 2024



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# Message from our CEO



In an era where environmental consciousness is not just a buzzword but a fundamental necessity, it is imperative that we, Flying Food Group, prioritize sustainability in every aspect of our operations. We recognize that our operations have a profound impact on the environment,

and we take this responsibility seriously. We are dedicated to minimizing our carbon footprint, reducing waste, and preserving natural resources for future generations. From the skies to the ground, from the products we serve to the processes we employ, sustainability must be ingrained in our DNA.

As an airline food caterer, we understand the impact our operations can have on the environment. From carbon emissions to waste generation, our industry plays a significant role in global sustainability challenges. Why does sustainability matter to us? Because we believe it is not just a choice, but a necessity—a fundamental aspect of our duty to you, our valued customers, and to the world we all share.

By embracing sustainable practices, we aim to minimize our carbon footprint, reduce waste, and preserve natural resources for future generations. Sustainability isn't just about protecting the planet; it's also about caring for the communities we live and work in. By adopting sustainable sourcing practices, supporting local suppliers, and investing in community initiatives through The Sue Gin Foundation, we can create positive social impacts and contribute to the well-being of society at large.

We firmly believe that sustainability is a catalyst for long-term economic viability. By optimizing resource use, minimizing waste, and fostering innovation, we can enhance operational efficiency, reduce costs, and ultimately drive profitability. Our consumers are increasingly eco-conscious and expect businesses to align with their values. By demonstrating our commitment to sustainability, we are not only meeting customer expectations but also enhancing brand loyalty and reputation, ultimately driving growth and competitiveness in the market. With governments worldwide implementing stricter environmental regulations, sustainability is no longer optional—it's a legal requirement. By proactively addressing environmental concerns and complying with regulations, we can mitigate risks and safeguard our business continuity.

Together, we have the power to make a positive impact on the world—not just for today, but for generations to come. Let us rise to the challenge and lead the way towards a more sustainable future.

Thank you for your trust and continued support as we work together towards a more sustainable future.

Warm regards,

A handwritten signature in black ink that reads "David".

David Cotton  
Chief Executive Officer  
Flying Food Group



# Company Sustainability

Flying Food Group is committed to ensuring a viable future for our business and our planet. Sustainability strengthens our operations as we strive to consistently evolve and do better for our people, our planet, and our community.

That is why at Flying Food Group, we manage sustainability with verified objectives and reporting that delivers confidence in the quality, safety, and reputational integrity of FFG's exceptional meals. **Each of our seventeen facilities aim to reduce their environmental impacts by focusing on waste, energy, and recycling initiatives.**

Our sustainability program encompasses all our operations and facilities and will extend to our key suppliers. We combine our internal sustainability knowledge and practices with third party expertise to establish priorities, direct

investments and evaluate performance. The result is a sustainability program that reduces our environmental impact, engages our employees, elevates our suppliers, and supports the communities in which we operate.

Introducing **Greener Runways**, Flying Food Group's sustainability initiative to promote, educate, and encourage sustainable actions, thoughts, and accountability. Greener Runways will showcase our comprehensive initiatives to a more sustainable company.

Our internal awareness campaign, **Recipes 4 Better**, will engage our employees on a personal level to make more sustainable choices.



# Stats: Vehicle Fleet Upgrade

In 2019, we embarked on a transformative journey to enhance the sustainability of our vehicle fleet, recognizing the imperative to embrace more efficient and eco-friendly options. **Our focus has been on replacing vehicles that are 10 years or older with modern, environmentally conscious alternatives.** Currently, we have made significant strides in this endeavor:

**Implemented 6 propane catering trucks** into the fleet in our Los Angeles location in 2019 and received 4 more in 2022. We then sent those 10 catering trucks to other locations to replace outdated ones.

**Minivans** (Toyota Sienna) We have already integrated 32 hybrid minivans into our support fleet, with an additional 10 on order for our forthcoming installment.

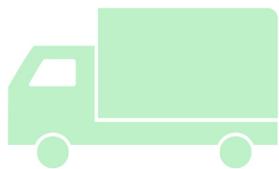
**Low-Emission Ford Gas Catering Trucks** While faced with a slight delay in delivery due to a Ford recall in Fall 2023, we have successfully received 6 at end of 2023, we received the first of 4 in 2024, but delivery is again delayed due to ford safety recall.

Looking ahead, we are committed to maintaining this momentum by placing preliminary orders for 16 more low emission trucks. These improvements demonstrate our dedication to continuous upgrades and sustainability in our operations.

**With each step forward, we are not just modernizing our fleet, but also reaffirming our commitment to reducing emissions and minimizing our environmental footprint.**



# Stats: Vehicle Fleet Upgrade Progress



**2020** 6 Propane Trucks



**2021** 4 Propane Trucks



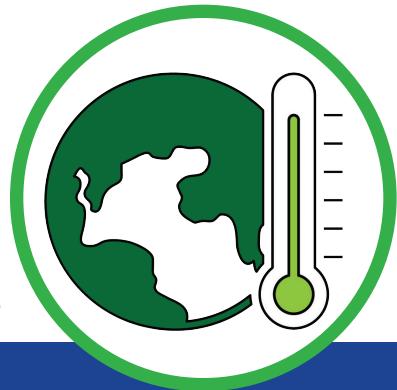
**2023** 6 Gas Low Carbon Emissions



**2024** 1 + 3 (Ford Recall) Gas  
Low Carbon Emissions  
+ 16 on order for late 2024



**2025** 16 Gas Low Carbon Emissions  
to be ordered



# Stats: Organic Digesters

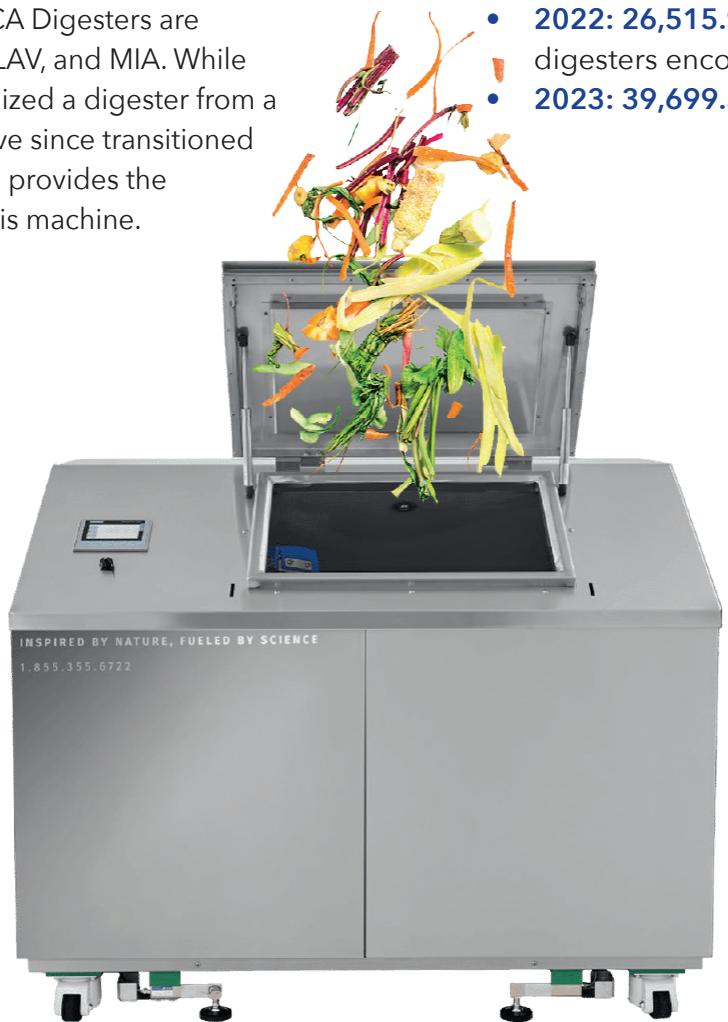
**Organic Digesters** are innovative machines designed to break down organic waste using enzymes, converting it into water that can safely reenter the water stream. Initially deployed at IAD, SFO, LAI, and LAV, our reach has since expanded to include MIA, with plans for further expansion to additional locations. This expansion would include our locations in Newark, New York, Chicago, and Honolulu. ORCA Digesters offer remarkable capabilities in handling organic waste.

**Even the smallest model can process 15 pounds of food waste per hour**, translating to diverting an impressive 65.7 tons of food waste from landfills annually. At present, ORCA Digesters are operational in SFO, IAD, LAV, and MIA. While our LAI facility initially utilized a digester from a previous provider, we have since transitioned to ORCA, which now also provides the necessary enzymes for this machine.

Depending on the size of the model deployed, organizations stand to divert an average of 416,100 pounds of food waste from landfills per year. This translates to significant environmental benefits, including the avoidance of 18,390 m<sup>3</sup> of methane generation, the conservation of 35,332 gallons of water, the equivalent reduction of emissions from 35 cars, and the powering of 25 homes with electricity.

As for our digester data over the years, we have made substantial strides in waste diversion:

- **2021: 39,625.74 lbs diverted from landfills**
- **2022: 26,515.97 lbs diverted** (SFO and IAD digesters encountered issues)
- **2023: 39,699.57 lbs diverted from landfills**



# Stats: Recycling Trials

The International Air Transportation Association (IATA) serves as the leading trade association for airlines worldwide, representing approximately 320 airlines, which collectively account for about 83% of global air traffic.

To address the APHIS regulations that restrict the recycling of materials classified as international waste, IATA initiated recycling trials last year. These trials were conducted in collaboration with specific airlines and their caterers at select airports. For instance, FFG partnered with SWISS airlines at our Newark, New Jersey location.

During the trial, SWISS airline staff, including flight attendants, collected and sorted materials such as glass, aluminum, and plastic into designated bags, which were then weighed and documented by FFG. However, despite these efforts, the waste was still disposed of in accordance with APHIS regulations, typically through sterilization or incineration and sent to landfill for disposal.

**The impact of these trials has been significant, prompting APHIS to grant permission for their continuation.** With APHIS approval, SWISS airlines and FFG at our Newark, New Jersey location have been permitted to continue with the trial, now with the added benefit of recycling these materials. As the trials continue to prove how important recycling is, they have been expanding to other airlines and locations. A Lufthansa trial in Newark started on April 29th and another is beginning in JFK with SWISS on May 6th.

Photographing, weighing, bagging, and labeling, are all part of how this data is gathered during the trials.

Numerous other airlines are also engaging with their caterers in similar initiatives. The data collected from these endeavors is instrumental in building a compelling case for advocating changes to APHIS regulations concerning international waste disposal.



**279.987 lbs**  
in 2 weeks from one daily flight to EWR



**113.8 lbs**  
PET



**158.3 lbs**  
glass to EWR within 2 weeks (one flight per day)



**8 lbs**  
of aluminum



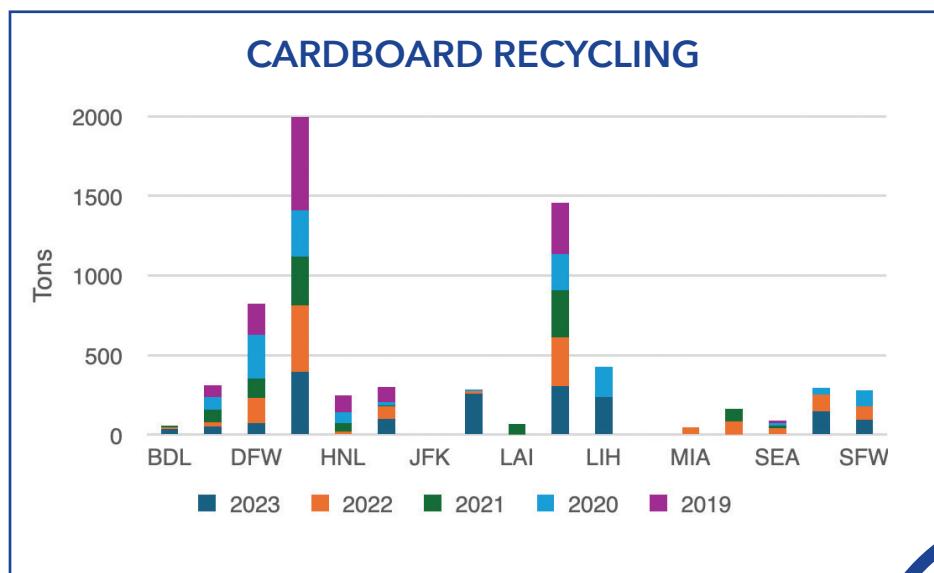
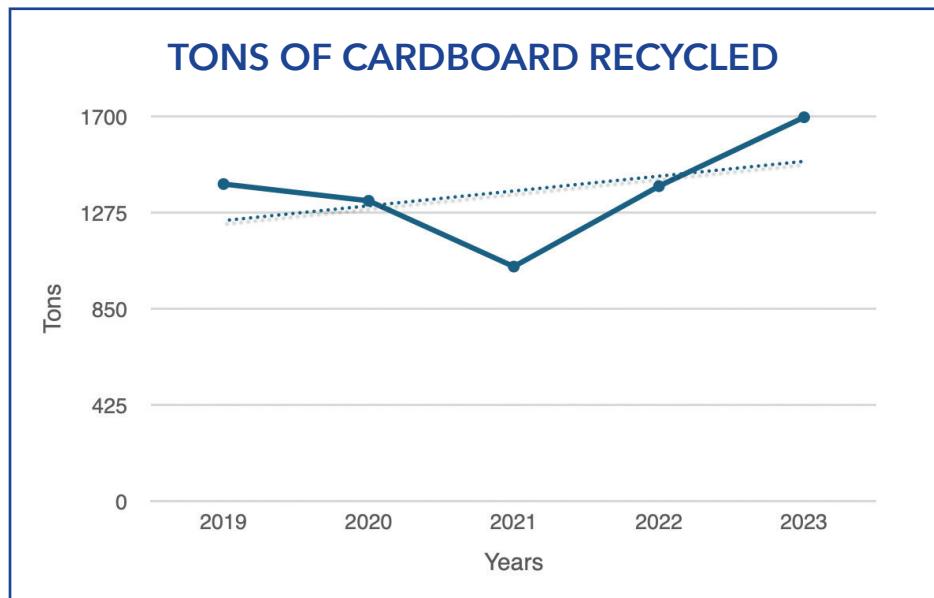
**7303.915 lbs**  
in a year from one daily flight to EWR



# Stats: Recycling Trials

Currently, Flying Food Group recycles cardboard and cooking oil.

**In 2023 Flying Food Group recycled 1694.5 tons of Cardboard across our seventeen locations.** And 38,239.25 Gallons of cooking oil from Dallas, Newark, Orlando, Chicago, Seattle, and San Francisco.

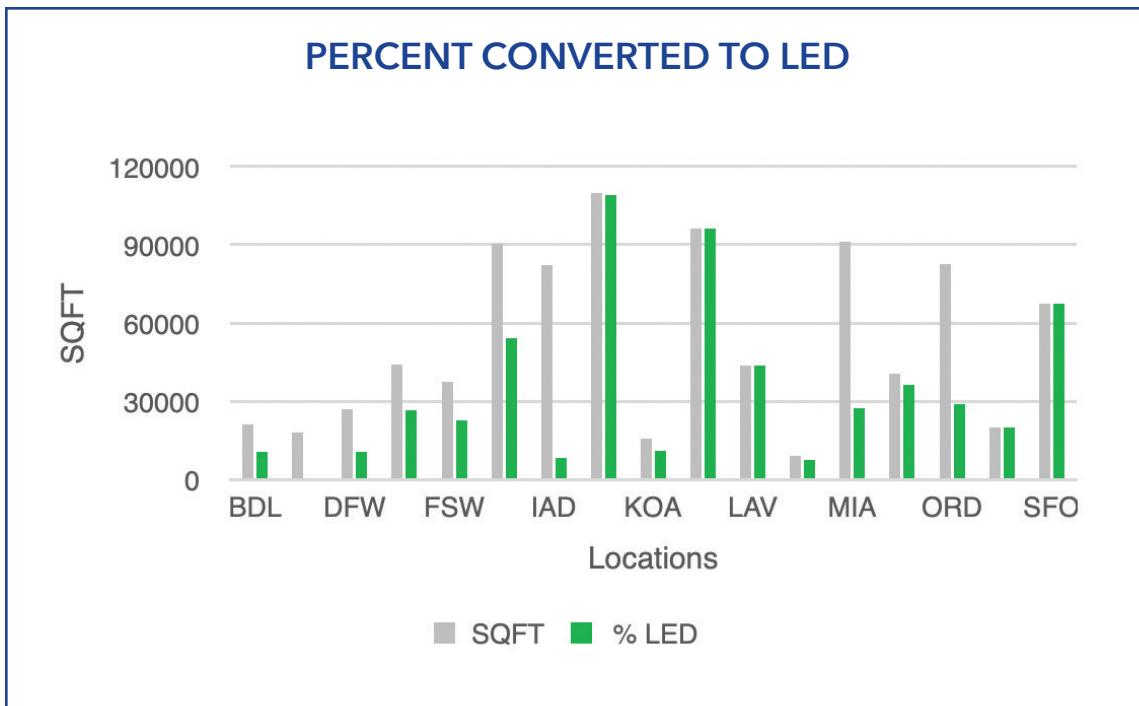


# Stats: *LED Lights*

We are converting to LED lighting in all facilities and are 94% of the way there as of March 2024. We have LED in all 6 retail locations, and we are hoping to have all locations to LED soon as well. This was an ongoing project; however, it became a priority when we participated in EVA's Green Supply Chain Program. This was a program they ran this last year with a finalized date of

June 2024, to encourage their suppliers to start greener supply chain projects. This program gives Flying Food Group the ability to be recognized for our efforts.

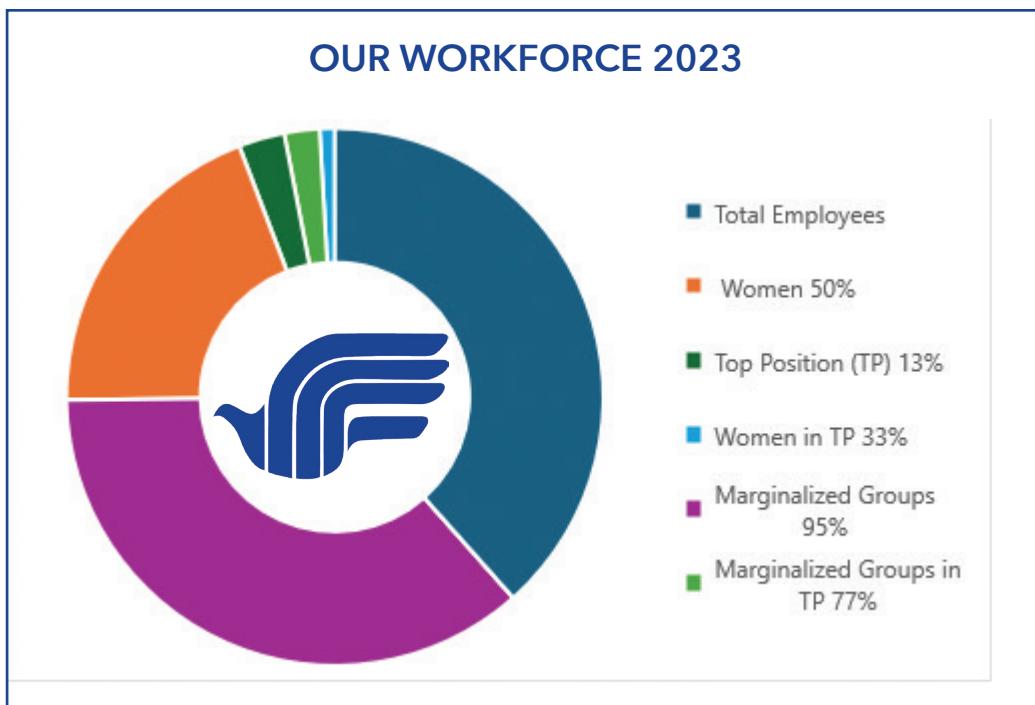
We also have motion activated lighting throughout office spaces, hallways, and bathrooms to minimize energy usage.



# Diversity, Equity and Inclusion

Diversity, Equity, and Inclusion (DEI) at Flying Food Group (FFG) began with our founder, Sue L. Gin, a legendary entrepreneur. Sue Gin was a first-generation Chinese American who founded Flying Food Group through her creativity and passion. Today, Flying Food Group employees carry on her passion for food and service while representing over 40 countries worldwide. We pride ourselves on respecting and delivering a diverse set of culinary experiences to our customers – something we can only do by embracing diversity at our core.

Flying Food Group continues to manage DEI with intentionality, informed by the diversity of the communities in which we operate and the customers we serve. We believe in creating a culture of inclusion that welcomes everyone without discrimination, including women, minorities, veterans, people with disabilities, and members of the LGBTQ community. We build DEI into our recruiting practices, and reinforce it with inclusive business practices, employee training, and unit-based diversity initiatives.



# Sue L. Gin Foundation: Giving Back



All Flying Food Group's taxable income is contributed annually to The Sue L. Gin Foundation Trust, a non-profit organization that supports initiatives focused on healthcare, education, legal assistance, and immigration rights.

The Sue L. Gin Foundation has also donated to organizations such as, One Tree Planted, The Ocean Cleanup Project, and The Salvation Army to highlight Flying Food Groups' dedication to environmental and sustainable actions. The Foundation also donates to international organizations such as PeaceTrees Vietnam, which is working to clear land mines and other unexploded ordnance from the most war-torn areas in the central provinces and return the land to safe use through planting of trees. These organizations help promote sustainable action in both the communities we work and live in but most importantly actions for our planet.



*Sue Ling Gin* Foundation Trust



# Sustainable Procurement

**At Flying Food Group**, our commitment lies in conducting business with a strong emphasis on social responsibility and ethical practices. We understand the significance of responsibly sourcing materials, products, and services to uphold human rights, safeguard the environment, and promote fair labor standards. Our sustainable procurement is guided by core values:

- **INTEGRITY** We prioritize honesty, transparency, and accountability in all our endeavors.
- **RESPECT** We uphold the dignity and fairness of all individuals, fostering inclusivity and diversity.
- **RESPONSIBILITY** We acknowledge our accountability for the impact of our actions on stakeholders, communities, and the environment.
- **EXCELLENCE** We continually pursue excellence and innovation in all aspects of our operations.

**At Flying Food Group**, we strive to meet our customers' needs while adhering to our principles.

- **Regional protein suppliers** (Westcoast, East coast, Midwest, Southwest, etc)
- **Vertical growing facilities** for microgreens
- **99% of produce is sourced within the United States**

This includes collaborating on price, location, and purchasing volume. While we can source locally, we recognize that due to high demand, local sources may not always meet the required volumes. However, whether sourcing domestically or internationally, we ensure that all suppliers comply with our **Ethical Sourcing Policy and Code of Conduct**.

**We refuse to engage with suppliers who compromise fair labor practices** by undercutting wages or production costs to reduce operating expenses. Our commitment extends to ensuring fair wages, workplace safety, respect, and non-discrimination for workers. Any actions that contravene these policies are deemed violations of our Human Rights Rules, Ethics Policy, Environmental Policy, and Ethical Sourcing Policy.

While the majority of our resources and materials are domestically sourced, we make exceptions for specific products such as frozen pizza and vegetarian meals, which we procure from Frankenberg for select customers. These suppliers are also required to adhere to our Low-Cost Country Sourcing Policy.

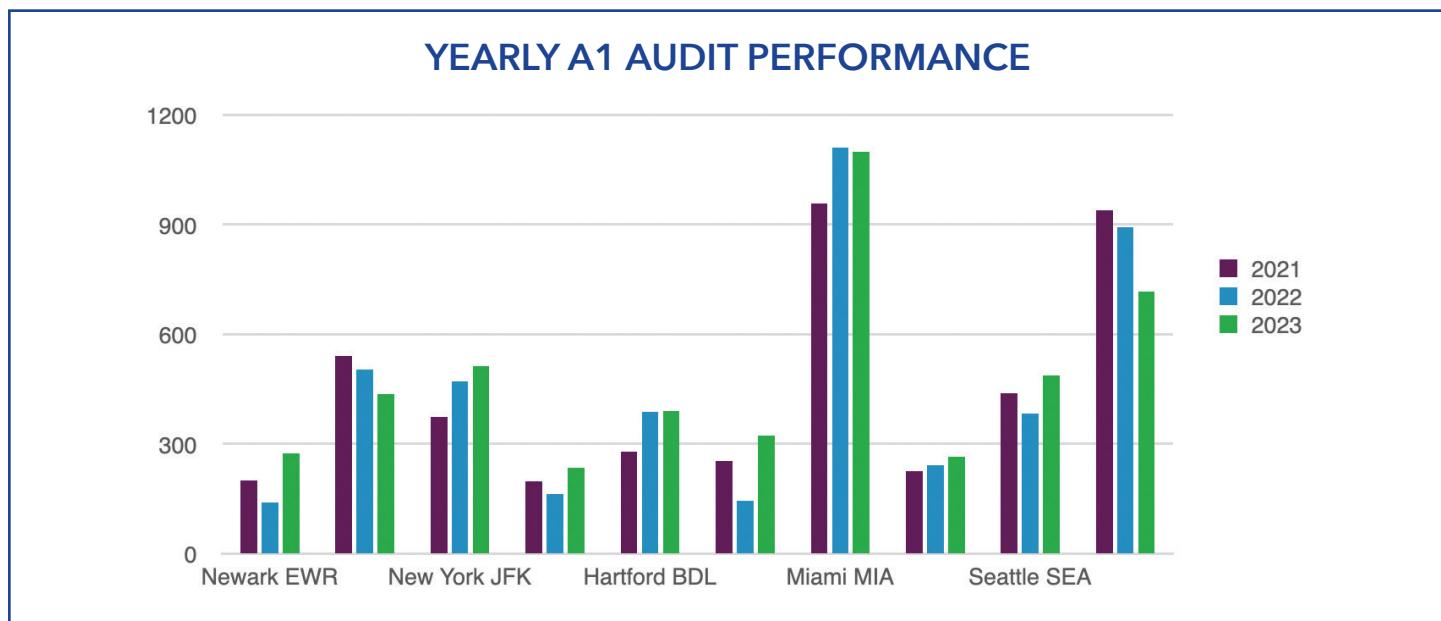


# Safety: Our Main Priority

**Safety at Flying Food Group will always be a main priority.** We understand that a business cannot run without the assurance our employees are able to do their job without risk of injury. That is why we hold training with the utmost importance. Some safety and training are as follows, Initial Ramp Safety- 20 Hours (includes OJT, 8 Hour drivers training), Initial General Safety - 2 Hours, re-fresher course ramp safety (bi-yearly) - 2 Hours, General Safety (Yearly - 1 Hour). A1 Ramp Audits are conducted and reviewed monthly. A minimum of 2 audits are required per driver per month in each unit and are reviewed monthly during weekly general manager meetings. Coventry reports give the total

number of injuries for the company and broken down by unit and are also reviewed monthly during weekly general manager meetings. Flying Food Group requires each unit to have at least one OSHA 10 Hour certification and a back-up.

Giving our employees the training and tools to have a safe working environment and knowing how to manage and assess risk allows them to feel more confident and comfortable on the job. All workers have the right to safety equipment and clean and healthy working environments.







**FLYING  
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GROUP**



"It's not good enough to just have an idea.  
You have to act on it and take the risks to do those things you feel  
strongly about. Only those who act reap success.  
Do your research, believe in your idea, then go ahead and do it."

– Sue Ling Gin  
(1941-2014), Founder, Flying Food Group, LLC

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