

SUSTAINABILITY

Information Guide

2024





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Message from our CEO



OUR COMMITMENT TO A SUSTAINABLE FUTURE

In 2024, sustainability was not just a corporate initiative, it was a large part of everything Flying Food Group achieved. At Flying Food Group, we recognize the impact our operations have on the environment, and we are fully committed to continuing

to integrate sustainability into every aspect of our business. As a leading airline and retail food caterer, we acknowledge the challenges our industries face, from carbon emissions to waste generation. That's why we are actively implementing innovative solutions to reduce our environmental footprint, enhance operational efficiency, and contribute to a more sustainable future.

Flying Food Group continued to drive change across our operations in 2024. Responsible consumption and waste reduction were central to our approach. Through organic waste management technology, we've diverted over 32.6 tons of waste from landfills, mitigating methane emissions and conserving resources. Our recycling initiatives, in collaboration with global organizations, have successfully repurposed thousands of tons of materials and helped to work for regulation change, reinforcing our commitment to sustainable production and consumption.

We have taken proactive steps to modernize our fleet by replacing outdated vehicles with energy-efficient alternatives, including propane catering trucks and hybrid minivans, reducing fuel consumption and emissions. Across our retail facilities, we've transitioned 100% of lighting to energy-efficient LED systems and introduced motion-activated systems to cut energy waste.

Sustainability is not just about protecting the planet—it's also about investing in people. Our workforce represents over 40 different countries, and we are committed to diversity, equity, and inclusion through fair labor practices and equitable opportunities. Employee

safety and well-being remain a top priority, with extensive training programs and onsite healthcare support through local hospitals. Additionally, our partnerships with community organizations help fund healthcare, legal aid, and immigrant rights initiatives, fostering better living standards for those we serve.

Collaboration is key to long-term impact. Our IATA waste recycling trial partnerships with SWISS Airlines and Lufthansa demonstrate our commitment to global sustainability efforts. As a proud participant in the United Nations Global Compact, we align our business with international sustainability goals. Furthermore, through The Sue L. Gin Foundation, we support community-based initiatives focused on environmental restoration, education, and social well-being.

Through reforestation efforts, we contributed to the restoration of forests affected by wildfires and deforestation. Our support of organizations like One Tree Planted and PeaceTrees Vietnam helped to rebuild natural ecosystems and revitalize communities impacted by environmental degradation. Additionally, our sustainable procurement strategy ensures we source 99% of our produce domestically, prioritizing ethical labor practices and environmentally responsible suppliers.

At Flying Food Group, sustainability is more than an obligation, it's an opportunity to drive innovation, enhance efficiency, and contribute to a healthier planet. By implementing responsible sourcing strategies, supporting our workforce, and forging strong partnerships, we are shaping a future that prioritizes environmental and social responsibility. We are excited to continue to share with you all the amazing strides we have made in 2024 and what the future holds.

Thank you for your trust and partnership as we continue this journey towards greener runways.

Warm regards,

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

David Cotton
Chief Executive Officer
Flying Food Group



2024 Highlights

IFSA SUSTAINABILITY GROUP

Flying Food Group is a proud member of the International Flight Services Association. This group advances the future of in-flight service worldwide by setting global safety standards, governance policies, sustainability goals, and initiatives for the success of our industry. We have many members involved across multiple working groups and board positions. In 2024, IFSA created its first Sustainability Working Group to help tackle topics such as international catering waste, advocacy, single-use plastics, and more. **We are happy to share that our Sustainability Manager is co-chairing this working group.**

FLEET UPDATES

Flying Food Group has remained dedicated to our fleet upgrade plan. In 2024, we ordered and received 13 Ford 750 Gas Low Carbon Emission catering trucks. Looking forward to 2025, we have placed two additional orders: one with 13 trucks and another with 31, adding a combined total of 44 new low-emission catering trucks to our fleet.

Ford is doing more than just reducing tailpipe emissions from their vehicles. As stated in their 2024 sustainability release, they are also reducing emissions from facilities and investing in facility upgrades to improve energy efficiency. Their

“Road to Better” initiative includes their EV vehicles, hybrids, and Ford 750 Gas Low Carbon Emission trucks.

These 750 low-emission trucks are equipped with Roush CleanTech, a developed near-zero autogas technology approved by the California Air Resources Board. This technology can reduce emissions by up to 90% compared to current EPA standards. Roush CleanTech technology also reduces emissions of methane (CH₄), nitrogen oxides (NO_x), carbon monoxide (CO), and non-methane hydrocarbons (NMHC).



ECOVADIS

In 2023, Flying Food Group began our journey with EcoVadis, an online sustainability rating platform that assesses a company's performance in environmental, social, and governance areas. In 2024, Flying Food Group was able to increase all our individual scores, leading to an overall score increase of 18 points.

This improvement awarded Flying Food Group an EcoVadis Sustainability Commitment Badge. As we continue to grow our program and advance our sustainability efforts, we strive to continue improving our scores.



United Nations

GLOBAL COMPACT

Flying Food Group believes in making a positive impact on the planet through our dedication to environmental and sustainable action. That is why, in November 2024, Flying Food Group joined the United Nations Global Compact. This initiative consists of ten principles covering topics such as human rights, labor, the environment, and anti-corruption. These principles help businesses like Flying Food Group align more closely with the United Nations Sustainable Development Goals (SDGs).

By joining over 25,000 corporations across 167 countries, Flying Food Group is now part of the world's largest corporate sustainability initiative. As a member, we will submit annual Communication on Progress reports and continue to advance our sustainable actions in alignment with the ten principles.



SUSTAINABLE DEVELOPMENT GOALS

Flying Food Group is deeply committed to advancing the United Nations Sustainable Development Goals (SDGs) through targeted actions and strategic initiatives. Following are the ways we are contributing to specific goals.



RESPONSIBLE CONSUMPTION AND PRODUCTION

• Fleet Modernization

We have replaced outdated vehicles with energy-efficient alternatives, including propane catering trucks, hybrid minivans, and low-emission vehicles. This reduces fuel consumption and greenhouse gas emissions, supporting sustainable transportation.

- **Organic Waste Management** By deploying ORCA Digesters at multiple locations, we diverted over 85.52 tons of organic waste from landfills between 2021-2024. This mitigates methane emissions; conserves water and promotes sustainable waste processing.
- **Recycling Efforts** Through collaborative trials with IATA and SWISS airlines, we've successfully gathered recyclable volumes of international waste materials. In Flying Food Groups own operations 2024, we recycled 12,315.79 tons of cardboard and 33,615 gallons of cooking oil across 17 locations.



CLIMATE ACTION

• Energy Efficiency

Transitioning 100% of our retail facilities to LED lighting and introducing motion-activated systems significantly reduces energy consumption and lowers our carbon footprint.

- **Green Supply Chain** Through initiatives like EVA's Green Supply Chain Program, we demonstrate leadership in adopting sustainable supply chain practices.

United Nations

8 DECENT WORK AND ECONOMIC GROWTH



DECENT WORK AND ECONOMIC GROWTH

- **Diversity, Equity, and Inclusion** Our workforce represents over 40 countries, fostering a culture of inclusivity. We prioritize fair labor practices, non-discrimination, and equitable opportunities across all levels of the organization.
- **Safe Work Environments** We conduct extensive safety training and audits to ensure the well-being of our employees, aligning with global labor and safety standards.



17 PARTNERSHIPS FOR THE GOALS



PARTNERSHIPS FOR THE GOALS

- **Collaborative Recycling Trials** Partnering with IATA, SWISS Airlines, and Lufthansa on waste recycling demonstrates our commitment to cross-sector collaboration for global sustainability.
- **The Sue L. Gin Foundation** By donating our taxable income to this foundation, we support international projects addressing environmental restoration, education, and community well-being.
- **The United National Global Compact** Flying Food Group joined the United Nations Global Compact in November 2024. This allows Flying Food Group to align efforts in Sustainable Development Goals and overall sustainable development.

15 LIFE ON LAND



LIFE ON LAND

- **Conservation Efforts** Contributions through the **Sue Ling Gin Foundation** support initiatives like PeaceTrees Vietnam, which focuses on landmine removal and tree planting, restoring ecosystems in heavily impacted regions.
- **Reforestation** Flying Food Group annually donates to **One Tree Planted** to help with reforestation efforts in U.S. National Parks, California Wildfire restoration, and Maui wildfire forest restoration.

United Nations



INDUSTRY, INNOVATION, AND INFRASTRUCTURE

- **Sustainable Procurement**

Our sourcing strategies emphasize domestic procurement (99% of produce from the U.S.), ethical labor practices, and collaborations with suppliers who align with our Environmental Policy and Ethical Sourcing Policy.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



GOOD HEALTH AND WELL-BEING

- **Community Health**

Our partnership with The Sue Ling Gin Foundation

helps fund healthcare initiatives, legal aid,



and immigrant rights, fostering better living standards in the communities we serve.

- **Workers Health** Flying Food Group continues to roll out wellness programs supported by local Registered Nurses and Nurse Practitioners onsite through Rush Hospitals. Programs current exist at ORD, LAI, LAV, EWR, and JFK (2025).

Flying Food Group is proud to integrate sustainability into every facet of our operations. By continuously improving our practices, fostering collaboration, and aligning with the SDGs, we aim to create a lasting positive impact for our planet and its people.

Diversity, Equity and Inclusivity: Sue L. Gin Foundation



FOUNDATION

Sue Ling Gin founded Flying Food Group at Chicago's Midway Airport in 1983, so it is no wonder that Chicago holds a special place in FFG's heart. **The Sue Ling Gin Foundation is committed to bettering our communities through education, violence intervention, community support, and environmental action.**

Starting in 2023, the Sue Ling Gin Foundation committed to donating \$20 million toward education initiatives and programs at the Chicago Field Museum. In 2024, the foundation donated \$21 million to Chicago CRED, a community violence intervention program. The Sue Ling Gin Foundation also funded a \$10 million property through the Chinese American Service League, designated for affordable senior housing, early childcare, and a commercial kitchen for senior meals and culinary training.

But it doesn't end there. In 2024, the Sue Ling Gin Foundation continued its commitment to PeaceTrees Vietnam, a charity that clears landmines and other unexploded ordnances from war-torn provinces, supports reforestation in cleared areas, and builds schools for local communities. The foundation also maintained its annual donations to The Ocean Cleanup Project, an organization working to clear the Pacific Garbage Patch, as well as One Tree Planted, where each year Flying Food Group selects an area to support. In 2024, we chose to aid reforestation efforts in U.S. National Parks.

Additionally, through our donation to the Hawaiian and Pacific Islands Red Cross, **the Sue Ling Gin Foundation contributed to relief efforts for the Maui wildfires—an especially important cause, as Flying Food Group operates and serves this community.**



Sue Ling Gin
Foundation Trust

WORKFORCE

Diversity, equity, and inclusion (DEI) at Flying Food Group (FFG) began with our founder, Sue L. Gin, a legendary entrepreneur. Sue Gin, a first-generation Chinese American, built Flying Food Group through her creativity and passion. Today, Flying Food Group employees carry on her legacy of food and service while representing over 40 countries worldwide.

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

As of 2024, 94% of our workforce belongs to diverse groups, with 49% identifying as Hispanic or Latino, 24% as Asian, 14% as Black or African American, 5% as Hawaiian or Pacific Islander, 0.3% as two or more races (not Hispanic or Latino), and 0.2% as Native American or Alaskan Native. These groups make up 73% of our top leadership positions (Manager, Director, VP, or Senior roles).

Additionally, in 2024, the percentage of women in top positions increased by 3%, with women now holding 36% of our top leadership roles.

FAIR WAGE NETWORK

At Flying Food Group, we are dedicated to ensuring fair and competitive wages for our employees.

As part of our commitment, we have partnered with Fair Wage to conduct a comprehensive living wage gap analysis across our U.S. workforce of 4,802 employees.

Through this process, Fair Wage has evaluated wage levels in comparison to living wage thresholds, identifying any gaps and analyzing wage distribution by gender and employee category.

To validate the findings, Fair Wage is conducting random employee surveys across 50% of our business units. These quick, non-intrusive surveys confirm that our wages meet or exceed the living wage threshold. Once validated, Fair Wage will issue a Living Wage Certification for our individual markets. When all our locations are certified, Flying Food Group will achieve Global Living Wage Employer status, reinforcing our dedication to fair pay practices.

Our commitment to fair wages reflects our broader mission of fostering an equitable and supportive work environment for all employees. Flying Food Group has always believed in providing a living wage for our employees and we will continue to work with Fair Wage Network to maintain this certification.



Safety

UNIT SAFETY

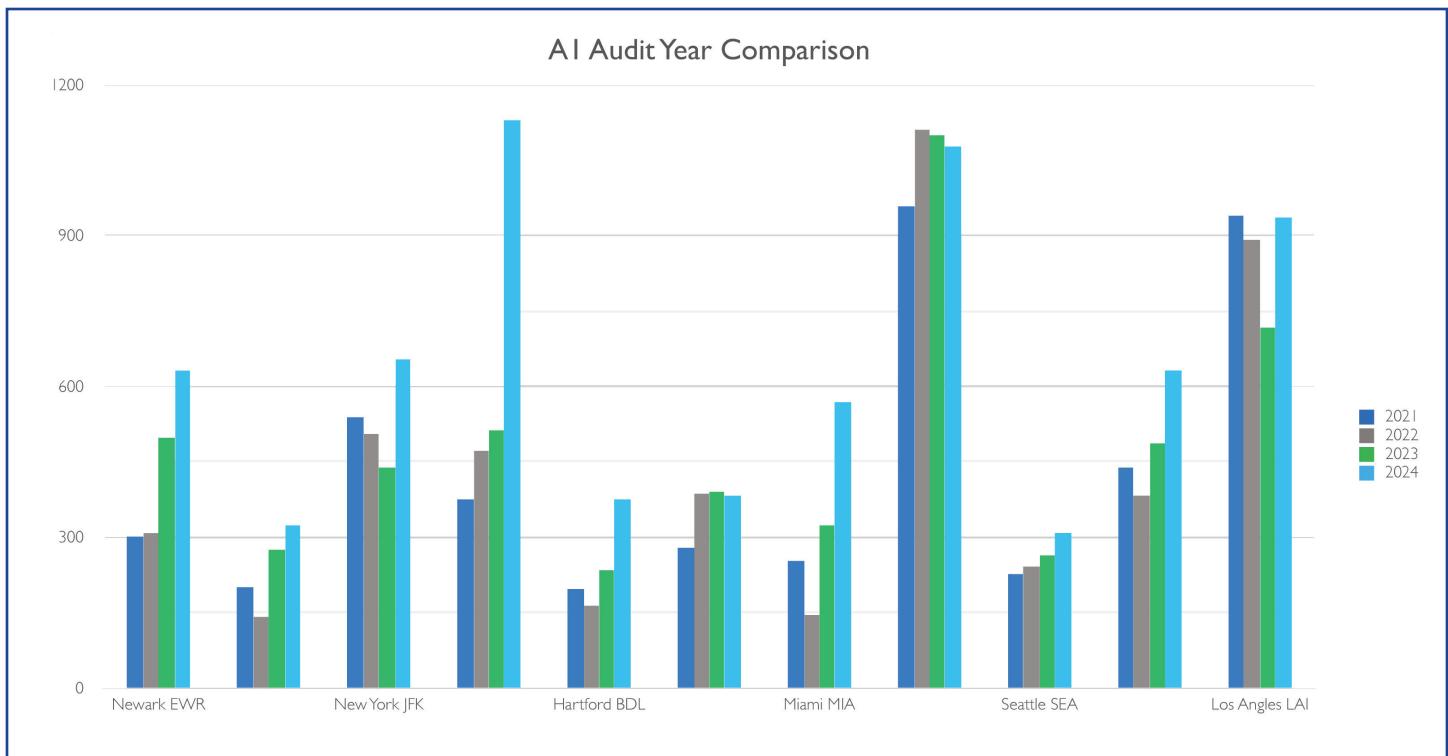
In 2024 we continued our Ramp Safety Stop

Campaign. This initiative requires that all units review the A1 audit information to prepare a PowerPoint presentation that presented a root cause and corrective action to reduce any risk of incidents for the following year. All presentations were reviewed by the Corporate Safety Team and units were given a rating. The top 3 units received a certificate, and the best presentation received an incentive to contribute to their safety initiatives.

In 2024, 12 out of our 17 units lowered the accident rates while increasing the number of

employees. This was possible by ensuring safety training was conducted, corrective actions were taken for previous injuries and risk assessments were performed monthly. Flying Food Group also launched a stretch and flex program that included posters on proper stretches to be conducted before shift and during shifts to reduce the ergonomic possible injuries.

The Corporate Safety Team continues to conduct bi-weekly safety calls for all units where safety bulletins are reviewed, changes in policies and procedures are addressed, SMS are reviewed, and safety concerns are brought up.



Safety

FOOD SAFETY

Flying Food Group is committed to and actively engages in efforts to improve food safety, quality, and sustainability across our communities. In 2024 we started analyzing customer complaints by SKUs, ingredients and quality complaint type to drive continuous improvement. The goal is to reduce customer complaints year after year.

We hold weekly FSQ calls discussing compliance with environmental programs, product testing, cutting program, customer complaints, and IIRs. Flying Food Group has integrated a new software, Sage. This software provides traceability for all the ingredients required under the new FDA law. We have initiated and continue to have dialogue with all approved suppliers to ensure compliance.

FQS CERTIFICATION

- DEN: 99
- DFW: 90
- EWR: 90
- HNL: 95
- LAV: 92
- MIA: 96
- SFW: 92



TRAINING

In 2024, Flying Food Group expanded training to include IT Training and GDPR. We also conducted Environmental Manual training and ensured that all locations managers and controllers signed and reviewed the Environmental Manual, as well as reviewed it with their entire team. Flying Food Group believes in giving our employees the tools to succeed and part of that is making sure they have all the training necessary to excel at their jobs. In 2024 we had an increase in 6,188 hours of training. Flying Food Group conducts IT and Anti-Harassment annually making sure our employees are always equipped with the most up-to-date information.

ON-SITE FIRST AID

In 2024, Flying Food Group continued to roll out wellness programs at our locations. Providing on site first aid programs supported by local registered nurses and nurse practitioners through Rush hospitals. Our programs currently exist in Chicago (ORD), Los Angeles (LAI and LAV), Newark (EWR), and will soon be extended to New York (JFK) in 2025.



Unit News



carbonhound

carbon emissions. The software will allow Flying Food Group to better track and implement reductions for water and energy usage, as well as expand fully into all scopes 1, 2, and 3 emissions. Carbonhound is a third party verified software and is annually audited to keep a good standing. Flying Food Group will be back dating the data to 2024 to help establish a baseline as we have met pre-covid business operations. This will allow us to accurately plan for continued business expansion while staying committed to our goals and targets.

ORCA DIGESTERS

ORCA digesters are on-site aerobic food waste digesters that use naturally occurring microorganisms in the presence of oxygen. ORCA's technology efficiently breaks down food waste into a liquid effluent within 24 hours or less—without grinding or shredding. The effluent leaving the ORCA can be further recycled at wastewater treatment plants, where nutrients are extracted to create renewable biogas or used for land applications.

These digesters not only help divert food waste from landfills and reduce methane and carbon dioxide emissions, but they also lower the number of waste trucks on the road and reduce garbage hauling costs.

ORCA+, an online dashboard, allows Flying Food Group to track digestion metrics in real time. It also

CARBONHOUND

Flying Food Group implemented Carbonhound, a carbon management software, that will help to measure, reduce, verify, and market

helps manage waste reduction plans and visualize the environmental impact of our improvements.

In 2024, Flying Food Group continued expanding our digester network, adding locations in Chicago (ORD), New York (JFK), and Honolulu (HNL), bringing our total digester locations to eight. Plans are in place to add Seattle (SEA) in 2025.

With the addition of our new digesters, we saw a 13-ton increase in food waste digested. Our total for 2024 reached 32.64 tons of food waste diverted from landfills.

2021	19.81 tons diverted from landfills
2022	13.25 tons diverted (SFO and IAD digesters encountered issues)
2023	19.85 tons diverted (ORCA partnership began)
2024	32.64 tons diverted from landfills



Unit News

TRIALS

In 2024 Flying Food Group continued our participation in multiple IATA sponsored recycling trials at Newark (EWR) and New York (JFK). Through gathering, weighing, photographing, and recording data on recyclable materials from international flights, it is our hope that this information can aid IATA in getting APHIS regulation change. While Flying Food Group can participate in the documenting on this information, due to APHIS regulations we are not able to recycle these materials currently. In just a two-week trial conducted at Newark, two weekly flights generated 172.1 pounds of glass, 19.73 pounds of aluminum, and 207.90 pounds of PET. That is a total of 399.73 pounds in two weeks from 2 daily flights, or 10,392.98 pounds from 2 daily flights per year. To visualize the impact this regulation change could have, currently our Newark location we service around 120 flights per week, this would equal 11,991.9 pounds of recyclables per week or diverting 311.79 tons of recyclables from landfills a year.

CARDBOARD

In 2024, across 17 locations Flying Food Group was able to recycle 12,315.79 tons of cardboard.

COOKING OIL

Thanks to the efforts of our Chicago, Dallas, Newark, Orlando, Seattle, and San Francisco locations Flying Food Group successfully recycled 33,615 gallons of used cooking oil.

LED

Flying Food Group has successfully converted all retail space lighting to LED. We will continue to expand LED upgrades into our airline spaces in 2025.

IN-HOUSE RECYCLING

In 2024 and leading into 2025, Flying Food Group has removed the purchasing of water bottles in all locations. We have provided our offices with water refill stations, reusable water bottles, and implemented office recycling. All offices, conference rooms, and kitchens are equipped with recycling bins for plastic, glass, and aluminum.









**FLYING
FOOD
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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