

360° Foodservice Guiding Principles

Food and beverages served or packaged for consumption out-of-home, on-the-go or for delivery directly to consumers have become an integral part of the active lifestyles of many Europeans. These drinks, snacks and meals are consumed every day by millions of people, allowing them to live the way they want to live.

Both single use and reusable solutions for serving food and drinks to consumers thus enable daily life (including healthcare) and a range of leisure activities that society desires and values, while ensuring hygiene and safety, comfort and convenience for both consumers and foodservice staff.

Members of 360° Foodservice are forward-looking providers of innovative single use and reusable products for serving food and drinks that provide the hygiene, choice and convenience that Europeans demand

Like any product, system or service, single use and reusable solutions for serving food and drinks can have a direct and indirect impact on the environment, including on the climate. Leaders of the industry gathered in 360° Foodservice are committed to making measurable, documented progress in reducing this impact, to promoting more sustainable products and services and to achieving a circular economy in Europe in the spirit of the Green Deal for Europe.

Members of 360° Foodservice abide by a set of guiding principles and a series of commitments agreed among them and made publicly available.

Operational Standards

360° Foodservice expects its Member to practice and promote high professional standards in carrying out its business and in its relationships with other Members, suppliers, customers, stockholders and other associations. The operational standards laid down in these Guiding Principles relate to the business and social responsibilities of the members, and the specific commitments of Members relate to the features of the products and services they sell, rent or use and the impact of their operations on the environment.

Ensuring the safety of our plants, products and services

Members of 360° Foodservice are committed to: providing safe and healthy working conditions for their employees in line with relevant guidelines recommended by the International Labour Organisation and as required by local laws; banning any practice of forced, compulsory or child labour in their own plants or (through relevant supplier policies and contractual arrangements) the plants of their suppliers or business partners; promoting the safe design, use and handling of their products and services; and complying with laws relating to the protection of the environment. Members of 360° Foodservice *treat each employee with equality, respect and dignity*. They meet or exceed the laws, rules and regulations in the countries in which they operate. Members are expected to promote these goals in carrying out their business.

Conducting our business with integrity

Our standards imply a commitment of Members of 360° Foodservice to *act with integrity* and with respect for the many people, organizations and environments, in which they carry out their business, and to comply with the laws and regulations of the countries in which they operate.

Honesty in relationships between Members and with the outside world

Members of 360° Foodservice place a premium on *honesty and fair dealing* in relationships with and among Members and in conducting their business activities. Members are expected to be truthful in dealing with others. All reports or responses to questions provided within the Association or to outsiders (customers, suppliers, financial institutions, governmental agencies of all kinds, other organizations and/or people with a need or right to receive information) are expected to be truthful, accurate and not misleading in any way.

Promoting fair competition

The products and services promoted by the Members of the Association will be offered to the market on their merits. Members will *compete vigorously and fairly* in the markets they serve. They will not enter into illegal arrangements nor engage in illegal concerted activities with their competitors or with others. Products and services will be described truthfully and accurately. *Misleading stakeholders through deceptive acts or practice, false advertising or claims, misinterpretation of other members' products or other unfair methods of competition are in conflict with these guidelines.*

Providing accurate information

360° Foodservice relies on the integrity of the records and information reported to it by its Members so that it can, in turn, produce and provide information and reports to international and government agencies and to other associations. So it is essential that all records are accurate and complete. 360° Foodservice in turn guarantees the absolute confidentiality of the records and information reported

by its Members, unless this information is in the public domain at the time of disclosure. In so doing, 360° Foodservice and its members will respect relevant competition/anti-trust laws.

Spreading our standards

Members of 360° Foodservice and their subsidiaries and affiliates throughout the world will support the Association's principles of business ethics and behave in a manner consistent with these high operational standards.

Governance

360° Foodservice will investigate any reported matter of non-compliance and, if the Association determines that a violation has occurred, its Plenary Assembly will take immediate appropriate action.

Specific commitments of Members

As good corporate citizens, members of 360° Foodservice are committed to making constant efforts and showing tangible progress in promoting the sustainable evolution of single use and reuse systems for serving food and drinks in Europe, whether for consumption out-of-home, in-store, on-the-go or for delivery direct to the consumer. This effort will aim to balance environmental, social and economic factors. In this way, we aim to meet or surpass relevant public expectations.

Enhancing products and services

High quality products and services

Members of 360° Foodservice aim to provide, sell, rent or use products and services which consistently offer value in terms of functionality, convenience and quality, and which are safe for their intended use. In line with relevant regulations, standards or guidelines, and where this is appropriate and relevant, products will be accurately and properly presented and/or labelled to facilitate their use and their subsequent identification and specific appropriate collection and treatment in the end-of-life phase, ideally in a circular manner.

Safe products and services

As consumers would expect, 360° Foodservice Members are committed to providing hygienic and safe products and services, ensuring that these meet and, where possible, exceed national and European safety regulations. Effective traceability systems will be implemented. Wherever safety is compromised, Members will act without delay to ensure that the risk to consumers is minimized or eliminated. Members of 360° Foodservice communicate on their products through proper labelling, informative and accurate advertising, and other appropriate methods.

360° Foodservice

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Minimizing the impact on the environment

Environment

Members of 360° Foodservice will strive to operate in a sustainable way. In this regard, they are committed to making measurable, documented progress in reducing the impact of their products and services in the environment in the short term and to developing a sustainable industry model in line with the Green Deal for Europe and the EU's Circular Economy Action Plan. As the most efficient short term way to reduce the impact of packaging and related items in the environment, 360° Foodservice promotes and supports the development of appropriate source reduction, recyclability and recovery policies for products by the Members of the Association, in line, notably, with the EU general directive on waste, the packaging and packaging waste directive (and the essential requirements it promotes) and the single use products directive.

Measured progress

Members of 360° Foodservice will develop a resource and manufacturing waste reduction, recyclability and recovery policy specific to its operational activity and strategic focus and will communicate progress annually to the Association. This will be done in line with a common performance measurement system agreed upon by its members and validated by third party associations and partners identified for this purpose on account of their solid public reputation in environmental protection. With the help of the common performance measurement system, 360° Foodservice will monitor annually the progress of its members in the implementation of its specific source reduction, recyclability and recovery policies.

Communication

In order to respect the confidentiality of the information communicated by individual members, 360° Foodservice will publish aggregated information of progress made by the members on each of the performance measures. These weighted average annual statistics will be published on the web site of 360° Foodservice.

Partnership with governments, agencies and other organisations

360° Foodservice will co-operate with governments, their agencies, and other stakeholders, both directly and through its Members, in the development of proposed legislation and other regulations in relation to food safety, litter, eco-design, re-use, waste treatment, and initiatives to promote environmental care, to increase the understanding of environmental issues and to disseminate good practice.

Citizenship

360° Foodservice and its Members will contribute to the education of consumers and users of regarding the proper provision and use of single use and reuse systems for serving food and drinks including the end of life phase of products used. It will do so by providing understandable and

relevant information - on the package, through the internet and, wherever possible, through educational programmes for local communities where the Members' premises are established.

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*Adopted in Brussels, 14th November 2008
Updated and amended in March 2021*