

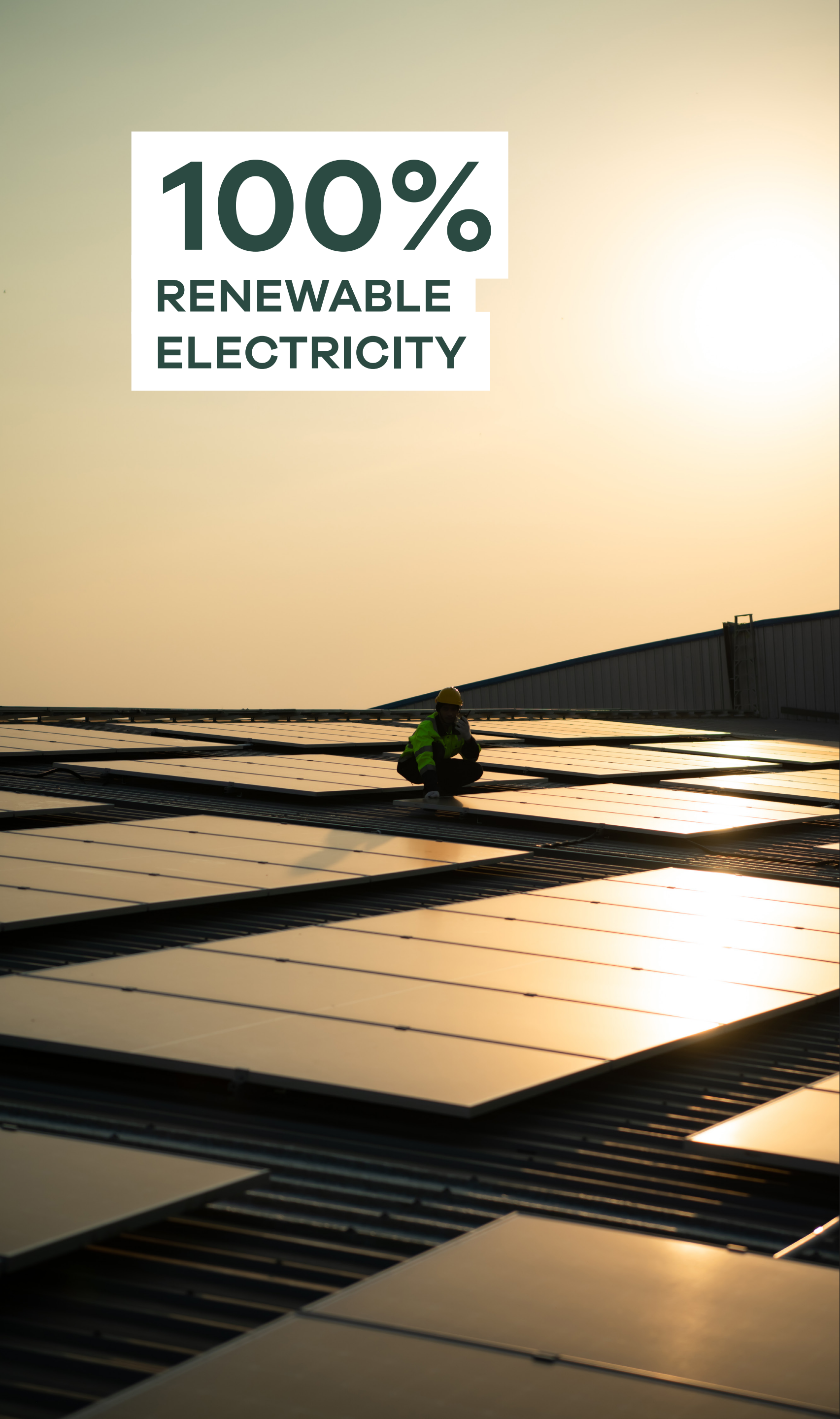
Grow better, together



ShiftingPact® certified
as « Sustainable »

ESG 2025 REPORT

Sustainable commitment
& social responsibility



100%
RENEWABLE
ELECTRICITY

1. Summary

Reinventing impact

Feed without wasting
Work without polluting
Move forward without compromise

PLANET

HUMAN

CULTURE

HERITAGE

ESG 2025 REPORT

Reinventing impact

1. Summary

- **2014**
First step: sorting into 5 streams and installing water-saving systems
- **2015**
Creation of **eco-teams** to imagine collective and sustainable solutions
- **2017**
Switch to 100% renewable electricity: about 500 m2 of solar panels and LED lighting
- **2018**
100% biodegradable cleaning products
Glass preferred over plastic for all our drinks at events
Responsible water: mains-connected fountains, economical taps and flush systems
Zero-waste employee canteen: leftovers and surplus put to use
- **2021**
Soft mobility: Bike to Work campaigns and optimized trucks (cold + non-cold)
- **2025**
Publication of our **first global ESG report**, for total transparency
- **Objectif 2026**
New offices and workshops designed and furnished with as many reused materials as possible.



85%

**NON-DISPOSABLE
EVENT EQUIPMENT**

1. Summary

Cultivating what matters

Source as locally as possible

Cook as precisely as needed

Respect the seasons

Inspire trust

PLANET

HUMAN

CULTURE

HERITAGE

Cultivate what matters

1. Summary

2017

Review of our processes to reduce waste: fewer pre-prepared dishes, more finishing on site

Every year

Every year: Zero food-safety incidents

All our fish comes from sustainable fishing, certified MSC (Marine Stewardship Council)

Our menus follow the rhythm of the seasons, with vegetarian and vegan options included

Our purchasing policies prioritize local producers, fairness and ecological impact

85% of our event equipment is non-disposable, reducing the footprint from service onward

2027 objective

Ensure that the majority of our ingredients are sourced locally

Forging the collective

Embrace diversity

Put people at the center

Build shared success

PLANET

HUMAN

CULTURE

HERITAGE

+30

**NATIONALITIES
REPRESENTED**

Forging the collective

1. Summary

30+ nationalities represented within the teams
30% women / 70% men, above average for the Horeca sector

Since 2014

Field training to support skill development and internal mobility

2016

Adoption of bottom-up management: initiatives also come from employees

2018

Implementation of meritocratic policies for professional advancement
Guaranteed balance - maximum of 3 evenings/weekends worked per week

2027 objective

Increase female representation to 35-40% across all teams



18K+
SOLIDARITY SOUPS
SERVED

1. Summary

Rooted in society

Cook to nourish
Share to connect
Be rooted to last

PLANET

HUMAN

CULTURE

HERITAGE

ESG 2025 REPORT

Rooted in society

1. Summary

From 2017

Weekly solidarity soup prepared from unsold vegetables, distributed with the non-profit Les Samaritains to people experiencing homelessness

Every year

Year-end dinner offered to the most vulnerable with Les Samaritains. Support for local and national associations: Fondation Jules Bordet, BIG (breast cancer), Cap 48, Professor Kadriera, Boukwenge (support for exiled women who have undergone excision), Make-A-Wish. Total transparency in our quotes and debriefings, for clear and lasting relationships with our clients.

2027 objective

Develop 2 new local nonprofit partnerships to strengthen our social roots



2. Who are we?

*CHOU is a multi-business group specializing in high-end event services, founded **more than 30 years ago** in Brussels. Our activities cover catering, reception venues, restaurants, food trucks and guest rooms.*

*With around **150 employees** representing more than **30 nationalities**, we are a benchmark player in the Belgian Horeca sector. Our headquarters and central production unit are located in Schaerbeek, where we pool resources across our different entities.*



2. Who are we?

Our mission

Contribute to the development of sustainable local economic activities, create jobs in catering, events and hospitality, and promote artisanal and culinary know-how.

Our motto

"Grow better, together" — Grow better, together. For people and for the environment.

30+

Years of
experience

150

Employees

30+

Nationalities

64/100

ShiftingPact® score



3. Our ESG approach

At *CHOU*, sustainability is not communication - it is a concrete, measured, audited commitment that has been continuously improving for more than 10 years. We are ShiftingPact® certified at the "Sustainable" level (score of **64/100**, compared with an average of **57** for certified companies), and we have been recognized as exemplary on the environmental and social components.

Our approach is based on three pillars: Environment, Social and Governance. Each is assessed according to precise metrics, concrete practices, internal awareness and transparent reporting.

Current score

3. Our ESG approach

81/100
Environment

70/100
Social

60/100
Governance

64/100
Overall
ShiftingPact®
Score

2027 objective

97/100
Environment

80/100
Social

79/100
Governance

75/100
Overall
ShiftingPact®
Score



81/100

The **environmental** component is our strongest pillar. We have reached a level of excellence recognized by the ShiftingPact® audit, thanks to concrete actions carried out since 2014.

Energy & carbon footprint

4. Our scores | Environment

Enerdeal partnership (2026) — Installation of an additional **4,500 m²** of photovoltaic panels on our roofs, multiplying our solar energy production capacity by ten and strengthening our energy autonomy.

100% electric fleet — Objective to fully electrify our vehicle fleet by 2028. Our trucks are already optimized (combined cold + non-cold) to reduce trips.

Scope 1, 2 & 3 carbon footprint — Commitment to carry out a complete and certified carbon assessment by 2027, with transparent publication of the methodology and results.

Water & resources

4. Our scores | Environment

Responsible water management — Mains-connected fountains, automatic shut-off taps, dual-flush toilets, and a project to install rainwater recovery systems.

100% biodegradable cleaning products — Since 2018, all our cleaning products have been certified environmentally friendly.

Waste & circular economy

4. Our scores | Environment

Sorting into 5 streams — Structured selective sorting system since 2014. Recycling of toner cartridges, used oils and organic waste.

MCA Recycling partnership — Collaboration with MCA Recycling in 2026 for the professional management and recycling of all our waste, guaranteeing full traceability.

Alpaca Solutions partnership — All food leftovers from our events are donated to associations through our partner Alpaca Solutions, which handles redistribution to people in need.

85% non-disposable event equipment — Reusable tableware, replacement of plastic with glass, cardboard or bamboo when reuse is not possible

2027 objective — 90% of waste sorted at all our events.

Sustainable food

4. Our scores | Environment

MSC-certified sustainable fishing — All our fish comes from channels certified by the Marine Stewardship Council

Seasonal menus — Our menus follow the rhythm of the seasons, with vegetarian and vegan options systematically included.

Anti-waste efforts — Portion reduction, use of leftovers (stocks, compotes, pickles), use of "ugly" vegetables and less popular cuts.



71/100

Groupe Choux de Bruxelles has reached a level of **social** excellence. We place people at the center of our model, with concrete commitments to diversity, well-being and inclusion.

Diversity & inclusion

4. Our scores | Social

More than 30 nationalities — Our teams reflect Brussels' multicultural richness. Ratio **30%** women / **70%** men, above the averages for the Horeca sector.

2027 objectif — Increase female representation to **35-40%** across all teams.

Inclusive recruitment — Commitment to recruit through inclusion organizations (Actiris, DiversiCom) and to offer training on diversity, equity and inclusion.

Skills development

4. Our scores | Social

Field training — Since 2014, training programs to support skill development and internal mobility

Meritocratic policies — Since 2018, positions posted internally, annual evaluations with clear objectives and feedback incorporating peers

Well-being & balance

4. Our scores | Social

Work/life balance — Maximum of 3 evenings/weekends worked per week. Bottom-up management since 2016: initiatives also come from employees.

Engagement & satisfaction — Implementation of an annual employee satisfaction barometer and workplace well-being advisory services.

Social commitment

4. Our scores | Social

Support for Fondation Jules Bordet, BIG (breast cancer), Cap 48, Professor Kadriera, Boukwenge (support for exiled women who have undergone excision), Make-A-Wish.

18,000+ solidarity soups — Since 2017, weekly solidarity soup prepared from unsold vegetables, distributed with the nonprofit *Les Samaritains* to people experiencing homelessness.

Annual solidarity dinner — Every year, a year-end dinner offered to the most vulnerable with *Les Samaritains*

Nonprofit partnerships — Support for *Fondation Jules Bordet*, *BIG* (breast cancer), *Cap 48*, *Professor Kadriera*, *Boukwenge* (support for exiled women who have undergone excision), *Make-A-Wish*.

2027 objective — Develop 2 new local nonprofit partnerships to strengthen our social roots.

60/100

Governance is our priority area for improvement. We have already laid solid foundations, and our commitments for 2025-2027 are ambitious.

What's in place

4. Our scores | Social

Double certification — *Ecodynamic Enterprise* label + ShiftingPact® certification at the "*Sustainable*" level.

Pay equity — Pay gap of **1 to 5x**, remarkable for a company of **150** people.

Data protection — Complete *GDPR* policy: metrics, formalization, practices, awareness and reporting.

Strategic reinvestment — Dividends mostly reinvested in innovation and growth

Our commitments 2025-2027

4. Our scores | Social

ESG formalization — Integration of ESG criteria into all strategic decisions, implementation of a sustainable supplier grid.

Materiality assessment — Impact and financial materiality analysis, sector benchmark analysis, visual materiality matrix.

Sustainability report — Development of a full sustainability report disclosing impacts, performance and progress transparently.

Charters & policies — Adoption of an internal Code of Conduct, a Diversity and Inclusion Charter, and a Remote Work Policy.

**10 years of concrete,
measurable actions
under continuous
improvement**

5. Our sustainable trajectory

- **2014**
First step: sorting into 5 streams and installing water-saving systems
- **2015**
Creation of eco-teams to imagine collective and sustainable solutions
- **2016**
Adoption of bottom-up management: initiatives also come from employees
- **2017**
Switch to **100%** renewable electricity (about **500 m²** of solar panels, LED lighting).
Process review to reduce waste. Launch of the weekly solidarity soup
- **2018**
100% biodegradable cleaning products. Meritocratic policies for professional advancement

10 years of concrete,
measurable actions
under continuous
improvement

5. Our sustainable trajectory

- **2021**
Bike to Work campaigns and truck optimization (cold + non-cold).
- **2025**
Publication of the first global ESG report. ShiftingPact® certification at the "*Sustainable*" level (**64/100**).
Commitment pact signed for 2025-2027.
- **2026**
Enerdeal partnership: **4,500 m²** of photovoltaic panels on our roofs. Partnerships with *Alpaca Solutions* and *MCA Recycling*.
New offices and workshops designed with as many reused materials as possible.
- **2027**
Objectives: ShiftingPact® score of **75+**, **90%** of waste sorted, **80%** local ingredients, certified carbon assessment.
- **2028**
Objective: **100%** electric vehicle fleet

Contribution to the Sustainable Development Goals

SDG 8.3

Development of micro, small and medium-sized enterprises (corporate mission): Development of sustainable local economic activities, creation of jobs in catering, events and hospitality.

SDG 2.3

Productivity and small-scale producers: Regular collaboration with local producers, artisans and small market gardeners. Promotion of short supply chains.

SDG 4.4

Skills and access to employment: Training and integration of young people and adults into catering, hospitality and event professions.

6. Contribution to the Sustainable Development Goals

SDG 9.1

Sustainable infrastructure: Centralization of operations in a shared building in Schaerbeek, encouraging resource pooling.

SDG 12

Responsible consumption and production: Waste reduction, circular economy, sustainable sourcing.



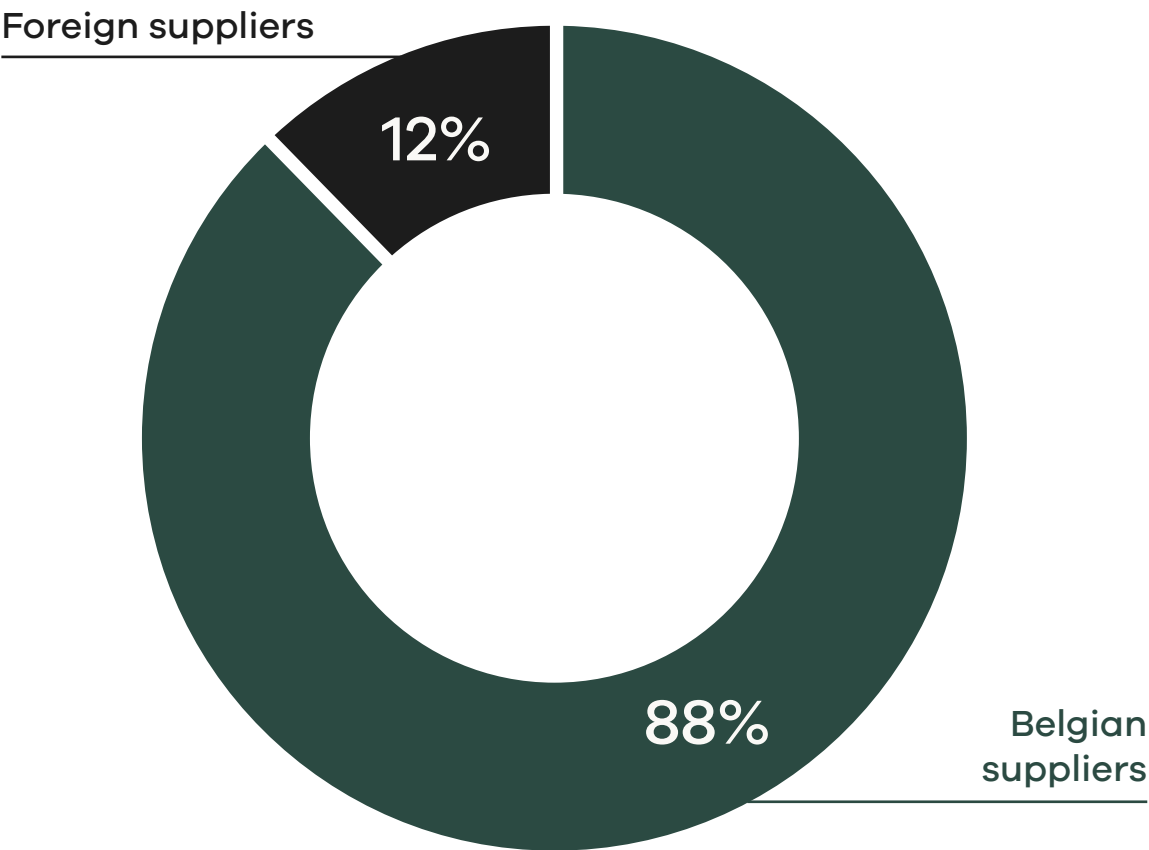
7. Mitigation of sector risks

According to the *UNEP FI* standard, the Horeca/events sector presents a low risk of negative impacts with regard to the SDGs. CHOU's ShiftingPact® audit highlights our high level of mitigation of these risks.

The three potentially at-risk SDGs identified for our sector are health and safety (SDG 3.9), low wages (SDG 1.2) and waste (SDG 12.5). Our current practices actively mitigate each of these risks.

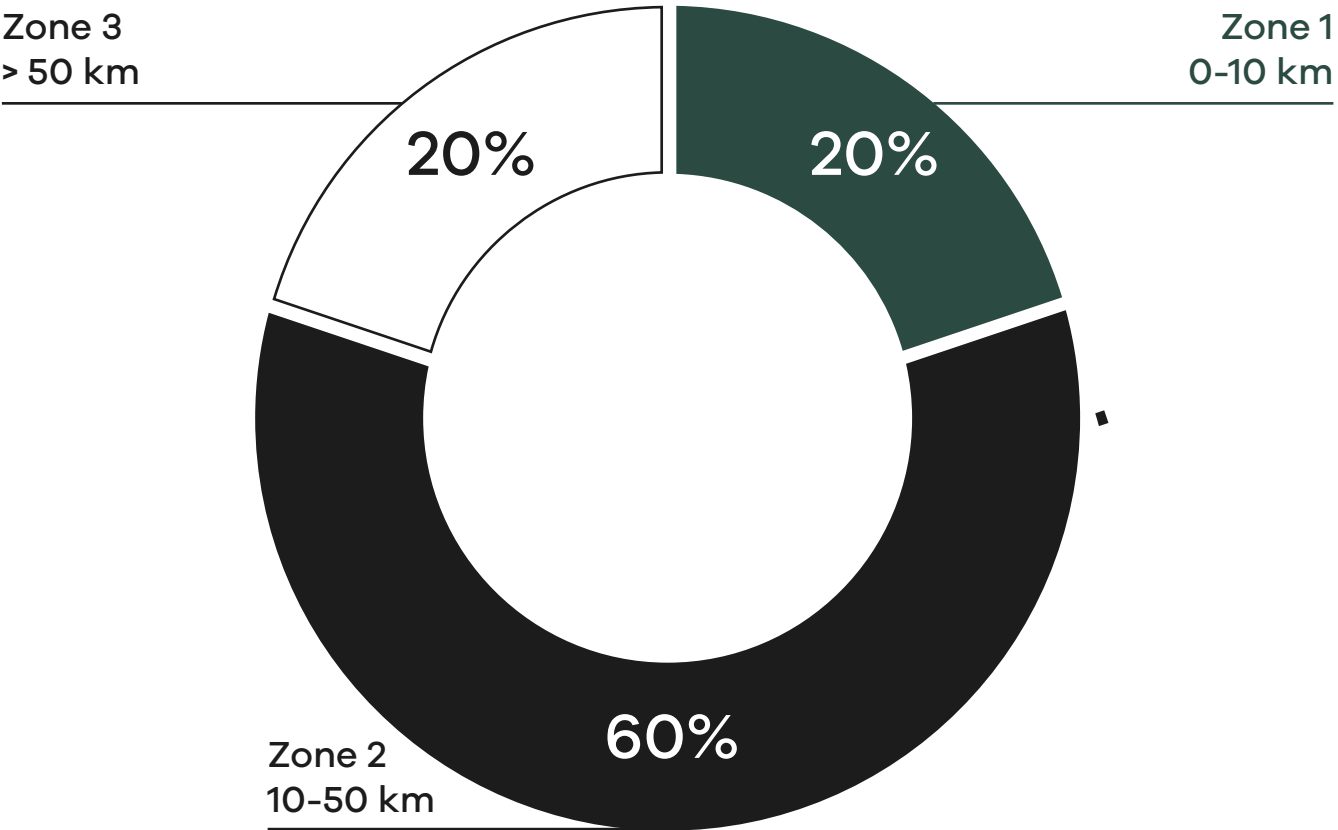
8. Supplier origins

Supplier origin



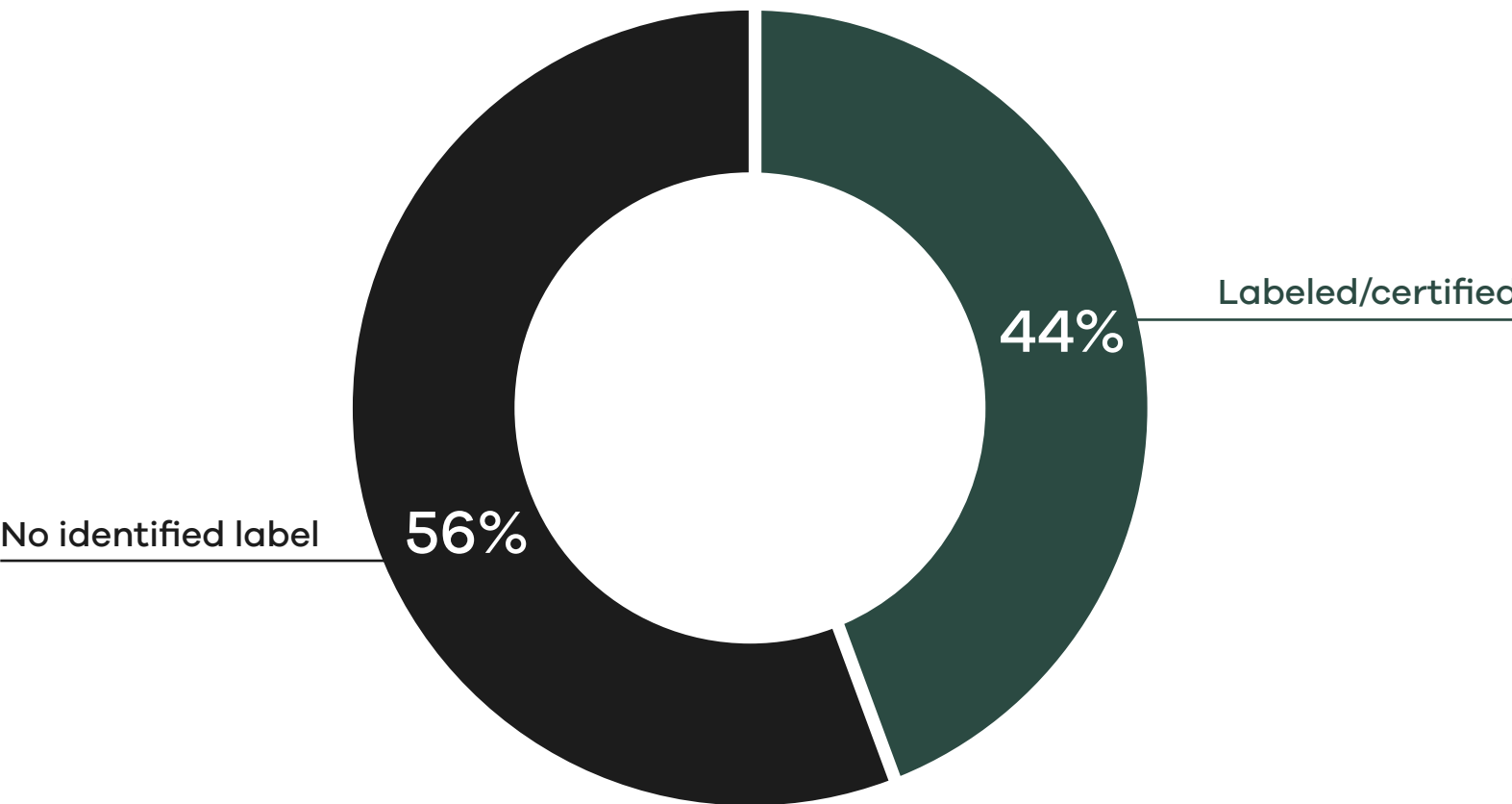
Breakdown of Belgian and foreign suppliers

Distance from Etterbeek



Breakdown by distance zone

Certified suppliers



Share of labeled/certified suppliers



9. Our sustainability partners

Enerdeal

Energy partner — Installation of **4,500 m²** of photovoltaic panels on our roofs in 2026, multiplying our solar energy production capacity by ten.

Alpaca Solutions

Food redistribution — All leftovers from our events are donated to associations to be distributed to people in need.

MCA Recycling

Waste management — Partner for the professional management and recycling of all our waste, with full traceability.



9. Our sustainability partners

Les Samaritains

Solidarity commitment — Partner for the weekly solidarity soup and the annual dinner offered to the most vulnerable.

ShiftingPact®

ESG certification — Certification body for SMEs in sustainable transition. Score **64/100**, "*Sustainable*" level.



10. Why collaborate with CHOU

Choosing CHOU as an event partner means joining forces with an organization that combines service excellence with sustainable responsibility, backed by concrete and measurable commitments.

→ **Environmental and social excellence**

Recognized by the ShiftingPact® audit, with scores among the highest in the framework.

→ **100% renewable electricity**

4,500 m² of additional photovoltaic panels.

→ **Zero food waste at events**

Thanks to our partnership with *Alpaca Solutions*.



10. Why collaborate with CHOU

→ **Certified waste management**

With *MCA Recycling* for full traceability.

→ **Strong social commitment**

18,000+ solidarity soups, 30+ nationalities, multiple nonprofit partnerships

→ **Continuous improvement trajectory**

Objective of a ShiftingPact® score of **75/100** by 2027, "*Inspiring*" level.

→ **Total transparency**

Our quotes, debriefings and reports reflect our real practices, without embellishment.



“ What we serve today already belongs to tomorrow. ”

CHOU
HOUSE OF TASTE

