

Certified



Corporation



*Great Local Foods From Scratch*

— *Since 1979* —

**SUSTAINABILITY REPORT**



## IT TAKES A WHOLE HERD

While there has been a lot of change, we remain committed to the values that we established in 1979: Serving great local foods from scratch and delivering an amazing dining experience to our guests while operating as a sustainable business in our community.

We pride ourselves on being a pioneer in sustainable practices—and that means we never settle for “good enough.” We’re always looking for ways to lessen our impact on the environment—while creating a positive experience for our guests!

It’s not just an abstract goal. It’s part of who we are and what we do. Every day.

As part of our dedication to continuous improvement, we are always looking for places in our business where we can make more sustainable choices and enact improvements. This sustainability report celebrates some of our success—and captures a lot of our goals.

Thank you to our customers, partners, and employees who continue to help us make our mission a reality.

*Anne Weaver*  
ANNE WEAVER, CEO

*“Elephants is committed to sustainable, socially responsible food that’s healthy and tastes great.”*



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# WHAT IT MEANS TO BE A B CORP

Elephants Delicatessen has long been a leader in sustainable business practices and is proud to be a certified B Corporation. We became a B Corp in 2015 because it validates the vision and practices we've had since we started in 1979.

This certification means that Elephants voluntarily meets a higher standard of transparency, accountability, and performance. (Many people describe B Corps as companies that value people, profit, and the planet.)

The B Impact Assessment is updated every three years; this gives us the opportunity to set improvement goals against the most up-to-date standards and benchmark our performance over time.

## B IMPACT ASSESSMENT

The B Impact Assessment asks questions about how the day-to-day operations of a company create positive impact for the company's workers, community, and environment. Scores for Certified B Corps are verified by the non-profit B Lab.

		INDUSTRY AVERAGE
COMMUNITY	32	17
ENVIRONMENT	27	7
WORKERS	20	18
GOVERNANCE	17	6
<b>OVERALL SCORE</b>	<b>96</b>	<b>55</b>

*We increased 15 points since our 2015 certification!*



## OUR MISSION & VALUES



### OUR MISSION:

To provide a fun, friendly, energetic, sensory food experience combined with exceptional quality and service.

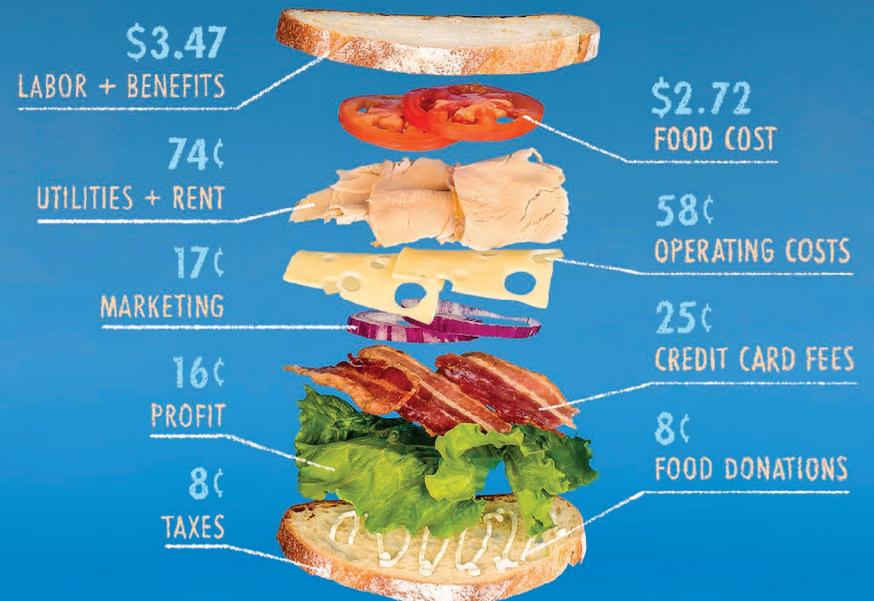
### OUR VALUES:

*Excellence. Sustainability. Unity.*

From composting food waste to purchasing local foods; to donating leftover food and hosting zero-waste events—we are committed to sustainable, socially responsible food that's healthy and tastes great.

## THE TRUE PRICE OF A SANDWICH

Ever wonder what goes into the cost of an \$8.25 sandwich at Elephant's Delicatessen? Every bite is built on a foundation supporting hundreds.



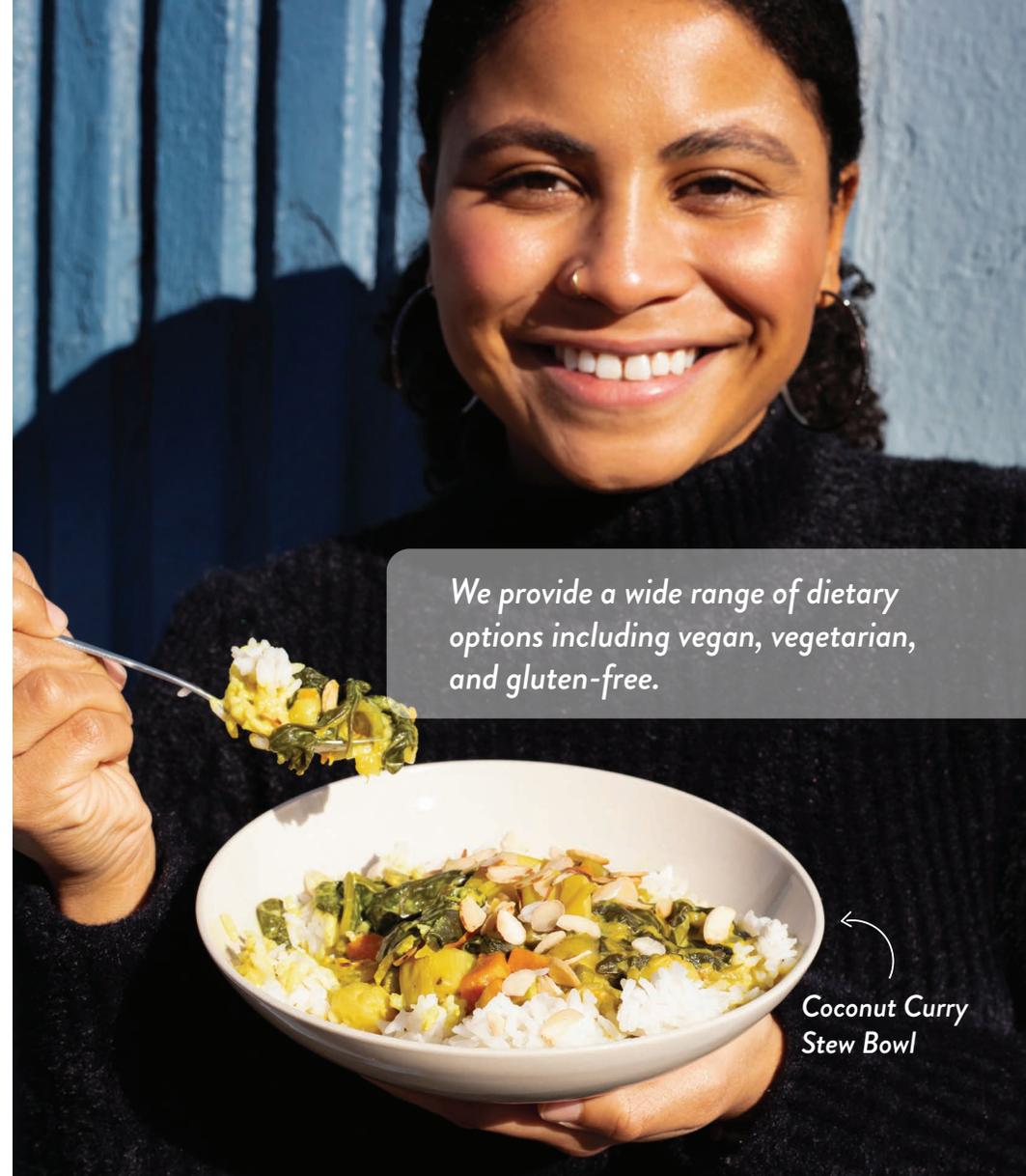
## A LOCAL COMMITMENT

“**Great local foods from scratch**” isn’t just our tagline. It’s our commitment to our customer and our community. We make everything from scratch. This includes fresh bread from our bakery and even in-house charcuterie. Every sauce. Every dessert. Every dressing.



- Over 90% of our significant suppliers are within 200 miles of Portland, keeping money and employment in the Pacific Northwest.
- Over 65% of our significant suppliers are independently owned businesses.
- About 30% of our production and supplies originate in low-income communities.

- You can now find our **nutritional information online**. We don’t have every menu item yet—our catering menus feature over 100 items. But we’re adding new items all the time!
- We’ve added **more plant-based options** to our catering and restaurant menus—and there are many more to come!
- We provide ingredient information on our menus, labeled foods, and catering signage—so you know what you’re eating. We can tell you where we source our ingredients. And we provide information about allergens so all guests can make informed food choices, no matter their dietary needs or preferences.



*We provide a wide range of dietary options including vegan, vegetarian, and gluten-free.*

Coconut Curry Stew Bowl

- Our special relationship with **Duck Delivery Produce** enables us to purchase local and sustainable produce from a **Food Alliance Certified Distributor**.
- We have a growing list of local, regional, national, and international sustainable and artisan companies that we support and purchase amazing products from – check out our list of **purveyors and partners online!**

## FOOD SAFETY & QUALITY

We assembled a formal food safety team in 2018. The team went through extensive training in the mechanics of FSMA (Food Safety Modernization Act). Our accomplishments so far:

**Foreign Objects in Food.** Revamped our foreign object reporting system to provide for better tracking and faster response; incorporated a comprehensive digital documentation system; decreased foreign objects incidents significantly from previous year.

**Allergen Control.** Expanded our allergen control practices, to better mitigate risk and provide wholesome and safe food.

**Employee Training.** New employees undergo a more vigorous training on good manufacturing practices and allergen control, conducted with materials in English and Spanish.

**Invested in ServSafe Certification.** Committed to certifying more employees in the bench-mark of facility safe practices certifications.

**Equipment Cleaning and Sanitation Procedures.** Initiated overhaul of our equipment cleaning and sanitation procedures, with corresponding training, documenting, and inspecting.

**Enhanced Inspection.** Instituted daily inspections to ensure proper sanitary practices for employees, equipment, and facility.

**Swab-Testing.** Invested in a state-of-the-art swab system to measure the effectiveness of cleaning and sanitizing of equipment in real time, allowing for immediate corrective action.

**Internal Audit.** Adopted a monthly internal audit to bolster good manufacturing processes and sound employee/equipment/facility practices.



The safety and quality of our foods is fundamental to our success as a company, underscoring our mission to provide “Great local foods from scratch.”

*Nothing is more important than the safety of our food.*

# WHAT INCLUSION MEANS TO US



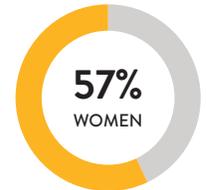
Elephants Delicatessen is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Hiring people who care about diversity and inclusion makes our company a great place to work.

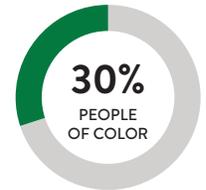
Elephants Delicatessen's diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.
- Elephants has 100% gender pay equity across its staff.

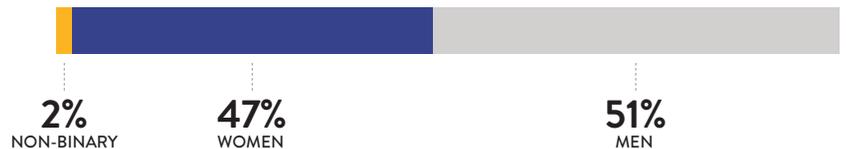
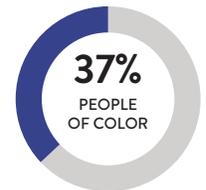
## SENIOR MANAGERS



## EXECUTIVE TEAM



## COMPANY-WIDE



## NON-STANDARD RECYCLING



# 54,220 lbs

Total Non-Standard Disposal in 2019

We don't just compost food scraps and recycle paper, glass, and metal. We recycle non-standard items that require special disposal. Examples include cooking oil, wine corks, bubble wrap, and even certain plastics. We literally go the extra mile to recycle these items; many of them can only be recycled at facilities outside of Portland.



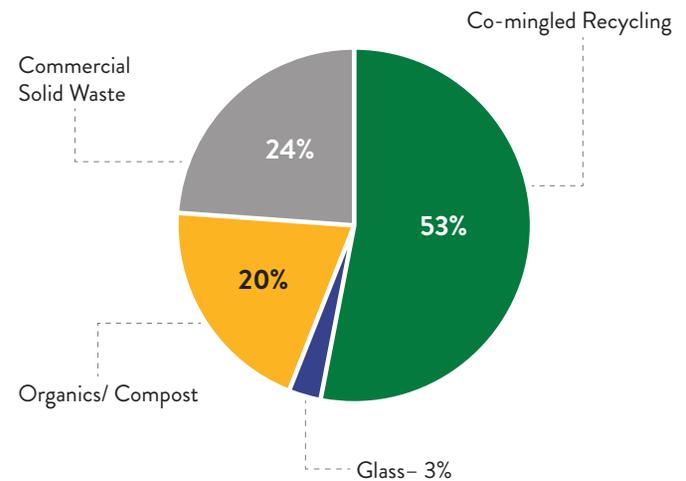
## WASTE DISPOSAL & DIVERSION



### WE RECYCLE OVER 50% OF OUR WASTE!\*

For the 2018-19 fiscal year, Elephants Delicatessen continued with efforts to mitigate waste and divert materials from the waste stream.

### PERCENTAGE BREAKDOWN BY CATEGORY OF WASTE



\*Tracked from our Administration, Central Kitchen, NW 22nd, Corbett, and Montgomery Park locations by Waste Management.

## SUPPORTING OUR COMMUNITY

### COMMITTED TO GIVING BACK

Elephants has always been family-owned and -operated, and we care for our family. Our first commitment has always been to our employees and our customers. We extend this commitment to our entire community, especially our most vulnerable citizens.

WE DONATED

**48,000** pounds

OF FOOD IN 2019. A RETAIL VALUE OF **\$358,000**.

### REDUCING FOOD WASTE THROUGH DAILY DONATIONS

Elephants reduces food waste, first by discounting items each evening, then by giving away the unsold items to nonprofit partners. Each of our locations donates extra food to organizations such as Urban Gleaners, Lift Urban Portland, REACH Community Development, and Rose Haven.

### VOLUNTEERISM

Part of our dedication to the Portland community involves giving back, both through volunteerism and donations. Our staff are involved with many local organizations, and Elephants Delicatessen donates to non-profits and community events throughout the year.

*Restaurants have the unique ability to help the communities that we are a part of. We can lead in a significant way.*

## 2020 GOOD NEIGHBOR AWARD



We are honored to be the 2020 winner of the Good Neighbor Award! This award is presented by National Restaurant Association Educational Foundation (NRAEF) and American Express to recognize restaurants that make their communities better places to live and work.

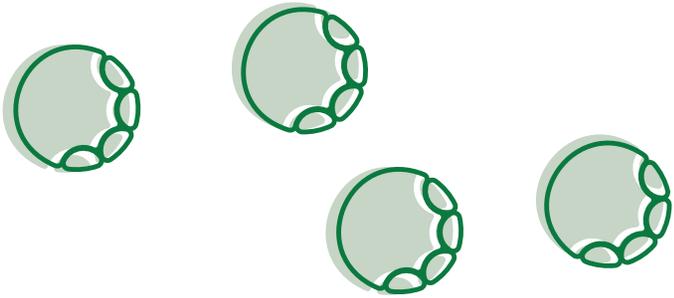
*“When we talk about the important role restaurants play in their community, I can think of no better example than Elephants Delicatessen’s sustainability efforts, among many other philanthropic activities.”*

*Rob Gifford  
President, National Restaurant Association Educational Foundation*



The best part of the Good Neighbor recognition: **We were awarded \$10,000 to support a favorite charity!** We are excited to donate that money to Lift Urban Portland! Lift Urban Portland aims to reduce hunger and improve the lives of low-income residents of Northwest and Downtown Portland. We support their efforts by donating food as well as helping transport food.

## REDUCING OUR FOOTPRINT

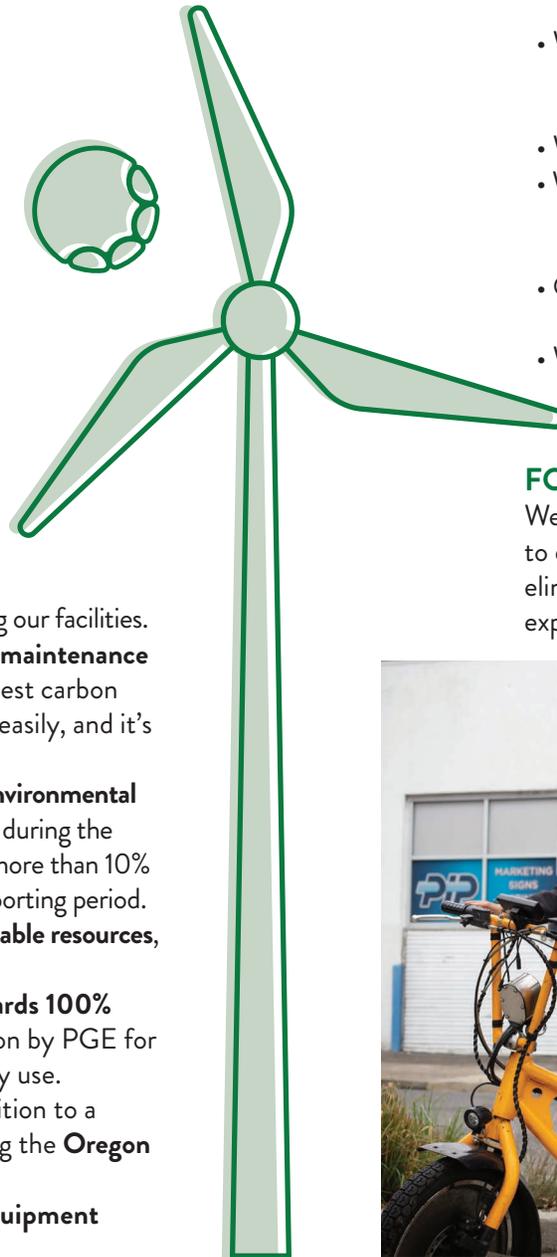


WE REDUCED/ OFFSET  
OUR CARBON FOOTPRINT BY

# 25%

IN 2019. HERE'S HOW:

- **Increasing our renewable energy use** for powering our facilities.
- **Decreasing refrigerant leaks through rigorous maintenance and monitoring.** Refrigerant is one of the highest carbon emitters in the world. Restaurants can do this easily, and it's a very low-cost way to help.
- **Purchasing carbon offsets through Bonneville Environmental Foundation.** This significantly reduced emissions during the 2018-19 fiscal year. Our credit purchase offset more than 10% of our total greenhouse gas emissions for this reporting period.
- **We purchase 100% of our electricity from renewable resources,** reducing our reliance on fossil fuels.
- Our continuing support of the **movement towards 100% renewable wind power** led to special recognition by PGE for our outstanding leadership in renewable energy use.
- We champion how our region is making a transition to a low-carbon economy by signing and supporting the **Oregon Climate Declaration.**
- We purchase **energy-efficient food service equipment** approved by the Energy Trust of Oregon.



## TRANSPORTATION

- We provide dedicated and secure bike parking, subsidize bus passes for all employees, and create production schedules that accommodate staff who choose Tri-Met for their commute.
- We provide free bike parking for customers, too.
- We participate in the City of Portland's No Idling program, which reduces benzene levels in the air by discouraging delivery vehicles from idling while parked.
- Our delivery vehicles run on B20 diesel fuel, which incorporates 20% bio-diesel.
- We still deliver food via Portland's first 100% electric Nissan Leaf.

### FOOD DELIVERY BY B-LINE TRIKE

We partnered with local company (and fellow B Corp) B-Line Delivery to deliver sack and box lunches via trike to the downtown Portland area, eliminating thousands of hours of drive time. We are looking forward to expanding this service in 2020 and beyond!



## REDUCE, REUSE, RECYCLE



WE SAVED  
**25,336** CUPS  
FROM ENTERING  
THE LANDFILL IN 2019

### GOODBYE STYROFOAM SHIPPING CONTAINERS!

Because we ship our specialty items all over the country through Williams-Sonoma, one staff member researched and found a type of insulation that is made of natural fibers and is biodegradable and recyclable.

### THE ELE-PAIL IS HERE!

We just introduced reusable food containers, for those buying one of our legendary soups, mac-n-cheese, and more.



- We offer low-cost and locally made stainless steel utensil packs at all locations.
- **We no longer provide plastic straws.** We have swapped plastic straws for paper.

- We offer **reusable shopping bags** and competitively priced **reusable beverage tumblers** at all of our locations.
- We source renewable, recycled, and reusable packaging that have the least impact on our ecosystem using these factors: reusability, recyclability, recycled content, leaching, flourine content, temperature safety, supply chain distance.
- Our catering team replaced Styrofoam food carriers with reusable and recyclable MightyLite insulated carriers.
- We provide **paper to-go packaging** as an option at all Elephants locations.



- **We only provide plastic service ware (forks, knives, etc.) upon request.** We continue to source non-plastic “to-go” flatware options.
- **Encourage reuse over recycling** by offering plates, mugs, and flatware into our locations—for dine-in or in-building customers.

# ZERO-WASTE CATERING

We pride ourselves on being a pioneer in sustainable practices—and that extends to our catering and events services. We're always looking for ways to lessen our impact on the environment—while creating events that have a positive impact on your guests!

*We extend a year-round catering discount of 10% to both non-profits and fellow B Corporations. In the fiscal 2018-2019 year, we provided over \$104,647 in discounted catering.*

## ZERO-WASTE EVENT OPTIONS

There are many ways we can help eliminate waste from your event—and the landfill.

- Use real service ware instead of disposable. (Ask us how you can save money by choosing non-disposable!)
- Forego paper napkins for linens.
- Offer water stations instead of bottled water.
- Include more plant-based foods on your menu.
- Reusage signage that's printed on recycled/sustainable materials.
- Donate leftover food.



## NOURISHING OUR COMMUNITY

- We work with our clients to donate leftover food. (This gives our customers the chance to be food heroes!) Partner organizations include Urban Gleaners, Lift Urban Portland, REACH Community Development, and Rose Haven.
- We also support our non-profit partners by participating in their fundraising efforts, from donating auction items, venue space, and event planning expertise for events to providing transportation of donated food.

*We're committed to sustainability, local sourcing, responsible food waste management, and ongoing zero-waste training for our employees.*

## ZERO-WASTE CATERING

We are sure to recycle, compost, and carefully sort all of our waste — in our facilities as well as on site at our catering events... We even recycle our frying oil. We typically bring all event waste back to our kitchen so we can sort it appropriately. Easier for our customers and venue partners, too!



### MAKING SUSTAINABLE CHOICES EASIER, AND COST-EFFECTIVE!

We prefer reusable service ware and incent our customers to use it. Reusable service ware actually costs less than disposable! If a customer uses a reusable tray (versus a disposable one), we'll even pick it up for no charge. We want to make it easy to make more sustainable choices!

## CONTINUOUS IMPROVEMENT

Our sustainable practices are only as effective as the people practicing them.

We routinely train and test our employees through activities like compost and recycling challenges. Our companywide sustainability team meets twice a month to discuss challenges and best practices.





Certified **Best For**  
 **The World**  
Corporation **2019 Changemakers**  
Honoree