

# ELEPHANTS DELICATESSEN



PLANET. PLATE. PEOPLE.  
2019 SUSTAINABILITY REPORT



Best For  
The World  
2019 Changemakers  
Honoree



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.

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

## OUR MISSION

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

## OUR CORE VALUES

EXCELLENCE

SUSTAINABILITY

UNITY

## METRICS THAT MATTER

SOME OF OUR SUSTAINABILITY SUCCESSES FOR 2019:

- Increased our use of renewable energy for powering our facilities. Over the years our wind energy credits stopped matching our electricity consumption.
- Improved accessibility and language in our website and in external/internal documents related to hiring practices.
- Edited our employee handbook to be gender neutral.
- Increased employee wages across the board so the average pay (for full-time employees) is above \$15.00.

- Purchased carbon offsets through Bonneville Environmental Foundation. This year signaled our first venture into carbon offsets, the icing on the cake of significantly reduced emissions during the 2018-19 fiscal year. Our credit purchase offset more than 10% of our total greenhouse gas emissions for the reporting period.
- Strengthened our internal sustainability team that is dedicated to maintaining sustainability goals in our daily operations. We increased the size of the team and its effectiveness! Now we have representatives on the team from every retail location, our catering team, our corporate office, and our central kitchen. The result: Better communication of and adoption and support for sustainability initiatives across the company.
- Received a B Corporation “Best in the World: Changemakers” award for the second year in a row. Also received a Changemakers award for B Corporation’s Inclusivity Challenge.
- Received the Oregonian’s “Best Places to Work” award based on the results of an employee survey.
- Published nutritional information online.
- Recognized by Real Leaders magazine as one of their Top 100 Impact Companies
- Conducted two internal employee surveys: one focused on job satisfaction and the other focused on transportation.

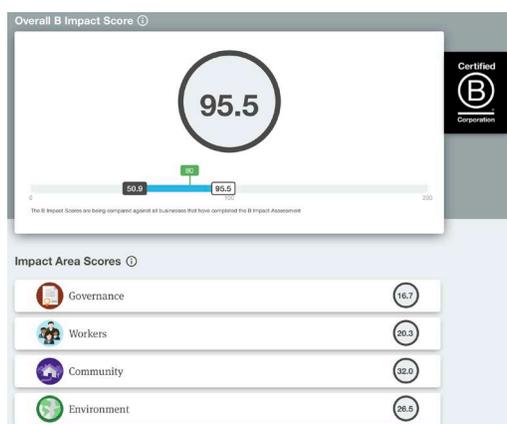
## A LOCAL COMMITMENT

“GREAT LOCAL FOODS FROM SCRATCH” ISN’T JUST OUR TAGLINE. IT’S OUR COMMITMENT.

- 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!
- Over 90% of our significant suppliers are located 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.

## 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. This certification means that Elephants voluntarily meets a higher standard of transparency, accountability, and performance, using the power of business to solve social and economic problems. We became a B Corp because it officially validates the vision and practices we’ve had since we started in 1979.



## **SOME OF OUR SUSTAINABLE PRACTICES**

### **CLEAN ENERGY**

- As a Green Source consumer, we purchase 100% of our electricity from renewable resources, reducing our reliance on fossil fuels. We also purchase offset credits through the Blue Sky program.
- 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 via local businesses by signing and supporting the Oregon Climate Declaration.

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### **MANAGING WASTE RESPONSIBLY**

- A pioneering member of the Portland Composts! program, we prevent over 1000 pounds of food waste and soiled paper from entering our landfills each week.
- As a Metro Recycle Works participant, we recycle cooking oil, fat renderings, ink cartridges, magazines, cardboard, plastic, tin, packing peanuts, bubble wrap, Styrofoam, aluminum, and glass.
- Our fluorescent light bulbs are recycled at Pacific Lighting and we recycle batteries.
- Our paper waste is shredded and baled before being sent to Georgia Pacific to be recycled in the production of new paper product

### **SUSTAINABLE TRANSPORTATION**

- 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 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.
- Our Nissan Leaf, a 100% Electric Zero Emissions Vehicle, and our custom bike trailer help us deliver our sack lunch and catering services.

### **RECYCLED AND ALTERNATIVE MATERIALS**

- We use recycled/recyclable packaging for our packaging and service ware (utensils, bags, plates, coffee cups, salad containers, napkins, lunch boxes, etc) wherever possible.
- We print menus and in-house materials on recycled copy paper, and only as needed.
- Fliers and other marketing materials are printed locally by companies that use soy-based inks.
- We purchase energy-efficient food service equipment approved by the Energy Trust of Oregon.
- Our ware-washing and janitorial processes include eco-friendly soaps and detergents, and our dish sprayers are low-flow which reduce the volume of water used in this task.

## SUPPORTING THE PORTLAND COMMUNITY

- We make donations of extra food to organizations such as Urban Gleaners, Lift Urban Portland, REACH Community Development, and Rose Haven.
- 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.

## TAKING CARE OF THE ELEPHANTS HERD

### 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.

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.

### 2019 DIVERSITY & GENDER BALANCE

Senior managers: 57% are women

Executive team: 50% women, 30% people of color

Companywide: 47% women, 2% non-binary, 37% people of color(none white, Hispanic, Asian, two or more races, etc.)

100% gender pay equity.

## LESSENING OUR ENVIRONMENTAL IMPACT

### CORPORATE WASTE DISPOSAL

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

Five of our facilities are serviced by Waste Management, specifically: Administration, Central Kitchen, NW 22nd, Corbett, and Montgomery Park. These are the facilities for which we are able to track and evaluate our waste output. For all

other facilities waste disposal is part of our tenancy, and are not accounted for in determining total output by category. Admittedly, this approach provides an imperfect picture. The rationale for this approach is two-fold:

1. Waste output is measured by volume and frequency of containers picked up by waste haulers. We determine the size of the receptacle (i.e. 4 yard dumpster), convert that from volume to weight using calculations provided by the EPA, and then calculate according to frequency of service for an entire year.
2. Elephants Delicatessen counts only those services for which we are provided direct documentation by the service provider, most often in the form of an invoice for services rendered. We are unable to accurately track waste output if we do not have a direct invoice for services, as that invoice is used as corroboration for our calculations. No evidence? No count.

As such, and relative to the information we can accurately calculate and measure, the following calculations provide insight to our waste disposal practices as a company.

#### **BREAKDOWN, BY CATEGORY OF WASTE**

Co-Mingled Recycling = 53%

Glass = 3%

Organics/Compost = 20%

Commercial Solid Waste = 24%

These percentages fall in line with calculations from the last 4 years, with variance within 1.5% overall.

#### **BREAKDOWN, BY CONVERTED VOLUME-TO- WEIGHT OF WASTE (ROUNDED TO NEAREST HALF TON)**

Co-Mingled Recycling = 1,076,000 pounds

Glass = 64,000 pounds

Organics/Compost = 396,000 pounds

Commercial Solid Waste = 478,000 pounds

#### **NON-STANDARD DISPOSAL**

Non-standard disposal entails items that require special disposal (light bulbs, batteries, electronics), require accumulation and holding for third-party disposal (EPS/Styrofoam, document shredding, scrap metal), and cooking oil.

EPS/Styrofoam – 188 pounds

Scrap Metal – 684 pounds

Light Bulbs – 94 pounds

Equipment, Donated and Recycled – 2,644 pounds

Batteries – 105 pounds

E Waste – 228 pounds

Printer Cartridges – 20 pounds\*

Wine Corks – 12 pounds\*

Document Shredding – 5,005 pounds\*\*

Cooking Oil – 45,000 pounds (estimated)\*\*\*

## Total Non-Standard Disposal – 54,220 Pounds

\*Denotes items tracked late in the fiscal year. Values for these are expected to increase for the 2019-20 fiscal year.

\*\*Two additional receptacles were utilized for five months, to deal with a backlog of financial documents.

\*\*\* Estimate based on historical average; pending verification from Oregon Oils.

## HAZARDOUS WASTE

Hazardous waste entails those items identified by the EPA and the State of Oregon as being a hazardous to life and land, and requiring disposal through Metro. These materials include: paint, solvent, machinery oil, cleaning agents, and ethanol fuel gel resulting from the use of chafing dishes. The total weight of hazardous materials disposed was 243 pounds; the majority of this was ethanol fuel gel.

## REUSABLES/SINGLE-USE/RECYCLABILITY

As of October 1, 2019, businesses in Portland cannot automatically include plastic straws, stirrers, utensils or individually packaged condiments in a customer's order for dine-in, drive-through, take-out or delivery. These items can only be provided upon customer request.

Elephants Delicatessen shares our customers' concerns about reducing and removing plastic in our stores and catering business. We know it's important to our customers and it's equally important to us. To that end we are currently researching testing a variety of packaging and other ways to not just reduce our plastic usage, but to encourage reuse and better explain recycling opportunities to our customers.

We are taking a careful look at all of the places in our business where we can make more sustainable choices and enact improvements—from our cold and hot food to-go packages in our stores to the equipment our catering team uses to transport food to the utensils and serving ware we offer.

Here's what we are working on now:

- We provide paper to-go packaging as an option at all Elephants locations.
- We no longer provide plastic straws. We have swapped plastic straws for paper. But we do have plastic straws behind our counters if you need one—just ask.
- We only provide plastic service ware (forks, knives, etc.) upon request. We continue to source non-plastic "to-go" flatware options.
- We are encouraging reuse over recycling by bringing plates, mugs, and flatware into our locations—for dine-in customers or in-building customers at locations like Montgomery Park.
- GO Box reusable container service (for entrees, soup, or coffee) is available at our Fox Tower location providing customers with a zero waste option for to-go purchases. We also have a container drop-off box at Fox Tower.
- We offer reusable shopping bags at all of our stores.
- We offer competitively priced reusable travel beverage tumblers at all of our locations.

- We are offering low-cost (and quite fetching) stainless steel utensil packs (in fabric punches that are easy to carry or keep at your desk) at all locations. These include flatware and a stainless steel straw. These are locally made.
- Our catering team replaced Styrofoam food carriers with reusable and recyclable MightyLite insulated food containers..
- As we roll out these changes, we are clarifying signage in our stores to better help our customers make informed recycling and composting choices.
- We put together information for our customers about packaging materials and disposal opportunities, so people can make informed and responsible decisions with these packaging materials.
- Source renewable, recycled, and reusable packaging options that have the least impact on our ecosystem. We are using a list of 20 factors to guide us in our quest for responsible packaging. Factors include:
  - Reusability
  - Recyclability
  - Recycled Content
  - Leaching (Plastic Products)
  - Flourine Content (Paper Products)
  - Temperature Safety
  - Supply Chain Distance

## **FOOD AND FOOD SAFETY**

**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 [Note: Andrea would be able to provide numbers to this effect, and in comparison to overall production.]

**ALLERGEN CONTROL.** In training and procedure, expanded our allergen control practices, so as to better mitigate risk and provide wholesome and safe food to all of our customers.

**EMPLOYEE TRAINING.** New employees undergo a more vigorous training on good manufacturing practices and allergen control, conducted and with materials in English and Spanish to better bridge language gaps.

**INVESTED IN SERVSAFE CERTIFICATION.** Committed to certifying more employees in the bench-mark of facility safe practices certifications. Training materials translated into Spanish, to assist those employees for whom it is native language.

**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, performed by members of the Food Safety team and facility/executive management, to bolster good manufacturing processes and sound employee/equipment/facility practices.

## **FOOD DONATIONS AND WASTE**

Food waste is recorded and tracked through our point of sale system, as are donations of approved, safe-to-donate items. Items not allowed for donation include hot food and items featuring alcohol as a significant ingredient. The former is due to concerns regarding time and temperature control; the latter is due to concerns regarding the populations receiving these donations, which may include minors and people in recovery of substance abuse.

As a point of clarification, food waste is specific to finished items intended for sale at the retail locations, and does not include prep and scraps resulting from food production. Prep and scraps, instead, are counted with organics/compost through our contracted waste hauler.

Total Recorded Food Waste, at Retail Value = \$446,000

Total Recorded Food Donations, at Retail Value = \$358,000

Food Donations as percentage of Total Waste = 46%

Estimated Weight of Food Donations = 48,000 pounds

## **OTHER DONATIONS**

Elephants Delicatessen gives back to the Portland community through volunteerism and donations to non-profits and community events throughout the year. We recognize our reliance on one another and work hard to extend our support to a variety of organizations each year. Please use the following guidelines to help us consider your organization or event:

Donations = \$11,134.95

## **B CORP AND NON-PROFIT CATERING DISCOUNTS**

In addition, we extend a year-round discount of 10% off food and beverages for catering and sack lunch orders for our non-profit and B-Corp Certified customers.

Value of discounts provided to non-profit and B Corps = \$104,647.20

## **SUSTAINABLE CELEBRATIONS: 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 creative events that have a positive impact on your guests!

We're committed to sustainability, local sourcing, responsible food waste management, and positive work environments for our employees.

Elephants Delicatessen has long been a leader in sustainable business practices and is proud to be a certified B Corporation. This certification means that Elephants voluntarily meets a higher standard of transparency, accountability and performance, using the power of business to solve social and economic problems.

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. And we look forward to continuing to partnering with you to make your event as environmentally-friendly as possible.

#### **ACHIEVEMENTS:**

- Agree about disposable vs. non-dispo. We increased the price of disposable trays to discourage clients from ordering them
- We added nine new meat-free items to our seasonal menus
- We switched styrofoam containers to MightyLite (HUGE deal!)
- Employee engagement program this year included creating custom Waste Disposal training that was implemented company-wide, also compost challenge for our servers with prizes from fellow BCorp vendors

#### **GOALS:**

- Continuing employee education, especially with office staff changing it is hard to make sure that everyone went through training
- Switch disposable trays to Earth-friendly materials