

Bento - Our Sustainability Policy

Our Belief

We believe everyone deserves to eat in colour

- We love the colour and variety of our oceans, forests and fields. We embrace and celebrate diversity, wellness and innovation amongst our teams, locations, and suppliers.
- We believe in serving the freshest, most flavoursome and authentic sushi and Asian food while making sure that the world stays as colourful as it can be.
- As a business with over 935 chef-based locations and 6 factories across North America we recognize the role we have to play in behaving responsibly and ethically; across our supply chains, as a committed employer, within the communities in which we operate and as part of the natural world which we all rely upon to exist.
- We are continuously striving forward to improve our sustainability performance, by embedding sustainability into our business strategy and using the power and influence of the Bento brand as a force for good.

Our Promise

At Bento we strive to be the best that we can be in all that we do. This includes making the best decisions we can on difficult and complex sustainability issues. To ensure we are making the right choices for our business, our planet and for our people, we promise:

- To be open, honest and fair.
- To take a measured, informed and realistic, approach to decision making, (which means not making reactive decisions that could end up with unintended consequences). We will investigate all options and alternatives which may not be the quickest solution but will be the optimal solution for the situation.
- To be trustworthy, transparent and honest about what we can achieve.
- To constantly challenge ourselves to be as sustainable as we can be.
- To work hand in hand with our partners to align with their own sustainability programs where possible

Our Commitment

We are committed to continuously improving our sustainability performance and we will focus on where we can make the most significant difference.

- Continuous improvement has always been an important part our DNA and in today's rapidly changing world, now more than ever before, we recognize the need to continuously assess our impacts and improve our performance wherever we can.
- This Sustainability Policy has been developed alongside our [Responsible Sourcing Guide for Suppliers](#) and our [Responsible Seafood Policy](#) to help us to become a more sustainable business.

- We are comprehensively mapping out our business to better understand where our biggest impacts are and where we have the best opportunities to make a positive difference.
- Our sustainability strategy is based upon a 3-pillar framework and focuses on areas where we feel we can best reduce our most significant impacts.
- The 3 pillars are: Sourcing, Society and Waste Reduction

SOURCING

We recognise that we are only as sustainable as the suppliers from whom we buy our products. Sustainability is integrated into our buying practices and we work closely with our suppliers to continuously improve our sustainability performance.

Fish & Seafood

Responsibly sourcing high-quality seafood is very important to us. We ensure that the products we source are MSC certified or adhere to strict sustainability guidelines (BAP). Refer to our Sustainable Seafood Policy for information on our minimum certification requirements for each seafood option.

Chicken

We are committed to improving the welfare of farm animals and believe for change to happen we need to work collectively as an industry. Therefore, we have signed the Better Chicken Commitment and pledge to continue to improve our welfare standards for our North America business.

By 2024, we will require our chicken suppliers to meet the following requirements for 100% of our products:

1. Maximum stocking density of 30 kg/sq. meter and prohibit broiler cages.
2. Provide birds enriched environments including litter, lighting, and enrichment that meets Global Animal Partnership's standards.
3. Process chickens in a manner that avoids pre-stun handling and instead utilizes a multi-step controlled-atmosphere processing system that induces an irreversible stun.
4. Demonstrate compliance with all standards via third-party auditing.

And by 2026:

5. Adopt breeds that demonstrate higher welfare outcomes, either: Hubbard JA757, 787, 957, 987, or Norfolk Black; Rambler Ranger, Ranger Classic, or Ranger Gold; or others that meet the criteria of the RSPCA Broiler Breed Welfare Assessment Protocol or Global Animal Partnership (GAP).

Paper and Forest Derived Products

We won't source any products from illegally harvested woods or wood fibres from controversial sources. We are in the process of switching over to FSC and/or PEFC certified office paper and by 2023 all the paper and cardboard that we use will also come from certified sources. In 2021 all our retail restaurant stores will be using paper bags made from 100% recycled content and by 2022 we will be standardizing our cardboard packaging,

SOCIETY

We recognize that we are only as strong as our team members and the communities in which we operate. For Bento, sustainability is therefore as much about fostering a creative, fun, health and supportive working environment and local community as it is about looking after our oceans, forests and farms.

A Great Place To Work

With hundreds of locations across Canada and the United States, we provide opportunities in

community, close to home.

- Flexible working hours
- Comprehensive group health benefits plan for eligible employees
- Group retirement plan with company match for eligible employees
- Employee referral program incentives
- Employee service awards
- Annual performance / merit pay reviews
- Educational grants available for full time employees
- Company-paid uniform
- On the job training that is focused on practical skills and teamwork
- A fun, friendly and diverse workplace environment
- A company that believes in promoting from within

Supporting Local Communities and Charities

Founded in 2015, Bento Sushi Foundation's mission is to give back to our employees and the communities in which we serve through a variety of formats which include:

- Education grants for our employees and/or their children
- Charitable events and donations
- Sustainable seafood causes
- Japanese cultural events
- Community involvement and disaster relief
- Annual University Scholarships

Since its inception, Bento has reinvested over \$400 000 into our local societies. Applications are currently reviewed on a monthly basis and are discussed at the Bento Foundation Committee meetings.

Helping People Make Healthy Choices

We pride ourselves on offering fresh and nutritious food, across our entire menu. To help people make healthier choices we have always provided calorie content information and allergen statements on our labels. Full nutritional information is available at our kiosks and on our website compliant with all Federal and/or Provincial/Regional legislation.

Our Food:

- Is fresh and seasonal
- Provides a variety of menu offerings to meet the economic needs of our customers
- Menu options which include Vegetarian, High Protein, Low fat, Less than 300 calories options
- Contains No MSG

Health And Mental Wellness At The Workplace

Bento Sushi is committed to creating a culture of health and mental wellness at the workplace. As such, we have established a Wellness Committee to guide our efforts and to help achieve the goals of the program.

The Wellness Committee aims to:

- Generate ideas and objectives and setting wellness program goals.

- Assist with planning, coordinating, and promoting wellness initiatives.
- Communicate with peers and co-workers the value of the wellness program and the benefits they can expect to receive by participating.
- Advocate for work policies and environments that support improved health.
- Providing feedback regarding wellness initiative successes and barriers.

Meetings are currently held monthly.

ENVIRONMENT

We recognize that in order to continue to provide the freshest, highest quality food, we need to protect the environments in which our food is grown, from field or fishery to fork. Our focus is on minimizing our demand on our natural resources and maximizing the efficiency with which we use them. We are shifting to a reduce, reuse and recycle approach (in that order wherever possible) to everything that we do, so that waste is seen as a resource, as part of a wider circular economy.

Packaging and Waste

As each of our items is served in a disposable container, we are committed to providing the best solution to reduce and impact our waste output. Our proprietary sushi packaging is produced in North America reducing transportation costs and supporting local economies. The packaging is PET 1 which is intended for one time use only, BPA and Phthalates free and fully recyclable where facilities exist.

We removed the use of baran (thin green or red plastic) to separate ginger and wasabi in our sushi packs. Eliminating over 25 million pieces of plastic entering the waste management system.

We have removed straws from our retail store locations, we are removing single use cups and single use bottled water from our Head Office, Regional Offices and Factory locations. We have transitioned our 2 highest volume sized packages from black trays (which recycling facilities struggle to process) to clear plastic.

We have also partnered with ChopValue, in efforts to recycle our used chopsticks and divert waste from landfills. The recycled chopsticks are turned into usable materials and products such as eco-friendly cuttings boards and furniture.

Composting at our Factories

We are in the process of setting up composting stations and programs at our Bento Factories in Canada and the United States. Based on the success of our composting efforts in the United States, we will be replicating this model in Canada. We acknowledge that we have a considerable amount of organic waste that is generated daily at our factories and we can utilize this waste and convert it into a more organic usable product for our communities and local programs (tree planting, landscaping, schools, ect.). By the end of 2022, we plan to have a complete and functional composting system across all our factories.

Sticking to our Promises

We are always striving to do more and to do the right thing. Our Sustainability Committee convenes (at minimum) on a quarterly basis to make sure we're on track to meet or beat our sustainability targets. We will review this policy on at least an annual basis to make sure that we're being the best business we can be.

Finding Out More

We are always eager to hear from our partners, customers and employees regarding how we are doing or we can do more to make a positive difference, so please reach out if you have any ideas or questions. Feedback@bentosushi.com