



Bento Sushi Sustainability Guide for Suppliers and Purchasing Teams

Supporting Our Suppliers to Become More Sustainable

Our Responsibility

As a business with over 900 locations across North America, we recognize the role we have to play in behaving responsibly and ethically, across our supply chains, among the communities in which we operate, and as part of the natural world on which we all rely upon to exist.

This means being a business that our customers, suppliers and local communities can trust, to source our products with integrity, to ensure good working conditions, and to be a fair business partner. We acknowledge that becoming a more sustainable business is an ongoing and often complex journey, and we do not have all the answers nor the means to address everything at once. By setting out our sustainability plans and priorities we hope to accelerate the pace of positive change within our own business and to encourage businesses across our value chain to do the same.

Our Approach

We are continuously looking at ways that we can improve our sustainability performance and have adopted a continuous evaluation approach to making a more positive impact:

- We are embedding sustainability into our core business strategy and operations to ensure sustainability becomes part of everything we do (see our Sustainability Policy for details)
- We want to use using the power and influence of our brand as a force for good

Our Expectations of Suppliers

Our clients, our teams, our customers and our investors have forever expanding expectations of what it means to be a good and sustainable business. Our suppliers are central to our success in meeting these expectations. We therefore look to develop positive long-lasting relationships with forward looking responsible suppliers, who are also committed to minimizing their environmental impacts, respecting human rights, and promoting decent working conditions.

This document outlines the general minimum sustainability standards and behaviours that we expect of our suppliers.

Our Minimum Standards

We expect our suppliers to comply with and enforce the following minimum standards in order to promote sustainability, respect for human rights, and decent working conditions with their own supply chain.

Environment and Sustainability

- At the very least, suppliers must comply with all local and national environmental regulations
- Suppliers will not source any illegally harvested or traded products, or products from controversial sources or illegal areas

- Suppliers will not source any products from protected species or species that are listed as endangered
- Suppliers will not source any fish or seafood that does not meet our minimum certification requirements (please see our Sustainable Seafood Policy for more details)
- Suppliers will not deem any fish nor seafood to be classified as sustainably or responsibly sourced unless it has been certified or verified to be so by a reputable independent organization (such as the Marine Stewardship Council) or by a robust and transparent risk assessment process
- Suppliers will not tolerate any form of Illegal, Unreported or Unregulated (IUU) fishing
- Suppliers must ensure their operations do not negatively affect local community access to safe water
- Suppliers should have plans and processes in place to maximize energy and water use efficiency and minimize associated impacts where relevant
- Where possible suppliers should maximize the use of recycled content in products; minimize the use of packaging (considering reuse possibilities wherever possible) and manage waste and resources in an environmentally responsible manner

Compliance with Law & HR Policies

- Suppliers must be committed to respecting human rights
- Suppliers must adopt and implement human resources policies and procedures appropriate to their size and workforce, which are consistent with the requirements of national law
- Suppliers must ensure that any work performed is based on a recognized employment relationship established in compliance with national legislation and practice and international labour standards
- Suppliers must pay workers a fair wage and benefits and have a transparent process to ensure that workers fully understand the wages that they receive
- Suppliers must ensure that working hours comply with national laws or benchmark industry standards or relevant international standards, whichever affords greater protection

Forced Labour

- All work must be conducted on a voluntary basis, and not under threat of any penalty or sanctions

Child Labour

- Suppliers must not employ workers who are younger than the legal minimum age for employment applicable to the supplier, or the age of completion of compulsory education
- Suppliers must not recruit child labour nor exploit children in any way

Discrimination and Equal Opportunity

- Suppliers must treat all workers with respect and dignity
- Suppliers must base the employment relationship on the principle of equal opportunity and fair treatment. They must not engage in, support or tolerate discrimination in any area of employment
- Suppliers must prohibit harassment and unlawful discrimination in the workplace

Healthy and Safe Working Conditions

- Suppliers must provide safe and clean conditions for all workers on site in all work and residential facilities and must establish and must follow a clear set of procedures regulating occupational health and safety
- Suppliers must ensure that residential facilities for workers, where provided, are clean and safe. Workers' accommodation arrangements must not restrict workers' freedom of movement or of association
- Suppliers should work towards paying workers a fair living wage

Bribery

- Suppliers must not offer/ give to, or receive from, Bento Sushi staff or agents or contractors working on our behalf, any gift or other benefit that could be considered a bribe. Bento Sushi employees are, in turn, required to refuse to accept, and not offer, any gift or service that could be construed as a bribe

Packaging & Consumables

Preference will be given to products / suppliers:

- That are **reusable** where feasible and practical
- With **recycled content** (the higher the % the better assuming normal functionality and quality is maintained)
- That are **genuinely recyclable** (black plastic trays and coffee cups for example are recyclable in theory but in practice few recycling facilities have the technical ability within economic constraints to do so)
- That are **certified as compostable** (not biodegradable) where there are known facilities (food waste separation and commercial composting) in place to ensure composting happens at end of use
- With **clear messaging** (either on product or with innovative and sustainable labels etc.) to help consumers do the right thing (reuse, recycle etc.) at end of use
- That seek to **eliminate single use plastics** (e.g.: Chop sticks / cutlery that is not individually wrapped in plastic packaging)
- That **minimize the packaging** that they use (through reducing the amount of packaging, through offering reusable packaging / a reuse system, through packaging with recycled content, and through packaging that is recyclable at end of use)

Paper and Timber Products

Preference will be given to products/suppliers:

- With the **highest percentage of post-consumer waste possible**, preferably 100%, rather than paper that is composed of pre-consumer waste (i.e. off cuts from virgin forests off cuts or "mill broke") and ideally never less than 50% recycled content
- That can meet the following specifications for the following product lines:
 - **General office, copying and graphic paper** should have with 100% recycled content, to include only genuine recovered fiber (i.e. no virgin wood off cuts 'mill broke' unless solely from a recycled paper production line)
 - **Cutlery and chopsticks** should be made from wood/bamboo from certified responsible sources and ideally not be treated with resin (as most compositing facilities will not accept treated wood) and avoid bleaching/treating with harsh/toxic chemicals

Food and Drinks

- Preference will be given to suppliers who can demonstrate and verify their commitment to supplying **products** as set out in our Sustainable Seafood Policy
- 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).
- Preference will be given to suppliers that have **transparent** and **traceable** supply chains from farm/fishery to fork (or equivalent)