



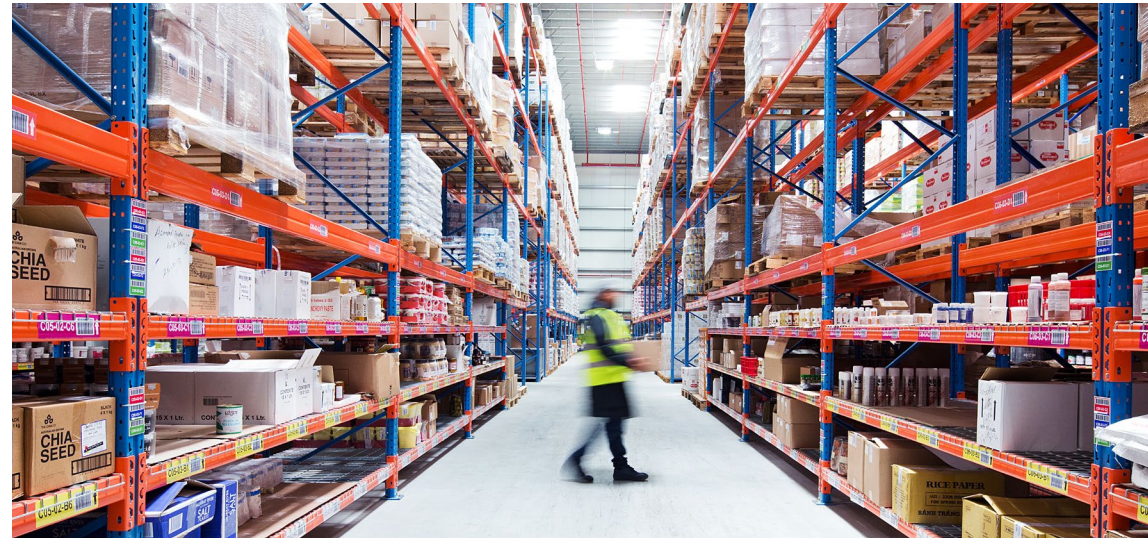
Chef.

Chef.



Sustainability
Report 2025

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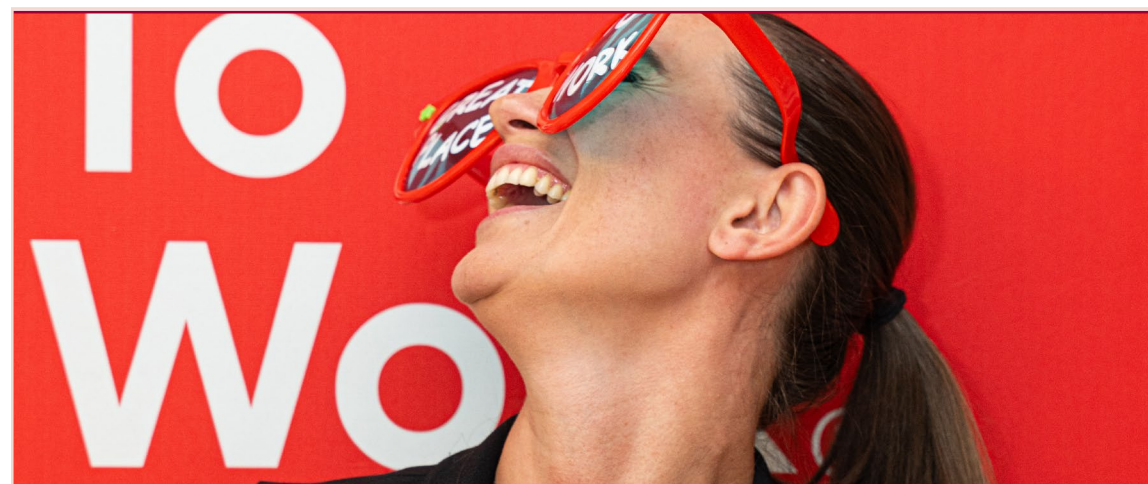
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Message from our CEO.

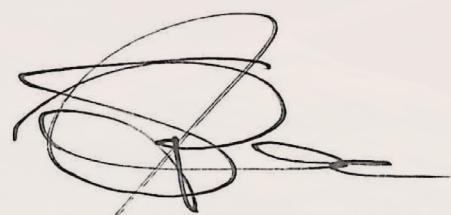
2026 marks an important milestone for Chef Middle East with the publication of our first Sustainability Report.

This report reflects our commitment to building a responsible and resilient business that creates long-term value for our customers, partners, employees, and the communities we serve.

As a foodservice distributor operating at the heart of the hospitality ecosystem, we recognize the responsibility that comes with our role. Sustainability is not a standalone initiative for us as it supports the continuity of our business, strengthens our ability to manage risk, and informs how we operate, grow, and make decisions across the organization.

In 2025, we focused on strengthening our foundations by establishing clear baselines, enhancing governance, engaging our teams, and aligning our approach with recognized standards.

This report provides transparency on where we stand today and outlines the areas where we will continue to focus our efforts. We are committed to continuous improvement, measuring our progress, and working closely with our stakeholders to strengthen our positive impact over time.



Steve Pyle
Chief Executive Officer
Chef Middle East



2025 Highlights.



12% Reduction in Total Greenhouse Gas Emissions in 2025 vs 2024



Ranked #23 on Best Workplaces for Hospitality™ – GCC 2025



8 Charity Partnerships



Awarded The Ecovadis Bronze Medal for the Second Year in a Row

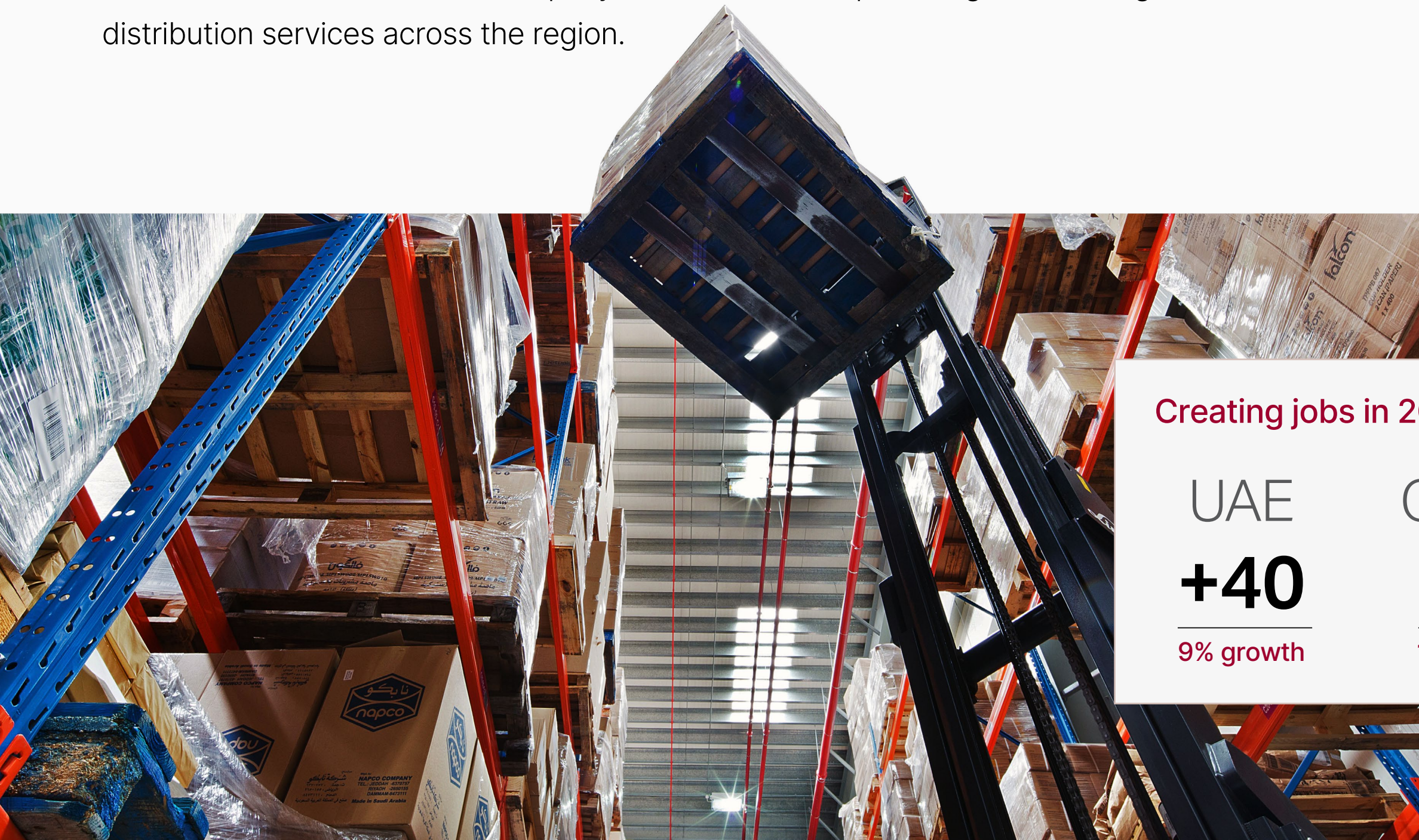


42% Reduction in total waste in 2025 vs 2024

Our Operations.

In 2025, Chef Middle East celebrated its 30th anniversary with two major milestones: the expansion of its regional warehouse and the launch of **Epicure Studio**. The state-of-the-art, two-storey culinary innovation hub in Dubai is designed to host multifaceted experiences, encourage creativity and inspire culinary professionals.

Since the end of 2024, we have been able to double our existing capacity of our UAE operations, adding 8,700 sqm. Beyond the UAE, Chef Middle East is making similar advancements in Oman and Qatar, where upgraded sites are set to enhance workflows and reinforce the company's commitment to providing outstanding distribution services across the region.



Creating jobs in 2025

UAE

+40

9% growth

QATAR

+17

17% growth

OMAN

+18

38% growth



Our Approach to Sustainability.

At Chef Middle East, we understand that the impact of food waste goes far beyond the plate.

It affects our environment, society, and the economy. Meaningful change starts with acknowledging our part in these challenges and taking proactive steps to address them. It's not just about sustainability; it's about stewardship, caring for resources, people, and our collective future. That is why we have developed Plate of Purpose, our recipe for change, our commitment to a better world.

plate of
purpose.

Not just a program, a promise.

[Learn More](#)

We want to raise the bar – for the industry, for our customers, for our peers and competitors, for our people, and for our suppliers. It's about setting a new standard where sustainability isn't an afterthought but the main course. We hope to inspire others to join us in this journey.

**We aim to share our experiences openly and honestly
– the ups, downs, good, bad, unfiltered.**



Material Issues.

We conducted a double materiality assessment* to identify what social, environmental and governance issues are most important for Chef Middle East.

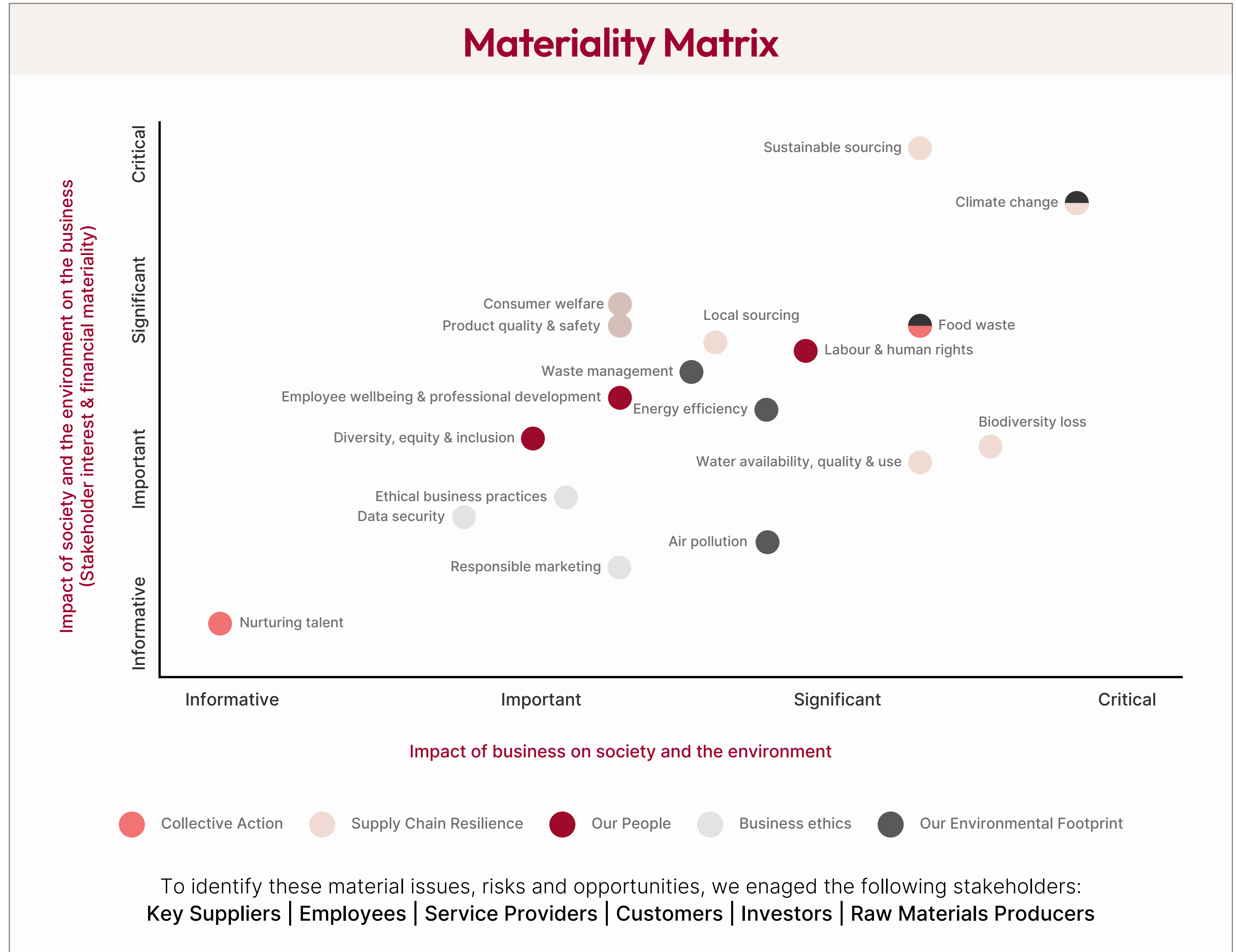
Functional leaders within the business were engaged early to create a shortlist of material issues. Employees and suppliers were engaged via survey. Interviews were conducted to gather perspectives of external stakeholders. We also utilised tools like the **WWF Risk Filter**** to identify environmental and social risks.

The results were presented to and validated by the leadership team. We went on to use these findings to help shape our strategy.

View the full report [here](#).

* A materiality assessment is a process to assess the company's impacts on society and the environment, as well as how sustainability issues affect the company's financial performance.

** The WWF Risk Filter Suite is a science-based tool designed for companies and investors to identify, assess, and mitigate environmental risks.

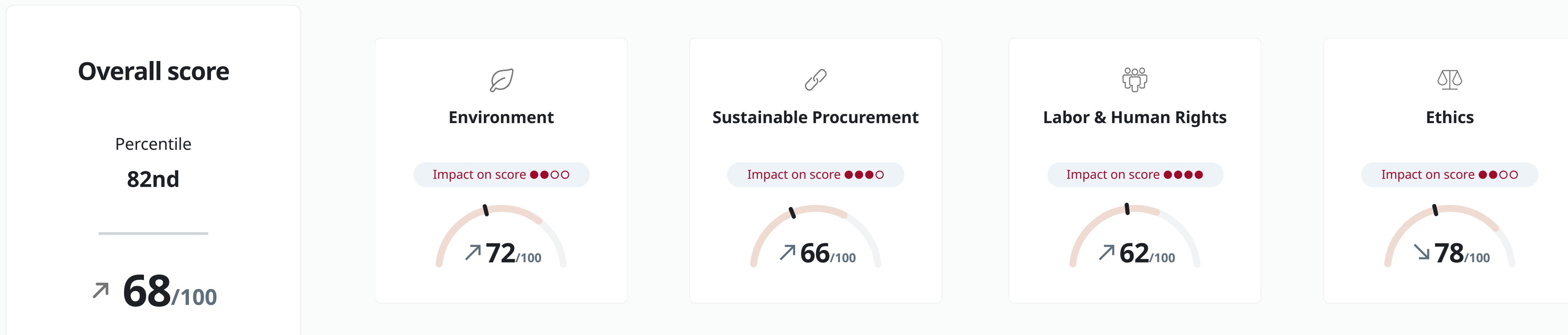


Sustainability Frameworks.

EcoVadis

EcoVadis is a global platform that helps companies measure how responsible and sustainable their business practices are. It looks at areas like environmental impact, labour and human rights, ethics, and responsible sourcing. Chef Middle East was awarded the EcoVadis Bronze Medal, with an overall score of **68/100**, placing the company among the top **35% organisations globally in sustainability management**.

For a regional foodservice distributor, this recognition reinforces our alignment with global sustainability and ethical sourcing standards, ensuring that every product handled, stored, and delivered across our network meets rigorous benchmarks for safety, traceability, and environmental responsibility.



View our full scorecard [here](#).

What's Next? In 2026, we will join the United Nations Global Compact (UNGC), strengthening our commitment to globally recognised principles on human rights, labour, environment, and ethical business practices.

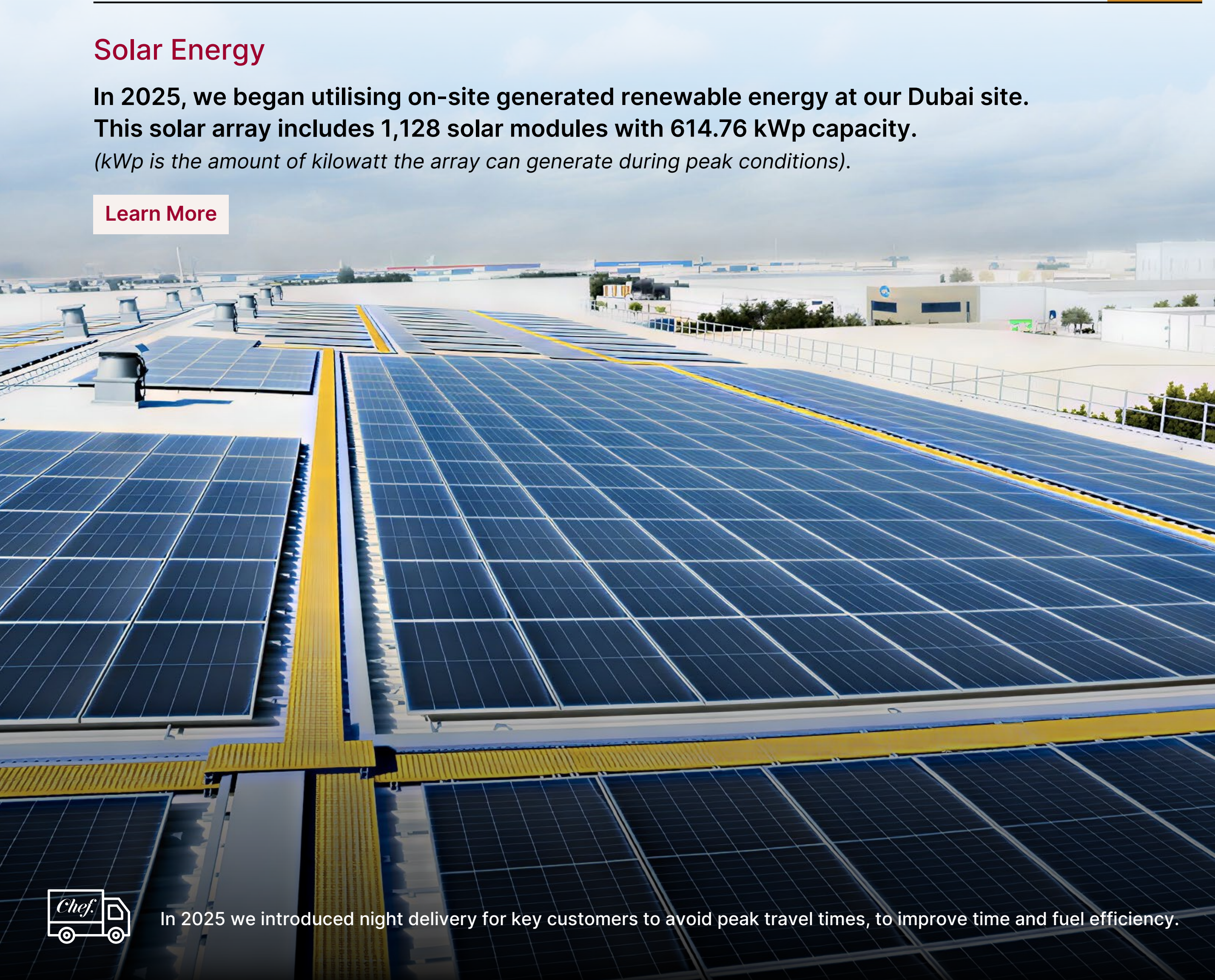
Energy Efficiency.



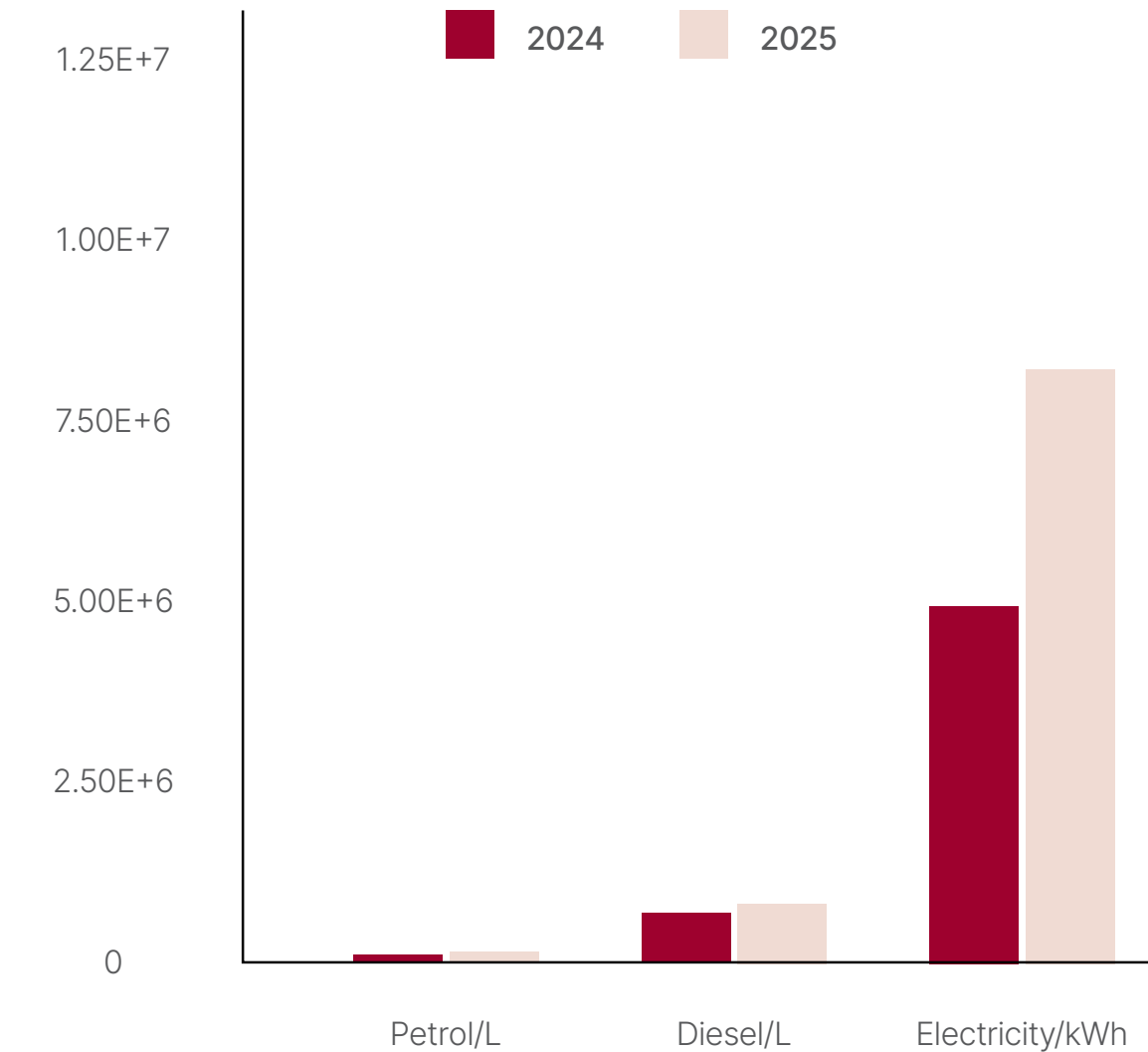
Solar Energy

In 2025, we began utilising on-site generated renewable energy at our Dubai site. This solar array includes 1,128 solar modules with 614.76 kWp capacity. *(kWp is the amount of kilowatt the array can generate during peak conditions).*

[Learn More](#)



In 2025 we introduced night delivery for key customers to avoid peak travel times, to improve time and fuel efficiency.

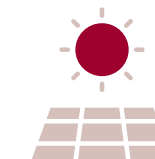


Total energy annual consumption = **10,671,261.40 kWh**

What's Next?



Implement energy-saving technologies and practices through training to reduce energy consumption. Invest in cleaner energy sources to reduce greenhouse gas emissions.



Increase renewable energy usage by 5% by 2026 versus 2024 levels through the installation of solar panels.



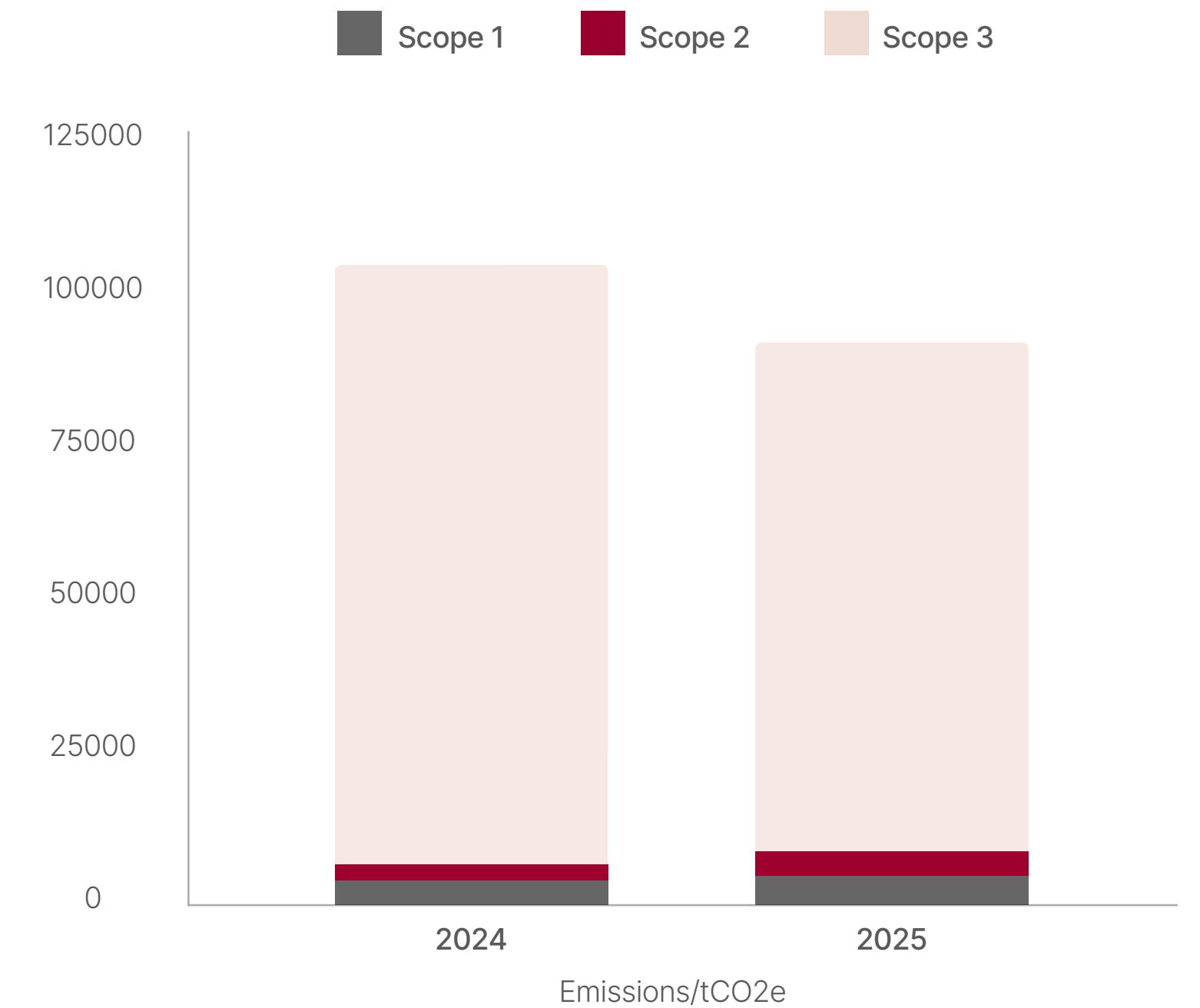
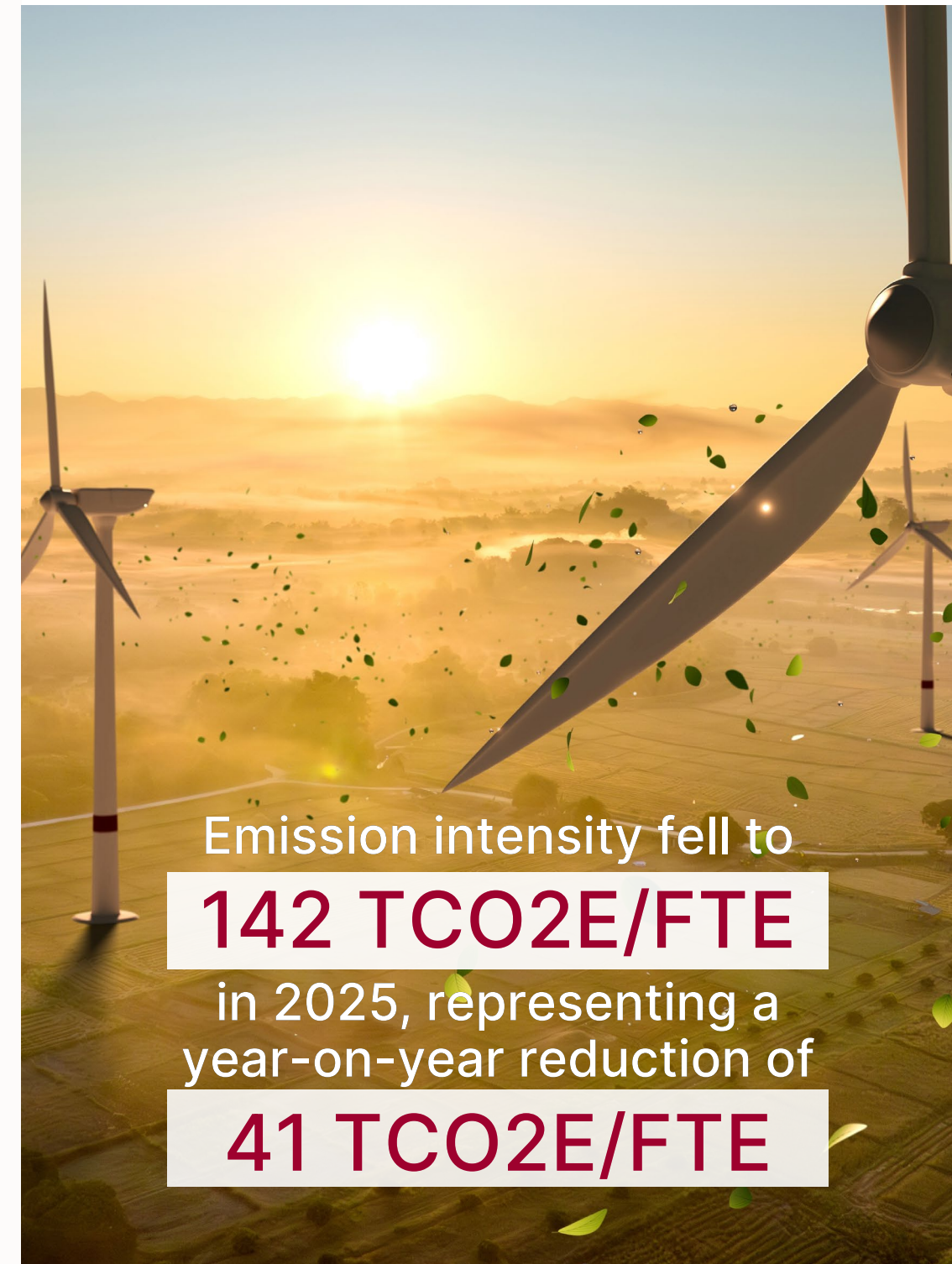
Climate Action.

Greenhouse Gas Emissions 2025

We conducted our first carbon baselining exercise from 2024 to identify where our impact originates, allowing for more targeted reduction efforts to reduce the impact of our business on the planet.

Overall, **emissions in 2025 decreased by 12% compared to 2024**. While direct Scope 1 and Scope 2 emissions saw an increase, this was offset by a significant reduction in Scope 3 (Category 2) emissions, following a one-time spike linked to major warehouse capital expenditure in 2024.

In addition, waste-related emissions in 2025 were **25% lower**, driven by reductions in general waste across our Qatar and Dubai sites.

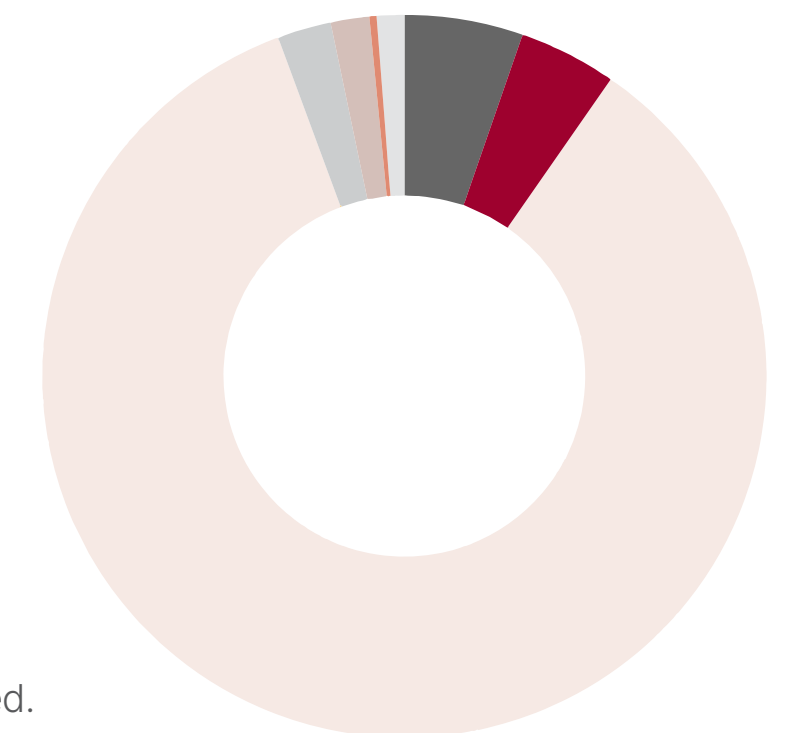


Our Electricity Emissions

Our Scope 2 emissions increased by 46% this year, primarily driven by higher electricity consumption across our operations following the doubling of our warehousing capacity.

To address this, we have recently installed solar panels; however, their impact has not yet been reflected in this reporting cycle due to limited data availability. We expect these initiatives to contribute to a reduction in electricity-related emissions in future reporting periods.

- 1.1 - Stationary Combustion
- 2* - Electricity
- 3.1 - Purchased goods and services
- 3.2 - Capital goods
- 3.3 - Fuel- and energy related activities
- 3.5 - Waste generated in operations
- 3.7 - Employee commuting



* Scope 2 emissions presented here are location-based.

Climate Action.

What's Next?



Continue to monitor scope 1 and 2 emissions.



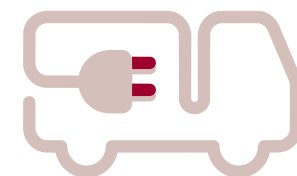
Reviewing how to improve the granularity of our scope 3 emissions reporting.



Set near-term scopes 1 and 2 reduction targets.



Select suppliers based on their emission reduction efforts to reduce our most material source of scope 3 emissions, purchased goods and services.



Introduce our first electric delivery van to hit the road in a pilot project which, if successful, we plan to commit to adding two further EVs (electric vehicles) to our fleet in 2026.



Climate Action.



“We are very impressed. This is the first time a company deployed the workshop to every single employee of the company no matter their level in the hierarchy. Chef Middle East really pushed us to develop our knowledge and ability to touch more people in the future in other communities as well.”

- Mireille Vanvolsem, Country Coordinator, Climate Fresk



Awareness Through Education: Climate Fresk Training

To drive collective climate consciousness, our team engaged in the Climate Fresk workshop, an educational, interactive tool designed to deepen understanding of climate change. This initiative helped us reflect on our environmental responsibilities and identify practical ways to reduce our carbon footprint across operations.

By the end of 2025, 75% of our colleagues expanded their climate literacy through the Climate Fresk training programme.

UAE	QATAR	OMAN
377	104	52



Watch the Climate Fresk session [here](#).

Waste.

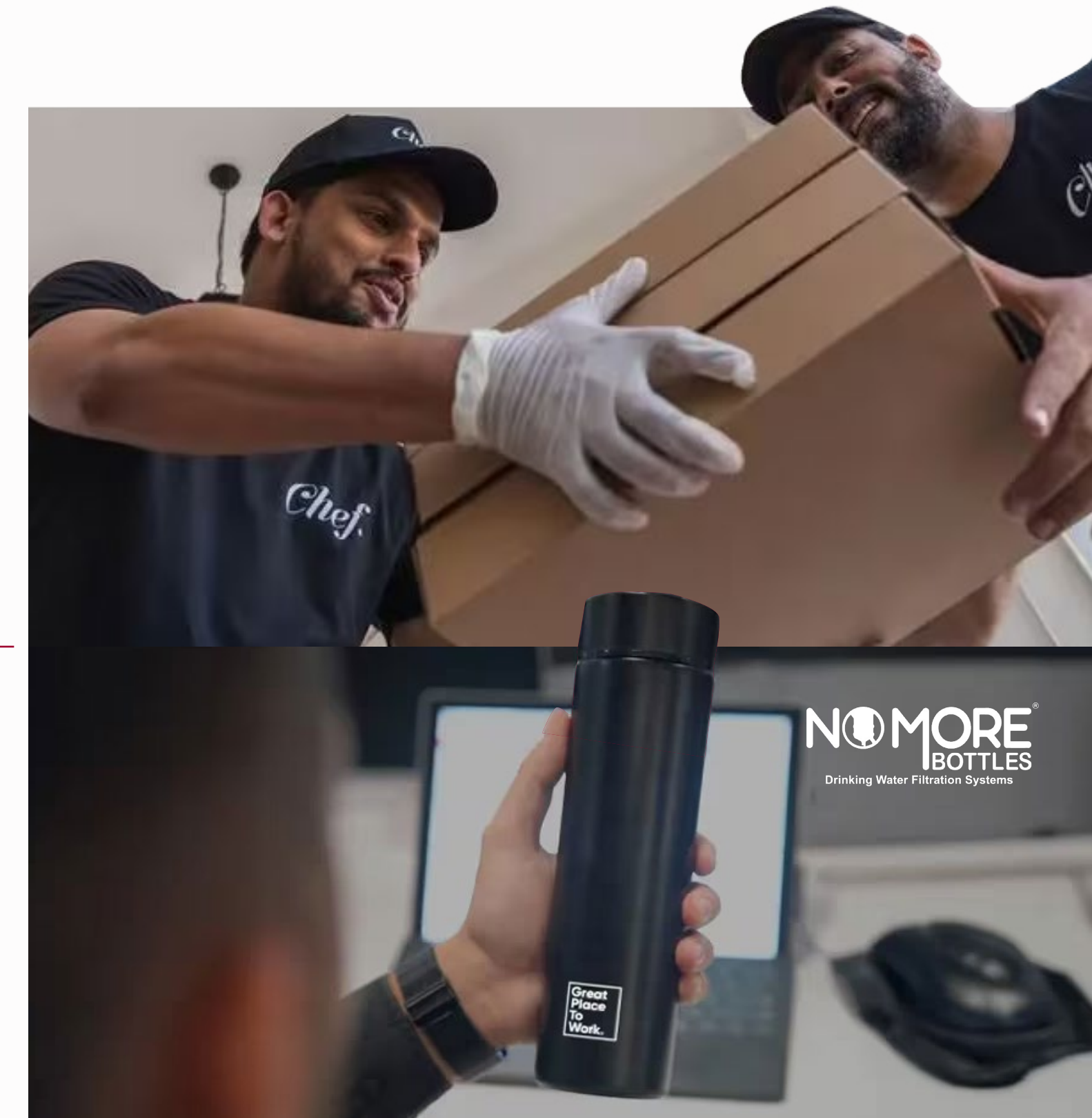
Tackling Food Waste

Across the region, food waste is a challenge: the UAE discards food worth **\$4 billion annually**, with food making up 39% of Abu Dhabi’s total waste, while Oman’s household food waste was estimated at 95 kg per person per year, or 470,322 tonnes, with similar per-capita levels reported in the UAE and Qatar. At Chef Middle East, surplus food is seen as something that should create value, not waste. Through partnerships with food banks and community organisations across the UAE, Oman, and Qatar, food is redirected where possible to people who need it most as an opportunity for meaningful impact.

Office Single-use Plastic Waste

As part of our sustainability efforts, we partnered with **No More Bottles** to remove single-use plastic water bottles from our UAE, Oman, and Qatar offices. Eco-friendly dispensers now provide fresh water while reducing our environmental impact.

View the No More Bottles campaign [video](#)



Total Hazardous Waste

0 kg

Total Waste

800,583.66 kg

Total weight recovered (recycled/ composted)

216,575.98 (27%)

Food waste tonnage decreased from

373.0 (2024) - **216.2 t** (2025)

Ingredients donated

16,346.45 kg

What’s Next?



Achieve a 5% reduction in food waste.



Implement waste reduction strategies like recycling programs and reusing materials across all of our sites. Embrace circular economy practices to minimize waste generation by minimizing food waste by 30% by 2030 compared to 2024 figures through delivering ongoing staff training.

Sustainable Sourcing.



ESG Screening and Factory Audits

To mitigate risks and promote responsible sourcing, CME is targeting 60% of suppliers (by spend) to undergo ESG screening and audits by 2027. This includes supplier self-assessment questionnaires, document reviews, risk classification, and on-site or remote factory audits led by the QA team. The initiative has already begun and will expand progressively. Additionally, the QA team is implementing a Digital Document Management System (DMS) with a Supplier Management module. This system will automate supplier documentation submissions, compliance tracking, supplier performance evaluation, and complaint resolution processes.



Reviewing Our Supplier Policies and Practices

We launched our Responsible Purchasing Policy which has driven positive action in our procurement. We have strengthened supplier engagement on ethical sourcing. Supplier Code of Conduct compliance increased from **41% in 2024 to 76% in 2025**, reflecting active engagement and follow-up with suppliers to align with CME's ethical, environmental, and labour standards. Sustainability is included as part of the 2026 Procurement & Supply Chain training plan.



Supporting Local Suppliers

CME continues to prioritize local sourcing to reduce transportation-related environmental impacts and support local businesses. While the target is to maintain at least 5% procurement (by spend) from suppliers within 100 km, our current performance significantly exceeds this level, with **local procurement increasing from 30% to 44%**.

What's Next?

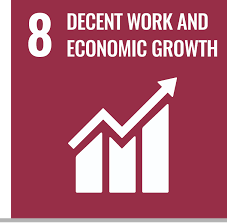


Ensure all key suppliers (90%) sign the supplier code of conduct.



Reduce air freight usage by 25% relative to procured cost and shift to sea/road where possible.

Great Place to Work.



89%
of respondents agree that CME is a great place to work



#7
on Best Workplaces in Oman™ 2025 - Small & Medium Organizations



#23
on Best Workplaces for Hospitality™ - GCC 2025

We have been using **Great Place to Work®** since 2023 to measure our workplace culture, leadership impact and employee experience.

In 2025 we earned our **third consecutive Great Place to Work® Middle East certification**. This year also marked our strongest year for participation with **96%** of our team across all countries responding to the survey. The Trust Index™ is measured across five dimensions: **credibility, respect, fairness, pride and camaraderie**. We maintained or improved our average score across all five dimensions in 2025 vs 2024 (with an overall 2% increase in our average score) demonstrating our dedication to continuous improvement.



Employee Wellbeing & Development.



INVESTMENT IN OUR PEOPLE HAS YIELDED A 15% PROMOTION RATE AND AN INTERNAL HIRE RATE OF 17%

Fostering Development

Wellbeing

By modernizing our L&D ecosystem with digital platforms like Coursera and expanding our internal coaching network, we are equipping our team with the skills necessary for long-term growth. We successfully delivered **28 targeted workshops**, reaching a diverse cross-section of 130 employees.

To promote the health and wellbeing of our employees, we enhanced health insurance benefits, including improved maternity cover and the addition of optical, dental and homeopathy coverage. We have increased our annual leave to provide an additional week of paid leave for all employees.

What's Next?



- Implement a new HR system and central hub to improve analytics and communication across the business.
- Our managers will gather feedback from teams to identify areas for improvement. This will inform both our employee engagement strategy and our L&D strategy.

Diversity & Inclusion.

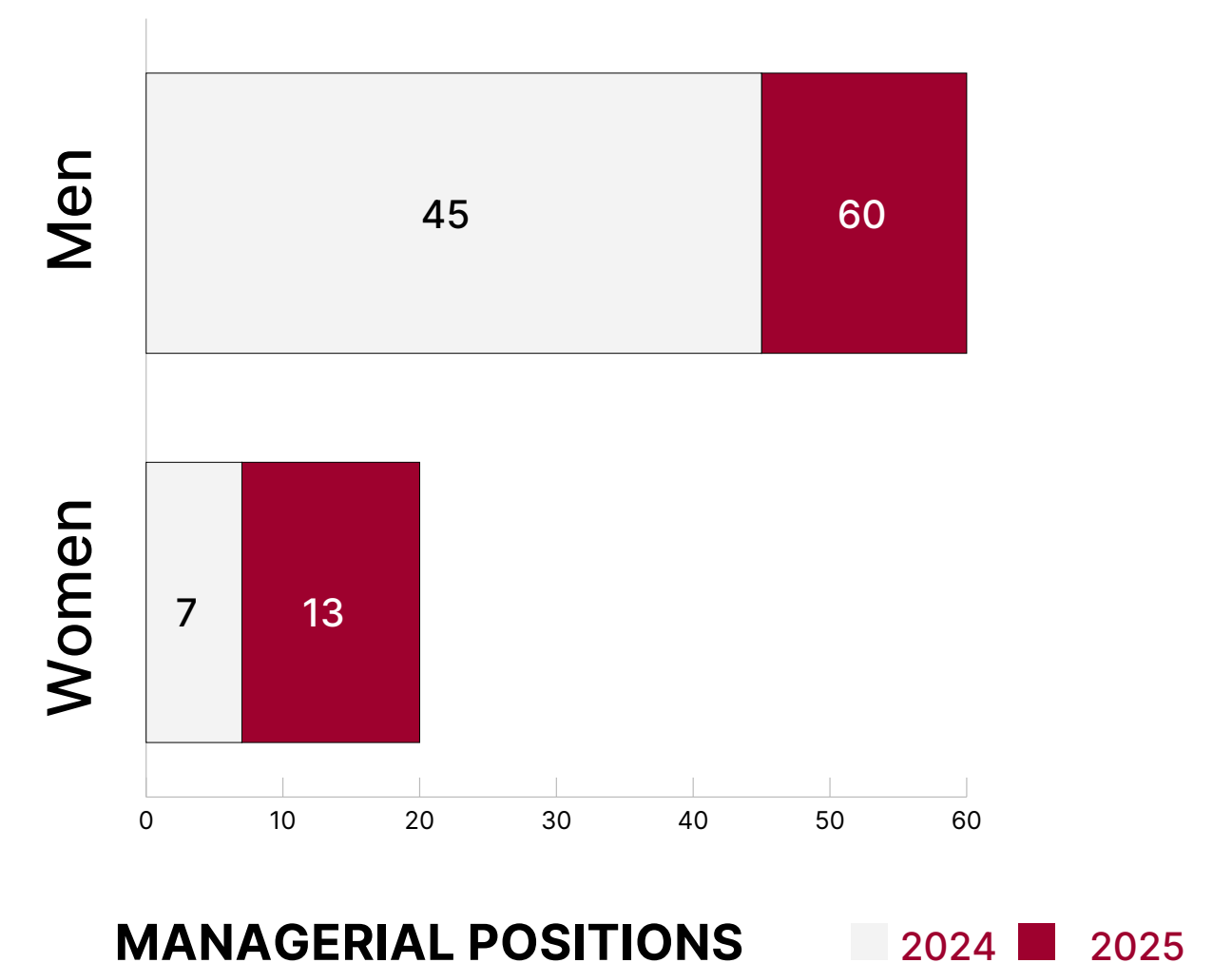
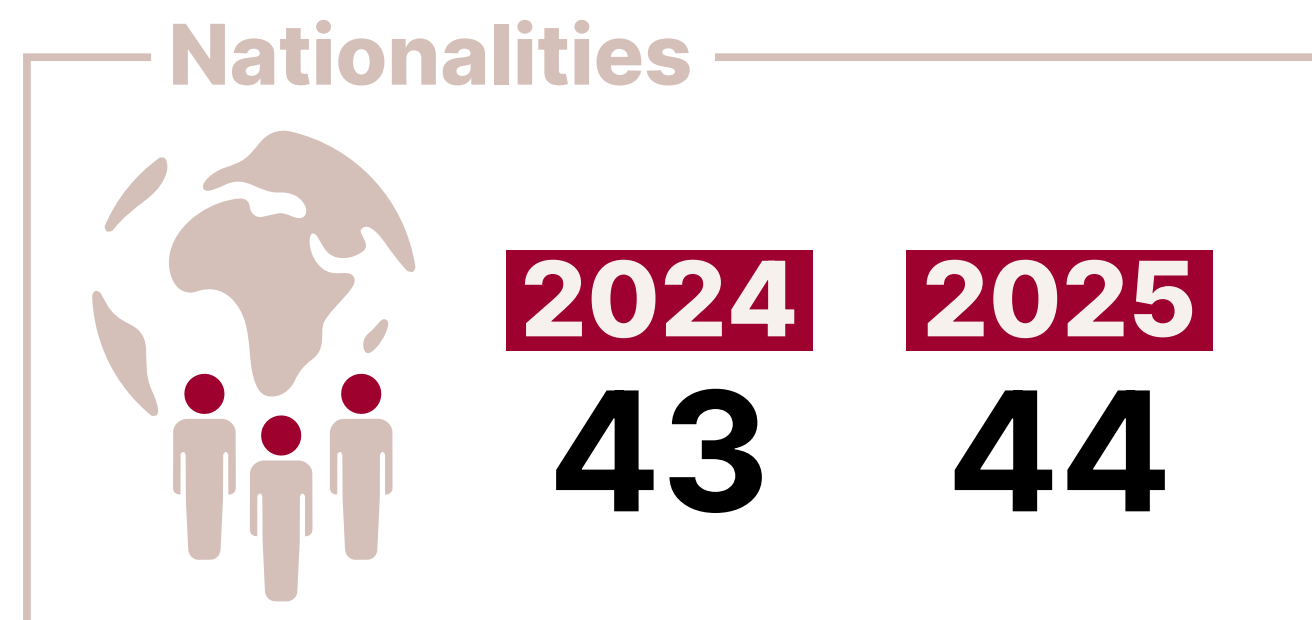


Diversity and Inclusion

Diversity and inclusion are crucial for our company's success, we continuously aim to create an inclusive culture, provide equal opportunities, and promote diversity at all levels. CME remains committed to a high-engagement workplace. By expanding our cultural celebrations and introducing intercompany sports tournaments, we are building a more inclusive and connected community that supports the wellbeing of our people. Our teams celebrate a variety of religious holidays and for that reason our time off for cultural holidays can be used flexibly to suit individuals.

	MEN 		WOMEN 	
	2024	2025	2024	2025
UAE	371	398	54	81
OMAN	46	65	2	3
QATAR	87	107	13	11
TOTAL	504	568	69	95

	2024	2025
GEN Z <small>(Born 1997-2010)</small>	119	193
MILLENNIALS (GEN Y) <small>(Born 1981-1996)</small>	379	398
GEN X <small>(Born 1965-1980)</small>	71	70
BABY BOOMER <small>(Born 1946-1964)</small>	4	3
AVERAGE AGE	33.89	36.86



High Quality Ingredients.



At Chef Middle East, quality starts at the source. We partner with trusted, top-tier suppliers who share our commitment to excellence, ensuring every ingredient meets strict international standards.

Through our certified Food Safety Management System and ISO-aligned processes, we guarantee full traceability and integrity from source to plate. Every product is carefully selected, handled, and delivered to preserve its quality, safety, and consistency, so our customers can trust what they serve.



“

“Choosing the right supply partners isn’t just a business decision; it’s a moral choice. We procure with purpose to ensure our growth is achieved with Integrity as our Primary ingredient”

- Per Ankersen, Head of Procurement



What’s Next?

We will continue to strengthen our commitment to quality by offering eco-friendly products and promoting sustainable sourcing practices, while educating our customers on the environmental impact of products and encouraging more responsible choices. Through our procurement processes, we uphold a strict code of conduct with our top-tier suppliers, and our ISO standards ensure that ingredient quality and integrity are never compromised from source to plate. This approach reinforces how we trace and source our brands and products, fully aligning with our long-term sustainability vision.

Maintain A-Gold rating from Dubai Municipality through complying and exceeding rigorous food safety and quality standards.



View the certification [here](#).



Feeding with Intention.

Nourishing our Communities

We brought together key customers and community food banks to prepare and donate over 1,000 Iftar meals across UAE, Oman and Qatar during the month of Ramadan. Some of our partners included **Master Catering** in Dubai, **W Muscat** in Oman, and **La Cigale Hotel**, Doha. Each Iftar kit was prepared using the distributor's ingredients including rice, meat, spices, water, and juices reinforcing their commitment to fighting food waste whilst delivering nourishment.



It's always inspiring to see our team come together for something that matters. Giving back is deeply rooted in who we are, and this initiative is a reflection of how we lead with purpose – not just during Ramadan, but year-round. It's one of the many aspect that truly makes us a Great Place to Work.

- Maria Gibson, Head of HR



Feeding Communities, Not Landfills

Our commitment to working with food banks extends beyond Ramadan. Our partnerships with the **UAE Food Bank**, **Oman Food Bank** and **Wa'hab** in Qatar ensure that we not just minimising potential waste, but also focusing on redistribution and local support. In 2025, we donated **16,346.45 kg of ingredients** within our communities.



دائمة
بنك الطعام العماني
Oman food bank



Advocacy.

“*These sessions have helped our students build not only practical cooking skills, but also confidence, independence, and a real sense of achievement. It has been wonderful to see how eagerly they look forward to each session and how proud they feel afterwards. Chef Middle East has created a supportive, hands-on environment that encourages participation, skill development, and makes every student feel capable and valued.*”

- **Dipti Lalchand**

Head of Department / Senior Job Coach,
Department of Supported and Inclusive
Employment, Al Noor Training Centre



Empowering with Compassion

Chef Middle East partnered with **Al Noor Training Centre** in Dubai to deliver a culinary training programme rooted in inclusion, confidence, and opportunity. Through monthly hands-on sessions, students learned kitchen basics, classic techniques, and the pace of a professional environment. At its heart, the programme is about building the skills and self-belief to help them see a future in foodservice.



14 individuals
5 sessions **80+ hrs**
one goal in 2025

Driving Excellence Across the Industry

As the official partner of **The MICHELIN Guide Dubai 2025**, we supported **The Green Edit** - a six-hands collaboration between Dubai's three MICHELIN Green Star restaurants: **BOCA**, **LOWE**, and **Teible**. Designed to bring sustainability to the forefront of the dining experience, the event showcased how seasonality, responsible sourcing, and low-waste cooking can come together in a powerful expression of conscious gastronomy.

Through the **Culinary Canvas** podcast series, Chef Middle East has created a platform for conversations on the future of foodservice. The series explored sustainability with contributions from the Sustainable Restaurant Association and Accor, while also examining the next generation of talent with insights from the Bocuse Foundation, Dubai College of Tourism, and Food People.

TO CATCH UP ON THIS SERIES, TAKE A LOOK AT OUR YOUTUBE PLAYLIST [HERE](#).



GHG EMISSIONS – FURTHER DETAILS.

Methodology

Emissions are calculated in accordance with the Greenhouse Gas Protocol using a operational control consolidation approach on the Novata Carbon Navigator platform.

Full methodology and emission factors are available from the carbon calculation software.

Scoping

Scope 3 Category 6 (business travel) and Category 11 (use of sold products) were excluded due to lack of data availability.

Scope 3 Category 9 (downstream transportation and distribution) was excluded as shipping emissions are considered in Scope 2 due to Chef Middle East's operational control of their delivery HGVs. All other scopes were excluded as they are not relevant to Chef Middle East's business model.

Assumptions

For employee commuting calculations, 2025 employee bus utilization data assumed to be the same in 2024 and companies that don't take the bus assumed to commute via petrol car.

Key	Scope	GHG Protocol Category	Chef Middle East Data Inclusions	2024 Emissions /tCO ₂ e	2024 Materiality Total	2025 Emissions /tCO ₂ e	2025 Materiality Total
Direct	1.1	Stationary Combustion	All facilities refrigerants & delivery fuel usage	4,214.80	4.00%	4,886.40	5.30%
	2*	Electricity	All facilities electricity usage	2,740.30	2.60%	4,014.40	4.40%
Indirect Upstream	3.1	Purchased goods and services	PO & non-trade PO spend	68,945.80	65.70%	78,089.70	84.70%
	3.2	Capital goods	Fixed asset spend	26,307.60	25.10%	2,217.56	2.40%
	3.3	Fuel- and energy related activities	Indirect emissions for electricity/fuel usage*	1,239.20	1.20%	1,592.00	1.70%
	3.5	Waste generated in operations	Food, recycling and general waste	389.9	0.50%	292.3	0.30%
	3.7	Employee commuting	Employee commuting via bus and car	995.2	0.90%	1,131.20	1.20%
Total				104,832.80	100%	92,223.50	100%

SDG ALIGNMENT.

	SDG GOAL	SDG TARGET	OUR CORRESPONDING GOAL
SDG 5 Gender Equality	Achieve gender equality and empower all women and girls	Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	Perform a monitor wage levels to ensure their adequacy.
SD 6 Clean water and sanitation	Ensure availability and sustainable management of water and sanitation for all	By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity	Implement water-saving technologies and practices to reduce water consumption. Regularly monitor water usage at least annually and set targets for reduction by 2030.
SDG 8 Decent work and economic growth	Promote inclusive and sustainable economic growth, employment and decent work for all	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	Set targets for employees health & safety, working conditions, career management and training, and discrimination and harassment.
SDG 10 Reduced Inequalities	Reduce inequality within and among countries	Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality	Perform a monitor wage levels to ensure their adequacy.
SDG 12 Responsible consumption and production	Ensure sustainable consumption and production patterns	By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse By 2030, achieve the sustainable management and efficient use of natural resources Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Implement waste reduction strategies like recycling programs and reusing materials across all of our sites. Embrace circular economy practices to minimize waste generation by minimizing food waste by 30% by 2030 compared to 2024 figures through delivering ongoing staff training.
SDG 13 Climate action	Take urgent action to combat climate change and its impacts	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Select suppliers based on their emission reduction efforts to reduce our most material source of scope 3 emissions, purchased goods and services.
SDG 15 Life on Land	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought and floods, and strive to achieve a land degradation-neutral world	We will identify critical habitats surrounding our facilities
SDG 16 Peace, justice and strong institutions	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Substantially reduce corruption and bribery in all their forms	Join the UN Global Compact Complete a Human Rights risk assessment



INSPIRING CULINARY CRAFTSMANSHIP.

www.chefmiddleeast.com