

STEWARDSHIP

2024

Delivering a Better Tomorrow



Gordon[®]
FOOD SERVICE

Gordon Food Service® is Committed to Stewardship

We are humbled to have celebrated 125 years in business in 2022. Gordon Food Service has grown so much since starting as a simple butter and egg delivery service. It has taken hard work, an intentional thought process, and countless numbers of incredibly committed team members and partners through the years.

Many of the same things that have driven our growth so far — people, innovation, responsibility and showing we care — remain vital to our success. Call it stewardship.

Stewardship at Gordon Food Service means demonstrating care for people, the environment and communities. We engage with responsible partners, understand our environmental impact, care for employees and contribute to our communities.

We are grateful to everyone who has played a part in our journey, and we're excited about those who will join us in the future. We hope you enjoy this overview of our recent stewardship efforts.

- THE GORDON FAMILY

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2024 STEWARDSHIP FOCUS AREAS

Change is a constant in the food industry. That's why we balance *change* with *consistency*. We believe a defined focus, related to our pillars, allows us to make the greatest impact. These areas are core to our business and will drive initiatives over the next year and beyond.

GREENHOUSE GAS INVENTORY



Understand our environmental impact and focus on reducing our footprint and improving environmental efficiency.

WASTE DIVERSION AND REDUCTION



Understand our baseline contribution and use the information to set reduction goals.

PRODUCT TRANSPARENCY DATA QUALITY AND REPORTING



Consistently improve product information and reporting to enable our customers to make informed purchasing decisions to support their sustainability goals.

COMPANY OVERVIEW

125+
Years in business



22,000 + 
employees

**North American
headquarters**

WYOMING, MI



5 
GENERATIONS
of the Gordon Family

\$21
BILLION
in annual sales

LARGEST
privately-held
foodservice distributor
in North America

CORNERSTONE VALUES



Customer is King



Rewards for Performance



Integrity



Philosophy of Sharing



Everyone is Important



Networking Organization



War Room Mentality

STEWARDSHIP



Sustainable
Operations



Responsible
Sourcing



Supporting
Community



Empowering
People

DISTRIBUTION CENTRES

25

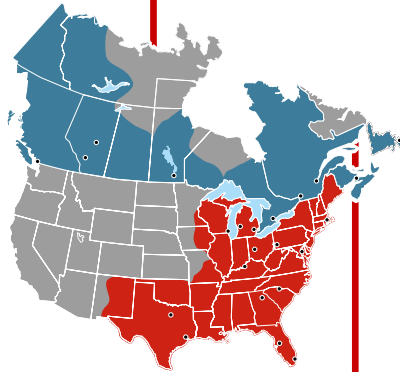
Distribution Centres in North America

9

IN CANADA

16

IN U.S.



DELIVERY

2,800 TRACTORS



137 MILLION
miles driven annually

17,000
deliveries per day



113,000 receive truck deliveries
CUSTOMERS

PRODUCTS

17 PRIVATE BRANDS

7 SPECIALTY COMPANIES

420,000+ Private and national brand products



LOCAL PRODUCTS from every region



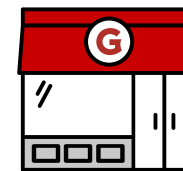
6,300
suppliers in our product supply chain

60,000+
Products with Clear Choice™ attributes



STORES

180+ Gordon Food Service Store® locations open to the public

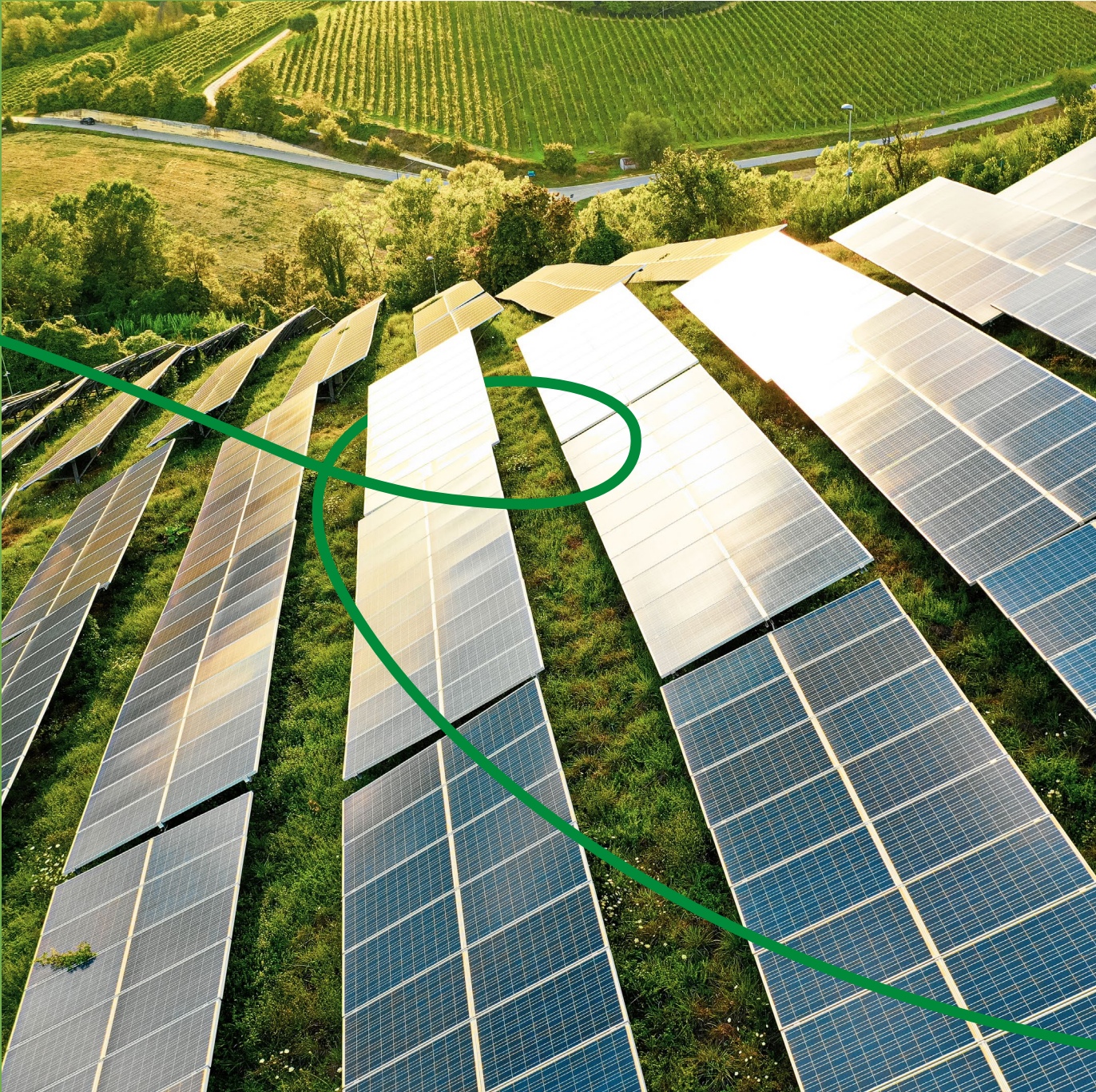


ITEMS PER STORE
5,000+






SUSTAINABLE OPERATIONS



SUSTAINABLE OPERATIONS: HELPING THE ENVIRONMENT, MINIMIZING OUR CARBON FOOTPRINT

As we look for ways to minimize our impact on the world around us, we keep a close watch on our distribution, store properties and our transportation fleet.



“ We’re taking steps to understand our environmental footprint. It involves being deliberate in our actions to minimize our impact on the planet. Utilizing solar power and prioritizing energy efficiency are significant components of this effort. We must also continue to build upon existing foundations such as recycling, donating and minimizing waste to further mitigate our environmental impact.

- *Cam Godin, President,
Canada National Broadline Distribution* ”

OPERATIONAL IMPROVEMENT ABOUNDS

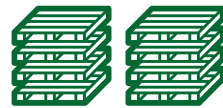
As our business grows, we look for opportunities to do business better for our employees, customers and the environment.



DISTRIBUTION CENTRES MAKE A DIFFERENCE

Our distribution facilities allow us to serve our customers throughout Canada and in our US footprint. They also have a big impact on their communities.

We recycle pallets



36,000+
tons

pallets recycled in the U.S.

We recycle tires and oil in our fleet shop



3,500+
tires recycled in the U.S.

We donate safe food



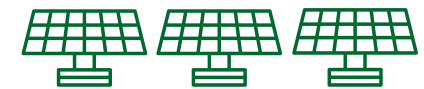
480,000+
cases of food donated to organizations and communities

90,000 lbs.
food donated following shows and events in the U.S.

7,700 lbs.
food donated following shows and events in Canada

Learn more in the Supporting Community section

We are supporting solar energy solutions 



- We recognize how renewable energy, including solar, helps us grow and operate more sustainably
- The Springfield, Ohio solar array officially went live January 2024
- We know solar power helps us diversify our energy usage and contribute to renewable energy generation
- The Springfield campus is the first Gordon Food Service location to install a solar array

InnoServ[®]

Innovative Cleaning & Beverage Services[™]

INNOVATING WITH INTEGRITY, SUSTAINING WITH RESPONSIBILITY

InnoServ[®] is focused on bringing innovative cleaning and beverage solutions to the foodservice industry. And with innovation comes sustainability.

The InnoServ model is embedded with sustainability—their remanufacturing skills and craft extend the life of the equipment and keep it out of the landfill.

- Every piece of equipment that is kept in use means a reduction in production and shipping new equipment
- 4,500 pieces of equipment remanufactured to extend the life span of the machine



GORDON FOOD SERVICE STORE[®] DIVISION PITCHES IN

Our Gordon Food Service Stores[®] team completed eight remodels. With an updated look comes upgrades that improve efficiency and the environment.

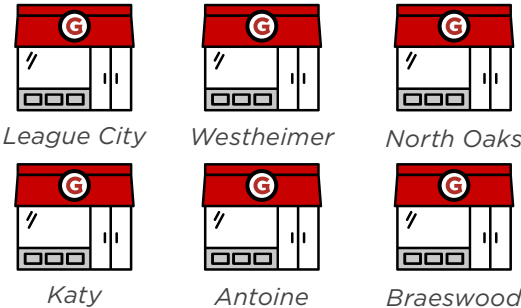
8 remodels completed

- In 2023, our Gordon Food Service Store team completed eight remodels. With an updated look comes upgrades that impact efficiency and the environment.
- Upgraded to LED lights on the sales floor and installed LED flat-panel lights.
- Replaced fans in refrigerated cases with high efficiency versions.
 - » *Changed rack systems to protocols that are more efficient*
 - » *Racks use a refrigerant considered Global Warming Potential friendly*

- We deployed nightshade curtains over open-air coolers to control temperatures and use less energy.

6 new stores opened in Texas

- We included modern energy-efficient principles

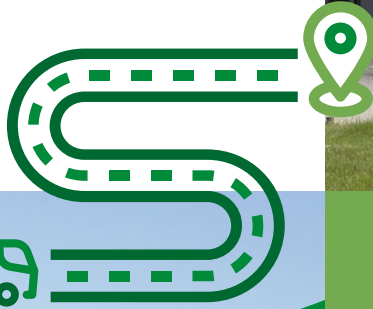


TRANSPORTATION UPGRADES DRIVE SUCCESS

Vehicles on the road or stopped for delivery remind us of our presence in the community. They also play a pivotal role in our sustainable operations.

We continue to utilize load and route optimization

- Our trucks reduce emissions by using diesel particulate filters to remove pollutants from the exhaust.



We're evolving and electrifying

- The first electric-vehicles rollout at our Gordon Food Service Stores:

- » Part of a refrigerated van pilot project with Ford Motor Company
- » Zero-emission vans will be suited to maximize routes in densely populated areas and support same-day deliveries
- » Two during 2023: Ypsilanti and Grand Rapids, Michigan
- » 1,612 miles driven with electric vehicles

We plan more electric endeavors

- Electric tractors
- Switchers
- Straight trucks



Scan or click to learn more about our electric delivery vans.



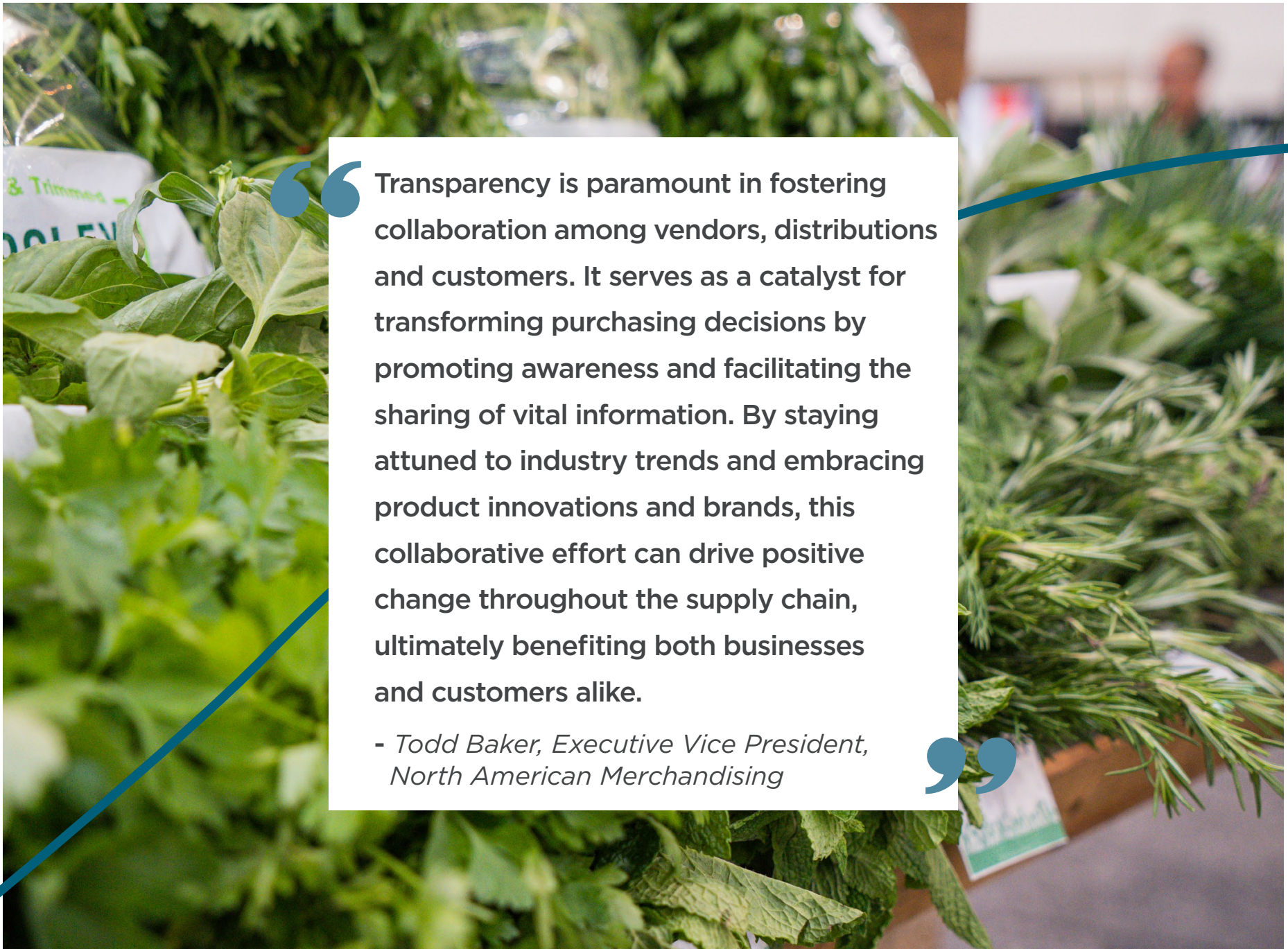


RESPONSIBLE
SOURCING



RESPONSIBLE SOURCING: EMPOWERING CUSTOMERS WITH TRANSPARENCY

We keep product quality and safety as our highest priority and provide transparency about the items we distribute. This empowers our customers to make informed purchasing decisions.



“ Transparency is paramount in fostering collaboration among vendors, distributors and customers. It serves as a catalyst for transforming purchasing decisions by promoting awareness and facilitating the sharing of vital information. By staying attuned to industry trends and embracing product innovations and brands, this collaborative effort can drive positive change throughout the supply chain, ultimately benefiting both businesses and customers alike.

- *Todd Baker, Executive Vice President, North American Merchandising* ”

FOOD SAFETY IS OF THE UTMOST IMPORTANCE

Safety is paramount in the food industry. It helps define quality, and this is crucial to serving our customers. Our Food Safety Quality Assurance (FSQA) team acts as our eyes and ears to maintain the highest product consistency, safety and quality standards.

Upholding a Culture of Food Safety

The FSQA team empowers our people to monitor the quality and safety of every product available. We do that by:

- **Listening to customers.**

We standardized recall applications:

- » *Provide consistency across U.S. and Canada*
- » *Centralized data improves reporting, tracking*
- » *Implemented a Food Safety Culture campaign across all business units in order to drive awareness, commitment and education for all employees*

- **Issuing recalls.** 24/7 support to respond to federal agency alerts:

- » *USDA*
- » *FDA*
- » *CFIA*

Undergoing continuous improvement

Identifying concerns before they become an issue is central to consumer food and product safety. Here's how we work proactively:

- **Engagement and analysis.**

With the FDA's Food Safety Modernization Act Traceability Rule now finalized, the FSQA team is developing industry best practices for rule compliance.

- » *Maintaining a focus for food safety support is at the heart of what we do, distribution*

- **Educating and monitoring.**

Gordon Food Service Stores promote safety:

- » *Frequent third-party food safety audits*
- » *Expanded training, education, awareness and ownership for Store leadership roles*



- » *Enhancement of food safety education with software that will help ensure training standards are met, and on time*
- » *ComplianceMate™ in over 180+ Gordon Food Service Stores to manage cleaning and temperature monitoring*



ENHANCING PRODUCT TRANSPARENCY

Knowledge is power. Sharing detailed product information allows customers to make informed decisions when choosing products that fit their goals, brands or values.



3 of 4

consumers prioritize product transparency

Source: FMI/Neilsen IQ Report, Feb. 2022



2x

Gen Z and millennials are nearly twice as likely as baby boomers to ask where their food came from.

Source: CFANS Insight Survey, March 2022



BEYOND THE PLATE: PURPOSE-DRIVEN BRANDS MEET SUSTAINABILITY

From locally sourced produce to compostable cups, our curated selection ensures your journey toward sustainability is covered beyond the table.



goodfinds

by **Gordon**

Purpose, People & the Planet Come First

The Goodfinds by Gordon program offers a curated selection of products from companies that are purpose-driven, people-focused and planet forward. From indoor grown, controlled environment agriculture produce to sausages free from the big nine allergens, to pies hand-crafted by individuals with learning disabilities, our partners allow operators to tell stories that make menu items more valuable, inclusive and sought after—meaning when their customers open up the menu, they'll be delightfully surprised at how relevant it is for them.

PROGRAM GROWTH

Supplier
Partners:

23
US

14
Canada

New
Partners:

4
US

2
Canada

Products:

230+
US

170+
Canada



Tomato Bliss

Goodfinds by Gordon partner, Tomato Bliss, has a mission to bring regeneratively grown, biodiverse produce to ready-to-eat and quick-scratch foods. To do so, they've built an end-to-end supply chain of regeneratively farmed, minimally processed food, specifically a range of retail-friendly and foodservice ready soups.

Their work is rooted in a deep commitment to healing the planet and helping the people in it. Tomato Bliss is a woman-owned company.

Scan or click
to learn more
about Goodfinds
by Gordon





This line of disposable products is designed to help customers share a sustainability story with end consumers. We use an industry first icon and colour-coded system to distinguish which products can be recycled, composted or reused.

Our consciously crafted food and drink packaging aims to keep excess plastic and waste materials out of landfills.



	US	CA
# of items made from recycled content	21	15
# of items made from plants/ other materials	36	48
# of items compostable	51	56
# of items that "Swap Confusions for Clarity"	76	71

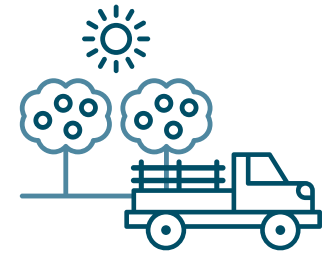
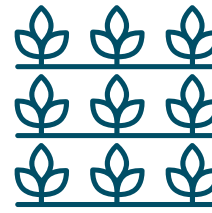
Scan or click to learn more about Re.Source™





MARKON® LOCAL

This first-of-its-kind program seamlessly supplies local Markon produce to our customers when it is available. We support farmers and local communities and help the environment by reducing the distance food must travel. This includes:



20+ *Markon Local approved farms (U.S. and Canada)*


8 *Controlled Environment Agriculture (CEA) partnerships*

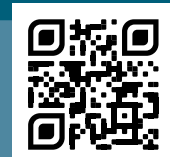
LEARN MORE ABOUT CEAS

We seek more Controlled Environment Agriculture (CEA) grower partners throughout North America.

CEA-grown produce has:

- A positive environmental impact due to the increased reliance on local and regional food systems
- A decreased need for cross-country transportation
- Growing practices that use less water, pesticides and land

Scan or click to learn more about Markon Local 



MOSAIC®

Mosaic® Coffee uses Thrive Farmers® beans. Using a farmer-direct process, these beans provide three times more revenue to growers than other Fair Trade coffees. The farmer-direct process supports their families, provides education for their children and improves their communities' social and economic fibre.

"Brew for Change" serves as the motto for Mosaic Coffee, embodying the brand's commitment to being a purpose-driven entity dedicated to ensuring equitable compensation for farmers. We are proud to be part of the change

51% of our Mosaic beans come from Thrive Farmers.



THRIVING TOGETHER

Thrive Farmers works with developing-world coffee and tea farmers to establish direct customer relationships. It's a win-win because it results in greater farmer profits and higher wages with the economic benefit extending to their community, as well as quality coffee and a purpose-driven purchase.





CELEBRATING DIVERSE SUPPLIERS

We recognize the determination and commitment it takes to become a foodservice supplier at scale and support diverse suppliers' growth journeys.

900+ 
diverse supplier partnerships

20,000+ ITEMS
available on Gordon Ordering with
filterable Diverse Supplier attributes.





BACKING LOCAL PRODUCERS WITH NEARBUY®

As a multi-generational family business, we know the importance of supporting local companies. We also want to help our customers who seek products from local farms, butchers, dairy farmers, manufacturers and suppliers.

NEARBUY FAQ

Q: What is NearBuy?

A: It's a product database our customers can use to identify local purchases with criteria that are important to them.

Q: How does it work?

A: We work with our US suppliers yearly to capture, catalog and validate product data for our NearBuy database.

Q: How does it help?

A: We provide data and reporting so our customers know more about where their products come from.



[Click here to learn more about how we are growing local solutions with Markon Local](#)

Scan or click to learn more about NearBuy



PROVIDING A CLEAR CHOICE™

Many products, many details, yet a simple solution. We created the Clear Choice® program so our customers can find and select the products most important to them and their customers.



WHAT IT PROVIDES

Clear Choice provides customers a comprehensive view of products' unique attributes. Whether ethically sourced, environmentally friendly, or one of the other 7 categories Clear Choice tracks, Gordon Food Service seeks to provide greater product transparency across all brands and categories.

HOW IT WORKS

60,000
products

1,000
vendors

7
categories covered



**CLEANER
INGREDIENTS**



**ENVIRONMENTALLY
FRIENDLY**



**SUSTAINABLE
SEAFOOD**



**DIETARY
ATTRIBUTES**



**ETHICALLY
SOURCED**



**ANIMAL
CARE**



**SUPPLIER
DIVERSITY**
(U.S. only)



TRANSPARENCY CREATES TRUST

A full scope of the seafood supply chain may help bring peace of mind to your business and your goals. Gordon Food Service is in compliance with several organizations and continues to learn and evolve along with the industry.

EDUCATION & SUPPORT

Evolving and learning is a natural part of the sustainability journey

SUPPLY CHAIN PARTNERSHIPS

Gordon Food Service ensures the traceability of seafood at its source with chain of custody certifications:

		
<p>ASC certified products are farm-raised and encourage seafood producers to minimize the key environmental and social impacts of aquaculture.</p>	<p>BAP certified products protect the quality and integrity of finfish, crustaceans and mollusks.</p>	<p>MSC certified products are wild-caught and fully traceable through the supply chain to a fishery certified to the MSC standard.</p>



- Focused on advances responsible seafood practices worldwide through education advocacy and demonstration
Source: globalseafood.org/about-gsa
- The Global Sustainable Seafood Initiative (GSSI) is a public-private partnership working together on a common purpose: turn seafood into a driver for good to preserve oceans for future generations and drive forward more sustainable seafood for everyone.
Source: GSSI

SQUARE ROOTS



Square Roots' mission is to responsibly bring locally grown food to people in cities around the world, all year round. It's accomplished by using repurposed shipping containers to create a scalable network of urban, tech-enabled hydroponic farms.

14 DAYS

Square Roots produce has at least two weeks of extended shelf life

ZERO

all produce is free of pesticides and is non-GMO



all produce is sold in recycled and recyclable packaging



Quick delivery, sometimes within 24 hours-it doesn't get any fresher than that!

Scan or click to learn more about Square Roots



PROMOTING PRODUCT INNOVATION

Food Foundry is a founder community and accelerator program built in collaboration with Relish Works and Gordon Food Service, advancing innovative businesses that are reshaping the food and foodservice industry. From early-stage innovators to established industry leaders, Food Foundry cultivates a dynamic support ecosystem through strategic investment, network access, guidance and tailored programming.



FOOD FOUNDRY ▶

Food Foundry celebrated its fifth year in 2023. Since the program's inception in 2018, Food Foundry has welcomed over 30 companies who have gone on to raise \$65M+ in funding and create over 200 jobs.

Scan or
click to learn
more about
Food Foundry. >



SPECIALTY COMPANIES SHINE

Being all things to all customers is impossible. We call on our network of specialty companies to provide products that align with our sustainability and stewardship goals.

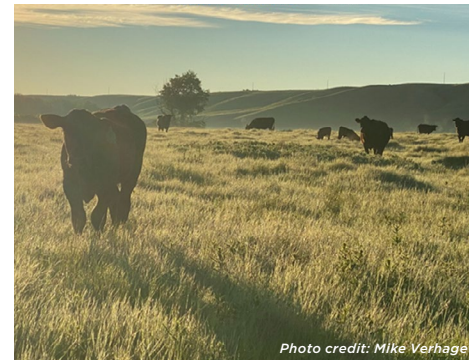


At Intercity Packers, we recognize our role in ensuring an eco-friendly, sustainable future for the meat and seafood we buy and sell, as well as for the health of the land and oceans. We aim to be a model of sustainability in the Canadian marketplace and to continue to be a proactive leader that is well positioned to supply the most sustainable meat and seafood products.

Intercity Packers Meat & Seafood™ has representation on the Canadian Roundtable for Sustainable Beef (CRSB) council. The roundtable has developed the Certified Sustainable Beef Framework, known as CRSB Certified, a voluntary operation-level certification program audited by a third party.

The certification serves as a checklist to recognize sustainable beef production and processing practices in Canada using five principles:

- » *Natural resources*
- » *People and the community*
- » *Animal health and welfare*
- » *Food and efficiency*
- » *Innovation*



Our Gordon Choice™ boxed beef in Canada is sourced from CRSB-audited farms and ranchers.



Intercity Packers Meat & sustainability in Canada by offering our customers a CRSB Certified Mass Balance Program — at least 30% of the beef comes from CRSB Certified farms and ranches.

Scan or click to learn more about Gordon Choice Beef



We believe in the continuous improvement process and take an active role in assisting external fisheries, aquaculture projects and natural meat producers including:

- **Ocean Wise - Seafood Sustainability Program:**
 - » *Intercity Packers was a founding supplier partner of this program*
- **Marine Stewardship Council - Seafood Traceability Program**
- **Best Aquaculture Practices**
 - » *Intercity Packer's Quality Control Team works directly with fishermen, fishing boats and firms to improve pre/post-harvesting techniques ensuring the finest quality fish and shellfish available*

Scan or click to learn more about Intercity Packers' sustainability initiatives



Fresh Start Foods has locations across Canada that process whole and cut produce for wholesale customers. The company's stewardship initiatives include:

Reducing waste.

Fresh Start Foods Milton is a leader in food waste diversion, helping others and the planet.

Addressing hunger.

Fresh Start Foods in British Columbia donates to the Greater Vancouver Food Bank and Goodly Foods. Fresh Start Foods in Milton also donates produce to feed those in need. Additionally:

- *All organic waste goes to animal feed*
- *All cardboard and plastic is recycled*
- *Waste that is unsuitable for donation or recycling goes to a zero-waste facility to reduce the burden on landfills*





SUPPORTING
COMMUNITY



**SUPPORTING
COMMUNITY:**
SERVING OTHERS
BY CONNECTING
WITH PEOPLE
AND PLACES

The foodservice business is all about relationships. We can't do business in our communities without a commitment to support the people who live, work and play there.



“ Food is essential to life, and often at the centre of human connections. But we also know many face food insecurity, which is a social determinant of health. By extending our delivery services to include food donations within our local communities, our hope is that we are able to both foster bonds and improve the quality of life for those we serve.

- Alisha Cieslak, Chief Legal and Risk Officer ”



DISASTER RELIEF COMPASSION

Our employees rally together to support one another, their communities and beyond during times of catastrophic events or hardship. In 2023, we supported communities in need through employee donations and company contributions.



BUILDING SHELTER AND STRENGTH

People need a safe place to live. Gordon Food Service works with Habitat for Humanity, volunteering and fundraising to make homeownership a reality.

Habitat for Humanity in the US

Gordon Food Service US continues to partner with Habitat for Humanity, and we are happy to participate in another year of bringing people together to build homes and hope.

Through one of our local partnerships, we supported the mission of Habitat with:

- Over 250 volunteers
- 1,600 volunteer hours
- 10 homes + the ReStore

Habitat for Humanity in Canada

In 2023, Gordon Food Service was key to the success of 4 Women Build events, empowering women and fostering community cohesion in:

- Oxford, Nova Scotia
- Edmonton, Alberta
- Winnipeg, Manitoba

Gordon Food Service also sponsored two homes in Oshawa, ON, and Calgary, AB, which are Habitat projects supporting Black Canadian families, crucial in building inclusive communities.

Over 50 volunteers donated more than 350 hours last year.





COMMITTED TO HUNGER RELIEF

Gordon Food Service continues to partner with Feeding America to do its part to soothe hunger



**3.6
MILLION**

meals to feed hungry people



**4.4
MILLION**

pounds of food

FOOD SHOW RECAP: FEEDING COMMUNITIES & DIVERTING FROM LANDFILL

After each of our food shows across North America, we donate remaining, safe food to community food banks.

- Gordon Food Service donated over 90,000 pounds of food to local food pantries and charities across the US and Canada
- In Canada, the Ontario show was certified as a zero-waste event and continues to set a model for waste diversion efforts
- In Fort Lauderdale, we composted 1,800 pounds of food and set up waste reduction zones



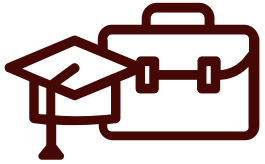
FIGHTING POVERTY WITH THE UNITED WAY

For more than 20 years, Gordon Food Service has partnered with United Way to support its work addressing significant issues facing individuals and communities. United Way programs strive to create long-lasting community change in education, financial stability and health. We continue to support United Way through employee donation campaigns.



BUILDING TOMORROW'S WORKFORCE

Gordon Food Service has a robust internship program, hiring a diverse group of interns to provide them with hands-on professional development, mentoring from industry experts and cross-departmental networking. We aim to show interns how people contribute value through ideas, innovation and hard work.



50

interns hired to work
in our Home Office

Historically Black Colleges and Universities

Gordon Food Service has partnered with Historically Black Colleges and Universities (HBCU) to develop opportunities for the best and brightest students to grow and develop their leadership skills, increase their understanding of the foodservice industry and gain valuable experiences that will provide a foundational base for future development.

- The HBCU internship continues to grow and has more than 15 interns across six divisions and InnoServ

Scan or click to
learn more
about our
HBCU program





Junior Achievement inspires young people to succeed in the work world

- 3 million students are reached Junior Achievement annually
- BizTown creates a simulated town and learning experience to students as they learn how to apply, interview and work in various roles in the simulated town.
- Gordon Food Service is featured in Great Lakes and Pittsburgh site and has proved to be mutually engaging to students and Gordon Food Service employees volunteering their time





EMPOWERING
PEOPLE



**EMPOWERING
PEOPLE:**
DEMONSTRATING
VALUE, RESPECT,
AND EMPOWERING
OUR EMPLOYEES

We appreciate that people are our greatest asset, and it's why we value, grow and empower our employees by investing in our people.



“

Our team members' compassion and dedication are fundamental to our business philosophy. Their unwavering commitment drives our operations and fosters a profound sense of belonging within our organization. They strengthen relationships with our customers, employees, vendors and the community. We prioritize ongoing learning and development initiatives, ensuring that our workforce remains empowered and reflects the diversity of the communities we serve. We are dedicated to nurturing an environment where everyone feels valued, respected and empowered to contribute fully.

- Khumbo Croft, Chief People Officer

”

PROMOTING PROGRESS FOR WOMEN

Gordon Food Service is a long-standing Women's Foodservice Forum (WFF) partner. WFF is a premier leadership development resource and a thought leader on gender equality.

- We hosted a leadership networking event and panel for all Gordon Food Service attendees
- Attendees committed to exchanging valuable insights with their colleagues upon their return

50 WFF® Women's Foodservice Forum

In 2023, Gordon Food Service awarded over 50 scholarships to attend the WFF Annual Leadership Development Conference in Dallas, TX.



LEADING THE WAY THROUGH EMPLOYEE ENGAGEMENT & DEVELOPMENT

We know that setting our employees up for success means giving them the right tools to excel. Our managers and supervisors are critical in supporting front line employees, we continue to invest and care for our leaders so they can care for our employees.

Front Line Leadership Development:

- 3,540 hours of in-person learning were invested in Development Dimensions International, Inc., (DDI) training
- Nearly 950 leaders are actively completing DDI Leadership Curriculum
- More than 200 leaders have successfully completed the curriculum

Uppgrowth Collective: Connecting in Canada

We developed Uppgrowth Collective, a committee to engage employees throughout Canada.

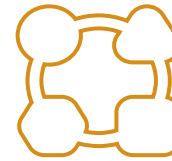
3 main objectives:



*Enhance social wellness
and connection*



*Encourage development
and growth*



*Promote diversity,
equity and inclusion*

Uppgrowth Collective Progress:

- 35 coffee and cocoa conversations
- 400 members subscribed to the communication group
- 3 newsletters for continued engagement and learning



A BEST PLACE TO WORK



Gordon Food Service Canada has been awarded on the Forbes list of Canada's Best Employers 2024 for the fourth year in a row.

Forbes 2024
CANADA'S BEST EMPLOYERS

POWERED BY STATISTA

Circle of Care

The Human Resources team in Canada has brought an innovative model of care through the Circle of Care program. Starting in Ontario the program has grown and expanded its reach and impact:

- Occupational Health Nurse to the Ajax distribution centre with plans to grow to British Columbia
- Offered vaccine clinics
- Chiropractic services expanded to:
 - » Ajax
 - » Calgary and British Columbia





DIVERSITY, EQUITY & INCLUSION: REFLECTING OUR COMMUNITIES

One of our Cornerstone Values at Gordon Food Service® is Everyone is Important. We are committed to diversity, equity and inclusion (DEI) within our organization and the communities we serve. We aspire to listen, learn, create and support lasting solutions that are equitable and that strengthen an atmosphere of dignity and respect.

EMPOWERING PEOPLE

Our targeted initiatives help build and retain a culture of inclusion that values diverse perspectives and experiences, and attracts talented individuals from all backgrounds.



At Gordon Food Service, we hold job fairs, invite speakers to our US Distribution (USD) areas and actively explore additional avenues to attract, retain and enrich the employee experience for veterans.

Our partnerships with Historically Black Colleges and Universities (HBCUs) have experienced remarkable growth. We take pride in our collaboration with over nine HBCUs nationwide. Through these partnerships, we exchange knowledge, provide leadership-development training and identify prospective talent to foster growth.



KINDRED

In collaboration with community organizations, our Kindred Program facilitates job placements for new Americans. We offer translation services, transportation, job coaching and mentorship programs dedicated to displaced women.



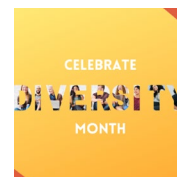
COLLABORATING FOR CHANGE

We offer internal community programs and events that help foster a sense of community and support within our organization. We believe in creating an inclusive workplace where everyone feels valued and supported.



The Women in Trucking mentor program is designed to support and empower women in the transportation departments at Gordon Food Service. We are committed to fostering a supportive community and promoting greater gender diversity within the industry.

Our regular programming initiatives offer an enriching platform for inspiring guest speakers, thought-provoking articles, discussion guides and engaging activities.



Our annual North American Women's Conference is an integral part of our effort to educate and inspire both women and men to foster a workplace culture that is characterized by equality, diversity and inclusion.



SCAN OR
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TO READ
OUR FULL
DEI BOOKLET



EMPLOYEE EDUCATION

There are numerous initiatives in place at Gordon Food Service to encourage employee education and development. Each facilitates open conversations about important topics, provides targeted training and helps drive awareness, learning and development.

SUPPLIER DIVERSITY

Having a diverse group of suppliers drives competition, provides multiple channels for sourcing and promotes innovation. We track diversity statistics to identify areas for improvement and remain committed to recognizing and supporting supplier partners who share our values.

We have over **50** individuals leading DEI action teams within their respective departments.



Our DEI action team leaders actively contribute to regular programming and champion DEI efforts in the workplace. This provides valuable development opportunities for team members and extends reach across all divisions in the US and Canada.

Our DEI roundtable discussions provide open dialogue on important topics, including cultivating a diverse workforce, addressing workplace bias and microaggressions and promoting career advancement for underrepresented groups.




Our Vendor Involvement Process (VIP) program is one way we celebrate outstanding efforts and partnerships. Acknowledging and supporting the endeavors of diverse suppliers is something we are proud to do.

We introduce diverse suppliers at Gordon Food Service shows, leverage social engagement channels and incorporate diverse products into the Gordon Ordering™ product selection. Diversity creates sustainable growth and more avenues for sourcing and origination.

JUMPSTART

Additionally, we support multiple leadership development programs, including the Jumpstart program, which aims to create an exceptional onboarding experience for our new employees.



EDUCATING DRIVERS, RAISING AWARENESS

We continue to raise awareness about the issue of human trafficking and how it can be reported. We continue our Truckers Against Trafficking program and provide communication materials and training on the proper process to report such crimes. In 2023 alone 2,435 drivers completed the Truckers Against Trafficking training.



WOMEN IN TRANSPORTATION

The Women In Transportation Mentorship program continues to grow. 19 members attended the Accelerate Conference in 2023. We are happy to celebrate the multiple Women in Transportation who have also moved into a driving or leadership position.

IN 2023

- 123 females in the transportation department
- 30 in a driving role
- 5 in a leadership role
- 78% retention rate
- 35 Women In Transport Program members



CULTIVATING A SECURE WORKPLACE ENVIRONMENT

At the heart of our organization lies a focus on the safety and well-being of our employees. The Employee Safety Organization team is dedicated to ensuring that our workforce thrives in a safe and secure environment. Through open dialogue and encouragement, we empower employees to prioritize safety in their daily tasks.

BUILDING A CULTURE OF SAFETY

Empowering our team

- Fostering a culture where safety is everyone's responsibility
- Open dialogue and encouragement are used to empower employees to be safe in their daily tasks and decisions

Investing in education

- Knowledge is the cornerstone of prevention with safety. Intentionally focusing on comprehensive training programs, equipping our team members with the skills and awareness needed to identify and mitigate potential risks.

CONTINUED COMMITMENT

Proactive measures

- Continuously assess and refine our safety protocols to stay ahead of evolving risks and regulations
- Embracing innovation and industry best practices to safeguard our employees

Continuous support

- Our unwavering support includes resources, mentorship programs, and access to state-of-the-art safety equipment
- Offering resources and support to address safety concerns or challenges
- Mentorship programs

Learn more about our stewardship initiatives at gfs.ca/stewardship

gfs.ca

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