

# LSG LUFTHANSA SERVICE HOLDING AG (GROUP)

Neu-Isenburg - Germany | Food and beverage service activities

EVID: JL679079



Publication date: 25 Jul 2023

Valid until: 25 Jul 2024

Sustainability performance

Insufficient

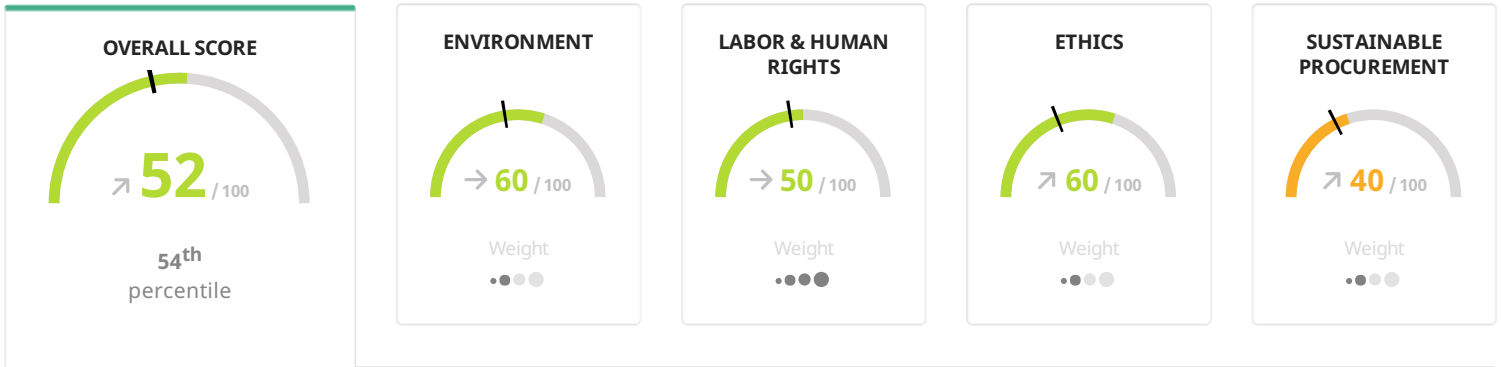
Partial

Good

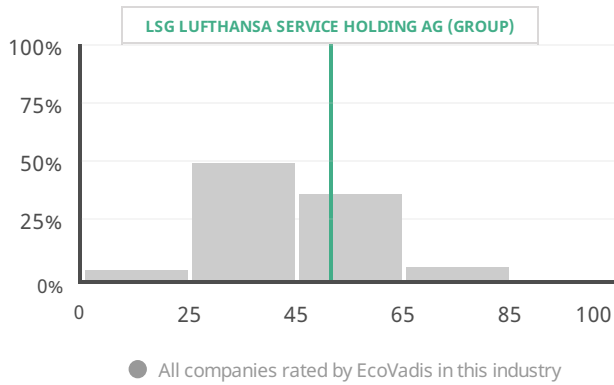
Advanced

Outstanding

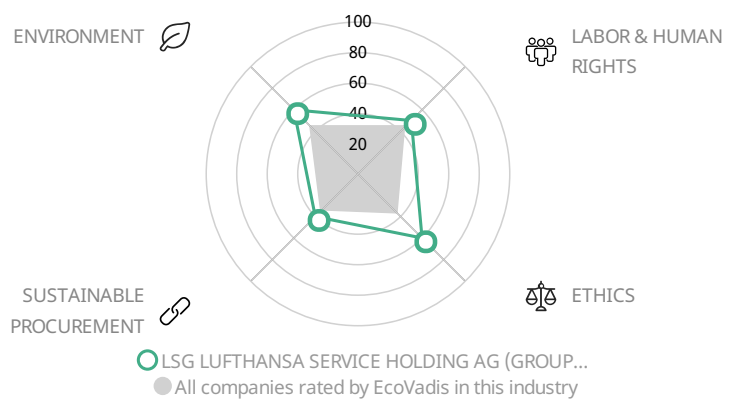
Average score



Overall score distribution



Theme score comparison



# Strengths and Improvement Areas



## Environment

Weight ●●●●

### Strengths

#### Policies

Strengths

Quantitative objectives set on energy consumption & GHGs

Environmental policy on customer health & safety

Environmental policy on materials, chemicals & waste

Environmental policy on water

Environmental policy on energy consumption & GHGs

Comprehensive policy on a majority of environmental issues

Endorsement of the United Nations Global Compact (UNGC)

#### Actions

Strengths

Other actions to manage water efficiency or wastewater discharge

Other actions to reduce energy consumption/GHG emissions

External partnerships established to repurpose organic waste into other processes

Use of eco-friendly or bio-based input materials

Internal sorting & disposal of waste according to waste streams

Actions or training to raise employee awareness on waste reduction & sorting

Reduction of internal wastes through material reuse, recovery or repurpose

Provision to customers of food catering options with "health" or "bio" service range

On-site or off-site wastewater treatment facilities

Reduction of carbon emissions in logistics or optimization of fleet efficiency

Reduction of energy consumption of lighting systems

Training of employees on energy conservation/climate actions

Use of efficient HVAC (heating, ventilation, and air conditioning) equipment

Purchase and/or generation of renewable energy

Company-specific emergency preparedness and response procedure regarding customer health and safety

Purchase of verified carbon offset credits

Technologies or practices to recycle or reuse water	
Energy and/or carbon audit	
Health products/bio-products offered	
Implementation of a rainwater harvesting system	
Water network maintenance or leakage detection	
Company specific awareness programs for promoting healthy eating habits	
Provision to customers of products and services to facilitate recycling of waste	
Provision of eco-friendly packaging materials	
Specific environmental certification [LEED (US Green Building Council Certificate)]	
Actions for labeling, storing, handling and transporting hazardous substances	
Provision to customers of equipment to facilitate reduction of water consumption	
Provision to customers of services for reducing paper/carton/packaging consumption	
Reduction of water consumption through innovative equipments, methods or technologies	
<b>Results</b>	
Strengths	
Reporting in accordance with SASB	
Declares none of the sites/operations located in or near biodiversity-sensitive areas (not verified)	
Materiality analysis in sustainability reporting	
External assurance or verification of sustainability reporting	
Company communicates progress towards the Sustainable Development Goals (SDGs)	
Parent company reports to CDP	
<b>Improvement Areas</b>	
<b>Policies</b>	
Priority	Improvement Areas
Medium	Inconclusive documentation for policies on environmental services & advocacy
<b>Actions</b>	
Priority	Improvement Areas
High	Supporting documentation demonstrates a low level of coverage of environmental actions throughout the company operations
Medium	No information on ISO 14001/EMAS certification

## Results

Priority Improvement Areas

High

Insufficient reporting on environmental issues

Medium

Some reporting on environmental issues is not specific to the rated scope, but is available at parent company level

Medium

Some reporting on environmental issues is available for a partial scope only

Low

Declares reporting on total energy consumption, but no supporting documentation available

Low

Declares reporting on total water consumption, but no supporting documentation available

Low

Declares reporting on total weight of hazardous waste, but no supporting documentation available

Low

Declares reporting on total weight of non-hazardous waste, but no supporting documentation available

Low

No information related to reporting on total amount of renewable energy consumed

Low

Declares reporting on total gross Scope 1 GHG emissions, but no supporting documentation available

Low

Declares reporting on total gross Scope 2 GHG emissions, but no supporting documentation available

Low

No information related to reporting on total weight of pollutants emitted to water

Low

Declares reporting on total weight of waste recovered, but no supporting documentation available



## Labor & Human Rights

Weight ●●●●

### Strengths

#### Policies

Strengths

Quantitative objectives set on diversity, equity & inclusion

Labor & human rights policy on diversity, equity & inclusion

Labor & human rights policy on child labor, forced labor & human trafficking

Labor & human rights policy on career management & training

Labor & human rights policy on social dialogue

Labor & human rights policy on working conditions

Labor & human rights policy on employee health & safety

Comprehensive policy on a majority of labor or human rights issues

Endorsement of the United Nations Global Compact (UNGC)

**Actions**

Strengths

Equipment safety inspections or audits

Employee health and safety emergency action plan

Other actions to promote diversity, equity &amp; inclusion

Other actions on employee health &amp; safety

Family Friendly programs (FFPs) implemented (e.g. parental or care leaves, childcare services or allowances)

Actions to promote gender inclusion in the workplace

Women development, mentorship, and/or sponsorship programs in place

Affinity or other support groups for minorities/vulnerable groups

Actions to prevent workplace harassment

Compensation for extra or atypical working hours

Employee stock ownership plan (not restricted to executive level)

Employee satisfaction survey

Bonus scheme related to company performance

Collective bargaining agreement on diversity, discrimination and/or harassment

Collective bargaining agreement on career management &amp; training

Collective bargaining agreement on working conditions

Collective bargaining agreement on employees' health &amp; safety

Flexible organization of work (eg. remote work, flexi-time)

Health care coverage of employees in place

Awareness training on child labor, forced labor and human trafficking

Grievance mechanism on discrimination and/or harassment issues

Actions to promote wage equality in the workplace

Awareness training regarding diversity, discrimination, and/or harassment

Employee representatives or employee representative body (e.g. works council)


Provision of protective equipment to impacted employees

Employee health &amp; safety risk assessment

Transparent recruitment process communicated clearly and formally to all candidates

Regular assessment of individual performance
Two-way communication system in place to facilitate employee voice regarding working conditions
Regular employee health check-up
Official measures to anticipate or reduce layoffs and associated negative impacts (e.g. financial compensation, outplacement service)
Actions to promote internal mobility
Provision of skills development training
Joint labor management health & safety committee in operation
Actions to promote the inclusion of employees with disabilities
Individual development and career plan for all employees
Training of employees on health and safety risks and best working practices
<b>Results</b>
Strengths
Reporting on the percentage of women employed in relation to the whole organization
Reporting in accordance with SASB
Materiality analysis in sustainability reporting
External assurance or verification of sustainability reporting
Company communicates progress towards the Sustainable Development Goals (SDGs)
Reporting on the percentage of women in top executive positions
Reporting on accident severity rate
Reporting on accident frequency rate
<b>Improvement Areas</b>
<b>Actions</b>
Priority Improvement Areas
Medium Supporting documentation demonstrates a medium level of coverage of labor and human rights actions throughout the company operations/workforce
Low No information on ISO 45001 certification
<b>Results</b>
Priority Improvement Areas
High Insufficient reporting on labor and human rights issues
Medium The 360° Watch has identified at least one significant controversy, fine or penalty regarding labor and human rights issues in the last five years (see news with red downward arrow in the 360° Watch section).

Medium	The 360° Watch has identified at least one significant adverse report regarding employee health & safety.
Medium	Some reporting on labor and human rights issues is not specific to the rated scope, but is available at parent company level
Medium	Some reporting on labor and human rights issues is available only for a partial scope
Low	No information related to reporting on average training hours per employee

 <b>Ethics</b> <span style="float: right;">Weight ●●●●</span>	
<b>Strengths</b>	
<b>Policies</b>	
Strengths	
Policy on money laundering	
Policy on conflict of interest	
Disciplinary sanctions to deal with policy violations	
Policy on information security	
Policies on corruption	
Dedicated responsibility for ethics issues	
Comprehensive policies on ethics issues	
Endorsement of the United Nations Global Compact (UNGC)	
<b>Actions</b>	
Strengths	
Other actions to ensure information security	
Whistleblower procedure for stakeholders to report corruption and bribery	
Information security due diligence program on third parties in place	
Information security certification schemes [i.e. PCI DSS]	
Incident response procedure (IRP) to manage breaches of confidential information	
Implementation of a records retention schedule	
Information security risk assessments performed	
Audits of control procedures to prevent information security breaches	
Awareness training to prevent information security breaches	
Corruption risk assessments performed	
Measures to protect third party data from unauthorized access or disclosure	

Audits of control procedures to prevent corruption

Awareness training performed to prevent corruption

Specific approval procedure for sensitive transactions (e.g. gifts, travel)

ISO 27001 certified (certification of information security management system)

### Results

Strengths

Reporting in accordance with SASB

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Company communicates progress towards the Sustainable Development Goals (SDGs)

### Improvement Areas

#### Policies

Priority

Improvement Areas

Low

Inconclusive documentation for policies on fraud

#### Actions

Priority

Improvement Areas

High

Supporting documentation demonstrates a low level of coverage of ethics actions throughout the company operations

Low

No conclusive documentation regarding an anti-corruption due diligence program on third parties

#### Results

Priority

Improvement Areas

High

Insufficient reporting on ethics issues



## Sustainable Procurement

Weight ●●●●

### Strengths

#### Policies

Strengths

Standard policies on sustainable procurement issues

#### Actions

Strengths

Performing suppliers on environmental and social issues have access to unique incentives (e.g. supplier awards, preferred supplier program, access to RFPs)






Supplier sustainability code of conduct in place

Capacity building of suppliers on environmental or social issues (e.g. corrective actions, training)



Regular supplier assessment (e.g. questionnaire) on environmental or social practices	
Training of buyers on social and environmental issues within the supply chain	
Integration of social or environmental clauses into supplier contracts	
<b>Results</b>	
Strengths	
Reporting in accordance with SASB	
Materiality analysis in sustainability reporting	
External assurance or verification of sustainability reporting	
Company communicates progress towards the Sustainable Development Goals (SDGs)	
<b>Improvement Areas</b>	
<b>Actions</b>	
Priority	Improvement Areas
High	No supporting documentation on the coverage of sustainable procurement actions throughout the company supplier base/operations
Medium	No conclusive documentation on sustainability risk analysis (i.e. prior to supplier assessments or audits)
Medium	No conclusive documentation on on-site audits of suppliers on environmental or social issues
<b>Results</b>	
Priority	Improvement Areas
High	No conclusive reporting on sustainable procurement issues

## 360° Watch Findings

<p>2 Mar 2023   <a href="https://unicourt.com/case/...">https://unicourt.com/case/...</a></p> <p>Impact on Score <b>Under watch</b> </p> <p>valid from 28 Feb 2024 to 2 Apr 2028</p> <p>Impacted themes </p> <p><b>Maryam v. LSG Sky Chefs</b></p> <p>On 03/02/2023 Maryam filed a Civil Right - Employment Discrimination lawsuit against LSG Sky Chefs. This case was filed in U.S. District Courts, Georgia Northern District Court. The Judges overseeing this case are John K. Larkins, III and Steven D. Grimberg. The case status is Pending - Other Pending.</p>	<p>10 Nov 2022   <a href="https://unicourt.com/case/...">https://unicourt.com/case/...</a></p> <p>Impact on Score <b>Under watch</b> </p> <p>valid from 28 Feb 2024 to 10 Dec 2027</p> <p>Impacted themes </p> <p><b>Keston Bhushun v. Sky Chefs, Inc a/k/a LSG Sky Chefs Inc. et al</b></p> <p>On 11/10/2022 Keston Bhushun filed a Personal Injury - Other Personal Injury lawsuit against Sky Chefs, Inc a/k/a LSG Sky Chefs Inc. This case was filed in Kings County Courts, Kings County Supreme Court Civil Term located in Greene, New York. The case status is Pending - Other Pending.</p>	<p>31 Mar 2022   <a href="https://www.aviationpros.c...">https://www.aviationpros.c...</a></p> <p>Impact on Score <b>Neutral</b> →</p> <p>valid from 1 Mar 2021 to 1 Apr 2026</p> <p>Impacted themes </p> <p><b>Airline Catering Workers' Union Calls Foul on American Airlines' Largest Contractor, LSG Sky Chefs</b></p> <p>American Airlines' largest contractor recently announced to its nearly 600 workers at its LAX kitchens a unilateral change to go into effect on April 1 that could result in slashing cash earnings by up to 25% per month for each employee. LSG Sky Chefs failed to bargain with the union regarding the change, as is required by the collective bargaining agreement.</p>
--	---	--

17 Sep 2021 | <https://nationworldnews.co...>

Impact on Score

**Neutral** →

valid from 1 Sep 2021 to 1 Oct 2026

Impacted themes



### The airline catering company Sky Chefs is laying off hundreds of employees

Citing business downturn as a result of Covid-19, airline catering company LSG Sky Chefs is preparing to lay off 56 workers at Los Angeles, San Francisco and Santa Ana airports. The cuts are set to take effect on October 1 and will affect 294 employees at Los Angeles International Airport, 210 at San Francisco International Airport and 72 at John Wayne Airport.

7 Jul 2021 | <https://www.fda.gov/safety...>

Impact on Score

**Neutral** →

valid from 1 Jul 2021 to 1 Aug 2026

Impacted themes



### LSG Sky Chefs Recalls Circle K Brand Chicken Salad Sandwich Because of Possible Health Risk

LSG Sky Chefs announced today that it is issuing a voluntary recall of its Chicken Salad Sandwich because it has the potential to be contaminated with *Listeria monocytogenes*, an organism which can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, *Listeria* infection can cause miscarriages and stillbirths among pregnant women.

11 Feb 2021 | <https://unicourt.com/case/...>

Impact on Score

**Under watch**

valid from 28 Feb 2024 to 11 Mar 2026

Impacted themes



### Jorge Barrera Vs Lsg Sky Chefs, Inc., a Delaware Corporation Doing Business in California, Et Al.

On 02/11/2021 JORGE BARRERA filed a Labor - Wrongful Termination lawsuit against LSG SKY CHEFS, INC , A DELAWARE CORPORATION DOING BUSINESS IN CALIFORNIA,. This case was filed in Los Angeles County Superior Courts, Stanley Mosk Courthouse located in Los Angeles, California. The Judges overseeing this case are STUART M. RICE and RANDOLPH M. HAMMOCK. The case status is Other.

11 Aug 2020 | <https://www.stuff.co.nz/bu...>

Impact on Score

**Neutral** →

valid from 1 Aug 2020 to 1 Sep 2025

Impacted themes



### Airline caterer LSG Sky Chefs to make 450 staff redundant in New Zealand

Airline catering giant LSG Sky Chefs will make 450 staff redundant across its New Zealand business due to the impact of Covid-19. The global aviation company said as a result of the "severe economic impact" of the pandemic, 450 positions will be made redundant at LSG Sky Chefs facilities in Auckland, Wellington, Christchurch and Queenstown.

24 Apr 2020 | <https://unicourt.com/case/...>

Impact on Score

**Neutral** →

valid from 1 Apr 2020 to 1 May 2025

Impacted themes



### Shanikka Thomas VS Sky Chefs Inc et al

On 04/24/2020 SHANIKKA THOMAS filed a Personal Injury - Motor Vehicle lawsuit against SKY CHEFS INC. This case was filed in Miami Dade County Courts, Miami-Dade County Courthouse located in Miami-Dade, Florida. The case status is Pending - Other Pending.

20 Dec 2019 | <https://patriotla.iheart.c...>

Impact on Score

**Neutral** →

valid from 1 Dec 2019 to 1 Jan 2025

Impacted themes



### Labor Union Expected to Hold Second Protest Over Wages, Benefits at LAX

Amid the holiday travel crunch, unionized airline caterers plan to stage another demonstration at Los Angeles International Airport today to highlight their demand for higher wages and expanded benefits, potentially causing additional delays for travelers. The caterers' union, UNITE HERE Local 11, staged a similar protest at LAX two days before Thanksgiving, resulting in 16 arrests for alleged failure to disperse. The caterers work for LSG Sky Chefs and its subsidiary, Gate Gourmet, which contracts with American Airlines and other carriers.

19 Dec 2019 | <https://www.manager-magazi...>

Impact on Score

**Neutral** →

valid from 1 Dec 2019 to 1 Jan 2025

Impacted themes



### Court prohibits strike at Lufthansa - Verdi advises further steps [DE]

After the temporary injunction against the Verdi strikes planned for Thursday in the Lufthansa canteen kitchens, the union is advising how to proceed. The decisions of the labor courts in Frankfurt and Munich only reached Verdi late on Wednesday evening, so a comprehensive examination was not yet possible, said a spokeswoman for the union on Thursday. In theory, Verdi can still challenge the court decisions in the second instance.

25 Nov 2019 | <https://www.theguardian.co...>

Impact on Score

**Neutral** →

valid from 1 Nov 2019 to 1 Dec 2024

Impacted themes



### Airline catering workers plan to protest at US airports over wages and healthcare

Hundreds of airline catering workers are planning to protest and hold demonstrations at 17 major US airports on Tuesday 26 November, during one of the busiest airport travel weeks throughout the year. The workers are employed by LSG Sky Chef and Gate Gourmet, subcontractors for American Airlines, Delta Airlines and United Airlines.

19 Sep 2019 | <https://www.osha.gov/ords/...>

Impact on Score

**Negative** ↘

valid from 1 Sep 2019 to 1 Oct 2024

Impacted themes



Severity

**Minor** ● ● ●

### OSHA Accident Investigation Summary for Lsg Sky Chefs Supply Chain Solutions Inc's facility in East Point, GA

At 3:30 p.m. on September 13, 2019, an employee was operating a meat slicing machine while performing food preparation as a caterer. When the employee was pushing down a chunk of meat with her hand, she contacted the slicer blade. The employee received medical treatment for amputations of the fleshy part of two finger tips, but was not hospitalized.

11 Jun 2019 | <https://www.ktvu.com/news/...>

Impact on Score

**Neutral** →

valid from 1 Jun 2019 to 1 Jul 2024

Impacted themes



### SFO airline catering workers considering strike over low wages

Hundreds of airline kitchen workers at San Francisco International Airport are discussing the possibility of a strike. Union officials with Unite Here Local 2 say they need higher wages and more affordable health insurance. "We don't need impossible dreams, just a reality," said airline food preparer, Bayani Santiago. Overcome with emotion, Bayani Santiago shared his truth. He's struggling, financially. He says he was injured on the job at LSG Sky Chefs where he prepares food for the airlines and now can't afford his \$1,700 medical bill on top of his \$200 a month health-insurance premium.

8 Feb 2019 | <https://www.osha.gov/pls/i...>

Impact on Score

**Negative** ↘

valid from 1 Feb 2019 to 1 Mar 2024

Impacted themes



Severity

**Minor** ● ● ●

### OSHA Penalty for Serious H&S Standard Violation(s)

On February 8th 2019, Lsg Sky Chefs North America Solutions, Inc's facility in Charlotte, NC 28208, was fined a \$8,468 penalty for two serious violation(s) of U.S. OSHA health and safety standards.

**Expired**

8 Aug 2018 | <https://www.osha.gov/pls/i...>

Impact on Score

**Neutral** →

valid from 1 Jul 2018 to 1 Aug 2023

Impacted themes



### OSHA Accident Investigation Summary for Lsg Sky Chefs's facility in Los Angeles, CA 90045

At 6:22 a.m. on July 6, 2018, an employee was delivering a catering load to and airline hanger using a STE high lift truck chassis system. The employee had his left hand on the door handle and feet at the edge of the platform when he slipped and fell to the ground. The employee fractured his right arm and injured his head and knee when he struck the ground. The employee was hospitalized.

23 Jun 2023 |

Impact on Score

**Neutral** →

valid from 28 Feb 2024 to 23 Jul 2028


No records found for this company on Compliance Database

Environment Labor & Human Rights Ethics Sustainable Procurement


## Specific comments

 No records found in third party risk and compliance database.

---

 Since the last assessment, the overall score has increased thanks to the implementation of additional measures.

---

 The implementation coverage of sustainability measures and actions throughout the company is unclear.

The below disclaimers apply to you if you have no contractual relationship with EcoVadis:

- (1) This Scorecard has a validity of twelve (12) months from the issue date.
- (2) The rating and this Scorecard have been prepared based on information provided by the rated company and in accordance with best industry practices and EcoVadis methodology, which may differ from those used by other companies conducting similar assessments. EcoVadis disclaims any liability for any actions and/or decisions taken by a third party, including any investment decision, based on the ratings and/or this Scorecard.
- (3) This Scorecard is based on the disclosed information and news resources available to EcoVadis at the time of assessment. Should any information or circumstances change materially during the period of the Scorecard validity, EcoVadis reserves the right to place the Scorecard on hold and, if considered appropriate, to re-assess and possibly issue a revised Scorecard.
- (4) This Scorecard is the intellectual property of EcoVadis and must not be:
  - (i) copied, modified, translated, published, reproduced and/or
  - (ii) used as part of or in connection with any other CSR/ESG assessment, unless agreed otherwise in a written agreement signed with EcoVadis.
- (5) This Scorecard is the confidential information of EcoVadis. Unless agreed otherwise in a written agreement signed with EcoVadis, this Scorecard and the rating must not be:
  - (i) used by a third party as part of or in connection with any activity related to revenue generation and
  - (ii) shared any further; it may be used only for a third party's internal purposes.
- (6) Only a Scorecard of a rated company having a Select subscription can be used for the purpose of ESG - linked loans and similar products.