

THE HUMANE LEAGUE ®

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ESG IN FOODSERVICE

Animal Welfare Edition

A 2022 Guide to Leaders and Laggards in the Foodservice Sector

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INTRODUCTION

The Foodservice Provider Sector

In the United States, foodservice providers support catering and dining services at governmental, commercial, and educational institutions. With a total market size of **\$45 billion**, and employing more than half a million workers, the foodservice provider industry is large—and it's growing. As unemployment rates decline, income levels rise, and consumers return to in-person gatherings, foodservice industry revenue is expected to rise in coming years.



SUPPORTS

governmental, commercial,
& educational institutions



TOTAL MARKET SIZE

\$45 billion



EMPLOYS OVER

500,000 workers



REVENUE

expected to rise

ESG in Foodservice

In recent decades, the clients of foodservice providers have increasingly prioritized Environmental, Social, and Governance (ESG): operational standards rooted in sustainability and social responsibility. Organizations are paying close attention to climate change and human rights, energy efficiency and racial diversity, animal welfare and board composition. As Paul Polman and Andrew Winston write for Harvard Business Review, “A growing number of studies prove the **payoff** from focusing on long-term value and ESG.” Put simply, investing in ESG “definitely pays.”

Animal Welfare: From the Margins to the Mainstream

Animal welfare in particular is no longer a fringe issue but a central ESG priority. A **clear majority** of Americans care about the humane treatment of animals and would switch to brands with higher

welfare. Ten states have passed animal welfare legislation, and across the nation, hundreds of food companies have adopted animal welfare policies to protect animals from abuse.

As consumers demand higher standards for animal welfare—and institutions prioritize ESG criteria in their investments, relationships, and operations—it's become clear that foodservice providers must serve these needs, or they risk losing clients committed to environmental sustainability and societal impact.

Areas of Evaluation

This guide examines what foodservice providers are doing—and aren't—to improve the welfare of chickens raised for meat, egg-laying hens, and breeding pigs. By focusing on both chickens and pigs, this guide covers the majority of animals currently moving through food supply chains.

While chickens and pigs both fare poorly in the US food system, companies have started to make important progress by issuing public commitments to animal welfare. But policies alone won't end the suffering of animals—implementation is crucial. When corporate commitments go unfulfilled, they lose their meaning, deceive consumers, and harm animals.



EVALUATION CRITERIA

To help foodservice clients better align their vendors with their values, this guide examines the performance of foodservice providers along three critical axes of animal welfare:



CHICKENS RAISED FOR MEAT

Has the company adopted the [*Better Chicken Commitment*](#) or a subpar standard that is lacking in major areas? Has the company made meaningful progress on its commitment and started publicly reporting on that progress?



EGG-LAYING HENS

Does the company have a policy to transition 100% of its eggs away from battery cage facilities? Is it publicly reporting on its progress? If so, is it making significant progress each year, and is it on track to meet its goal?



BREEDING PIGS

Does the company have a legitimate policy to avoid purchasing from facilities that confine pigs to gestation crates, and does this policy apply to 100% of its supply chain? Has the company started publicly reporting on its progress?

WELFARE FOCUS: CHICKENS RAISED FOR MEAT

The US Chicken Industry

Chickens raised for meat—also known as “broilers” in the poultry industry—are among the most widely farmed animals in the world. Broiler chickens live most of their short lives—often six or seven weeks—in dark, densely packed barns where feces accumulates on the ground, generating ammonia that leaves burns on the animals’ bodies. At slaughter, the majority of broiler chickens die by a gruesome method that subjects chickens to electrocution, throat cutting, and boiling, *sometimes alive*.



Broiler chickens face immense suffering on factory farms not only due to how they’re raised and slaughtered, but also due to the practice of selectively breeding them for rapid growth. The vast majority of broilers have been selectively bred over decades to grow extremely large at an explosive rate. Researchers have linked this fast growth to a range of negative health conditions like high

blood pressure, swollen abdomens, and cardiac arrest, as well as illnesses like spaghetti meat, woody breast, and widespread *white striping disease*.

Animal welfare policies, such as the *Better Chicken Commitment* (BCC), are crucial for improving the lives of animals. The BCC is the leading set of animal welfare standards for broiler chickens, because it lays out a set of carefully selected welfare criteria that many other standards omit.



Progress for Broiler Chickens

Over 200 companies in the US have adopted the **Better Chicken Commitment** (BCC), which aims to improve the lives of chickens through modest adjustments such as providing chickens with more space and enriched environments and shifting away from the cruel practice of live-shackle slaughter.

While many foodservice providers have made the BCC, some have failed to do even that. High-performing companies are proving that they can make proactive progress on the issue by setting goals with suppliers, roadmapping their transitions, and publicly reporting their progress. Leading corporations are moving towards higher welfare standards, and foodservice providers risk falling behind by failing to make—and share progress towards—welfare commitments.

NOTABLE LEADERS



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FOOD SERVICE

CREATIVE DINING SERVICES®
Complete Hospitality Management



NOTABLE LAGGARDS



WELFARE FOCUS: EGG-LAYING HENS

The US Egg Industry

As egg consumption in the US continues to rise, the country's egg-laying hens are bearing the burden—producing **96.9 billion eggs** in 2020 alone. Consumers show increasing concern about the fact that egg-laying hens face some of the worst abuses of any factory-farmed animal, largely due to the outdated practice of **battery cages**.



With four to ten birds packed into each tiny cage, hens suffer from broken bones, open lesions, and torn feathers. Along with physical suffering, battery cages cause acute psychological distress by suppressing hens' instinctive nesting and social behaviors like perching, roosting,

dust bathing, and exploring. Many caged hens resort to behaviors associated with chronic stress, such as self-mutilation or pulling out their cage-mates' feathers.

Research has shown that **cage-free systems are higher welfare** than battery-cage systems, primarily because they allow hens to engage in the instinctive behaviors that battery cages suppress.



Progress for Laying Hens

The cage-free movement has seen staggering growth in recent years, and the numbers only continue to climb. In 2009, just 3.6% of the US egg-laying flock was housed in cage-free systems—as of January 2022, that number has **skyrocketed to 34%**. Over 400 food companies in the US have committed to transition to 100% cage-free eggs, proving that the certification has gone from a fringe concern to an industry standard.

Legislation is evolving as well, with cage-free laws and regulations now in place

in ten states that have banned the production and/or sale of caged eggs. From shifting consumer purchasing patterns to developing legislation, these trends point to a cage-free future for the egg industry.

Many companies, including foodservice providers, have reported significant progress in their cage-free transition—and some have even achieved a 100% cage-free supply chain. At this point, with supply and demand both at an all-time high, there is no excuse for continuing to buy eggs from cruel battery cage facilities. Even so, some foodservice providers have failed on one or both counts. As the industry moves toward a cage-free future, these foodservice providers will fall even further behind.

NOTABLE LEADERS



NOTABLE LAGGARDS



WELFARE FOCUS: BREEDING PIGS

The US Pork Industry

The United States is the third-largest *producer and consumer of pork* in the world, slaughtering approximately *132 million pigs* in 2020. Especially when companies are complacent in suboptimal animal welfare policies, factory farmed pigs are subjected to tremendous suffering, with gestation crates representing one of the most egregious practices.



When female pigs, known as sows, are impregnated to produce piglets for food, they are kept in small metal crates for the entirety of their pregnancies. These gestation crates are so tight that the mother pigs cannot stand or turn around. According to the USDA, gestation crates weaken pigs' cardiac functions, immune systems, and bone strength—and constant rubbing against the bars results in painful sores and abrasions.

Banning gestation crates will be a critical first step towards improving the welfare of pigs on factory farms and *reducing sow mortality*. Some companies have begun or pledged to start sourcing “reduced crate” pork, also known as pork from “free-to-roam” or “group housing” systems. In this type of production, mother pigs are still kept in crates for weeks at a time. Reduced crate production can be a positive interim step in the right direction, but ultimately companies should go one step further. A comprehensive gestation crate policy eliminates the use of crates at all stages of pregnancy—which is why this report not only examines whether a company has a policy, but goes on to consider the quality of that policy and the progress made on implementation.

Progress for Pigs

Several states have taken action to protect pigs by banning this cruel practice, including Massachusetts and California, where an overwhelming majority voted to make gestation crates illegal with Question 3 and Proposition 12. Large food companies have followed suit and begun transitioning their supply chains with dozens of corporate commitments to ban gestation crates. Companies and consumers are increasingly demanding that crate-free become the norm, not the exception.

While a few foodservice providers have started to shift to crate-free pork, many are falling behind on this critical issue. This represents an important opportunity for providers to demonstrate leadership by raising their welfare standards and banning this egregious animal abuse in their supply chains. Here are the foodservice providers leading the way in refusing this cruel practice—and notably, those who are failing or even deceiving their clients.

NOTABLE LEADERS



NOTEABLE LAGGARDS



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ANIMAL WELFARE, ENVIRONMENTAL SUSTAINABILITY, AND SOCIAL RESPONSIBILITY ARE NO LONGER NEGOTIABLE FOR COMPANIES OR THE PUBLIC—but some foodservice providers are still failing to deliver. As today’s impact-minded consumers return to in-person gatherings, it will only become more critical that these lagging providers rise to the challenge or lose their clients.

A few of the foodservice providers that follow are leading the way toward the future of the industry by publishing, and implementing, stronger animal welfare policies. Your company deserves to work with a forward-thinking supplier that can support you in achieving your own meaningful goals on animal welfare. Consider switching to a foodservice provider that is better aligned with your values—and more committed to your standards for excellence.

	No welfare policy
	Insufficient welfare policy
	Meaningful welfare policy
	Publicly reporting progress on policy
	Partial reporting or reporting on a partial policy
	Publicly reporting & reached 100% fulfillment of policy

	CAGE-FREE	CRATE-FREE	BCC
Compass Group North America		No timeline	
Sodexo Inc			
Aramark Corp			
Delaware North Cos		No timeline	
Elior North America			
HMSHOST			
Healthcare Services Group Inc			
AVI Foodsystems Inc.			
Thompson Hospitality		No timeline	
Southwest Foodservice Excellence			
ISS Guckenheimer			Removed
Metz Culinary Management			

Disclaimer: This information is accurate based on publicly available information. All included companies were given the opportunity to review information for accuracy. Chart order based on the Food Management Top 50 Contract Management Companies rankings by revenue



	CAGE-FREE	CRATE-FREE	BCC
SSP America	★		
Sage Dining Services	★★★		
Legends Hospitality	<i>Removed</i>		★
Thomas Cuisine Management	★		★
Whitsons Culinary Group	★★★	★★★	★
OVG Hospitality (formerly Spectra)	★		★
Guest Services Inc	★		★
HHS Culinary & Nutrition	★★★	★	★
American Dining Creations			
Gourmet Services Inc			
Nutrition Inc			
Taher	<i>Removed</i>		<i>Removed</i>
OPAA! Food Management	★	★	★
Parkhurst Dining	★★★		<i>Removed</i>
Continental Services			
Lessing's Food Service Mgmt			★
Creative Dining Services	★★★	★	★
MMI	★★	★	★
Quest Food Management	★★★		★
Pomptonian Food Service	★	★	★
Cafe Services Inc	★★★	★	★

Disclaimer: This information is accurate based on publicly available information. All included companies were given the opportunity to review information for accuracy. Chart order based on the Food Management Top 50 Contract Management Companies rankings by revenue





Compass Group

Compass Group North America, the largest foodservice provider in the U.S. and a branch of Compass Group, the largest foodservice provider in the world, has made significant progress on its cage-free eggs policy, **reporting 100% cage-free egg usage** in the past. The company, like others, has cited supply chain disruptions for its dip in cage-free numbers over the past year.

Unfortunately, that's where Compass Group's meaningful progress **ends**. As the first company to adopt the Better Chicken Commitment (BCC) standards in 2017, **Compass has yet to show how it has made or plans to make progress toward purchasing higher welfare chicken.**

Compass Group was met with widespread praise for its groundbreaking policy, so it's concerning that the company has been unwilling to publicly state how it intends to see the transition through – or even how it will take steps in the interim toward the goal. We would encourage Compass Group to take its position within the sector seriously and to be a leader in animal welfare by publishing a roadmap toward BCC progress.

Compass Group has made **little progress to reduce crate pork usage**, nor does it have a timeline to get back on track with its original crate-free commitment. Compass first made a commitment in 2012 for its U.S. operations to stop purchasing pork products from animals bred using gestation crates by **2017**. Five years past that deadline, the company currently reports one third of its pork supply uses group housing, or “reduced crate” confinement. Because Compass has been unable to fulfill its original policy but hasn't recently updated its timeline or commitment, **substantial improvements are needed to its pork purchasing standards.**

Compass should set a new timeline for crate elimination, with annual target goals. In the short-term, Compass is able to accelerate progress toward reduced crate pork and should do so within the year.

Finally, Compass should publicly and clearly specify that its welfare commitments, including progress reporting, cover all subsidiary brands. Compass Group's past commitments and social responsibility rhetoric is **deceptively positive**, as the company has not followed through or been forthright about its progress.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✔ Yes	✔ Yes	✘ Expired
Progress Made?	✘ No plan or progress	✔ Reached 100% cage-free; 91% shell, 79% liquid over the past year	✘ One third reduced crate





Sodexo

Of Sodexo’s animal welfare commitments, the company has made the most **progress** on its cage-free eggs policy. However, the company originally promised to meet its goal in the US by 2020 (originally 2014 for shell eggs), then moved its timeline to 2025 when the company adopted a global policy. Its current progress is still **behind** the other industry leaders, who already source 100% cage-free eggs. We challenge Sodexo to ensure the company is making consistent progress to reach 100% cage-free as soon as is feasible.

Sodexo was one of the first companies to adopt a set of standards for meat chicken known as the Better Chicken Commitment in 2016. Nearly **six years later**, the company has not even demonstrated how it plans to make progress toward this goal. Others in the industry have reported progress and incremental goals, or a “roadmap.” The company **declined to share a roadmap** to achieving standards of the

BCC, either publicly or privately, citing membership in various industry groups who have interests in animal welfare commitments. We have concerns Sodexo is **hiding behind its involvement with industry groups to delay meaningful action**.

Sodexo originally promised to get rid of gestation crate pork by 2022. While Sodexo publicly acknowledges the goal has not been met and needs to be readjusted, the company **has yet to publish a new timeline** for *completely* removing gestation crates from its pork supply. As a step in the right direction, Sodexo recently **established annual goals to source more reduced crate pork** with a goal of reaching 100% reduced crate by 2025. Because reduced crate (or, as Sodexo refers to it in its latest update, “free-to-roam”) pork is still produced by confining mother pigs in crates, we call on Sodexo to set more concrete targets for eliminating crates completely.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ Partial
Progress Made?	✗ No plan or progress	✗ 78% Total: 70% shell, 85% liquid, 62% processed	✗ 30% reduced crate; reduced crate roadmap in place





Aramark

In the past, the company has made **good progress on its cage-free commitment**, completing its cage-free transition for shell eggs and nearing 100% cage-free for other egg products. In more recent public reports, Aramark has cited supply chain difficulties leading to lower cage-free usage.

Aramark has recently announced the company will purchase **"reduced" crate pork by the end of 2022** and is reporting progress toward this goal. However, Aramark's Impact Report and website have **no mention of any commitment or timeline for switching to gestation crate-free pork**. The company has publicly stated a full policy working toward crate elimination, and not just reduction, is in the works. We encourage Aramark to follow through with this updated policy this year.

Lastly, Aramark was one of the very first companies to adopt a meaningful broiler welfare policy (the Better Chicken Commitment). This commitment was met with high praise from animal welfare experts and advocates, including The Humane League. However, nearly six years later, the company has **not indicated progress or a roadmap** toward its policy. As a company praised for being an ESG leader in the sector, Aramark has perhaps **received too much credit** for past animal welfare promises. The company recently announced plans to report progress by the end of 2022, but we call on Aramark to also publish a plan for how it will be able to make progress toward Better Chicken Commitment standards, including incremental annual goals toward implementation.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ Partial
Progress Made?	✗ No plan or progress	87% cage-free: 89% shell, 93% liquid, 71% processed	✗ 71% reduced crate

Delaware North

Delaware North has made **good progress** on its commitment to source exclusively cage-free liquid and shell eggs in the United States.

When it comes to other critical measurements of ethical sourcing and animal welfare, Delaware North has **not indicated any progress**. The company's GreenPath initiative mentions the company will source reduced-crate (group housed) pork and will eventually eliminate gestation crates from its supply altogether. However, our records search show **no time-bound commitment**. We'd encourage Delaware North to create a true gestation crate policy by setting a

timeline to switch to reduced crate and crate-free pork. Further, Delaware North should, at a minimum, match competitors by switching to group housed pork within the year.

Delaware North did make a comprehensive, **time-bound broiler chicken welfare policy** in 2016. However, nearly six years later, the company **has not indicated how it will make progress** toward achieving the standards set into place years ago. The company should begin progress by setting incremental goals to demonstrate how it can begin to implement welfare improvements.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✔ Yes	✔ Yes	✘ Weak
Progress Made?	✘ No plan or progress	✔ 95% shell & liquid	✘ No plan or progress



Elior North America

Elior North America has two key animal welfare policies: a commitment to transition to cage-free eggs by 2025, and a commitment to meet standards of the Better Chicken Commitment (BCC).

We applaud Elior for being the **first** foodservice provider to **publicly disclose its progress** toward the standards of the BCC. Significantly, a small portion of its supply meets **each criteria** of the Better Chicken Commitment. Unfortunately, **Elior has declined to establish a roadmap to meet its goals**. We encourage Elior to take this next step.

The company has also disclosed cage-free progress, noting that some divisions have made quicker progress toward these welfare commitments than others. The company's cage-free egg purchasing lags behind other sector leaders in the US, and again, it lacks a plan for reaching 100%.

Because Elior's overall transition is slow, **additional steps are needed** to strengthen Elior's responsible

sourcing position in North America. With the company's own goal deadlines fast approaching, Elior **needs incremental annual goals to accelerate progress** sooner rather than later to demonstrate true action. In other words, the company should **disclose a roadmap** so that it can actually advance cage-free and broiler chicken welfare over the coming years. Having a plan for continuing progress will strengthen current reporting so clients and other stakeholders are not left to guess whether the company intends to follow through.

Lastly, Elior briefly mentions future participation in crate-free pork supply in concert with other companies. Regardless of Elior's membership in industry organizations, Elior should set its own commitment for crate-free pork, and as a first step, should match industry leaders in moving to reduced crate pork in the meantime.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ No
Progress Made?	✗ 2% compliant; No plan	✗ 2% cage-free	✗ No plan or progress





HMSHost

Despite its global parent company, Autogrill, committing to be cage-free by 2025, including HMSHost in the United States), **HMSHost has not published any indication of its progress or plans** to meet its commitment.

Overall, HMSHost boasts some of the **weakest animal welfare standards in the industry**. Not only has the company continued to authorize cruel caging of egg-laying hens in its supply chain by failing to act on its initial plans to be cage-free, it has ignored

other industry welfare standards. The company has **no broiler chicken welfare commitment or plans to remove gestation crates for pigs** from its procurement.

We encourage HMSHost to remedy these red flags in its sourcing standards by, at the very minimum, publishing the company's current cage-free progress and incremental annual goals (a roadmap) for how it plans to reach its 2025 timeline.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	No	Yes	No
Progress Made?	No plan or progress	No plan or progress	No plan or progress

Healthcare Services Group

Healthcare Services Group (HCSG) has **no cage-free eggs or crate-free pork policy**, positioning the company **far behind** industry standards.

Despite multiple attempts to gather more information, the company has provided none. Patients and healthcare providers deserve higher quality options.

While HCSG has made a **broiler chicken welfare commitment**, the company has not indicated how it will make **progress** on any policy components.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✗ No	✗ No
Progress Made?	✗ No plan or progress	✗ No plan or progress	✗ No plan or progress



AVI Foodsystems Inc.

AVI Foodsystems Inc. previously **took important steps on animal welfare** by publishing a cage-free policy and later publishing a plan to reach 100% cage-free by 2024 when its original 2020 commitment was not achieved. AVI pledged to be 50% cage-free by 2022, 75% by 2023, and 100% by 2024.

However, AVI has **not yet reported actual progress** since making that plan, meaning its sourcing practices may **still support the cruel cages the company promised to ban**. AVI should update this plan by reporting what portion of eggs sourced are cage-free to date.

According to the company, it is the largest family-owned and operated foodservice provider in the nation, and even state that it has “a duty and responsibility to ensure the protein and animal products we procure originate from producers that uphold the highest standards and ethics.” With no plan for how to source higher welfare chicken, **no** cage-free progress reporting, and **no** policy surrounding gestation crate usage, **the company is misleading customers by not living up to its stated values.**

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ No
Progress Made?	✗ No plan or progress	✗ Has roadmap; No progress	✗ No plan or progress



Thompson

Thompson Hospitality has a partnership with Compass Group North America and **recently added a farm animal welfare update** to its website. We applaud Thompson for transparently reporting on its commitments and progress for cage-free eggs and reduced crate pork.

failed to establish a clear plan to improve the welfare of chickens within their supply chain. We strongly encourage Thompson to take the lead in pushing for a clear roadmap to reaching its BCC goal and re-establish a timeline to eliminate gestation crates.

While Thompson is linked to Compass USA through the Better Chicken Commitment, these two partners have

(For additional information, see Compass Group North America)

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ Expired
Progress Made?	✗ No plan or progress	✓ 94% shell, 100% liquid	✗ 30% reduced crate



Southwest Foodservice Excellence

Southwest Foodservice Excellence (SFE) has **adopted the Better Chicken Commitment** and promised to stop sourcing eggs and pork from supply chains using cages or crates by 2022 and the 2022-23 school year, respectively. While commitments are an important first step, to our knowledge, **SFE has not followed** through with these commitments that are about to lapse.

provide a plan or roadmap to reaching their goals. SFE may have the best intentions by setting good policies, but without public, incremental goals or progress reporting to indicate otherwise, it may not be making any material changes to its sourcing practices.

Southwest Foodservice Excellence **has not given any indication of its progress** and has declined to

We encourage Southwest Foodservice Excellence to live up to its name and tell customers how it intends to make progress on previously set goals

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ No plan or progress	✗ No progress	✗ No plan or progress



Guckenheimer / ISS

Guckenheimer Enterprises Inc. publicly talks about animal welfare on its website, but many of its commitments lack substance, making this **one of the most misleading providers**.

Guckenheimer has **removed its previous broiler welfare policy**, and the company has failed to share incremental goals publicly.

The company discusses cage-free eggs and crate-free pork but **lacks a real policy for either**, placing it

in the **bottom tier** of companies in the food sector. Its website mentions that it purchases cage-free eggs and is interested in crate-free pork but does not explicitly pledge to switch to exclusively cage-free products as the company might like clients to believe. The policies need to be strengthened, and Guckenheimer should report its actual progress. In other words, Guckenheimer should state what portion of its eggs are currently cage-free, along with a roadmap to reach 100%.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	❌ Removed	⊗ Weak	⊗ Weak
Progress Made?	❌ No plan or progress	❌ No plan or progress	❌ No plan or progress



Metz Culinary Management

Metz has **some good animal welfare policies** in place, but generally **lacks sufficient follow-through**.

In 2020, Metz Culinary Management adjusted its original cage-free commitment and said it was 30% cage-free and planned to increase that by 10% annually until becoming 100% cage-free in 2025. However, it **has failed to report progress** since then, raising concerns that it has not been increasing its cage-free supply as planned. In fact, the company's most recent sustainability update repeats the 2020 progress reporting language without any new information.

We encourage Metz to report progress annually to ensure that it is, in fact, making an effort to phase out cruel cages. Without updated reporting, we have **concerns that this company may not be able to meet its goal** for the **second time**.

Metz should consider revisiting its broiler and pig welfare policies to determine what incremental steps can be taken to achieve its goals and should similarly update its policies to reflect these plans.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ No plan or progress	✗ 30%; No recent progress updates	✗ No plan or progress



SSP America

While SSP America committed to transition to cage-free eggs exclusively by 2025, **it has not given any indication of its progress**. SSP declined to respond to multiple requests for additional information.

The company received positive recognition for its original commitment. Without action and follow-through, SSP **continues to authorize cruel cages** in its sourcing standards. Until SSP at a minimum reports progress toward its commitment, and ideally sets annual incremental goals (a roadmap) to achieve

its transition by 2025, **we recommend seeking an alternative vendor**.

Further, SSP is among a small subset of the industry that has yet to adopt a broiler chicken welfare policy. It also lags behind in establishing a gestation-crate-free policy for pigs. SSP's website says it works to maintain high standards of animal welfare, yet it is clearly falling short by not establishing policies on these important welfare issues.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	No	Yes	No
Progress Made?	No plan or progress	No plan or progress	No plan or progress

Legends Hospitality

Legends Hospitality has made commitments to higher animal welfare but seemingly hasn't followed through.

The company committed to source 100% cage-free eggs by 2017, receiving positive press coverage. **This deadline lapsed, and the company has not indicated whether its target was reached.**

Legends should reaffirm its cage-free commitment by publishing its progress to date. If the company has yet to achieve 100% cage-free, Legends should set a roadmap with an updated timeline for meeting its commitment.

Legends is lagging behind with a long-overdue timeline and no progress reporting. By ignoring its previous corporate responsibility commitments, **Legends continues to support millions of chickens in its supply chain to live in cruelty.**

While Legends has **made a broiler chicken welfare commitment**, the company has not indicated how it will make progress on any policy components. It also **falls short** by failing to establish a gestation-crate-free policy for pigs.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ No
Progress Made?	✗ No plan or progress	✗ No plan or progress	✗ No plan or progress



Thomas Cuisine Management

Thomas Cuisine Management's animal welfare policy seems to have been overlooked and potentially ignored by the company's leadership.

The company has adopted the Better Chicken Commitment but has not indicated what steps are being taken to make progress toward BCC standards. It also has no gestation-crate-free policy for pigs.

Thomas Cuisine's website mentions cage-free eggs but **lacks a clear policy**. We hope this is an oversight and recommend the company clarify its commitment and publish current progress toward reaching 100% cage-free.

Until Thomas Cuisines clarifies its stance on purchasing its eggs and pork from cages, **we advise clients who prioritize ESG to exercise caution** before doing business with this company.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✗ No	✗ No
Progress Made?	✗ No plan or progress	✗ No plan or progress	✗ No plan or progress



Whitsons

The company **fulfilled its commitment to source 100% cage-free eggs**. All its shell and liquid eggs are cage-free or better and Whitsons has reported that **100% of the pork it uses is sourced from gestation crate-free producers**. The company notes that free-range, organic, and grass-fed products are purchased “whenever possible,” though it is unclear what portion of its supply this represents.

Whitsons states that it is partnering with suppliers to meet its Better Chicken Commitment. However, in its recent Green Report, it removed the original 2024 timeline to reach this goal.

As a company that has made significant strides in other areas of animal welfare, we strongly urge Whitsons to set clear, incremental goals to make meaningful progress on Better Chicken Commitment standards. While it’s a positive step that Whitsons is speaking with suppliers, we would expect a company that has led on animal welfare initiatives in the past to be **more proactive** in its approach to broiler chicken welfare.







Surprisingly, **Whitsons declined to share additional information about its broiler chicken progress** or to learn more about how to do so.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ No clear plan or progress	✓ 100% shell and liquid	✓ 100% crate-free

OVG Hospitality

As a newer company in the foodservice sector, OVG Hospitality previously operated as Spectra. The company recently made a new **commitment to source all cage-free eggs** by 2025, including incremental annual goals to achieve its policy. It also **adopted the Better Chicken Commitment** to improve the standards for its broiler meat chicken supply.

According to its website, the company plans to publish additional benchmark goals by the end of this year, with progress reporting commencing in 2023. We also suggest that it establishes a plan to eliminate cruel gestation crates from its pork supply chain.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	 Yes	 Yes	 No
Progress Made?	 No plan or progress	 Plan and roadmap	 No plan or progress



GUEST SERVICES

Guest Services Inc.

Guest Services Inc. previously committed to switching to cage-free eggs and improving sourcing standards for broiler chickens, but these **policies are no longer publicly accessible** on its website. This raises **red flags** about the company's practices, and we hope this is an oversight and not an intentional move to scale back its commitment to ethical sourcing.

Guest Services has not provided any update on its previous Better Chicken Commitment. The company mentions its cage-free usage on its website, but its **progress reporting is inconsistent with industry norms** and **does not provide sufficient transparency**. Specifically, the company shares

how many pounds of liquid and dozens of shell cage-free eggs it sources. However, in order to provide a more accurate snapshot of its cage-free progress, it should also include what portion (percent) of egg volume for each egg product it sources is cage-free. Otherwise, without context behind the numbers currently provided, its customers are left to guess if the company has made significant progress or is lagging behind peers.

For both commitments, we encourage Guest Services to repost its original commitments and timelines and to provide a roadmap (annual, incremental steps) for how it intends to make progress on each commitment.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✘ Removed	✘ Removed	✘ No
Progress Made?	✘ No plan or progress	✘ Weak reporting	✘ No plan or progress





HHS Culinary & Nutrition Services

HHS Culinary & Nutrition Services has taken some steps to improve animal welfare in its supply chain. It purchases **100% cage-free** eggs (shell/liquid/ingredients).

We **applaud** HHS for its **commitment to ban gestation crates** in its supply chain by the end of 2023 and its goal of using only crate-free bacon by the end of 2022. HHS should consider interim steps in the meantime, like reporting progress and, if need be, setting incremental goals, such as switching to “reduced crate” pork more broadly this year.

Finally, HHS should make a plan for how it will make progress toward its Better Chicken Commitment (BCC) policy. The company’s broiler welfare policy dates back several years, but HHS has not publicly indicated how it intends to make progress toward its goal. As its policy deadline approaches, the company should update stakeholders with incremental goals toward the standards of the BCC.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ No plan or progress	✓ 100% shell/liquid/ingredient eggs	✗ No plan or progress



American Dining Creations + American Food & Vending

American Dining Creations, and its parent company, American Food & Vending (AFV), rank among the **worst** foodservice companies. AFV originally committed to switch to cage-free eggs by 2020 but **removed its cage-free policy** after the deadline had passed without reporting progress. The company also appears to have **removed its previous broiler chicken welfare policy**. The Humane League attempted to reach the company in 2020 about its cage-free commitment on behalf of concerned clients, but AFV refused to provide any information to clients about its animal welfare standards.

More recently, the company has again declined to provide any additional information, cementing the company and its parent company as animal welfare laggards.

A recent report showed that almost 90% of companies that committed to be cage-free by or before this year have reported progress, with the majority of brands having met their original policy goal. American Dining Creations and American Food & Vending fall **far below this industry standard**, having removed their commitments altogether.

We highly recommend seeking an alternate provider. American Dining Creations continues to devalue animal welfare, distinguishing itself as one of the **worst companies in the sector**. We call on American Dining Creations to publicly state its animal welfare commitments to cage-free eggs and broiler welfare, and to set incremental roadmap goals for achieving its original policies.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	Removed	Removed	No
Progress Made?	No plan or progress	No plan or progress	No plan or progress



Gourmet Services, Inc.

Gourmet Services Inc.

Gourmet Services Inc. is lagging far behind industry standards with the **weakest animal welfare standards in the industry**. The company has **no broiler, no cage-free, and no crate-free policy**. The Humane League tried multiple times to open dialogue with Gourmet but were disappointed and surprised

that the company declined to discuss these matters with us.

Gourmet's actions clearly indicate that it does not value animal welfare and as such **we do not recommend this foodservice provider**.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✘ No	✘ No	✘ No
Progress Made?	✘ No plan or progress	✘ No plan or progress	✘ No plan or progress





The Nutrition Group

The Nutrition Group’s (TNG) complete lack of animal welfare standards is dismal. As a company with over 50 years of experience in the food service industry with a substantial focus on educating consumers about nutrition, we are disappointed to see that the company is one of the **worst foodservice providers** with the **lowest standards in the industry**.

It has **no broiler chicken welfare**, **no cage-free**, and **no crate-free** policies in place. The Humane League attempted to reach out to the company multiple times to discuss this glaring gap in the company’s policy and we were surprised to be met with silence.

We hope that TNG’s **lack of publicly available animal welfare policies** is simply a miscommunication and encourage the company to rectify this by publicly committing to higher animal welfare standards for the animals raised for its customers as well as pairing each of the commitments with incremental goals that map out how it plans to achieve their larger goals.

As the company’s policies currently stand, **we can not recommend TNG**. We urge any current and prospective clients to **immediately discuss this with your TNG contact or seek an alternative foodservice provider**.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✘ No	✘ No	✘ No
Progress Made?	✘ No plan or progress	✘ No plan or progress	✘ No plan or progress



Taher Inc.

While Taher Inc has taken some initial steps to address animal welfare concerns in the past, the company is currently **falling behind** industry standards on several important issues.

We applaud Taher for **adopting the Better Chicken Commitment**; however, we are disappointed by the lack of follow-through and transparency about its progress. Commitments are incredibly important

but without the critical next step of implementation, promises become hollow and erode customers' trust.

With respect to other key animal welfare issues, Taher's inaction continues. In the years after announcing its plans to ban the use of cages in its supply chain, the company quietly **removed its cage-free policy**. Additionally, it has **no crate-free policy**. We strongly **urge clients to seek an alternative provider**.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	Yes	Removed	No
Progress Made?	No plan or progress	No plan or progress	No plan or progress










Parkhurst Dining

Parkhurst Dining is a foodservice provider that primarily serves college campuses and corporate dining halls where it serves thousands of people throughout the mid-Atlantic region every day. While Parkhurst claims to abide by “culinary gold standards” and has made some progress on animal welfare issues in the past, its current **lack of meaningful action** on these issues raises some red flags.

Parkhurst Dining has **no crate-free policy** and has **removed its broiler chicken welfare policy**. It

has made some strides toward transitioning its egg supply chain to cage-free eggs—**100% of its shell eggs are cage-free**. However, Parkhurst **has not publicly released any plans** or updates on the transition progress **for the remaining liquid and ingredient eggs** used for its meals.

As for next steps, we encourage Parkhurst to start by reinstating its chicken welfare policy and publicly disclose its plans for finishing up its cage-free transition for 100% of its supply chain.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	 Removed	 Partial	 No
Progress Made?	 No plan or progress	 100% shell  no indication of liquid	 No plan or progress







CONTINENTAL

DINING • REFRESHMENT SERVICES • EVENTS

Continental Services

Continental Services’ complete **lack of animal welfare policies** raises critical concerns about the company’s food quality standards. With **no broiler, no cage-free, and no crate-free policy**, Continental

Services is considered one of **the top 5 worst foodservice providers** with weakest animal welfare standards in the industry.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	 No	 No	 No
Progress Made?	 No plan or progress	 No plan or progress	 No plan or progress







Lessing's Food Service Management

Lessing's Food Service Management is a company that makes claims about prioritizing animal welfare, serving high quality food, and being at the forefront of innovation. However, its **lack of substantial plans** for tangibly addressing welfare issues in its supply chain raises concerns that the company is not taking active steps to remove the cruelest industrial farming practices from the products it sources.

Currently, Lessing's has **no cage-free egg policy** and **no crate-free policy**. It has a broiler chicken welfare

policy but has **refused to disclose** what progress it has made, if any, and what its plans are to meet its commitment.

We are concerned that Lessing's has no intention of following through and that the company would rather maintain the status quo while profiting off of the empty promises it has made to its customers, its communities, and the environment.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	 Yes	 No	 No
Progress Made?	 No plan or progress	 No plan or progress	 No plan or progress

Creative Dining Services

We applaud Creative Dining Services for **completing its cage-free commitment** in October 2021 and banning the use of cruel cages in its egg supply chain. Creative Dining **has been a leader on this issue.**

Creative Dining recently updated its commitment to switch to **gestation crate-free pork** and now plans to complete the transition by **June 2023**. Creative Dining again leads on this welfare issue by setting an ambitious goal and publicly disclosing next steps

toward achieving it. The company states it **will begin annual reporting.**

The company also recently **published similar next steps** with target dates and qualitative goals for its Better Chicken Commitment policy and likewise promised to begin annual reporting. We encourage the company to continue the positive progress by setting annual quantitative target goals to supplement its current plan.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ Next steps outlined	✓ 100% shell, liquid, cracked	✗ Next steps outlined



MMI Dining Systems

We applaud MMI Dining Systems for taking some steps to improve animal welfare in its supply chain; however, it's important to note that there are a few **weaknesses** in the company's animal welfare policies that need to be addressed.

MMI has made commitments to address broiler chicken welfare, to eliminate the practice of caging egg-laying hens, and to ban cruel gestation crates throughout its supply chain by 2024. However, MMI's lack of follow through on these commitments is disappointing. It

currently has **no publicly available roadmaps** for its broiler policy, cage-free policy, or crate-free policy that demonstrate how it plans to meet its goals.

We are happy to see that MMI is reporting progress on its cage-free transition but we are concerned at how **slow the progress** is, considering that the commitment's original deadline was 2021 and then later moved to 2024. Additionally, we have major concerns about MMI's **lack of reporting on its crate-free and broiler policies**.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ No plan or progress	✗ 42% shell & liquid	✗ No plan or progress





POMPTONIAN

Pomptonian Food Systems

Pomptonian Food Systems has recently **adopted new animal welfare standards** for its non- USDA school food program business. Pomptonian has a cage-free policy with a timeline and **incremental annual goals**. It has also **committed to eliminating all pork from gestation crates** in its supply chain and is working on sourcing reduced crate pork in the next year.

The company has **adopted the Better Chicken Commitment** and has indicated steps that will be taken to make progress toward improving broiler welfare in its chicken supply chain by its goal year. It

has also pledged to monitor progress annually on all policies.

These are important steps, but overall, Pomptonian's policies somewhat lack clarity in scope, and we encourage the company to continue developing its standards as it makes progress.

Establishing these important policies with clear timelines sets Pomptonian apart as taking animal welfare seriously.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✓ Yes
Progress Made?	✗ Set incremental goals	✗ Set incremental goals	✗ Has plan





Cafe Services Inc.

Cafe Services Inc. recently established a **policy to phase out crates** in its pork supply by sourcing 50% of its supply from crate-free facilities by 2024 and 100% by 2025.

The company has made **progress on its cage-free commitment** and has goals in place to phase in 100% cage-free eggs by 2024: first switching shell eggs

to cage-free by 2023 and then liquid and ingredient products by 2024.

While Cafe Services has adopted the Better Chicken Commitment, it has **not given any indication of its plans or progress** to achieve its broiler welfare commitment goals by its 2024 deadline.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	Yes	Yes	Yes
Progress Made?	No plan or progress	60% shell	Roadmap in progress

Sage Dining Services

While Sage Dining Services has made some progress on its animal welfare policies, the majority of its policies seems to have been overlooked and potentially ignored by the company's leadership.

Sage has **no broiler chicken welfare policy** and **no crate-free policy** meaning that thousands of animals continue to suffer for Sage's menu.

The company has a partial cage-free commitment that covers its shell eggs and has indicated that **100% of shell eggs are cage-free**. This is a step in

the right direction that we applaud. However, we are more concerned about the status of the remaining ingredient and liquid eggs in its supply chain as Sage has not indicated what steps are being taken to make progress toward transitioning those remaining eggs to cage-free.

We recommend Sage Dining publish policies that address these key issues along with details on its current progress and a roadmap with incremental goals toward meeting these commitments.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✘ No	✘ Partial	✘ No
Progress Made?	✘ No plan or progress	✔ 100% shell, no indication of liquid or ingredient eggs	✘ No plan or progress



OPAA! Food Management

OPAA! Food Management publicly discusses the importance of animal welfare on its website, but we have major concerns about the lack of substance and clarity around its commitments.

OPAA! Food Management has a policy to address chicken welfare in its supply chain but it has failed to share any progress reporting or publish any incremental goals publicly to indicate that it has intentions to follow-through.

The company discusses cage-free eggs and crate-free pork but **lacks real policies**, placing it in the bottom

tier of companies in the food sector. Its website mentions that it works with suppliers who use cage-free eggs and crate-free pork, but **does not explicitly pledge to switch 100%** of its supply chain to these products, what the scope of its commitment entails, or if it has made any progress to date since publishing these notes in 2017.

The vagueness of OPAA!'s policies raise **major red flags**. We hope that the ambiguous nature of its policies are simply an oversight and that it is not attempting to mislead its customers by greenwashing its actions.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✗ Weak	✗ Weak
Progress Made?	✗ No plan or progress	✗ No plan or progress	✗ No plan or progress

Quest Food Management

We applaud Quest Food Management for prominently featuring its animal welfare and sustainability policies on its company website. Clients can rest assured knowing that Quest has completed its cage-free transition and is now **sourcing 100% cage-free eggs**.

While Quest Food has a **commitment to address broiler chicken welfare**, a great first step toward tackling this important issue, we are concerned that it has yet to publish any progress reporting on its

transition despite making the commitment five years ago. Additionally, Quest has **no publicly available roadmap** on how it plans to meet its goal by 2024.

Another shortcoming is Quest’s lack of a gestation crate-free policy for pork. **No crate-free policy** means it’s authorizing suppliers to force mother pigs raised for its supply chain to spend a large portion of their lives in cramped, unsanitary cages unable to even turn around—let alone engage in any normal behaviors.

	Broiler Chicken Welfare	Cage-free Eggs	Crate-free Pig Housing
Has Policy?	✓ Yes	✓ Yes	✗ No
Progress Made?	✗ No plan or progress	✓ 100% shell & liquid	✗ No plan or progress

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