



Media Fact Sheet UK



Getting to know us

- Founded in 1967 by S. Truett Cathy, we are a family-owned business with more than 2,800 restaurants across the United States, Canada and Puerto Rico.
- Our unique business model is built on partnership with independent franchised Operators, who lead their businesses on a day-to-day basis.
- Caring has always been at the heart of Chick-fil-A's approach. Our Corporate Social Responsibility focuses on four pillars: Caring for people, caring for our communities, caring for others through our food, and caring for our planet.



The history, growth and scale of Chick-fil-A

- Chick-fil-A was founded in 1967 by S. Truett Cathy, with the first restaurant opening in Atlanta's Greenbriar Shopping Centre.
- We are the largest quick service chicken restaurant in the United States, with more than 2,800 restaurants across the United States, Canada and Puerto Rico, having opened a further 138 new restaurants last year alone (source:QSR).
- Chick-fil-A is now the fastest growing - and has the highest sales per unit - quick service restaurant in the United States (source:QSR).
- In 2022 Chick-fil-A generated over £18.8bn in sales across the US, up from £16.7bn in 2021, the third largest in the QSR sector.
- Last year, Chick-fil-A served a total of 2.1bn guests, and 527m of its famous chicken sandwiches.

The Chick-fil-A model

- Our restaurants have, and always will, be closed on Sunday. A tradition that honours a day of rest and allows Team Members a guaranteed day off to spend time with family or worship if they so choose.
- Chick-fil-A is a family owned and privately held company that works alongside our local independent franchised Operators. The vast majority of our restaurants in the United Kingdom will be franchise-owned and operated.
- Our unique business model is built on partnership with local owners who have come through our rigorous selection process that finds people with the best business acumen, an entrepreneurial spirit, and passion for serving others.
- In the United States more than 60 percent of current Operators started as hourly Team Members.
- Our independent Operators lead their businesses on a day-to-day basis - their responsibilities include hiring and developing Team Members and running daily operations, marketing and growing their businesses, and making choices about how best to serve the community.
- As a corporation, we partner with Operators by covering all startup costs, and the Operator doesn't have to meet a threshold for net worth of liquid assets due to our industry low franchise fee, for example the franchise fee in the United States is \$10,000 and CA\$15,000 in Canada.
- Our Operators are only allowed to franchise a maximum of three restaurants, however more than 80 percent operate only one Chick-fil-A restaurant location.

The food

- Our founder S. Truett Cathy invented the original Chick-fil-A Chicken Sandwich in 1964, the sandwich is still served in all restaurants to this day.
- We prepare our food with fresh, high-quality ingredients delivered to the kitchens several times a week.
- Our chicken is made from breast meat and is hand filleted and breaded in-restaurant.
- Salads are prepared fresh in-restaurant throughout the day.
- Our Chick-fil-A® Lemonade is prepared daily with lemon juice, pure cane sugar and water.
- Our menu contains balanced options—from the classic menu items made with quality ingredients, to other menu items for the nutrition-minded, like the Grilled Chicken Sandwich and Kale Crunch Side.
- We source local produce whenever possible to empower the local community and enrich its economy overall.
- All chicken will be sourced from the UK & Ireland, as well as 100% free range eggs and welfare certification.

Commitment to sustainability

- Chick-fil-A works to sustain a happy, healthy future by acting as good stewards of the planet we share.
- We aim to minimise our impact on the planet in four main focus areas: food waste reduction, sustainable packaging, energy and water usage reduction and by making our Support Centre campus more sustainable.
- One key way we minimise our environmental impact is through the Chick-fil-A Shared Table programme, which helps Chick-fil-A Operators fight hunger in their local communities by donating surplus food to local soup kitchens, shelters and nonprofits to feed those in need. Last year, this helped us to divert an estimated 13.9 million pounds of food waste from ending up in landfill, with over 5.5 million meals donated through the Shared Table® programme.
- We are committed to bringing our Shared Table® programme to the UK and are currently working to define the details of making this commitment a reality ahead of opening our first store.

Giving back and caring for our communities

- Caring has been at the heart of Chick-fil-A's story since S. Truett Cathy opened the first Chick-fil-A in 1967.
- Chick-fil-A's approach to Corporate Social Responsibility focuses on four pillars: Caring for people, caring for our communities, caring for others through our food, and caring for our planet.
- In the USA, each time a franchised Chick-fil-A restaurant opens, Chick-fil-A Inc. donates \$25,000 to a local food bank.
- Through the True Inspiration Awards™ programme, Chick-fil-A, Inc. awards grants to local nonprofit organisations working in the areas of education, hunger and environmental stewardship.
- The Remarkable Future's fund helped more than 12,700 Chick-fil-A Team Members to pursue higher education through a \$24m fund.
- Whilst our UK Corporate Social Responsibility programmes are being developed ahead of opening, we will be matching our commitment in the United States and are excited to bring our ethos to a new market.

