

2019

...

# Corporate Social Responsibility Report





“

**I want Chick-fil-A® to  
be a great company ...  
and a great company is  
a caring company.**

...

**S. Truett Cathy**  
Chick-fil-A founder

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This report addresses the efforts of Chick-fil-A, Inc. It primarily covers our 2019 activities. We've also included a few examples of our Corporate Social Responsibility efforts from late 2018 and early 2020. All financial information is presented in U.S. dollars. More information about Chick-fil-A and our commitment to Corporate Social Responsibility is available at [www.chick-fil-a.com](http://www.chick-fil-a.com).

# Dear friends,

My father, S. Truett Cathy, led by example, and one of his most defining examples was how he cared for people. It was an attribute he modeled faithfully.

Mom and Dad instilled in our family the principle of loving your neighbor. At Chick-fil-A, we want to be a good neighbor to everyone. This begins with serving great food in a welcoming environment, and it extends through caring for the communities we have the privilege of serving and stewarding the spaces around us.

Looking over the stories in Chick-fil-A's first Corporate Social Responsibility Report, I'm inspired by the work of our Operators and their Team Members and our Support Center Staff. Our Operators follow Dad's example of care, like providing more than 4 million meals to people in need through our Shared Table food donation program.

In these pages, you'll learn more about Team Member scholarship recipients like Corryn Barnes whose big dreams are matched only by her hard work. Operators like Liviu Vizitiu who view their business not just as a Restaurant, but as a platform to mentor and develop young leaders in their communities. Leaders like Kristen Baskin who founded Let Us Compost and worked with Chick-fil-A Operator Shane Todd to begin our first back-of-house composting project, diverting more than 150,000 pounds of food. And a promise delivered so that every customer, at every Chick-fil-A restaurant across the United States, will be served chicken with No Antibiotics Ever, every day.

These are just a few of the many stories of care through our four focus areas of corporate responsibility: people, communities, food and planet. We believe caring is both an action and an attitude and strive to model this behavior in the communities we serve. We have work yet to do, but I'm excited for you to explore this report and learn about the men and women who are humbly transforming their communities through the profound, yet simple, act of caring for others.



With gratitude,

A handwritten signature in black ink, appearing to read 'Dan'.

**Dan T. Cathy**  
**Chairman & CEO**



Dan T. Cathy visits with college students participating in the Chick-fil-A Fellows leadership development program.



# About Chick-fil-A

Based in Atlanta, Georgia, U.S., Chick-fil-A, Inc. is a family-owned and privately held restaurant company founded in 1967 by S. Truett Cathy. Our corporate purpose is to glorify God by being a faithful steward of all that is entrusted to us and to have a positive influence on all who come in contact with Chick-fil-A.

Truett focused on providing the highest level of care through food, service and hospitality in a welcoming environment where everyone, everywhere was treated with honor, dignity and respect. He knew serving a meal was a way to the heart, a way to bring family and friends together, and could open doors to caring for people in endless ways. He treated his restaurants as extensions of his home, and the people there – both team members and customers – as cherished guests. Truett believed a “great company is a caring company” and his vision of caring for others continues to inspire us today.



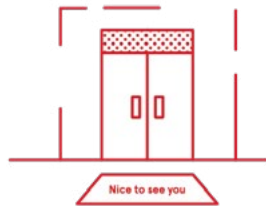
47 U.S. states, Washington, D.C. and Canada



Third-largest U.S. fast-food restaurant company



2,500+ Restaurants



1.1 billion Restaurant Guest visits in 2019



180,000 people represent the brand worldwide



## Our Operators are the secret ingredient

Chick-fil-A’s business model places local ownership in the restaurant with Operators who know and care for their team members and customers personally, just like Truett did. Independent franchised Operators are full-time, hands-on, local business owners. They are hospitality and community leaders, responsible for shaping their restaurants from the front line every day. They manage restaurant operations, lead their team members, and make choices about how best to serve their communities. To attract the very best people to operate our restaurants and represent the brand, Chick-fil-A selects Operators who have demonstrated a commitment to high personal and business standards.

Our company’s success is predicated on the success of Operators and their ability to serve our guests. That’s why we call our Atlanta corporate headquarters the “Support Center.” The Support Center staff work together to serve Operators, team members, and, most importantly, customers.



Chick-fil-A staff members volunteer to collect hard-to-recycle items on America Recycles Day.

# Our commitment to Corporate Social Responsibility

Truett once said “we aren’t in the chicken business, we’re in the people business.” He led by example, preparing food for workers in Hapeville, Georgia, at the nearby Ford plant, and always welcoming them with a smile.

Inspired by our founder’s legacy of care, we strive to put **people** first in all we do by cultivating a positive work environment where people feel known and cared for. We seek to have a positive impact in our **communities** by strengthening the cities and neighborhoods we serve. We strive to create a meaningful customer experience by serving great **food** people can feel good about. And we work to sustain a happy, healthy future by acting as good stewards of the **planet** we share.

That’s why, Chick-fil-A’s approach to Corporate Social Responsibility focuses on these four pillars:



## Caring for people

...

Cultivate a positive work environment where people feel known and cared for



## Caring for our communities

...

Strengthen the cities and neighborhoods we serve



## Caring for others through our food

...

Serve great food people can feel good about



## Caring for our planet

...

Act as good stewards of the planet we share



# Year in review

Here are some of our favorite moments of care from 2019 across our four pillars of people, communities, food and planet.



## January

As part of our fight to end hunger, Chick-fil-A supported a capital campaign to help the Atlanta Community Food Bank construct a new building – tripling its distribution of food to those in need.



## February

To celebrate Chick-fil-A Vine City's first year as a member of Atlanta's Westside community, the restaurant dedicated a new community room in honor of prominent African American businessman and former Westside resident Herman J. Russell, Sr., who played an important role in the civil rights movement and was a long-time friend of Truett.



## March

Chick-fil-A supported the inaugural Beloved Benefit, which brought together 2,000 Atlantans to support and celebrate the transformational work taking place in Atlanta's Westside. The benefit raised funds for five nonprofits serving the Westside.



## April

Through our Remarkable Futures Scholarship initiative, we awarded \$15.3 million in scholarships to more than 6,000 team members across the U.S., including 12 True Inspiration Scholars who received \$25,000 each.



## May

We honored 22 nonprofit organizations for their outstanding work with children and youth at our annual True Inspiration Awards. In addition to receiving a grant, the organizations – many of which were nominated by their local Chick-fil-A Operator – participate in a day-long conference focused on how to extend their impact.



## June

Thirty-three thousand high school students across 40 states wrapped another year of Chick-fil-A Leader Academy. During year-end Impact Projects, students put their new leadership skills to work by serving their communities.



## December

Thanks to Chick-fil-A staff, Operators and team members, Glassdoor named Chick-fil-A a Best Place to Work in 2020.



## November

On America Recycles Day, we collected a wide variety of materials ranging from electronics to paint cans (nearly 50,000 gallons!) to old shoes from Support Center staff to make sure these items don't end up in landfills.



## October

This month, Chick-fil-A marked 3 million meals provided to people in need through our Shared Table food donation program since inception. By year-end, we were able to provide over 4 million meals.



## September

Chick-fil-A achieved our commitment to serve only chickens raised with No Antibiotics Ever at every U.S. restaurant, and we introduced more sustainable bowl designs – reducing our nationwide plastic use by 8.5 million pounds annually.



## August

Team Chick-fil-A volunteers participated in an eight-week Habitat for Humanity project to build a new home for a mother and her two children on Atlanta's Westside. Chick-fil-A sponsored the build.



## July

Chick-fil-A invited former True Inspiration Scholarship recipients to Atlanta for an alumni reunion, and 2019 True Inspiration Scholars gathered to kick off a year-long leadership development program called Chick-fil-A Fellows as part of their award.





# Caring for people

**Cultivate a positive work environment where people feel known and cared for**

Around the world, in small towns and big cities, it's people who make the difference. Whether it's team members working in Chick-fil-A® restaurants or Chick-fil-A, Inc. staff members working at our corporate Support Center, we strive to be a company that outstanding people want to be a part of.

We do this by providing our Support Center staff with wellness programs, development opportunities and flexible work environments, so they can grow and thrive. Chick-fil-A Operators are committed to providing leadership opportunities, competitive pay and benefit packages, and an overall positive work environment to their team members in the restaurants. And Chick-fil-A, Inc. offers educational assistance to eligible team members through Chick-fil-A's Remarkable Futures Scholarship initiative to help them pursue their dreams – with Chick-fil-A or elsewhere.

Photo: Twelve team members find out they are being awarded \$25,000 True Inspiration Scholarships as part of Chick-fil-A's Remarkable Futures Scholarship initiative.



# Caring for people

Cultivate a positive work environment where people feel known and cared for



True Inspiration Scholar Corryn Barnes

## Investing in Remarkable Futures

Team member Corryn Barnes grew up believing that no dream is too big – even one to become president of the United States. Growing up in Richlands, North Carolina, Corryn attended community events with her mom who ran the local Chamber of Commerce, sparking a passion for politics and social justice. She dreamed of attending North Carolina State University (NC State).

As a high school senior, Corryn was accepted to NC State, but couldn't afford tuition. Instead, she spent a semester in community college and saved money by working at Chick-fil-A®. One night, her Operator, Pete Burgess, handed her a flier about the Chick-fil-A scholarship and encouraged her to apply.

A few months later, Corryn found out she was one of 12 team members to receive a \$25,000 True Inspiration Scholarship, part of Chick-fil-A's Remarkable Futures Scholarship initiative. As a True Inspiration Scholar, she also was invited to participate in Chick-fil-A Fellows, a year-long leadership development program.

In addition to Corryn and the 11 other True Inspiration Scholars, another 6,000 team members received \$2,500 Leadership Scholarships in 2019 – totaling an investment of \$15.3 million. Since 1973, Chick-fil-A has awarded \$75 million in scholarships to 53,000 team members.

Today, Corryn is studying political science at NC State and is one step closer to making her dream of serving in the White House a reality.

### Remarkable Futures Scholarship, by the numbers

• **\$75 million**

• in scholarships awarded to 53,000 team members since 1973

• **58%**

• of 2019 recipients would not have been able to attend college without the scholarship

• **18%**

• of 2019 recipients are the first in their families to attend college



Chick-fil-A interns participate in a lunch-packing volunteer event.

## Preparing leaders for life

Chick-fil-A provides our staff and franchised Operators with tools and resources to be leaders in their jobs and communities.

Support Center staff can attend workshops to hear from both internal and external business leaders. They have the opportunity to grow skills and build capabilities by attending workshops and earning certification on topics such as innovation, strategic thinking, and working in Agile teams. All people leaders attend a series of development programs with specialized curricula to enhance their ability to serve and grow their teams and to enable them to address key business needs. Additionally, all full-time staff receive 16 paid volunteer hours each year to serve their communities.

To help Operators develop some of the specific business skills they need to lead a Chick-fil-A restaurant, all new Operators participate in a four-week training program. For seasoned Operators, we offer a three-day course to revisit standards, energize growth and share best practices. And prospective restaurant leaders are exposed to opportunities to learn more about the company's history, brand and business vision.

While our Support Center staff and restaurant teams have different roles, we know we're better together. That's why, every February, all Operators and corporate staff gather for our annual company conference to reconnect and reset – together – for the year ahead.

## Reaffirming our commitment to hospitality

This year, we refreshed our Hospitality model to ensure our commitment to customers – and to each other – demonstrates honor, dignity and respect for all. Operators were offered training, tools and resources to increase their teams' capability to relate to, and work effectively across, all cultures, borders, perspectives and other differences.

## Supporting wellbeing

The last words Dan T. Cathy heard from his father Truett were "Dan, take good care of yourself." For our chairman and CEO, these words took on special meaning and served as the inspiration for a new staff benefit. In 2019, we piloted a forward-thinking, holistic wellness program designed to enhance opportunities for staff to thrive mentally, emotionally and physically. Beginning in 2020, learnings from this pilot will be incorporated into the rollout of a comprehensive wellness program for Chick-fil-A, Inc. staff and their families.

## Building talent

Each summer, Chick-fil-A, Inc. offers 10-week paid internships for qualified undergraduate and graduate students to work at the Support Center. From internships in marketing to field operations to information technology, students gain valuable, hands-on work experience, serve in the community, and build potential pathways to full-time opportunities after graduation.





Chick-fil-A cares for its people in such a fundamental and exceptional way. My colleagues went above and beyond to care for me and my family, in particular after the birth of our first child. Staff have access to subsidized child care as well as access to an on-campus fitness center, and our campus grounds are simply beautiful and restorative. Our CEO even hosts a monthly dinner in his own home for new employees.

**Avina Gupta, Ph.D.**

Senior Principal Program Lead,  
Leadership Development







# Caring for our communities

## Strengthening the cities and neighborhoods we serve

When Chick-fil-A opens a restaurant in your community, we become your neighbor – and we want to be the kind of neighbor that people know they can count on, in good times and in bad. That's why we invest our time and resources to nourish the places we call home.

From urban centers to small towns, each of our restaurant locations is uniquely owned and operated, but one thing is always the same: Chick-fil-A Operators, Team Members and Support Center staff seek to show they care every day. Whether it's by supporting local nonprofits, providing disaster relief or developing future leaders, we know that when we come together, we build stronger communities for everyone.

Photo: Team Chick-fil-A staff volunteers participate in a Habitat for Humanity project to build a home on Atlanta's Westside.





# Caring for our communities

Strengthening the cities and neighborhoods we serve



## Helping kids dream big

Liviu Vizitiu, Operator of the Rivergate Cordova Chick-fil-A® restaurant in Rancho Cordova, California, knows the power a mentor can have on a young person's life. At 12, his family immigrated from Romania to the U.S., and a leader at his new church helped him envision a brighter future – one where he could even own his own business.

Today, as a Chick-fil-A franchised restaurant Operator, Liviu uses his platform as a business owner to mentor and develop youth in his community. One way he does that is by sponsoring Chick-fil-A Leader Academy at El Centro High School, the on-site school for residents of the Sacramento Youth Detention Center.

With a focus on developing future leaders, Chick-fil-A Leader Academy's curriculum provides students with tools to make a positive impact through action – something Liviu believed could help students at El Centro see beyond their current circumstances and dream big, just like he did.

"I'm really fortunate that Chick-fil-A cares about giving back to its communities in the ways Operators are passionate about," Liviu says. "For me, it's important to help young people see they have opportunities."

### Chick-fil-A Leader Academy, by the numbers

33,000  
students engaged

653  
Operators supporting

1,058  
high schools involved

40  
states



## Supporting our hometown

Our community efforts start in our hometown, and one area in particular has been a focus of our local engagement: Atlanta's historic Westside. Home to Dr. Martin Luther King and other civil rights leaders, the Westside is vitally important to America's history, yet today, more than 60 percent of its children under 18 live in poverty. In 2019, we continued our support of community revitalization efforts by hosting the Beloved Benefit where more than 2,000 Atlantans raised funds for five Westside nonprofits: At-Promise Youth and Community Center, City of Refuge, Grove Park Foundation, The Westside Future Fund and Westside Works.

Chick-fil-A staff and their families gave back through 79 Team Chick-fil-A volunteer events – averaging nearly two events per week – including an eight-week Habitat for Humanity build for a mother and her two children on the Westside. Also on the Westside, we helped bring the YMCA Leadership & Learning Center to life; opened a community room at the Vine City Chick-fil-A; and launched the Chick-fil-A Fire Rescue Cadet training program, connecting young people in the community with a promising career path.

## Leading locally

Across more than 2,000 locations, Chick-fil-A Operators are full-time, hands-on leaders in their restaurants and in their communities. Through Chick-fil-A, Inc., they can sponsor national programs and partnerships locally, like Chick-fil-A Leader Academy or Junior Achievement. They can also help community organizations extend their impact by nominating them for a True Inspiration Award grant. Ultimately, as independent business owners, Operators choose how and where they want to give back – supporting causes that are most meaningful to them, their customers and their communities.

## Nourishing potential

Through our giving, we have a mission to nourish the potential in every child. In 2019, we were proud to support organizations doing incredible work to improve the lives of children and youth in the communities we serve. In November, we announced we will focus our 2020 giving to address three critical needs facing children: education, homelessness and hunger.

## Being there in times of need

An important part of serving others is being there when our neighbors need it the most. When disaster strikes, Chick-fil-A Operators like Louie Murillo are there to help their communities get back on their feet. In just a few hours on a Sunday night, 10 tornadoes tore through North Texas, including the Dallas area where Louie has two Chick-fil-A restaurants. By Monday, Louie and his team members had prepared 150 chicken sandwiches and were handing out hot-cooked meals to relief workers and people whose homes were damaged or destroyed.



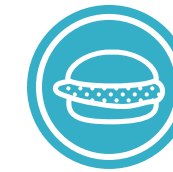


Chick-fil-A's purpose of having a positive impact on people strongly resonates with me. I love that full-time Support Center staff members receive 16 hours of paid volunteer days each year to encourage us to give back to our communities. I sincerely believe that we have a responsibility to serve one another.

**Charlotte Kelly, Ed.D**

Team Leader, Learning Delivery





## Caring for others through our food

Serve great food people can feel good about

Truett said “food is essential to life, therefore make it good.” That’s why, at Chick-fil-A®, we believe in serving delicious, better-for-you fast food. By offering a variety of wholesome options, we’re working toward a menu that is more healthy and sustainable, without ever sacrificing taste or quality.

We also know the impact of our business is bigger than the bottom line. We have a chain-wide program for Operators to donate surplus food. We’re dedicated to sourcing our products responsibly. And, we work with suppliers, like Thrive Farmers, that are investing in their people and their communities. Ingredients sourced with care. Food crafted daily. Warm and gracious hospitality. That’s what you can expect from Chick-fil-A.

Photo: A team member prepares a Grilled Cool Wrap®.





# Caring for others through our food

Serve great food people can feel good about



Chick-fil-A proudly serves No Antibiotics Ever chicken in all U.S. restaurants.



Chick-fil-A team members package food to donate.

## Sharing our table with those in need

Karen Arangua, Operator of Chick-fil-A Alameda Avenue in Aurora, Colorado, never liked to see food go to waste. She and her team members often donated leftover food to a local food bank, and even made chicken salad sandwiches to feed neighbors in need.

Then, she learned about the Chick-fil-A® **Shared Table** program, which connects Operators to local agencies, like shelters and soup kitchens, within a five-to-10-mile radius of their restaurant. The agencies come to the restaurant several times a week to pick up surplus food, and then they incorporate that food into meals they serve.

“Our Team Members love taking part in Chick-fil-A Shared Table,” Karen says. “They take pride in how they package our extra food and especially appreciate that the food stays in our community.”

More than 1,000 Chick-fil-A restaurants and the Support Center currently take part in this program. Since the Chick-fil-A Shared Table program began in 2012, we have provided more than 4 million meals.

“It’s likely we all know someone who has needed a helping hand at some time,” Karen says. “Being there for others in this way is magical.”

### Chick-fil-A Shared Table, by the numbers

1,027 participating restaurants

4.1 million meals served to those in need since 2012

2.4 million meals served in 2019

## No Antibiotics Ever chicken

Top quality has always been our approach to food. Because chicken is at the center of our menu, that means serving only whole, boneless breasts of chicken with no fillers or artificial preservatives.

In 2014, we announced a goal to serve only chicken raised with **No Antibiotics Ever** nationwide by the end of 2019. By partnering with our suppliers, we reached that goal in May 2019 and have established a stable supply chain that can deliver on our promise of No Antibiotics Ever chicken. This means that every customer, at every restaurant across the U.S., is served chicken raised with No Antibiotics Ever every day (except Sundays, of course) and in accordance with our Animal Wellbeing Standards. Additionally, we continue working toward our pledge to transition to 100 percent cage-free eggs by year-end 2026.

“We know our customers have placed their trust in us, and we work every day to ensure Chick-fil-A restaurants serve food our customers can feel better about eating,” says Matt Abercrombie, Chick-fil-A’s Director, Menu & Packaging.

## Balanced options

We know eating well on-the-go can be a challenge. That’s why we offer balanced options – from our classic menu items to our lighter items, like Egg White Grill and **Kale Crunch Side**. We are on a continuous journey when it comes to our food, and listening to customers is a crucial part of our innovation process. That’s why we are working toward cleaner ingredients and reducing sodium and sugar across our offerings. For example, we’ve removed trans fats from our menu, and we’ve removed artificial colors and high-fructose corn syrup from many of our dressings and sauces.

## Putting coffee farmers first

Chick-fil-A has proudly partnered with **Thrive Farmers** since 2014 for the coffee we serve in our restaurants. The Thrive Farmers model eliminates all non-essential layers in the supply chain allowing farmers to sell their coffee directly to businesses and earn a stable, predictable income – up to 10 times more than they would through traditional markets. As a result, farmers can better support their families and reinvest in their communities in ways they never could before.

## Bee-ing kind

Researchers recently called the bee the most important living being on the planet. Monin, one of our sustainably minded supplier partners, is working to support this critical population by donating extra syrup to a local bee farm to feed bees when nectar is sparse. By feeding these bees, Monin is helping ensure they continue to pollinate our flowers, fruits and vegetables.





Caring for others through our food



The Chick-fil-A Shared Table program is a turnkey solution to provide food to those in need. It's a simple process for my team to execute, and ensures any leftover edible food in my restaurants will go to someone who is hungry instead of taking up space in a landfill. I am thankful for this vehicle to extend care in my community.

### Becky Pickle

Operator of Chick-fil-A South Jordan in South Jordan, Utah,  
and Chick-fil-A Mountain View Village, Riverton, Utah





# Caring for our planet

Act as good stewards of the planet we share

Key to our corporate purpose is being a faithful steward of all that is entrusted to us, including our planet. To help preserve our planet for generations to come, we are increasingly focused on introducing sustainability-minded programs and processes that allow us to manage our resources more responsibly.

We strive not to have extra food, but when we do, we are able to donate it to neighbors in need through the Chick-fil-A Shared Table program. Some Operators are taking it a step further by composting their inedible food waste – diverting hundreds of thousands of pounds of waste from local landfills. When building new restaurants, we follow a unique approach that reduces our construction waste. We continue to seek solutions that meet our customer expectations and minimize our environmental impact – so we can all live healthily and happily on the planet we share.

Photo: Chick-fil-A staff collect trash during a volunteer clean-up event.







# Caring for our planet

Act as good stewards of the planet we share



Our Support Center is a bee-friendly campus, and a living wall reinforces our commitment to fresh ingredients.



## Completing the circle

When Kristen Baskin moved to Athens, Georgia in 2012, she was surprised to find there wasn't a composting service offered to businesses in town. With no options in sight, Kristen decided to get her hands dirty...literally. Armed with pickle buckets and bicycles, she and a few dedicated friends started collecting compost in the community. Within a few months, her composting service, Let Us Compost, was born.

In 2017, our Sustainability team was looking to find solutions to our food waste. Working with Kristen and local Chick-fil-A Operator Shane Todd, we piloted back-of-house composting for the first time in a Chick-fil-A restaurant. It was a success. "I think it's really cool how it all works together," Shane says. "We buy products and sell them to customers. We take the scraps and compost them. And then the compost goes back to the farm, which produces the lettuce that comes back to our restaurant. It completes the circle."

Today, Shane partners with Let Us Compost at all three of his Athens restaurants – diverting more than 150,000 pounds of food waste since starting. To date, Chick-fil-A has piloted composting in eight markets nationwide.

### Composting at Chick-fil-A, by the numbers

20  
participating  
restaurants

132,000  
pounds of food waste  
diverted in 2019

## Starting at home

Our company was founded on an idea. Truett thought people would enjoy something different...a Chicken Sandwich instead of a burger. At our core, we're still an idea company, and many of the sustainability ideas we roll out to restaurants start at our Support Center.

We are on a journey to becoming a zero-waste-to-landfill campus. We achieved a significant milestone on that journey this year when we successfully diverted 100 percent of our edible food waste by donating unused food through our Chick-fil-A Shared Table program and by dehydrating and composting inedible food waste. And, as our campus grows, our partnership with a recognized leader in sustainable construction is helping us ensure that we minimize construction waste, just like we do when building our new restaurants.

Our Support Center is also a bee-friendly campus. As a partner in Atlanta's Bee Downtown, we have five beehives, complete with a resident beekeeper. We celebrated our first honey harvest in October.

## More recyclable packaging

Through material development and market testing, we are thoughtfully searching for sustainable design solutions that are recyclable, compostable or contain recycled content. This fall, that started with introducing new bowls that use less plastic and reducing the plastic in our cutlery – allowing us to decrease our nationwide plastic use by more than 8.5 million pounds of plastic annually.

## Building for a sustainable future

To reduce construction waste, we have implemented an industrialized construction approach to building design. This entails constructing sections of the building away from the site to save time and improve quality and consistency. When possible, we also follow a process called "Lean Construction," which leverages efficient construction principles adapted from the automotive industry. The results? A 50-percent reduction in construction waste and a 30- to 40-percent decrease in the overall construction schedule.

## Dressed for success

What do you get when you recycle 19 plastic bottles? At Chick-fil-A, we get the red polo shirt worn by team members in our restaurants. Or, for nine plastic bottles, we get a lighter weight, blue-and-white-striped shirt. Since working with OOB – our uniform supplier – to introduce sustainable fabrics in 2017, we've put nearly 14 million plastic bottles to good use.







I think it's really cool how composting works together. We buy products and sell them to customers. We take the scraps and compost them. And then the compost goes back to the farm, which produces the lettuce that comes back to our restaurant. It completes the circle.

**Shane Todd**

Operator of Chick-fil-A Barnett Shoals, Chick-fil-A Beechwood, and Chick-fil-A Downtown Athens In-Line



# People. Food. Communities. Planet.

We carefully selected these four pillars to explain how Chick-fil-A approaches our commitment to be a responsible company. They represent the foundation of all that S. Truett Cathy started in 1946. And, as our business grows and the world tackles ever bigger issues, they drive even more of the work we do today.

The desire to do good is bedrock to Chick-fil-A. Of course, we want people to eat more chicken. But our bigger aim is to have a positive influence on everyone we come in contact with. Our Operators, team members, Support Center staff and partners live this commitment every day. We don't just write checks. We get involved. We work with others within our communities to help solve problems. We do it because we care, because we're neighbors, and because we want to see our communities and our world flourish.

Our aim is that the stories throughout this Corporate Social Responsibility Report give you an insider's view of the type of company and people we are. From the little things like the five beehives on our campus, to big ones like the 4.1 million meals we've helped provide to those in need and the \$75 million we've awarded in scholarships since 1973, Chick-fil-A cares about making a difference.

In 2020 and beyond, you can continue to count on Chick-fil-A, our restaurants and our team to demonstrate the care we have for one another, our communities and our world.



Thank you for your support.

**Rodney Bullard**  
Vice President, Corporate Social  
Responsibility for Chick-fil-A, Inc.

# Chick-fil-A's 2019 impact

Zero

- Achieved our commitment to serve No Antibiotics Ever chicken

8.5 Million

- Reduced our nationwide plastic use by 8.5 million pounds annually by introducing new bowls and reducing plastic in our cutlery

79

- Provided 79 Team Chick-fil-A volunteer opportunities for staff and their families

4.1 Million

- Served more than 4 million meals to those in need through the Chick-fil-A Shared Table program

100%

- Diverted 100% of edible food waste from our Support Center campus

31,000

- Provided leadership development curriculum for 31,000 high school students through Chick-fil-A Leader Academy

193,741

- Reached 193,741 students through Junior Achievement programs sponsored by Chick-fil-A Operators in their communities

\$15.3 Million

- Awarded \$15.3 million in scholarships to 6,000 team members



# Thank you

...

Thank you for your interest in learning  
more about how Chick-fil-A cares for  
people, communities, food and planet

Please continue to follow our  
journey at [chick-fil-a.com](https://chick-fil-a.com)