



THE GOURMET ENTERTAINMENT COMPANY

COMPANY PRESENTATION

Business Year 2023/2024

# Company Overview

1

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**1 Company Overview**

2 Airline Catering

3 International Event Catering

4 Restaurants, Lounges & Hotels

5 Sustainability



# What makes us different

DO & CO brings a personal touch to the most prestigious experiences in the world. Delivering restaurant quality regardless of the limitations.

Using only the best ingredients with **no additives, flavor enhancers or preservatives.**

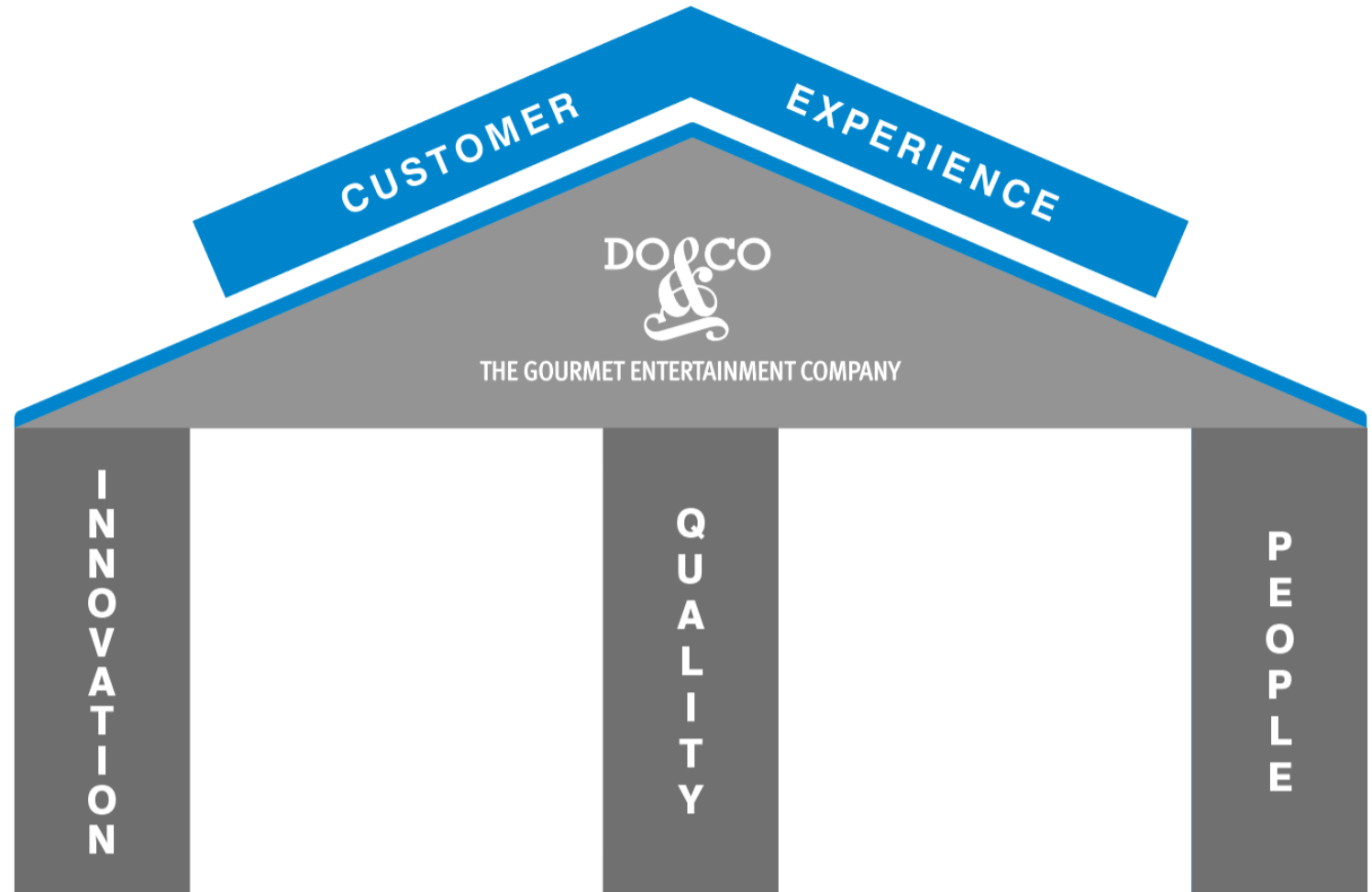


# The 3 main pillars of the DO & CO DNA

## THE 3 MAIN PILLARS OF THE DO & CO DNA

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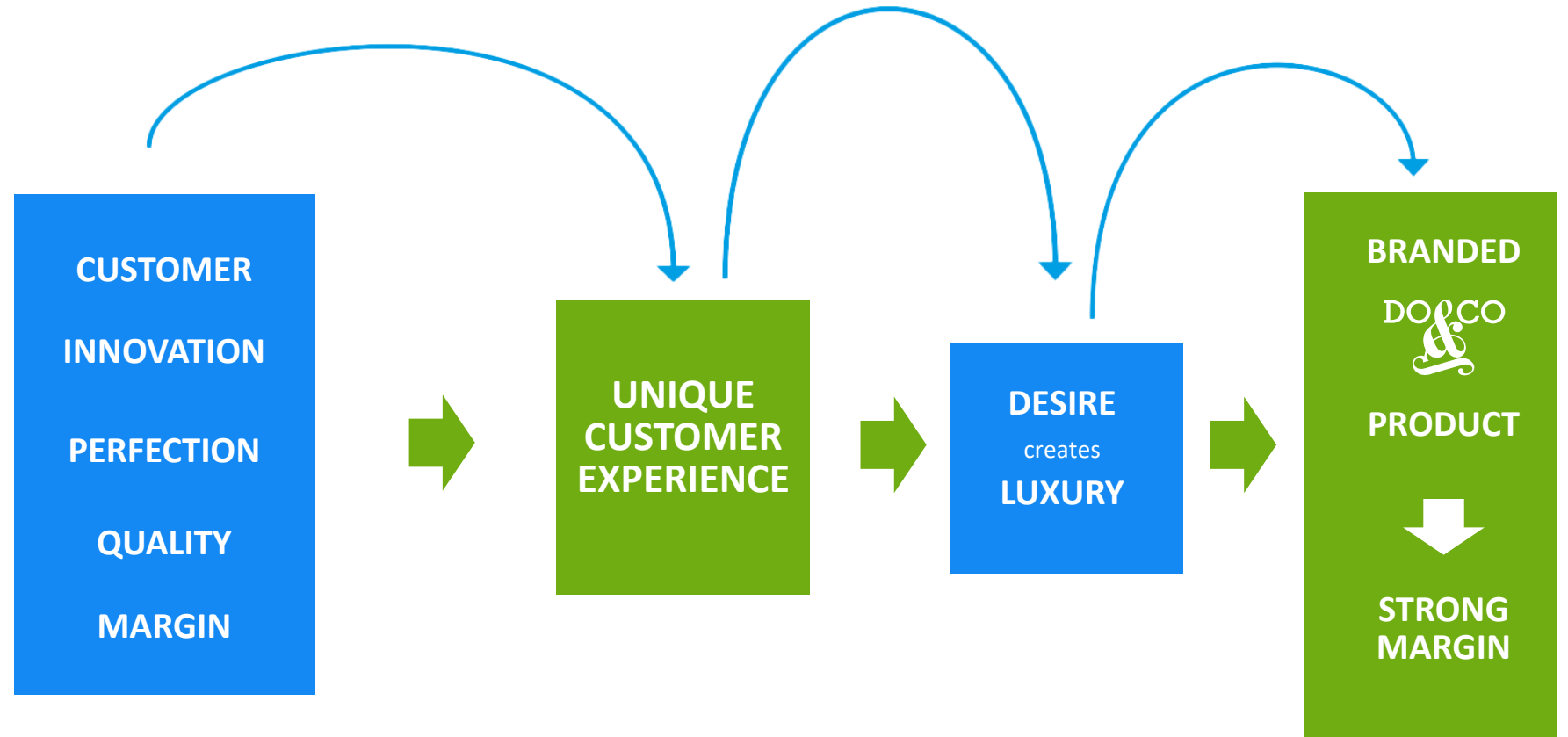
Back to the roots - this is what we stand for



# The DO & CO principles

## THE DO & CO PRINCIPLES

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# Our Culinary Platform

Our vertically integrated approach means we constantly innovate upon our global culinary platform.

Highest customer satisfaction through always prioritizing innovation, sustainable high quality and motivation of people.

## AIRLINE CATERING



## INTERNATIONAL EVENT CATERING



## RESTAURANTS LOUNGES | HOTELS



# GOURMET KITCHENS

BRAND | KNOW HOW | INNOVATION | MOTIVATION | CUSTOMERS

- 33 gourmet kitchens
- on 3 continents
- more than 60 airline customers

- leading premium hospitality
- worldwide activities
- events in any size

- DO & CO's DNA
- brand awareness
- training center and R & D



# Our Brand Portfolio

Valued by customers with a legacy of quality and tradition.

Our track record has led to us being a preferred partner for premium gourmet entertainment for over 30 years.



**DO&CO**

**Culinary delights from around the world**

DO & CO's restaurants draw on culinary traditions from across the globe, creating elegant and inspired menus that offer gourmet dishes for every taste.



**DEMEL**  
K.K. HOFZUCKERBÄCKER  
WIEN 1786

**World renowned patisserie and confectionery since 1786**  
Historic purveyor of confectionery to the imperial court of Austria, Demel is a Viennese icon specializing in all things sweet.



**ONYX**  
VIENNA

**Japanese inspired sharing dishes**

Inspired by the skill, precision and inventiveness of Japanese cuisine, ONYX serves the freshest sashimi, sushi and ceviche from its raw bar, and bold, fiery dishes from the robata grill.



1854  
**HEDIARD**  
PARIS

**The quintessential luxury Parisian Épicerie**

Hédiard was established as a luxury importer of teas, spices and delicacies from around the world in 1854, growing to become a cultural export of its own with a worldwide following.



**Henry**  
the art of living

**Premium, market-fresh food to go**

Henry provides fresh, quality meals and snacks from around the world, to be eaten on the go, in the office or at home. It emphasizes freshness of ingredients and preparation.



**GIACOMO**  
MILANO

**Luxurious Milanese Pizza**

Time-honoured tradition meets luxurious produce to create next-level pizzas that draw on Milan's stylish and sophisticated character.



**Aioli**

**Casual and Mediterranean**

the Aioli brand embodies southern-European flair and Mediterranean cuisine. Its young, dynamic image and flexible pricing enables the brand to attract a broad audience.



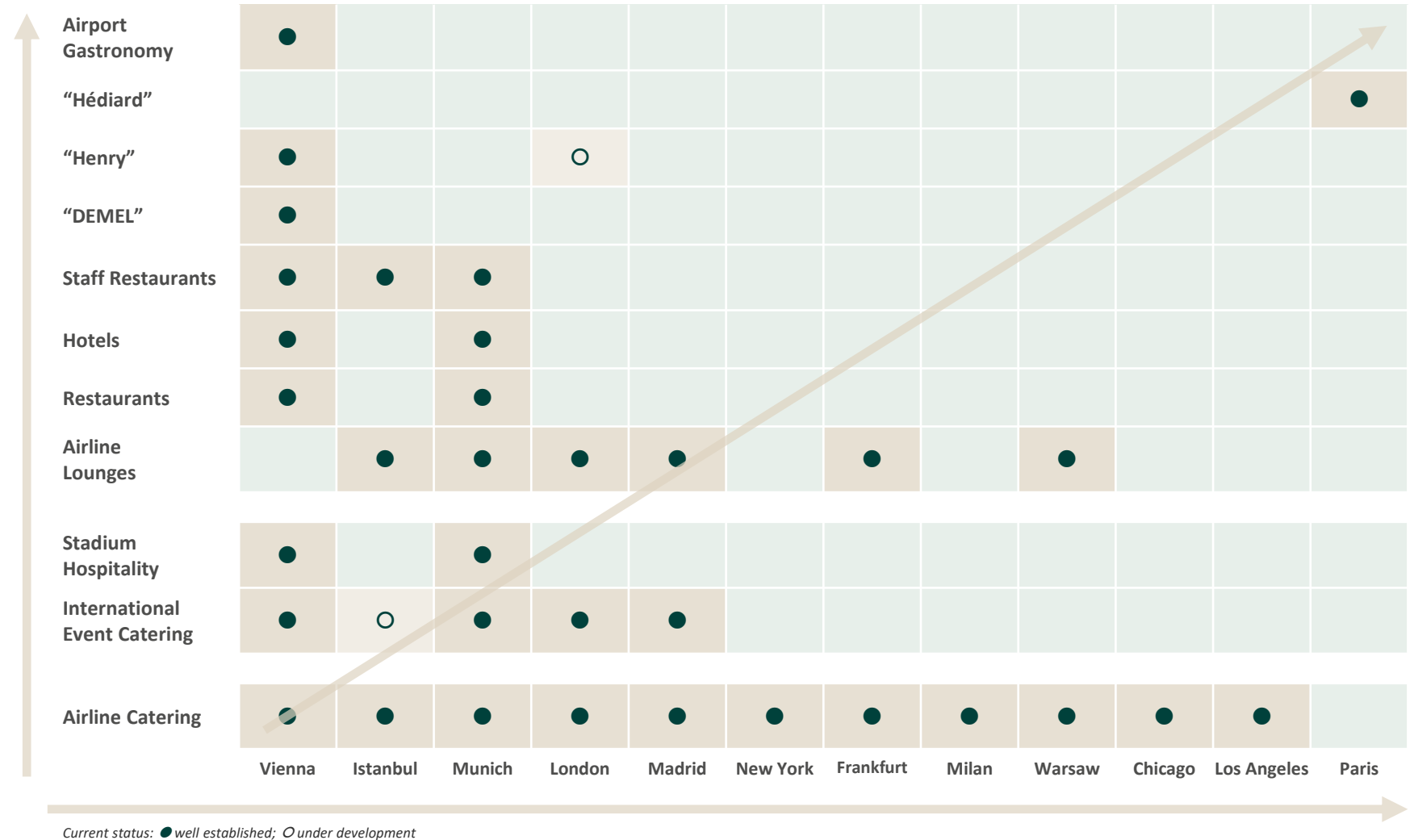
# Our Locations

multi region strategy, leveraging infrastructure and brand awareness



# Diversification

the three dimensions of growth



# BUSINESS CASE - DO & CO MUNICH



### Acquisition of Arena One

- +500 employees (+700 part-time)
- major clients
  - FC Bayern Munich Allianz Arena
  - Olympic Park Munich
  - 30 E.ON staff restaurants in Germany



### FC Bayern Munich

- extension of contract until 2030
- 83 employees



### Olympic Park Munich

- extension of contract until 2028
- > 200 VIP events annually



### DO & CO Hotel Munich

- next to Marienplatz
- boutique hotel
- two restaurants, roof top
- contract until 2030 / 2050



### NFL Match in Allianz Arena

- Tampa Bay Buccaneers – Seattle Seahawks
- first NFL match ever in Germany



### SAP Garden

- opening in 2024
- multifunctional arena
- public & VIP hospital
- contract already signed

2013      2014      2015      2016      2017      2018      2019      2020      2021      2022      2023      2024



### Airline Catering Munich

- 37 employees
- € 4.5m sales
- no lounges



### Emirates

- new client in MUC and DUS
- inflight catering
- Business Class Lounge



### Thai Airways

- new client in MUC and DUS



### Singapore Airlines

- new client in MUC, DUS and FRA



### EURO 2020

- 4 matches (including one quarter final) in Allianz Arena
- postponed to 2021 due to corona



### EURO 2024

- in Germany
- 6 matches in Allianz Arena

# Airline Catering

# 2

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- 1 Highlights
  - 2 Airline Catering**
  - 3 International Event Catering
  - 4 Restaurants, Lounges & Hotels
  - 5 Sustainability



## Our mission

the best restaurant  
experience over 39,000 feet

- operated by DO & CO

## Business year 2023/2024 vs. BY 2022/2023



- global air traffic back to pre-corona level

- DO & CO wins numerous tenders and continuous to expand its customer base



## Award Winning Premium Airline Catering

- freshly prepared menus
- Gourmet Entertainment by DO & CO
- various wins of significant airline catering customers
- multiple times awarded by SKYTRAX





**Customer satisfaction**  
proven for onboard  
catering and airline  
lounges



	2017	2018	2019	2021	2022	2023
<b>Business Class</b> Onboard Catering	1 Turkish Airlines	1 Austrian Airlines	1 Austrian Airlines	1 Turkish Airlines	1 Turkish Airlines	1 Turkish Airlines 5 Austrian Airlines
<b>Premium Economy Class</b> Airline Catering			1 Austrian Airlines	1 British Airways		9 Austrian Airlines 10 British Airways
<b>Economy Class</b> Airline Catering	2 Turkish Airlines				4 Turkish Airlines	1 Turkish Airlines
<b>FC Airline Lounge</b> Catering	1 Lufthansa	2 Lufthansa		1 Lufthansa	3 Lufthansa	
<b>BC Airline Lounge</b>	1 Turkish Airlines	1 Turkish Airlines		1 Turkish Airlines	3 Turkish Airlines	6 Turkish Airlines
<b>BC Lounge Dining</b> Catering	1 Turkish Airlines	1 Turkish Airlines			2 Turkish Airlines	4 Turkish Airlines

# International Event Catering

3

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1 Company Overview

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**3 International Event Catering**

4 Restaurants, Lounges & Hotels

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## Our mission

the world's leading premium hospitality and gourmet entertainment experience

- innovative concepts
- best quality
- personalized service

### Business year 2023/2024 vs. BY 2022/2023



- best business year in history of DO & CO

- Formula 1 Las Vegas : biggest sport event ever – despite many challenges, DO & CO has delivered top experience for 70,000 VIP guests



3 International Event Catering  
Status quo

## Formula 1

### DO & CO`s 32<sup>nd</sup> Season

- Paddock Club :  
hospitality benchmark for the  
global sports hospitality  
industry
- very high customer satisfaction  
rate
- increase of guest numbers in  
almost all locations



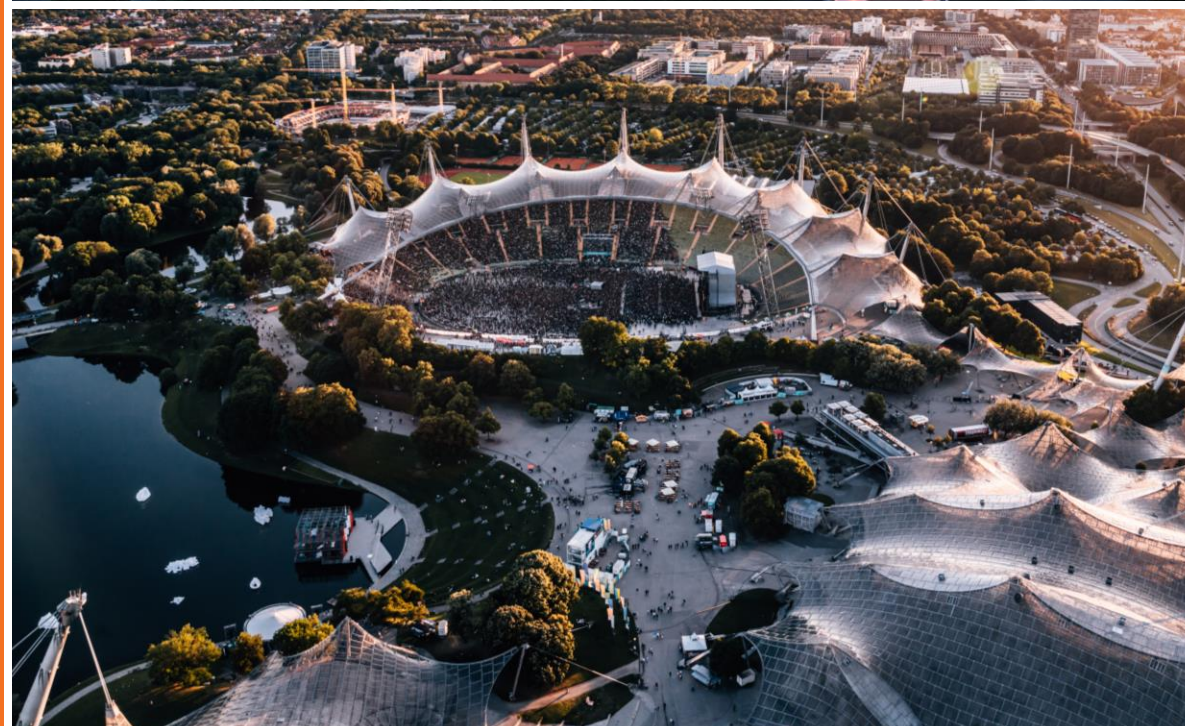


### 3 International Event Catering

## Event Catering in Munich

DO & CO is responsible  
for the culinary delights  
at many top-class events

- long term partnership with FC Bayern Munich
- DO & CO in charge of VIP hospitality and public catering at Allianz Arena
- first NFL Match in Germany in a sold-out Allianz Arena
- Olympic Park : venue for numerous events (concerts, festivals etc.)





3 International Event Catering  
Status quo

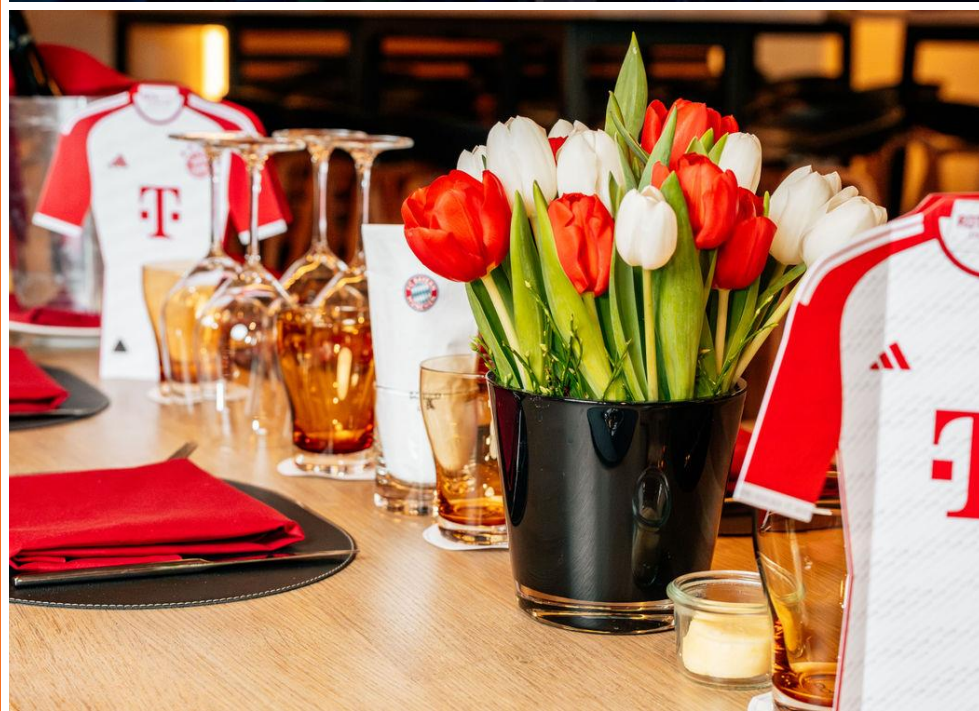
**ATP Masters 1000 Madrid**

**UEFA Championsleague  
Final 2023 in Istanbul**

**Hahnenkamm race  
Kitzbühel**

**Acciona Golf Open  
de España**

the most prestigious  
sport events in the world -  
powered by DO & CO



## EURO 2024

### the best tastes of Europe showcased in Germany

- DO & CO is the hospitality partner of UEFA for the European Football Championship EURO 2024 (6<sup>th</sup> time in a row, since 2004)
- VIPs and sponsors at 51 matches in all 10 stadiums
- additionally public catering in Munich / Allianz Arena
- food production in 4 DO & CO gourmet kitchens in Germany
- regional cuisines and flavours will be combined with iconic dishes from the participating teams

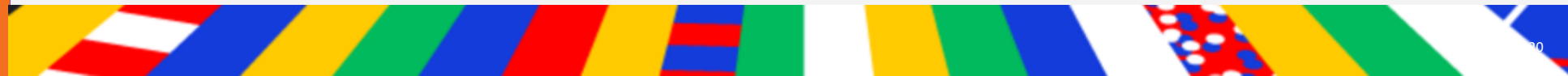
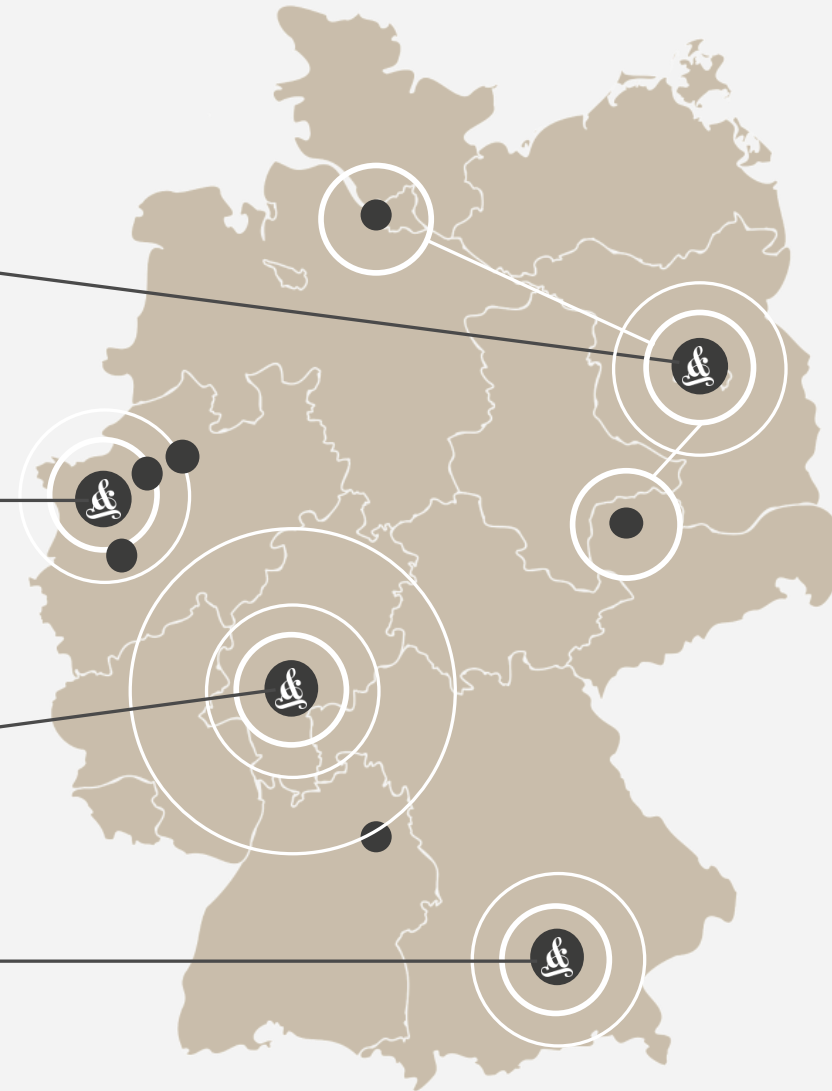


**DO & CO  
BERLIN**  
*Located to serve  
Hamburg  
Leipzig*

**DO & CO  
DÜSSELDORF**  
*Located to serve  
Cologne  
Dortmund  
Gelsenkirchen*

**DO & CO  
FRANKFURT**  
*Located to serve  
Stuttgart*

**DO & CO  
MUNICH**





# Restaurants, Lounges & Hotels

# 4

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**4 Restaurants, Lounges & Hotels**

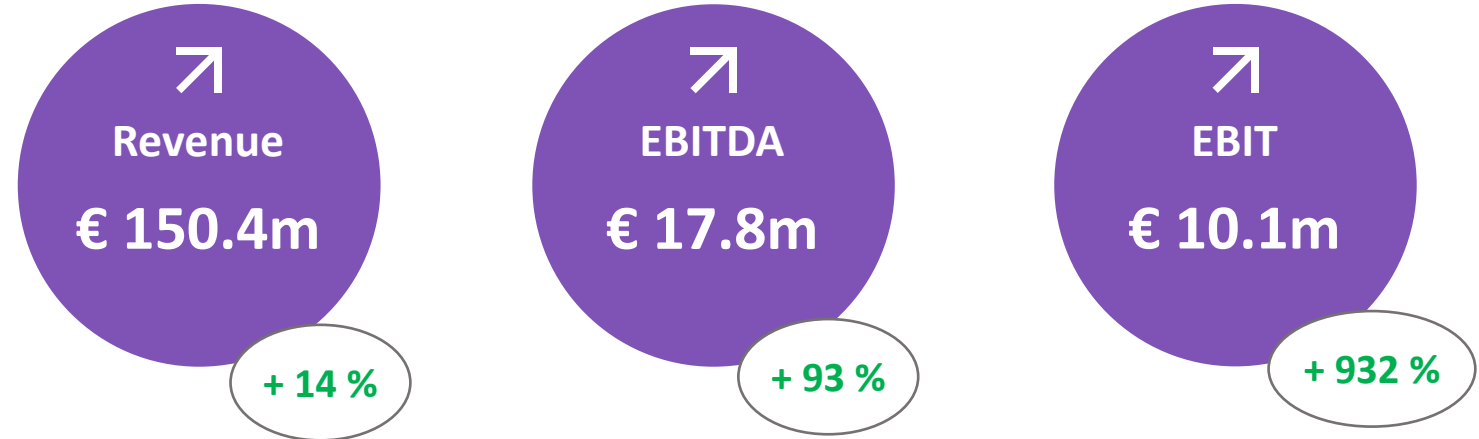
5 Sustainability



## Our mission

Innovative,  
best quality and  
personalized  
customer experience

### Business year 2023/2024 vs. BY 2022/2023



- strong sales and margin improvement compared to BY 2022/2023
- DO & CO's DNA since 1981  
inspiration for innovation and unique customer experience for all divisions
- new set up of Demel with significant sales and margin improvements

ONYX  
LIVING

Aioli

DORCO  
&

GIACOMO  
MILANO

DORCO  
&  
HOME

HEDIARD  
PARIS

Henry  
the art of living

DEMEL  
K. & A. HOFZUCKERBÄCKER  
WIEN 1788

DORCO  
&  
HOTELS  
VIENNA  
MUNICH



4 Restaurants, Lounges & Hotels  
Status quo & Outlook

## DEMEL since 1786

- New concept successful
- Separation of shop and coffee house
  - ground floor :  
shop only and products to go
  - 2 floors :  
Demel Viennese coffee house
- size of shop doubled – significant sales and margin improvements
- Promising for the future
- Viennese Kaiserschmarrn still attracting many customers
- DEMEL goes New York | Manhattan in Q4 of current business year





4 Restaurants, Lounges & Hotels

## DO & CO Hotel and Restaurants in Vienna

### HAAS HAUS & ALBERTINA

- one of the most scenic locations of the city
- basis for the group's R & D and innovation activities
- benchmark for best quality and best hospitality experience





4 Restaurants, Lounges & Hotels

## DO & CO Hotel and Restaurants in Munich

- “a Luxury Boutique Hotel in the heart of Munich”
- two restaurants at the same location:
  - ground floor  
**DO & CO BISTRO**
  - first floor  
**DO & CO RESTAURANT**





4 Restaurants, Lounges & Hotels

## A wide range of additional activities all around the world

- **HÉDIARD** : prestigious French luxury food brand
- **HENRY** : premium, market fresh ingredients, always handmade
- **LOUNGES** : award-winning, trend setting Premium Lounges
- **AIRPORT HOSPITALITY** : increased traffic and passenger numbers show positive impact on sales



# Sustainability

# 5

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1 Company Overview

2 Airline Catering

3 International Event Catering

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**5 Sustainability**



5 Sustainability

In the financial year 2023/2024 we have advanced our sustainability initiatives and set the foundation for progress.

49%

OF STAFF  
LED BY  
WOMEN



OVER  
170 MILLION  
MEALS SERVED



ZERO WASTE  
TO LANDFILL

UK and  
Austria



2.8

MILLION  
MEALS  
DONATED\*



59 %

OF PRODUCE  
LOCALLY  
SOURCED



DATA  
PROTECTION  
BREACHES

0



CASES OF  
CORRUPTION

0



NEW PEOPLE  
EMPLOYED\*\*

> 3000



3

UNITS WITH  
ENVIRONMENTAL  
MANAGEMENT  
SYSTEMS  
in ISO14001 framework



SHARE IN  
RENEWABLE  
ELECTRICITY

DOUBLED



\* meal equivalents

\*\* including freelancers and agency workers

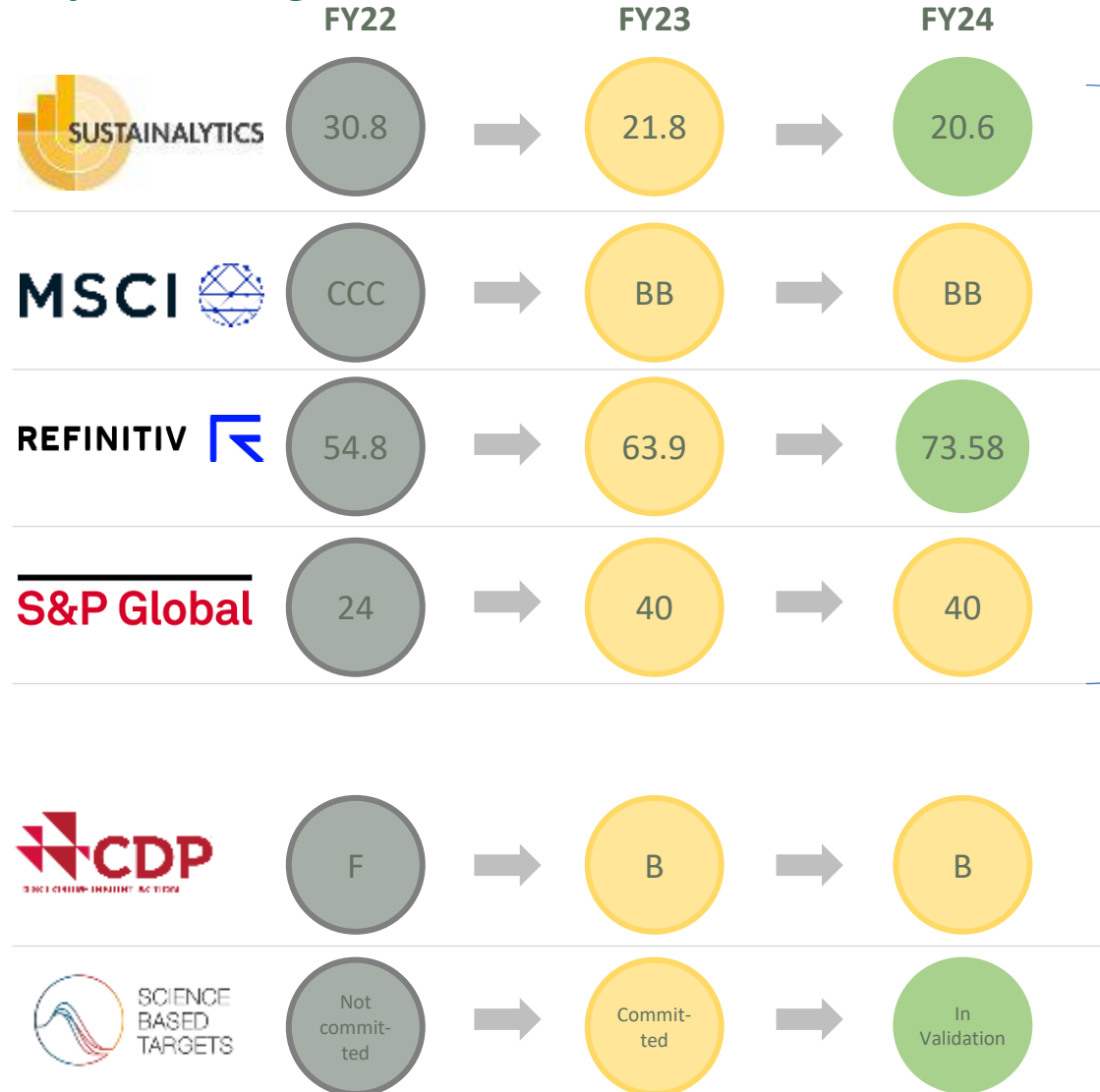


## ESG Rating

Significant upwards trajectory in DO & CO sustainability performance reflected in ESG ratings.

Now enhancing and focusing on those that add most value.

### Key ESG Ratings



Peer Group scoring

### Priority areas to develop to increase ratings

#### ENVIRONMENTAL and SOCIAL

- Monitoring and reporting of supply chain (**STRONGLY REQUIRED**)
- Environmental Management certifications (waste and energy monitoring)

#### GOVERNANCE

- Board Diversity

We're cutting waste, empowering our team, moving beyond fossil fuels, ensuring supply chain security, enhancing customer connections, and setting new standards in reporting and ratings.

## Q4 UPDATE

### WASTE REDUCTION



- **Food waste** baselining
- **Waste monitoring** software development

### DO & CO PEOPLE



- Regular **newsletter** on ESG topics

### EXIT FOSSIL FUELS



- Units in Austria, UK, Spain and Türkiye on **renewable electricity**
- **Energy Auditing** (EU sites)

### CREATE A SAFE SUPPLY CHAIN



- **F & B Supplier Audits** (Events and Airline)
- Supply Chain Software rollout in DE (**LKSG**)

### CUSTOMER RELATIONS



- **Tenders and Customer checks** incl. certificates
- **UEFA Sustainability Project**
- **Austrian Airlines:** *Just and Responsible Menus* & Waste monitoring
- **British Airways:** Waste reporting and Single Use Packaging

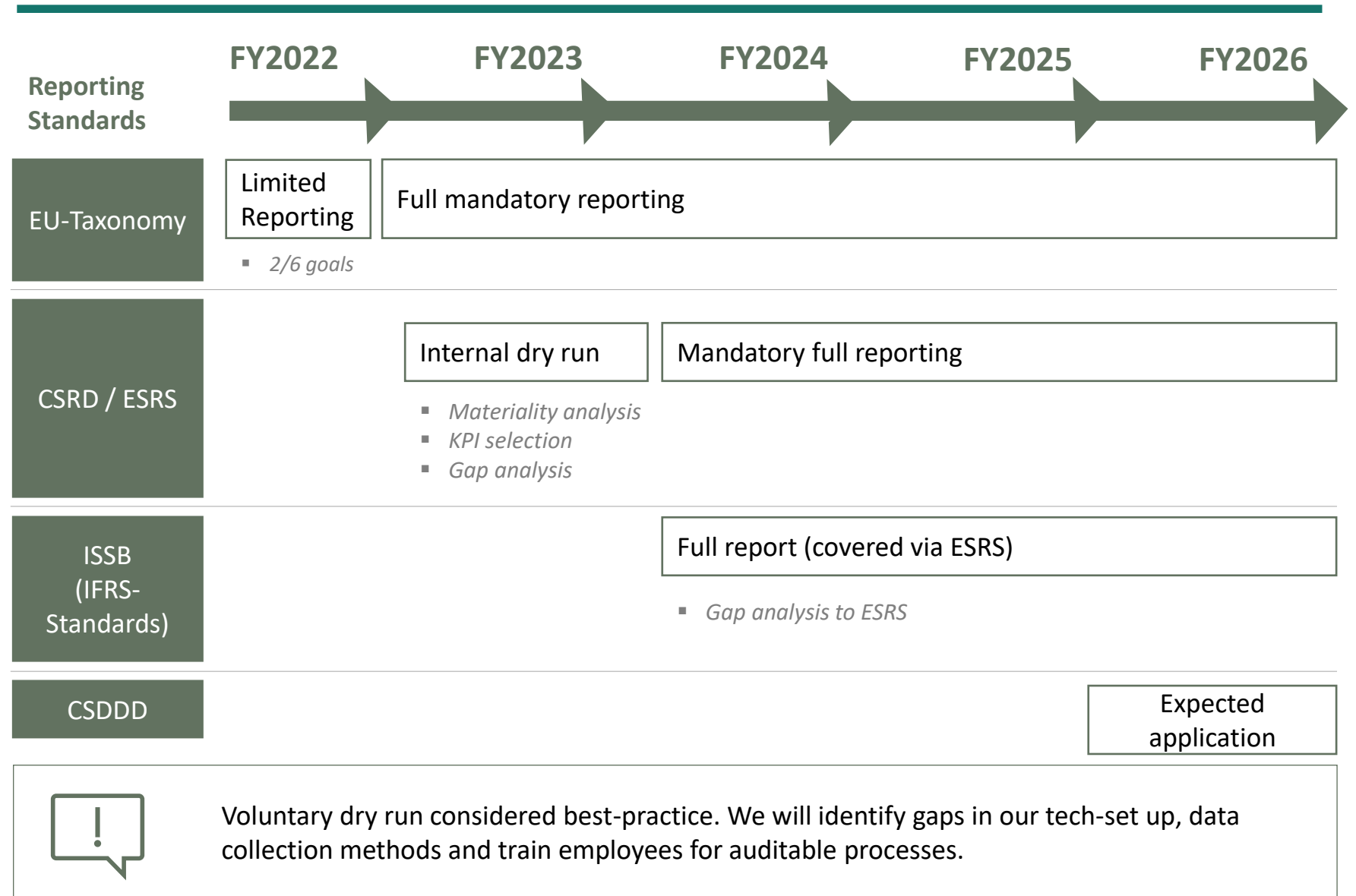
### REPORTING AND RATINGS



- **Sustainability Report** (NADIVEG) with consultation by Deloitte and approval by KPMG
- Substantial steps taken in implementing **the new CSRD regulations** to ensure compliance in our reporting for the upcoming financial year

## 5 Sustainability

Parallel to driving our sustainability initiatives, we also manage new mandatory reporting requirements.



# Contact Details

## Investor Relations

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