

TACO BELL GOOD NEIGHBOUR'S GUIDE

Supporting your Local Community

Introduction

Taco Bell has been a vibrant part of local communities across the UK since 2008. We know that our success is dependent upon ensuring that we benefit every community where we work. This is our way of explaining the contribution our restaurants make to your community.

Taco Bell is all about great food, great teams and great partnerships that help us to respond to local community needs and have a positive impact on the local economy. We hope you are pleasantly surprised by much that you read, we're extremely proud of our contribution to date and we're committed to doing even more.

This commitment starts with being open and transparent about the contribution we make to local communities. Through local engagement we have identified five areas that we know are important to every community. This is our way of de-mystifying what happens inside Taco Bell, our way of giving you the facts and our way of sharing some of the incredible things that we do that can make a huge difference to local communities and local people.

- By creating meaningful careers and recognised training for local people
- By contributing to the local community
- By running sites responsibly
- By taking our responsibilities on food and nutrition seriously
- By reducing our environmental impact

As you read through the guide we will outline the work that we're doing against each of the five areas and outline the commitments we will make to every community. We are making public commitments, so that you can be confident about our approach, confident about our contribution, confident that we are a good neighbour and clear on how Taco Bell supports local communities.





How does Taco Bell support local communities?

By creating meaningful careers and recognised training for local people

When Taco Bell comes to town we create 25-30 employment opportunities for local people backed and supported by training and development.

We're a big business, with a local feel. We offer flexible working patterns that our employees value. Circa 65% of our teams are young adults looking for an opportunity to step into the world of work and our core strength lies in providing the training and development that will be valuable to their futures. Many people have big careers with us, but if they choose to move on we know they'll have learnt valuable transferable skills.

- We look to promote internally and anticipate 80% of our vacancies are filled internally.
- Recruits can step into management positions within 12 weeks of joining
- Circa. 65% of the roles we create will be part time, catering for school leavers, students and parents
- We offer sales incentives schemes to all our team members and team leaders so they can share in the success of the restaurant
- We have introduced a well-being programme across our entire business

How does Taco Bell benefit local communities?

By contributing to the local Community

We contribute to your community in many ways; one of which is through developing new restaurants. We have regenerated local shops, derelict buildings and brought empty sites back to life. When we open a Taco Bell, we use 250 plus construction workers and make an investment of between £500k and £1.2 million.

Sometimes we start from scratch and build new sustainable restaurants, but we also restore old buildings and because we're flexible in our design and approach we can retain features to ensure the restaurant fits comfortably in its local surroundings.



How does Taco Bell benefit local communities?

By running sites responsibly

We make a positive impact on the communities where we work by making a substantial local investment in designing, constructing and maintaining a modern, efficient, clean and environmentally responsible restaurant. All our building contractors must be members of the Considerate Constructors Scheme, which is designed to ensure construction sites are thoughtful towards their neighbours.

Design

Each of our restaurants is designed and built to fit into the local area and meet local planning requirements: Our buildings are not a modular or pre-fabricated design and therefore we can have a flexible approach / design to meet local requirements and sensitivities. Typically, the exterior appearance of our buildings can be altered to suit the local street scene identity.

Traffic

We want our sites to be safe for our customers and staff so each site is designed and developed following a traffic assessment: In terms of traffic; Taco Bell is at its busiest between 5pm - 7:30pm in the evening, which mirrors road peak hours. Analysis shows that 70% of visits to Taco Bell restaurants are 'linked trips' where families are visiting nearby shops, leisure facilities or returning from employment.

The size and layout of our car parks are designed to ensure that they are both safe and easy to use for the public and avoid any adverse impact on the highway network and our neighbours.

Servicing

The vast majority of our deliveries are scheduled outside of peak trading times. We have reduced the number of deliveries to our restaurants, amalgamating some of our separate deliveries, typically meaning only 3 deliveries a week, all from one vehicle.

Noise & Odours

We use innovative designs in our extraction systems to limit odour from our restaurants. Most of our new restaurants hold their 'refuse' in a closed yard which are locked and emptied regularly. Mechanical plant is generally located within a



closed yard, where noise levels are designed within world health organisation guidelines. Our extractors are turned off when our restaurants close, to minimise disturbance.

Safer communities

We work with local partners such as safer neighbourhood teams & other local businesses to develop joined up action plans. Our restaurant teams are trained in conflict management to resolve issues. We evaluate every site to understand local risks prior to design and put appropriate measures in place where required. We work closely with the planning and police authorities and incorporate secure by design guidance.

Litter

We recognise the impact of litter on local communities and have a clear responsibility to minimise litter in and around our restaurants. Every restaurant has a litter-picking programme to keep the local area clean. Our staff conduct up to 4 litter patrols each day; surrounding the restaurant and up to a 100m radius.

- We work with a waste management company to recycle litter and food waste
- We provide a minimum of 4 litter bins per site and encourage our customers to dispose of their litter responsibly
- We also work in partnership locally and supporting initiatives to prevent litter in the community such as sponsored litter bins, fixed penalty schemes and support groups like love where you live

