

Our progress highlights

At McDonald's, when we say "billions served," we're not just talking about burgers. We're talking about serving our communities, customers, crew, farmers, franchisees and suppliers. Because here, at McDonald's, we know there's a difference between being in a community and being part of one.



That's why we are prioritizing our role and commitments in the tens of thousands of communities we operate in. We're also speaking up about our impact on the communities we have been serving for more than 65 years, and how we plan to feed and foster the future of those communities over the next 65 years.

Further details about McDonald's definitions, goals and progress can be found at corporate.mcdonalds.com/corpmcd/our-purpose-and-impact.html.

Our planet

Emissions reduction

McDonald's was the first global restaurant company to set a science-based target to **reduce greenhouse gas emissions** in our restaurants and offices, and across our supply chain by 2030.

Between 2015 and 2019, we reduced absolute emissions from our restaurants and offices by nearly **4%** and the emissions intensity of our supply chain by about **1%**. This means we are over **10%** of the way to our **36%** reduction target for restaurants and offices and nearly **3%** of the way toward our **31%** emissions intensity reduction target for our supply chain.

Renewable energy & restaurant efficiency

Our net zero energy-designed restaurant, in Orlando, Florida, unveiled in 2020 (pictured), can create enough renewable energy on-site to cover **100% of its own energy** needs on a net annual basis.

In Europe, many of our markets continue to source at or close to **100% renewable energy** for restaurant operations, and, once online in the U.S., McDonald's portion of two new renewable energy projects will help to prevent approximately **700,000 metric tons of CO₂e** emissions each year – estimated to be equivalent to over 2,500 restaurants' worth of electricity.

Packaging

As of 2019, we are approximately **78%** of the way toward our goal to source all guest packaging from **renewable, recycled or certified sources** by 2025.* In 18 of our largest markets, we also offer customers the opportunity to recycle guest packaging in over **20%** of McDonald's restaurants; globally we estimate this is 10%.

* Inclusive of centrally sourced guest packaging and Happy Meal toy packaging.



Forests

We're working to eliminate deforestation from our global supply chains by 2030, starting in 2020 with five raw materials that we buy in the greatest volume and where we can have the biggest impact. In 2019...

- **92%** of our beef
- **71%** of soy sourced for chicken feed
- **100%** of our palm oil
- **96%** of our coffee and
- **93%** of fiber used in our primary fiber-based guest packaging

...supported deforestation-free supply chains.



Food quality & sourcing

Beef

Since co-founding the Global Roundtable on Sustainable Beef in 2011, we've helped set up national and regional multi-stakeholder platforms. Working with farmers and suppliers, we've **supported the development of tools and programs** to help measure and drive adoption of sustainable practices – from an online environmental footprint calculator used by **20,000 farmers in France** to partnering on a project that will support farmers in Nebraska to adopt soil health practices that help mitigate climate change, while also improving the resiliency of their land. After five years, the project is expected to sequester **150,000 metric tons** of carbon, equivalent to removing 32,000 cars from the road in one year.



Chicken welfare

We are taking an **outcomes-based approach** to improving broiler welfare, which includes setting and driving toward progressive targets for key welfare measures and incorporating on-farm welfare enrichments that promote natural behavior. In 2018, we formed an independent **Global Chicken Sustainability Advisory Council** of diverse experts and, in 2019, we launched a **\$4 million** fund with the Foundation for Food and Agriculture Research (FFAR) to drive the development of innovative on-farm welfare monitoring technology.



Fish

In 2019, **99%** of the fish sourced for our Filet-O-Fish came from sustainably managed wild-caught fisheries, assessed and verified annually against the **McDonald's Sustainable Fisheries Standard** by the Sustainable Fisheries Partnership.



Coffee

Globally, as of 2019, **75%** of our ground and whole bean coffee was sustainably sourced. **100%** of the ground and whole bean coffee in McDonald's U.S. restaurants* is sustainably sourced, and our restaurants in Europe, New Zealand and Australia all serve coffee from farms that are **Rainforest Alliance, UTZ or Fairtrade Certified**.

* Except Hawaii, which sources locally and will be meeting the goal in 2020.



Happy Meals

Across our 20 major markets,* half of all beverages sold in Happy Meals were water, milk or juice in 2019, and **over 2.5 billion Happy Meal items** sold since 2018 **contained fruits, vegetables, low-fat dairy, water, lean protein or whole grains**.

* U.S., Canada, Brazil, Argentina, U.K., France, Germany, Austria, Spain, Netherlands, Italy, Poland, Sweden, Switzerland, Russia, Hong Kong, China, Japan, Taiwan and Australia.



Community connection



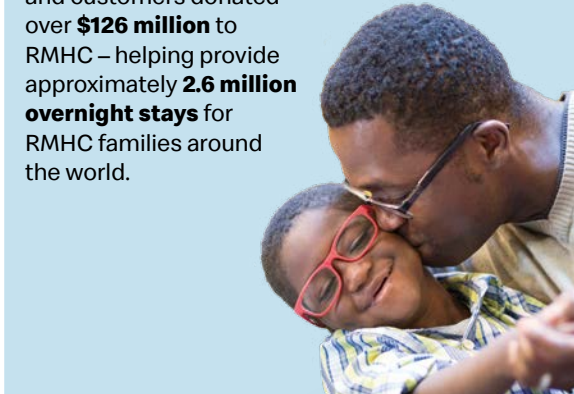
Connecting with communities in times of need

Together with our franchisees, McDonald's has been supporting communities around the world during the COVID-19 pandemic. For example:

- Nearly **300,000** meals served to people in need through our Kindness Kitchens in the Philippines.
- More than **71,000** Power Packs delivered in Poland with free meals for healthcare and frontline workers.
- **12 million** free Thank You Meals to healthcare workers and first responders in the U.S.

Ronald McDonald House Charities® (RMHC®)

McDonald's franchisees, suppliers, employees and customers have supported RMHC since the charity was founded over 40 years ago. In 2019, McDonald's, our franchisees and customers donated over **\$126 million** to RMHC – helping provide approximately **2.6 million overnight stays** for RMHC families around the world.

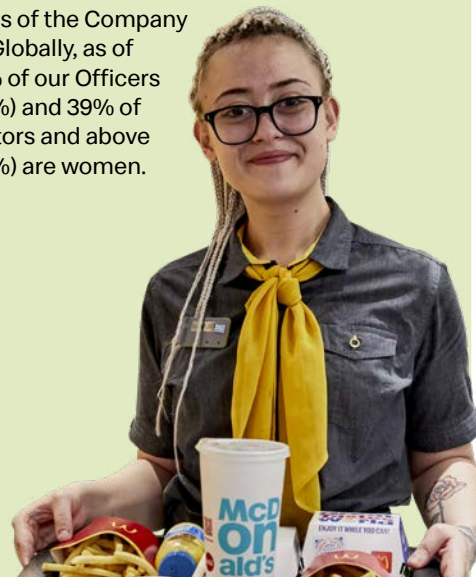


Jobs, inclusion & empowerment



Gender balance

In 2019, we signed the **UN Women's Empowerment Principles** and launched our new global **Better Together: Gender Balance & Diversity strategy** to improve the representation of women at all levels of the Company by 2023. Globally, as of 2019, 28% of our Officers (2018: 26%) and 39% of our Directors and above (2018: 38%) are women.



Education & skills

Our Youth Opportunity initiative aims to reduce barriers to employment for **2 million young people by 2025**. Since 2018, we estimate more than **850,000** young people have taken part in training programs and/or have been hired in McDonald's restaurants in participating markets.

Fostering safe and respectful workplaces

In 2019, we rolled out **human rights training** for all Company employees across the world. We also launched a program to support Company-owned restaurant employees in the U.S. with **training and resources** on topics including sexual harassment and bullying, and we have shared these resources with our franchisees as well.



Some images in this report were taken before the outbreak of coronavirus (COVID-19) and do not necessarily reflect current safety measures. McDonald's continues to proactively make changes to restaurant operations and office settings based on the expert guidance of health authorities.