



# 2024 Chick-fil-A® Global Impact Report

**Serving others is at the heart of who we are**



## 2024 Chick-fil-A Global Impact Report

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This report highlights acts of service for people and communities served by local Chick-fil-A Owner-Operators, Restaurant Team Members, Chick-fil-A, Inc. Support Center Staff and Subsidiary Staff, as well as the related overall 2024 collective impact on people, communities and our planet.

- Financial information is presented in U.S. dollars.
- Visit [chick-fil-a.com](https://chick-fil-a.com) for more information.



# A message from our CEO

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“Across the Chick-fil-A brand, we share a commitment to having a positive influence throughout the local communities we serve. Our 2024 Global Impact Report is a tangible expression of how this comes to life. I’m grateful to everyone in the Chick-fil-A community who made this impact possible and to the Guests who Chick-fil-A restaurants have had the opportunity to serve. It is always our pleasure, and you have my sincere appreciation.”

– CHICK-FIL-A CEO ANDREW T. CATHY

# 2024 Highlights

Local Chick-fil-A Owner-Operators, Restaurant Team Members and Chick-fil-A, Inc. Support Center Staff and Subsidiary Staff work together to:



Positively impact others



Enhance the neighborhoods Chick-fil-A restaurants call home



Build responsible local businesses

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## 2024 Highlights

### Caring for people

- **\$26.4 million** – Scholarship funding awarded to over 14,000 Restaurant Team Members, including the first \$25,000 scholarship given in Canada
- **1** – Financial literacy program – Breadbox™ by Junior Achievement® – launched to help Restaurant Team Members with budgeting, financial planning and more

### Caring through food

- **9.9 million** – Meals created from surplus food donated through the Chick-fil-A Shared Table® program
- **2 million** – Meals packed by local Owner-Operators, Chick-fil-A, Inc. Support Center Staff and Subsidiary Staff and family members in less than two hours at Chick-fil-A's annual conference in partnership with [U.S. Hunger](#) and Convoy of Hope

### Caring for communities

- **\$6 million** – Record-breaking amount awarded to local nonprofits through the True Inspiration Awards® grant program
- **500,000** – Hours of community service completed by Chick-fil-A Leader Academy™ students during the 2024-2025 school year

### Caring for the planet

- **19 million** – Pounds of food waste diverted from landfills, helping Chick-fil-A surpass its 2025 goal to divert more than 25 million pounds of food waste from landfills ahead of schedule
- **85%** – Chick-fil-A restaurants converting used cooking oil into the manufacture of renewable diesel fuel with DAR PRO Solutions

# About Chick-fil-A

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“We should be about more than just selling chicken. We should be a part of our customers’ lives and the communities in which we serve.”

– S. TRUETT CATHY, FOUNDER

## At-a-glance

1967

S. Truett Cathy founded Chick-fil-A with an unwavering commitment to serving local communities.

### Core values

- We’re here to serve.
- We’re better together.
- We are purpose driven.
- We pursue what’s next.

### Local business owners

Chick-fil-A Owner-Operators at more than 3,000 Restaurants have the opportunity to invest in the advancement of their Restaurant Team Members. Together, they may choose to serve and give back in their local neighborhoods.

### Corporate Purpose

To glorify God by being a faithful steward of all that is entrusted to us. To have a positive influence on all who come in contact with Chick-fil-A.



### 2024 in review across the globe

**2.2B**

guests served

**162**

new restaurants opened

**524M**

chicken sandwiches prepared\*

**146**

new local Owner-Operators welcomed

**5 years**

celebrating Chick-fil-A Supply

\*Includes Original Chick-fil-A® Chicken Sandwich, Chick-fil-A® Deluxe Sandwich, Spicy Sandwich and Spicy Deluxe Sandwich sales in the U.S., Puerto Rico and Canada

## Thank you for supporting our efforts



**IMPACT Corporate Innovative Project of the Year** for two million meal packaging event recognized by Corporate Volunteer Council of Atlanta



**American Customer Satisfaction Index:** Ranked #1 fast-food restaurant brand in customer satisfaction for 10 years (2024)<sup>1</sup>



**Fast Company Best Workplaces for Innovators** #1 in food and agriculture



QSR Best Brands to Work For

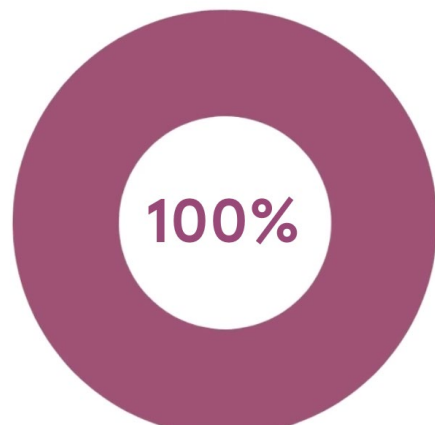
## Creating global impact

Chick-fil-A restaurants can add positive impact to local communities beyond profit, including giving back to neighborhoods and advancing opportunities for others. To demonstrate the brand’s commitment, we’ve established 2025 goals and track cumulative efforts across Chick-fil-A restaurants, Chick-fil-A, Inc. and subsidiaries since 2020.

**Caring for people by cultivating a positive work environment where people feel known and cared for**

**Goal:** Impact more than 50,000 Restaurant Team Member lives through educational opportunities

**100% complete,** 54,000+ Restaurant Team Members impacted



**Caring for communities by strengthening the cities and neighborhoods we serve**

**Goal:** Provide more than 3 million people with resources that support economic mobility

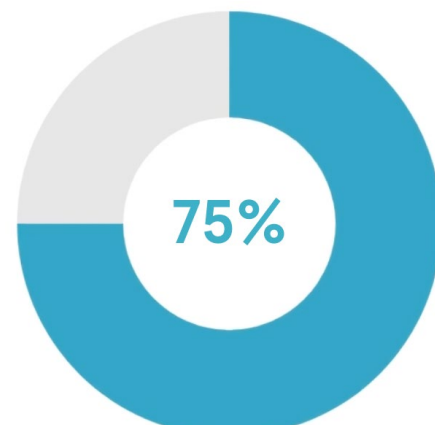
**100% complete,** 3.2 million people impacted



**Caring for others through food by serving great food people can feel good about**

**Goal:** Provide 200 million meals to local communities

**75% complete,** 150 million meals provided



**Caring for the planet by acting as good stewards of the planet we share**

**Goal:** Divert 25 million pounds of Restaurant food waste from landfills

**100% complete,** 59.4 million pounds diverted



## Our focus

Feedback and perspectives from internal and external stakeholders help us prioritize opportunities to make an impact in our four key focus areas of caring for people, caring for communities, caring through our food, and caring for our planet. Top priorities identified through a materiality assessment include food safety and quality, talent attraction and development, ethical and transparent business practices, and more.

Through our efforts, we’re also contributing to the following [United Nations Sustainable Development Goals](#) that address the most urgent problems facing our world today:



We will continue to thoughtfully consider these priorities and regularly report on our progress.

## Leading our commitments

Chick-fil-A, Inc.’s Vice President of Global Impact oversees Chick-fil-A’s corporate social responsibility and impact efforts, ultimately reporting to the Chick-fil-A, Inc. Executive Team. The Vice President of Global Impact is supported by a cross-functional team of leaders who help shape our strategy, working closely with local Owner-Operators, Restaurant Team Members, Support Center Staff, Chick-fil-A, Inc. subsidiaries, suppliers, community partners and others to help us fulfill our commitments.



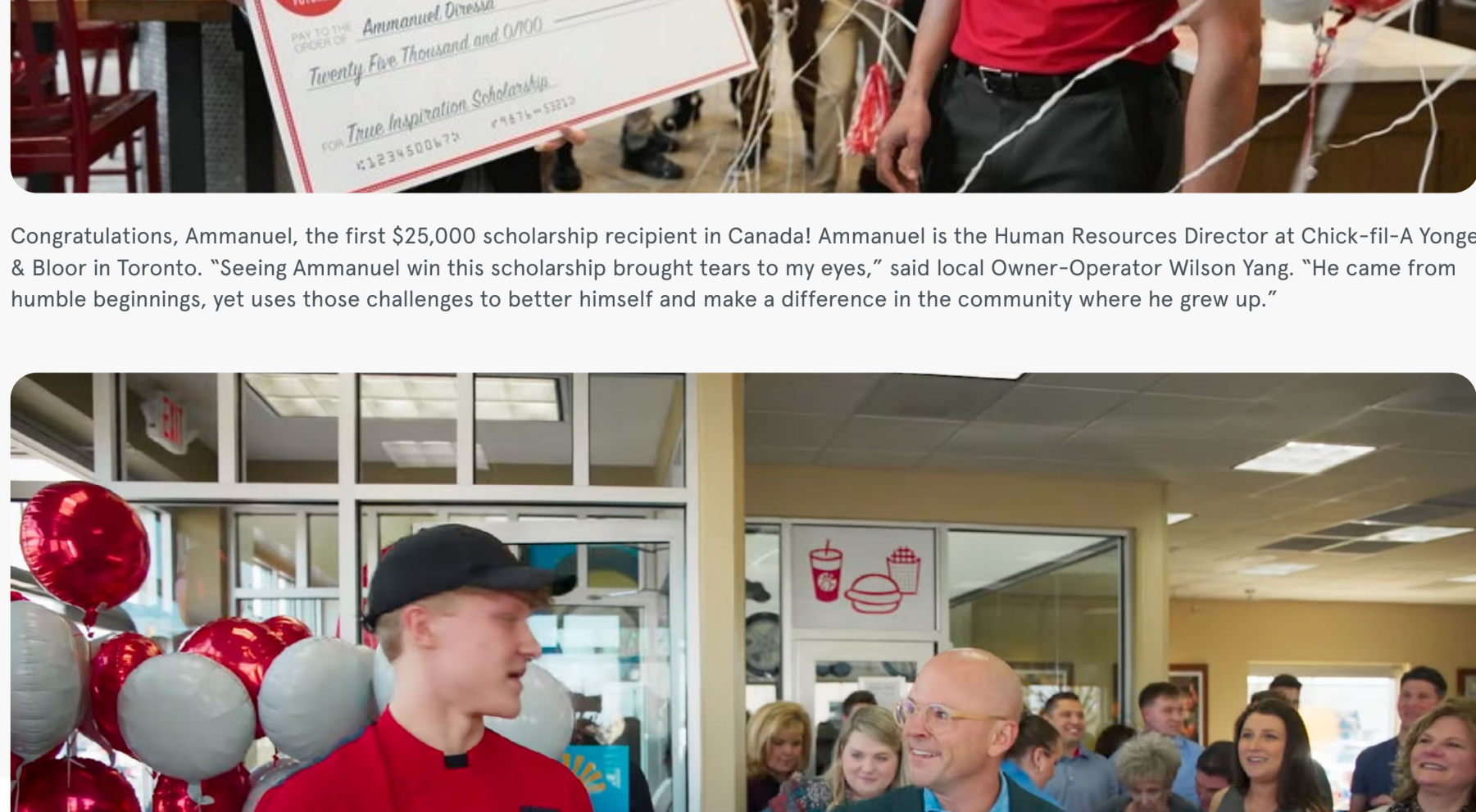
**Cultivating a positive work environment where people feel known and cared for**

 <p><b>100%</b></p>	<p><b>2025 goal</b></p> <p>Goal: Impact more than 50,000 Restaurant Team Member lives through educational opportunities</p> <p><b>100% complete</b>, 54,000+ Restaurant Team Members impacted</p>	<p><b>2024 highlights</b></p> <p><b>\$26.4 million</b> – Scholarship Funding awarded to over 14,000 Restaurant Team Members, including the first \$25,000 scholarship given in Canada</p> <p><b>1</b> – Financial literacy program, BREADBOX™ by Junior Achievement, launched to help Restaurant Team Members with budgeting, financial planning and more</p>
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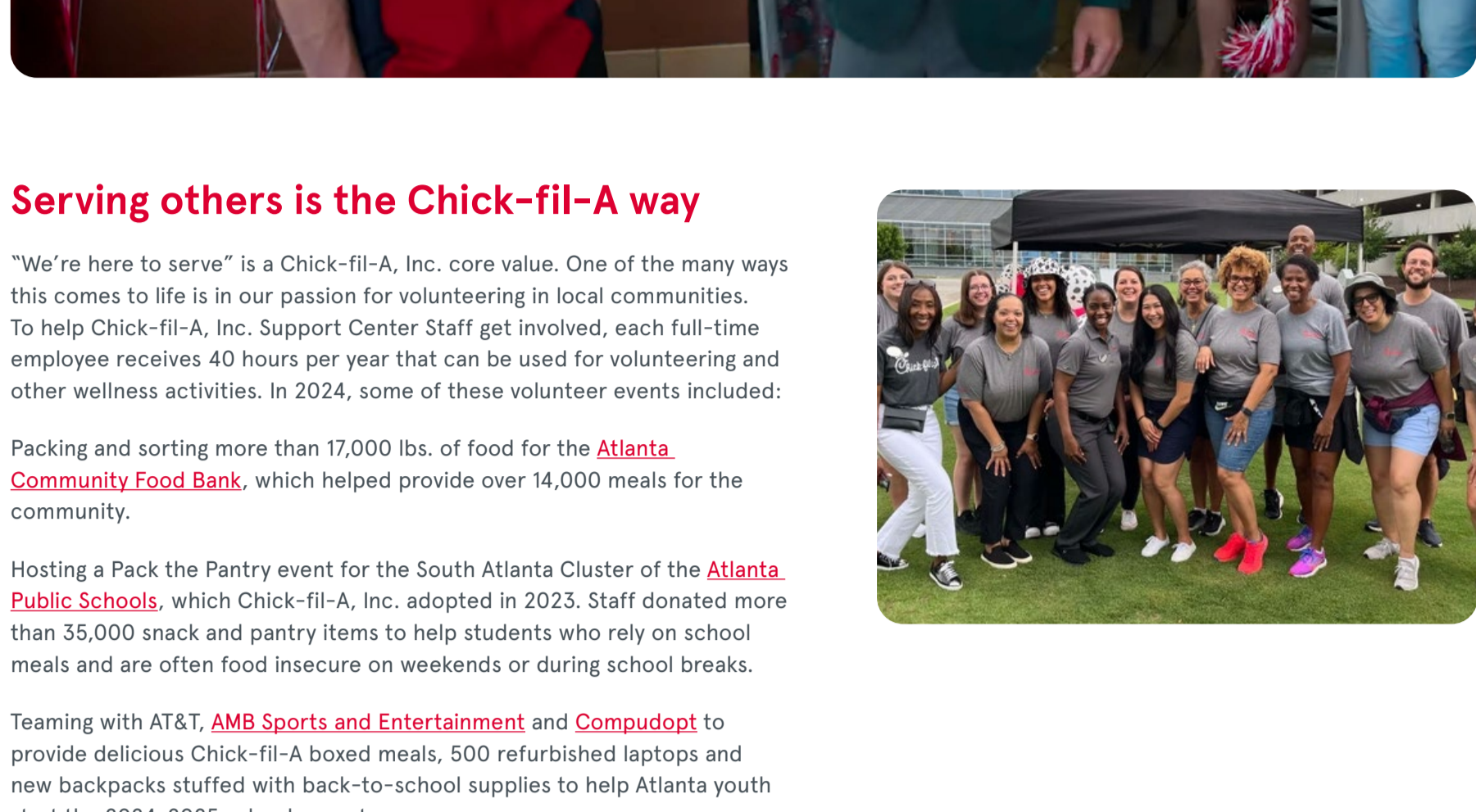
**It all started with a mayonnaise jar and some spare change**

When Eddie White was in high school, he had a part-time job at the Dwarf Grill, the precursor to today's Chick-fil-A® restaurants. Eddie was awarded a partial college scholarship, but couldn't accept it because of his obligation to help support his family. In response, S. Truett Cathy and his coworkers labeled a mayonnaise jar with Eddie's name and placed it on the counter to solicit Guest donations, and Truett later covered the rest of Eddie's tuition. This inspired the creation of the [Chick-fil-A Remarkable Futures™ Scholarship Initiative](#).

In 2024, more than 14,000 Chick-fil-A restaurant Team Members received Remarkable Futures scholarships of \$1,000 - \$2,500 and 14 Team Members received \$25,000 scholarships presented in person by Chick-fil-A, Inc. CEO Andrew T. Cathy, Truett's grandson. Throughout the history of Scholarship giving at Chick-fil-A, Inc., more than 105,000 Team Members have received over \$191 million in scholarships from an idea that began with a mayonnaise jar and some spare change.



Congratulations, Ammanuel, the first \$25,000 scholarship recipient in Canada! Ammanuel is the Human Resources Director at Chick-fil-A Yonge & Bloor in Toronto. "Seeing Ammanuel win this scholarship brought tears to my eyes," said local Owner-Operator Wilson Yang. "He came from humble beginnings, yet uses those challenges to better himself and make a difference in the community where he grew up."



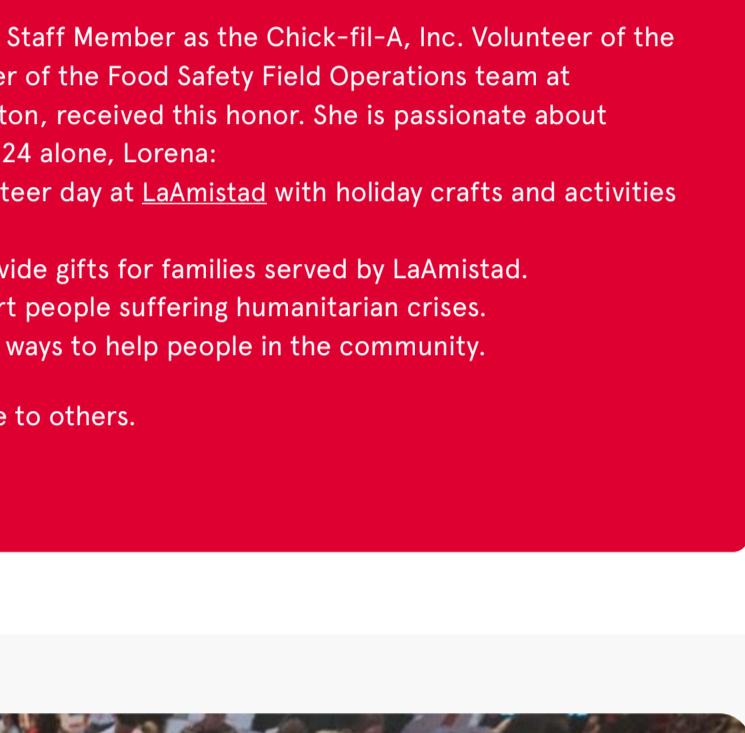
**Serving others is the Chick-fil-A way**

"We're here to serve" is a Chick-fil-A, Inc. core value. One of the many ways this comes to life is in our passion for volunteering in local communities. To help Chick-fil-A, Inc. Support Center Staff get involved, each full-time employee receives 40 hours per year that can be used for volunteering and other wellness activities. In 2024, some of these volunteer events included:

Packing and sorting more than 17,000 lbs. of food for the [Atlanta Community Food Bank](#), which helped provide over 14,000 meals for the community.

Hosting a Pack the Pantry event for the South Atlanta Cluster of the [Atlanta Public Schools](#), which Chick-fil-A, Inc. adopted in 2023. Staff donated more than 35,000 snack and pantry items to help students who rely on school meals and are often food insecure on weekends or during school breaks.

Teaming with AT&T, [AMB Sports and Entertainment](#) and [Campusdot](#) to provide delicious Chick-fil-A boxed meals, 500 refurbished laptops and new backpacks stuffed with back-to-school supplies to help Atlanta youth start the 2024-2025 school year strong.



Kudos to the more than 3,600 Team Members and Owner-Operators in Baltimore, Denver, Houston, Louisville and San Francisco who participated in ENGAGE events in their cities. These Chick-fil-A colleagues collectively packed over 35,100 meal kits, each with a breakfast, lunch, two dinners and a snack. Local food banks quickly shared the meal kits with neighbors in need.



Every year, attorneys across Georgia compete in the Georgia Legal Food Frenzy fundraising competition to see which group can raise the most money for the Feeding® Georgia statewide network of foodbanks. In 2024, the Chick-fil-A, Inc. Legal Department won the Corporate In-House Counsel Category, raising \$13,153, which was matched by Chick-fil-A, Inc. for a total of \$26,306. Congratulations!



**The best of both worlds**

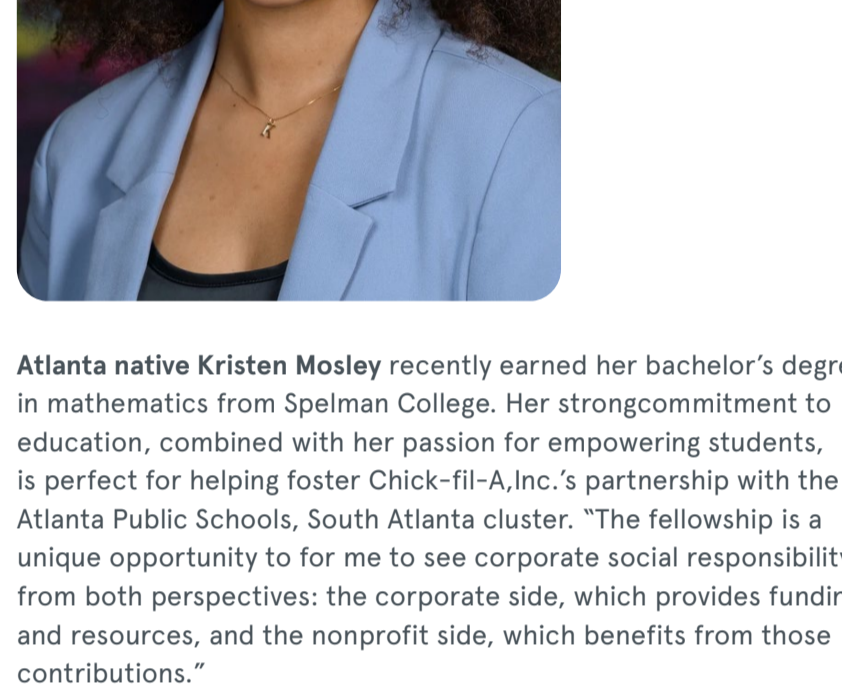
Imagine twice the career experience in just one year. That's what the Chick-fil-A, Corporate Social Responsibility (CSR) Fellows Program provides for recent college graduates. The program integrates high-level CSR experience with professional development. For one full year, recent college graduates are paid to support nonprofit organizations, while learning from senior leaders at Chick-fil-A, Inc.

**Growing the leaders who help grow the Chick-fil-A business**

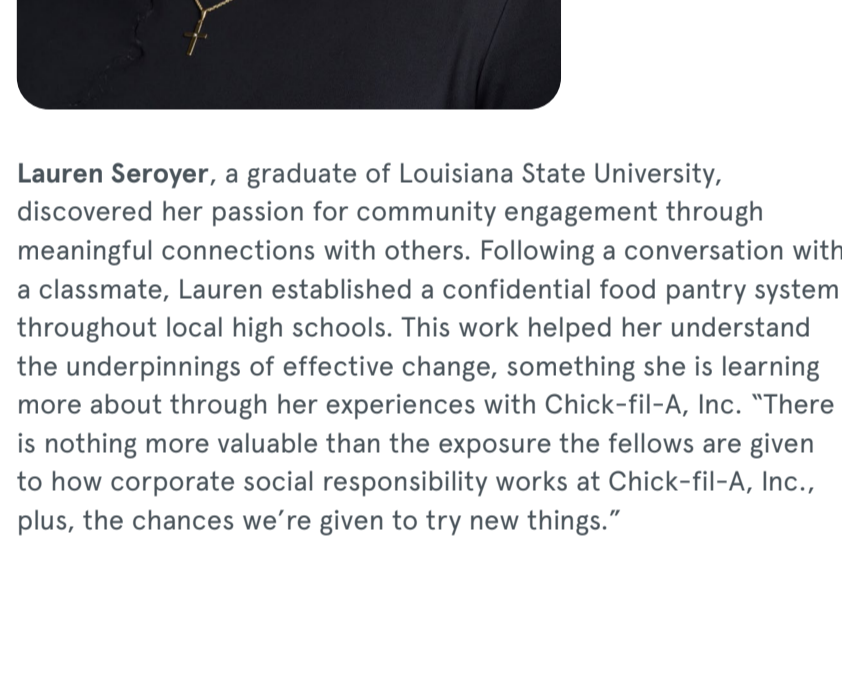
As Chick-fil-A continues to expand across the U.S. and Puerto Rico, Canada and now in the United Kingdom, recruiting, hiring and training is a top priority. One of the ways we do so is through the Chick-fil-A, Inc. Leadership Development (LDP) program, which provides participants hands-on experiences and exposure to Restaurant business realities, helping them grow, innovate and lead with confidence, agility and influence. Over 2-3 years, program participants navigate real-world leadership and business challenges while traveling on the road full-time to serve Restaurants across the Chick-fil-A chain.

Similarly, the Chick-fil-A, Inc. Talent Development Program (TDP) is a 36-month opportunity that prepares high-potential leaders who champion operational excellence to impact Chick-fil-A while advancing their careers through exposure, experience and growth. We introduce participants to real-world experiences, business challenges and cross-functional collaboration throughout the organization.

To learn more about how these programs help participants reach their full potential, visit our [careers website](#).



Atlanta native **Kristen Mosley** recently earned her bachelor's degree in mathematics from Spelman College. Her strong commitment to education, combined with her passion for empowering students, is perfect for helping foster Chick-fil-A, Inc.'s partnership with the Atlanta Public Schools, South Atlanta cluster. "The fellowship is a unique opportunity for me to see corporate social responsibility from both perspectives: the corporate side, which provides funding and resources, and the nonprofit side, which benefits from those contributions."



**Lauren Seroyer**, a graduate of Louisiana State University, discovered her passion for community engagement through meaningful connections with others. Following a conversation with a classmate, Lauren established a confidential food pantry system throughout local high schools. This work helped her understand the underpinnings of effective change, something she's learning more about through her experiences with Chick-fil-A, Inc. "There is nothing more valuable than the exposure the fellows are given to how corporate social responsibility works at Chick-fil-A, Inc., plus, the chances we're given to try new things."

**Taking good care of Team Members**

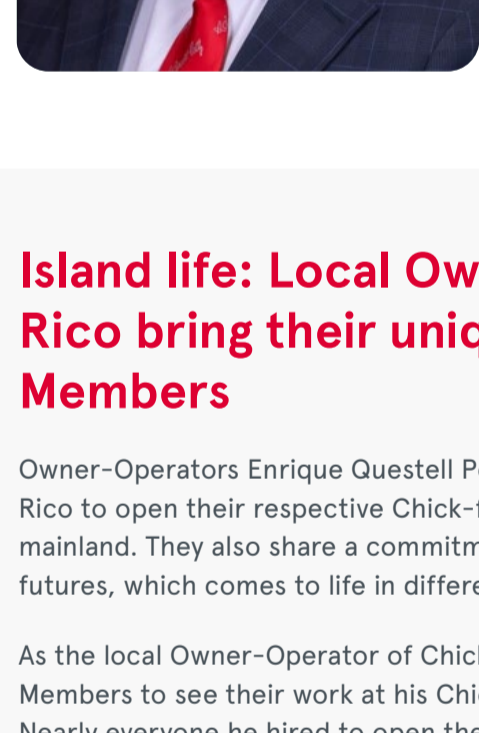


Team Members make a tremendous difference in Chick-fil-A restaurants. In addition to preparing delicious meals, they remind every Guest that it is "our pleasure" to serve. Team Members help Restaurants succeed in so many ways and, in turn, local Owner-Operators can help them achieve their goals. In 2024, we introduced two new programs with this aim in mind:

- Breadbox™ by Junior Achievement:** Restaurant Team Members have access to an online platform with educational resources to help develop healthy money habits and achieve their long-term financial goals.
- New Discussions about Team Member Appreciation:** The new Discussions scripted panel discussion on Team Member appreciation is one way they share ideas for how to engage and show appreciation for Team Members. Some recent favorites are sending gifts to Team Members and planning a road trip to the Chick-fil-A, Inc. Support Center: Buffington for a [Backstage Tour](#).

Chick-fil-A restaurants also work with the [National Restaurant Association Educational Foundation](#) to offer opportunities to those interested in building long-term careers in the industry through programs like ProStart, Restaurant Ready and the Youth Registered Apprenticeship.

**Spreading Care in Canada**



Toronto is one of the most diverse cities in the world. Take the 70-person team at Chick-fil-A Toronto Eaton Centre for example; they come from 14 countries and speak 14 languages.

"Language is not a criterion or a barrier to working at our Restaurant," says local Owner-Operator Talal Chaudhry. "We hire people who are a cultural fit, who care for others. We must care for each other like we care for our Guests, because we can't have one without the other."

Talal is always the best-in-class job opportunity for Team Members from creating a feeling of belonging. He wants them to feel like Chick-fil-A is their home away from home. From focusing on safety first to paying above minimum wage, to hosting quarterly outings for his team, Talal envisions a high-performing environment that helps Team Members use their time at the Restaurant to propel them toward their ultimate personal goals.

"We check in with everyone regularly to understand where they are headed. We take time to discover their path and show we care. Together, we're always learning to be our very best," Talal says.

**Island life: Local Owner-Operators in Puerto Rico bring their unique brand of care to Team Members**

Owner-Operators Enrique Questell Pereira and Mingo Burgos returned home to Puerto Rico to open their respective Chick-fil-A restaurants after successful careers on the U.S. mainland. They also share a commitment to helping Team Members create successful futures, which comes to life in different ways.

As the local Owner-Operator of Chick-fil-A La Rambla in Ponce, Enrique wants his Team Members to see their work at his Chick-fil-A restaurant as a platform to learn and grow. Nearly everyone he hired to open the Restaurant in June 2024 is still with the team seven months later. "We're building a culture of care that celebrates our Team Members and their achievements. Already we've had two team-building activities, so people get to know each other and want to work together," Enrique said.

Enrique and his wife, Glorimar, who serves as the Restaurant's marketing director, extend this culture of care to the community. They have identified three pillars of community involvement: functional diversity (inspired by their daughter Gianna who was born with Down Syndrome), health care and education. For some Team Members, this has been their first introduction to acts of service, and they have expressed appreciation for the opportunity to become engaged locally.

Nearby at Chick-fil-A Reina del Sur, local Owner-Operator Mingo Burgos lives by his motto of "creating opportunities and changing lives." To him, this means helping prepare Team Members for life while they work at his Chick-fil-A restaurant by:

- Offering paid time off to full- and part-time Team Members
- Giving \$25 gift cards to those who achieve 3.5 or higher grade point averages
- Hosting quarterly lunches catered by other Restaurants on the island to strengthen local collaborations

Helping sessions on everyday life skills, like changing tires and **replacing the oil in a car**

• Holding Mingo is perhaps most excited about it is the financial planning sessions he and his accountant hold for Team Members, so they understand how to open a savings account, manage a credit card, secure a car loan and other valuable life skills.



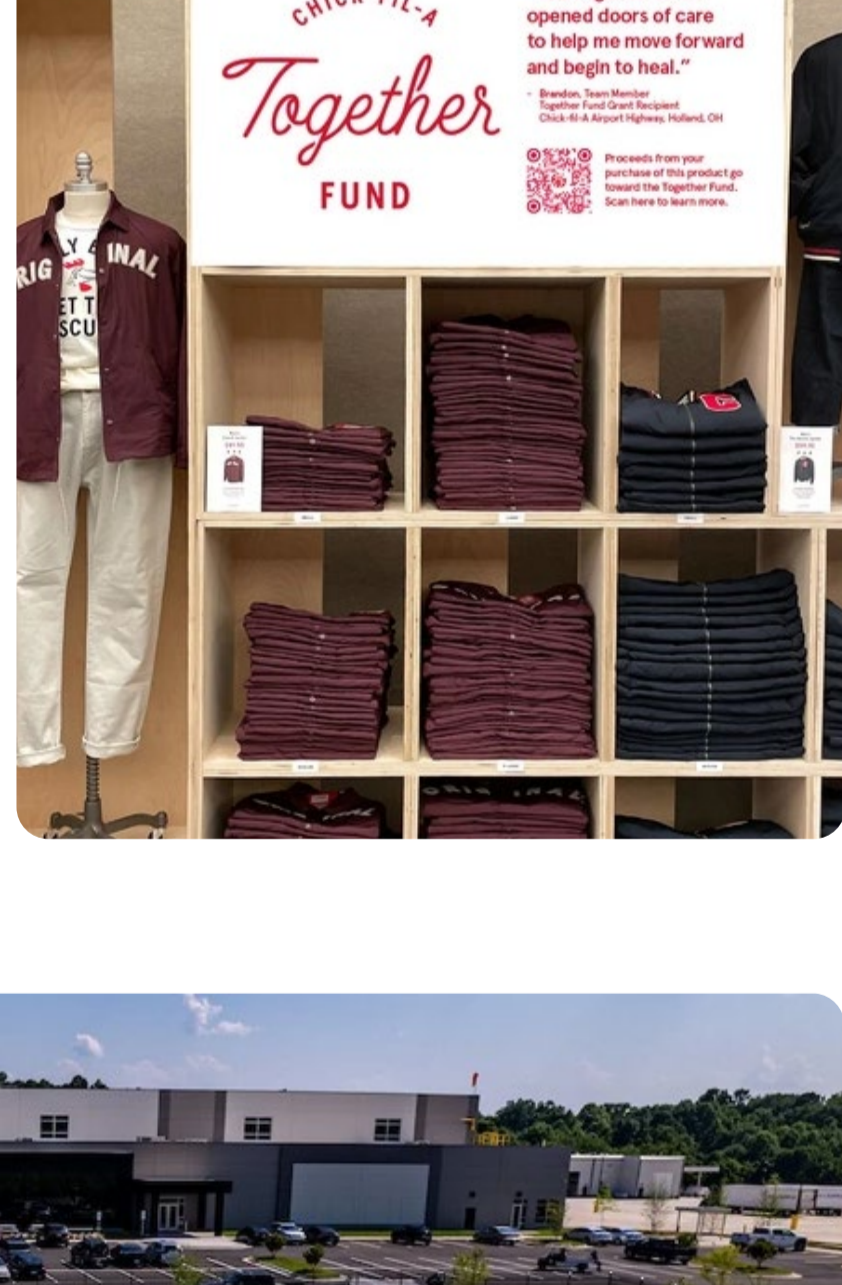
**Caring for one another**

When natural disaster or personal tragedy touches a member of the Chick-fil-A community, they are not alone. [The Chick-fil-A Together Fund](#) is there to quickly lend a helping hand to Team Members, Staff and Owner-Operators with grants of up to \$1,500. In 2024, this was especially important when Hurricane Helene and Milton impacted the Southeast U.S. and Hurricane Beryl affected Texas. In 2024, more than 4,200 grants were distributed, totaling \$1.8 million in aid.

According to one Team Member who received a grant, "I am one of two million Houstonians affected by Hurricane Beryl. Because of your generosity, my family was able to replace groceries we lost after a week without power. Thank you so much for helping us during our time of need."

Another recipient was able to replace refrigerated medicine for his son with special needs as a result of the funds.

\* The Chick-fil-A Together Fund is administered by the [Emergency Assistance Foundation, Inc. \(EAFI\)](#). Members of the Chick-fil-A Together Fund's Charitable Class are eligible to apply for a grant.



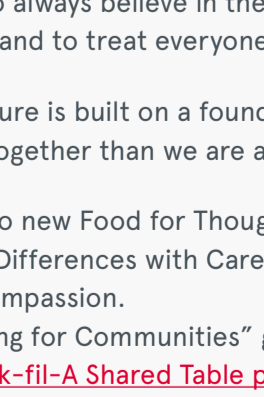
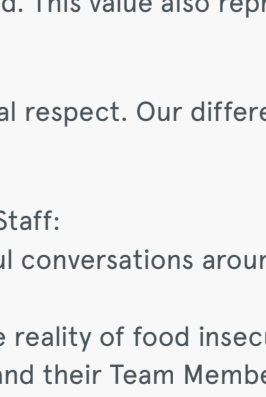
**Driving Chick-fil-A Supply to success**

Before the first Chick-fil-A buttery biscuit can be baked fresh in the morning, a driver must deliver the necessary ingredients to local Chick-fil-A restaurants. "We are deeply grateful to the men and women who go out there every day and service our Restaurants," said Nate Rodriguez, Assistant General Manager of Chick-fil-A Supply® in Dallas. "We couldn't do it without our Drivers."

That's exactly what we told these Drivers and everyone a Chick-fil-A Supply during Transportation Appreciation Week. It's also why Chick-fil-A Supply created the Driver Development Program. "Our Talent Acquisition Team does a great job of finding customer-service minded people," said Terry Douglas, Regional Director of Distribution Operations. "We know some of them want to drive and we already know they are a great fit for our culture, so we created a pathway for them to build their careers and become Drivers with the company."

Chick-fil-A Supply is growing rapidly, and the Driver Development Program is expected to be available at more distribution centers in the near future.

**Perspectives from behind the wheel**

 <p><b>"It's amazing working for a company that shows such care to develop programs that help employees grow and achieve personal success."</b></p> <p>Danny F.</p>	 <p><b>"I want to thank Chick-fil-A Supply for teaching me so much. Going from Warehouse Team Member to Navigator to Driver has been an amazing journey."</b></p> <p>Robbie W.</p>
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**Elevating our Level of Care**

"We're better together" is one Chick-fil-A, Inc.'s core values, but what does this really mean?

It is our ongoing effort to always believe in the best in one another and strive for common ground. This value also represents our commitment to care for each other – and to treat everyone with honor, dignity and respect.

The Chick-fil-A, Inc. culture is built on a foundation of trust, authenticity, community and mutual respect. Our differences strengthen us, and we know we are better together than we are alone.

For example, in 2024, two new Food for Thought events were well attended by Chick-fil-A, Inc. Staff:

- "Navigating Political Differences with Care" helped Staff explore how to approach meaningful conversations around political differences with empathy and compassion.
- "Sharing Tables: Caring for Communities" gave Staff an opportunity to better understand the reality of food insecurity in the U.S., learning more about the [Chick-fil-A Shared Table program](#) which empowers local Owner-Operators and their Team Members to donate surplus food to charitable organizations in their communities, turning it into delicious meals for neighbors facing hunger. Attendees also heard from Claire Babiniaux-Fortenoit, CEO of [Feeding America](#) and Kyle Waide, President and CEO of the [Atlanta Community Food Bank](#), and finished the afternoon packing 300 snack bags for students at Atlanta's Cleveland Elementary School, part of the cluster of schools Chick-fil-A, Inc. has adopted.

These Better at Together efforts can help Operators, Team Members and Staff to elevate their level of care while growing a healthy and sustainable Restaurant business.



**Miles and miles of caring**



Jimmer Sztakowski's focus has always been on helping others, something that would never change, even when he was diagnosed with ALS in 2021. As the local Owner-Operator of Chick-fil-A in Cicero, New York, Jimmer has long championed leadership and development among his team.

- 11 Owner-Operators spent time at his Restaurant as Team Members before being selected for Chick-fil-A Restaurants of their own.
- 29 Team Members from his Restaurant were awarded Chick-fil-A Remarkable Futures scholarships in 2024 alone.
- In addition to running his Restaurant, Jimmer is now championing another cause – raising \$1 million for Tackle ALS. He chose Tackle ALS because the funding goes directly to research and helping people get entry to new treatments and early access programs. "I quickly learned that ALS is curable, but they lack funding," he said.
- In October 2024, Jimmer completed his fourth marathon with help from family and friends, including a Chick-fil-A, Inc. Staff member. He raised \$113,000 before the race and overall has raised more than half a million dollars for ALS research.

Strengthening the cities and neighborhoods where Chick-fil-A Restaurants serve



**100%**

**2025 goal**

Goal: Provide more than 3 million people with resources that support economic mobility

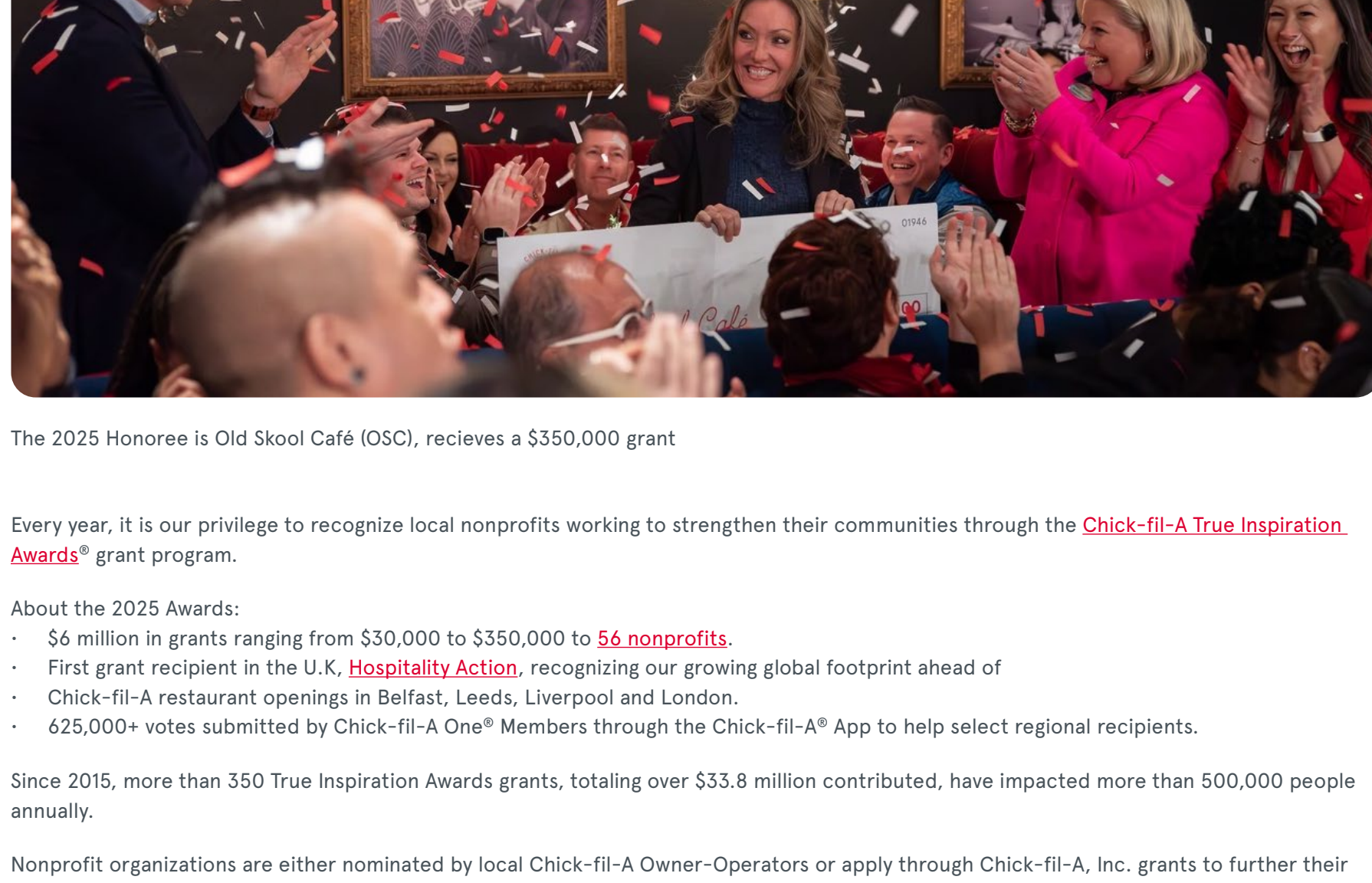
100% complete, 3.2 million people impacted

**2024 highlights**

**\$6 million** – Record-breaking amount awarded to local nonprofits through the Chick-fil-A True Inspiration Awards™ grant program

**500,000** – Hours of community service completed by Chick-fil-A True Inspiration Awards™ students during the 2024-2025 school year

**Celebrating the impact of local nonprofits**



The 2025 Honoree is Old Skool Café (OSCC), receives a \$350,000 grant

Every year, it is our privilege to recognize local nonprofits working to strengthen their communities through the **Chick-fil-A True Inspiration Awards™** grant program.

**About the 2025 Awards:**

- \$6 million in grants ranging from **\$30,000 to \$350,000 to 56 nonprofits.**
- First grant recipient in the U.K., **Hospitality Action**, recognizing our growing global footprint ahead of
- Chick-fil-A restaurant openings in Belfast, Leeds, Liverpool and London.
- 625,000+ votes submitted by Chick-fil-A One® Members through the Chick-fil-A® App to help select regional recipients.

Since 2015, more than 350 True Inspiration Awards grants, totaling over \$33.8 million contributed, have impacted more than 500,000 people annually.

Nonprofit organizations are either nominated by local Chick-fil-A Owner-Operators or apply through Chick-fil-A, Inc. grants to further their impact.

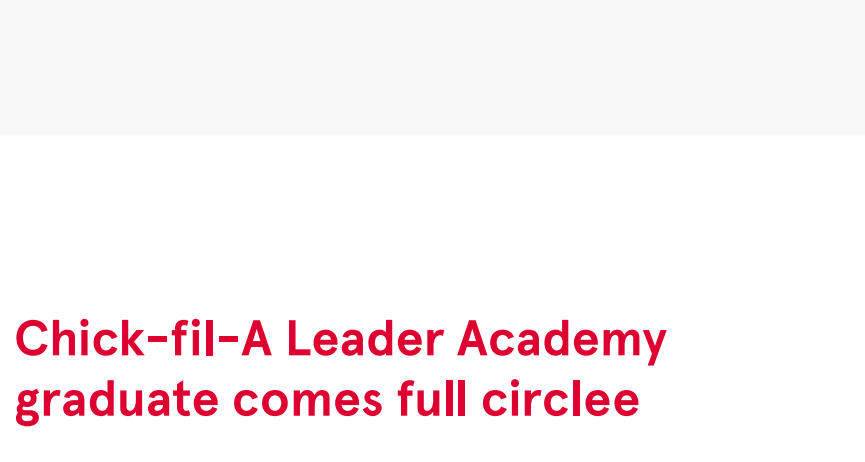
Each year, one organization is named the S. Truett Cathy Honoree and receives a \$350,000 grant, the largest annual award in the program. The 2025 Honoree is **Old Skool Café (OSCC)**, a youth-run supper club working to break the cycle of poverty and incarceration in a low-income San Francisco community disproportionately burdened by gang activity and violence. OSC trains at-risk young people, ages 16-22, to run all aspects of the business. They learn to be hosts, servers, chefs and entertainers so they can maintain employment and be successful in all aspects of their lives.

"The leadership development, mentorship and hospitality job training Old Skool Café provides to at-risk youth in San Francisco creates unparalleled opportunities for economic mobility," said Susanna Choe, local Owner-Operator of Chick-fil-A Serramonte in Daly City, California, who nominated the nonprofit for a grant.

**One year later, Joy Meadows is caring for even more foster families**

Last year, when Chick-fil-A, Inc. surprised **Joy Meadows** and named them the 2024 S. Truett Cathy Honoree – and the recipient of a \$350,000 True Inspiration Awards grant – it took a moment for the team to comprehend what was happening. "We actually missed that extra zero on the check at first, and we were thrilled to think we received \$35,000. It was overwhelming to realize we were worthy of such an incredible honor from Chick-fil-A," said Justin Oberdorfer, CEO of Joy Meadows.

Looking back, the momentum Joy Meadows has experienced since receiving a True Inspiration Award has allowed the organization to serve even more foster families across Kansas. Adding a more staff and expanding to a second 8,000-sq.-ft. campus on 80 acres in Kansas City, Kansas, are just some of the benefits. "Being recognized by Chick-fil-A expanded our credibility and network, leading to new partnerships to serve even more foster families," said Sarah Oberdorfer, the nonprofit's COO.



As a True Inspiration Awards grant recipient, the Joy Meadows team also participates in the Chick-fil-A **Impact Accelerator**, which brings together nonprofit community leaders from across the U.S., Puerto Rico and Canada. This day-long learning event helps organizations strengthen their contributions to their mutual communities. "Engaging with these other organizations has propelled our thinking forward," Justin said. "For example, we've learned that, to make our vision stick, everyone must be a vision carrier. We're advancing that model and seeing the benefits already."



**Chick-fil-A Leader Academy graduate comes full circle**

For Anne Prasco, participating in the first **Chick-fil-A Leader Academy™** class at Crown Point High School in Indiana in 2015 helped shape her future. "Conversations with our lead facilitator and teacher Chris Selbert led me to my true passion for education and my decision to become a kindergarten teacher."

Imagine Anne's surprise years later when Chris and his Chick-fil-A Leader Academy students visited her kindergarten classroom as part of their 1 Million Book Giveaway. "It was certainly a full circle moment. To see my student's light up as Chris' high schoolers read their new books to them was like Christmas morning," she said.

During the 2024-25 school year, students from more than 1,200 high schools in 43 states gathered monthly to learn timeless leadership principles like servant leadership, communication, teamwork and innovation. Many started the year by participating in the 1 Million Book Giveaway.

**Greenville, North Carolina:** The Chick-fil-A Leader Academy at D.H. Conley High School helped students grow well beyond the classroom by spending part of their school day visiting with and reading to local elementary students.

**Cape Girardeau, Missouri:** Chick-fil-A Leader Academy participants at Cape Girardeau High School exercised servant leadership to help the entire community, including reading to students in local elementary schools during the 1 Million Book Giveaway.

**Killeen, Texas:** Four classes of first graders received five books each from Chaparral High School Chick-fil-A Leader Academy students. "I love seeing the smiles on the little kids' faces and their reactions to the books," said Faith Chapman, the group's president. "We're giving back to the community and helping raise literacy rates."

We are proud of the Chick-fil-A Leader Academy students who volunteered more than 500,000 hours of community service in the 2024-2025 school year.

Also during the 2024-25 school year, more than 100 community-minded middle school students from The King's Academy's came together with dozens of teachers and parents to pack grocery and hygiene bags to be distributed to those in need within their community. The event was the culmination of a pilot program bringing Chick-fil-A® Leader Academy to middle school students.



**Way to go, Christine!**

Chick-fil-A, Inc. honored Chick-fil-A Leader Academy facilitators for 10 years of service with a \$10,000 grant. **Christine Howell**, an educator in Jacksonville, Florida, was named Chick-fil-A Leader Academy Teacher of the Year for her commitment to service, leadership and community impact.



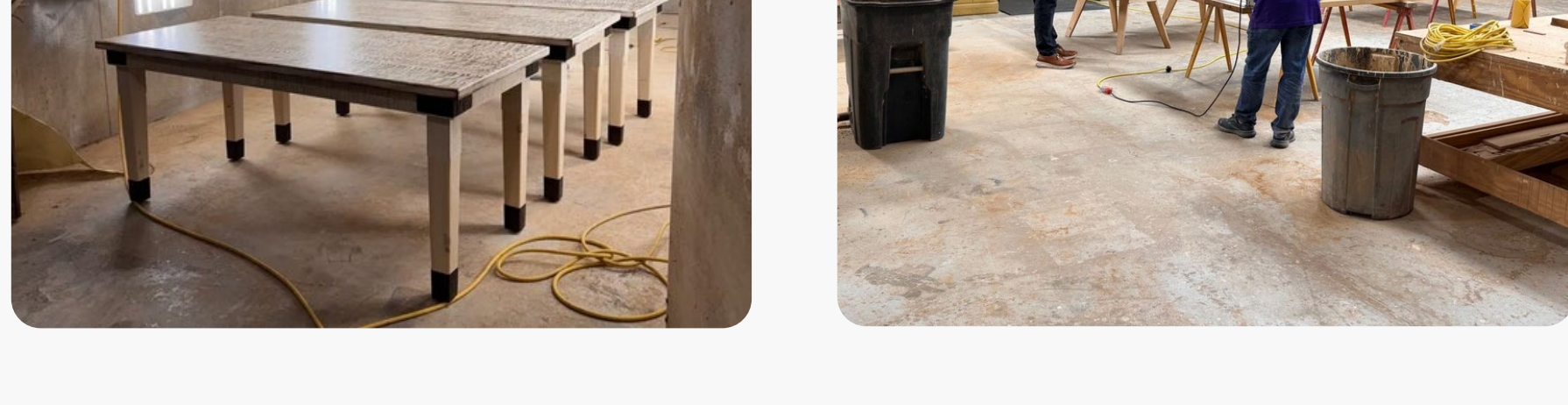
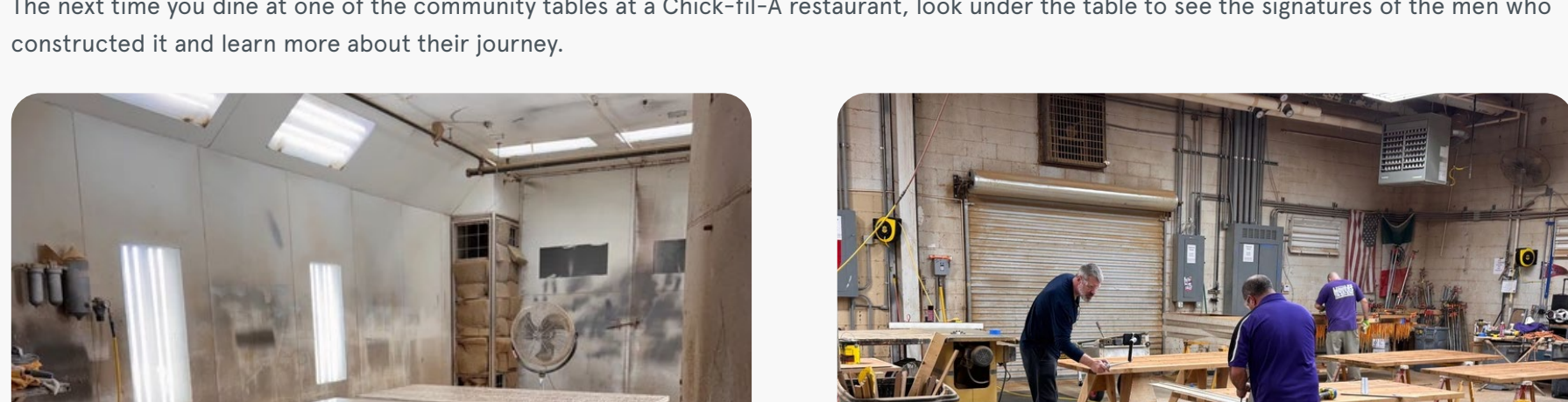
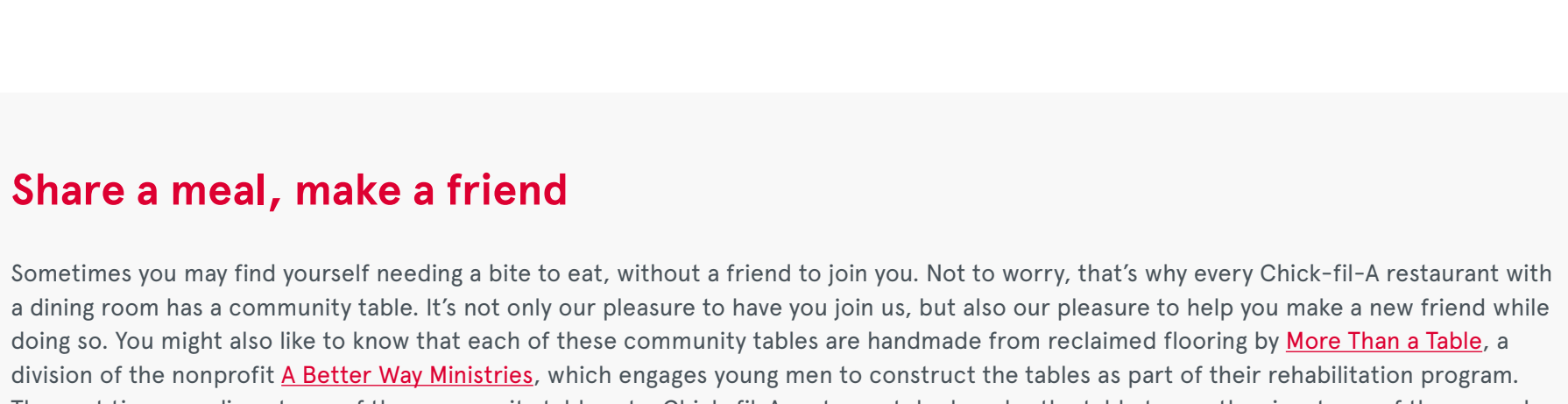
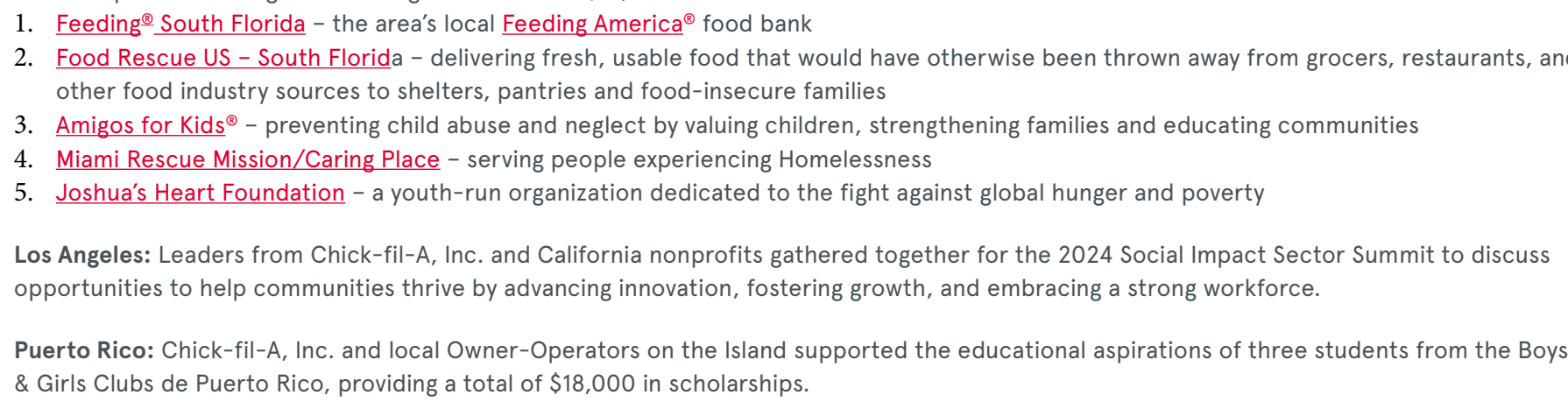
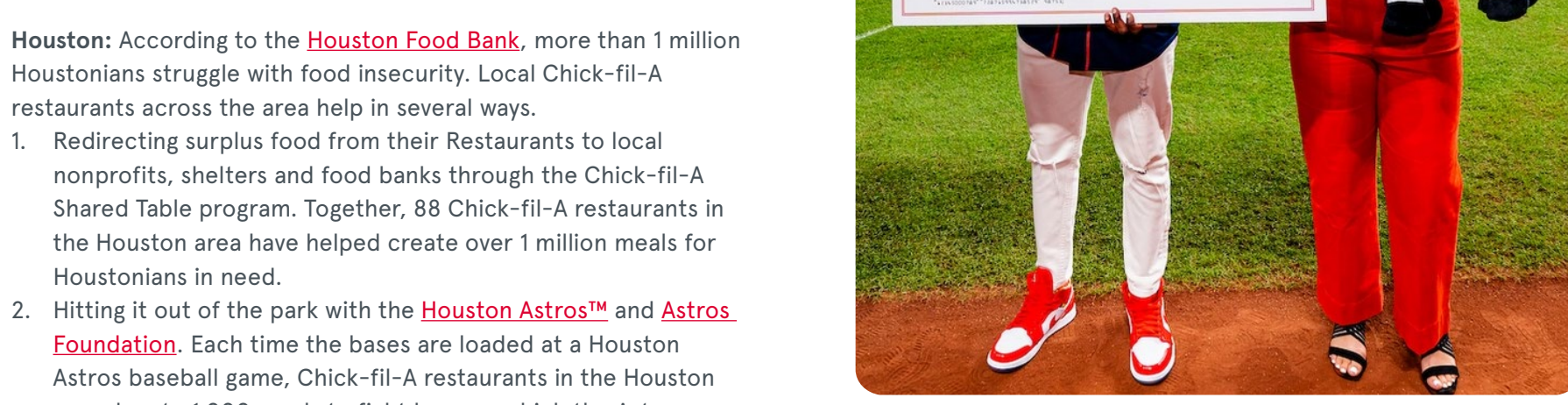
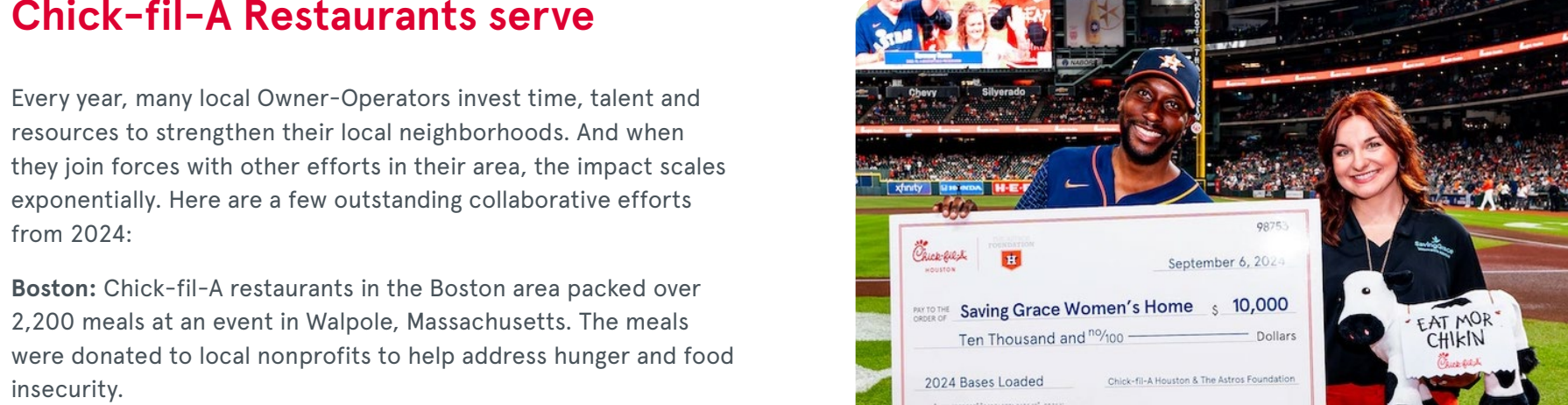
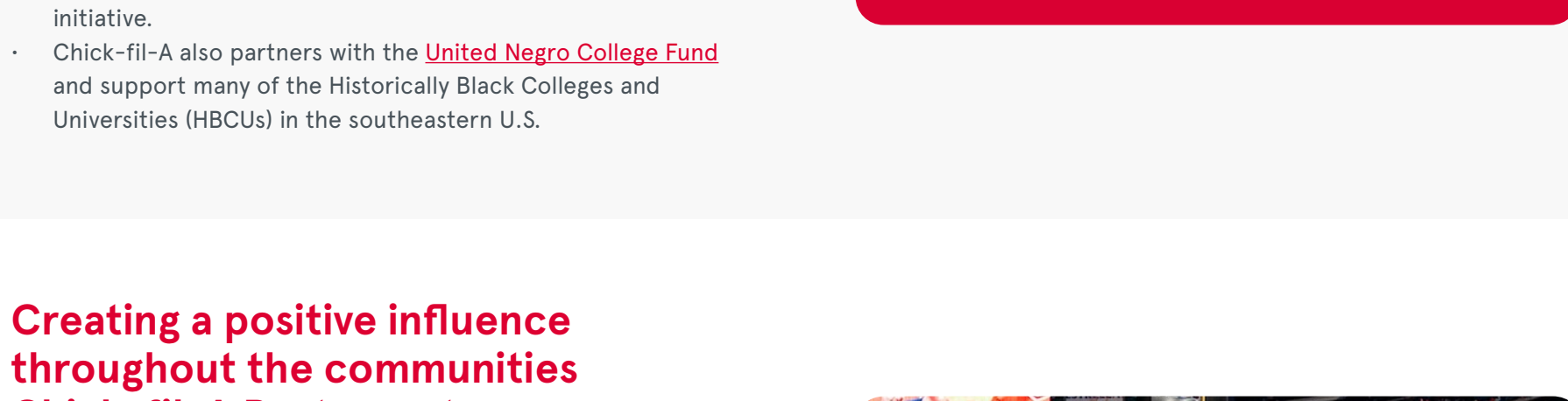
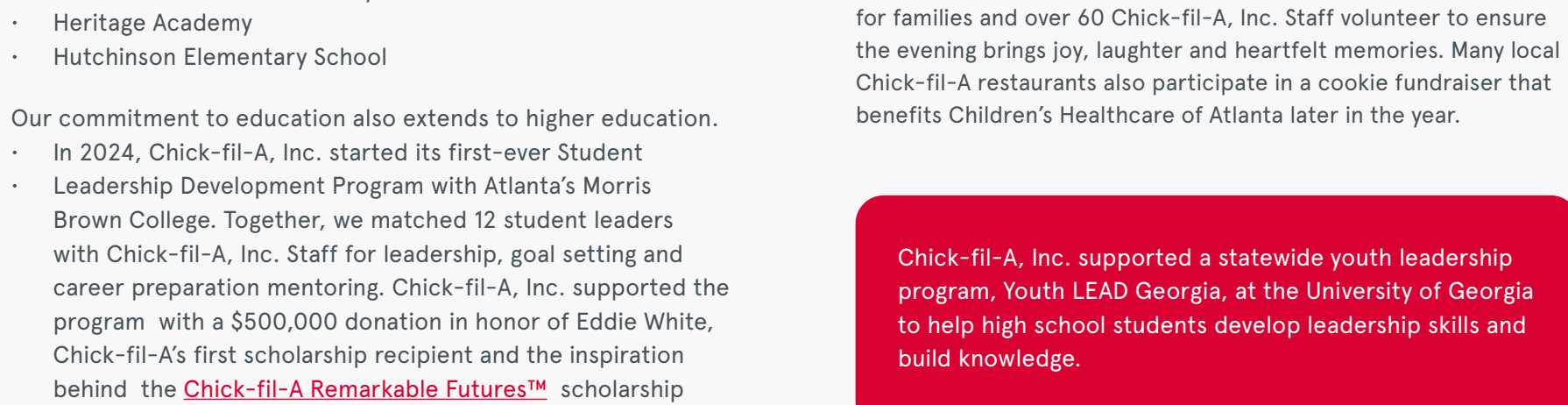
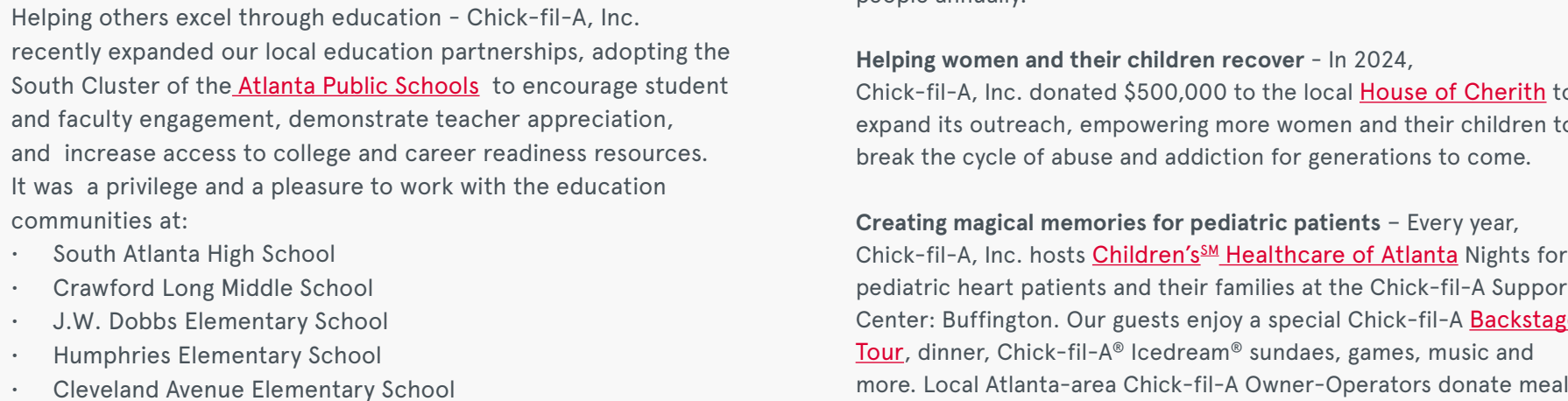
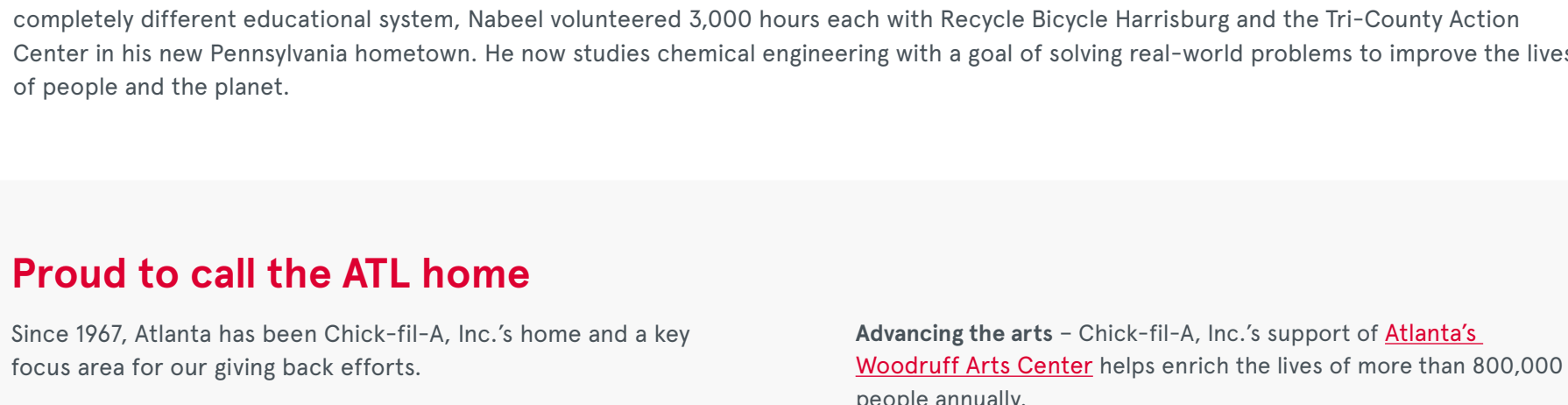
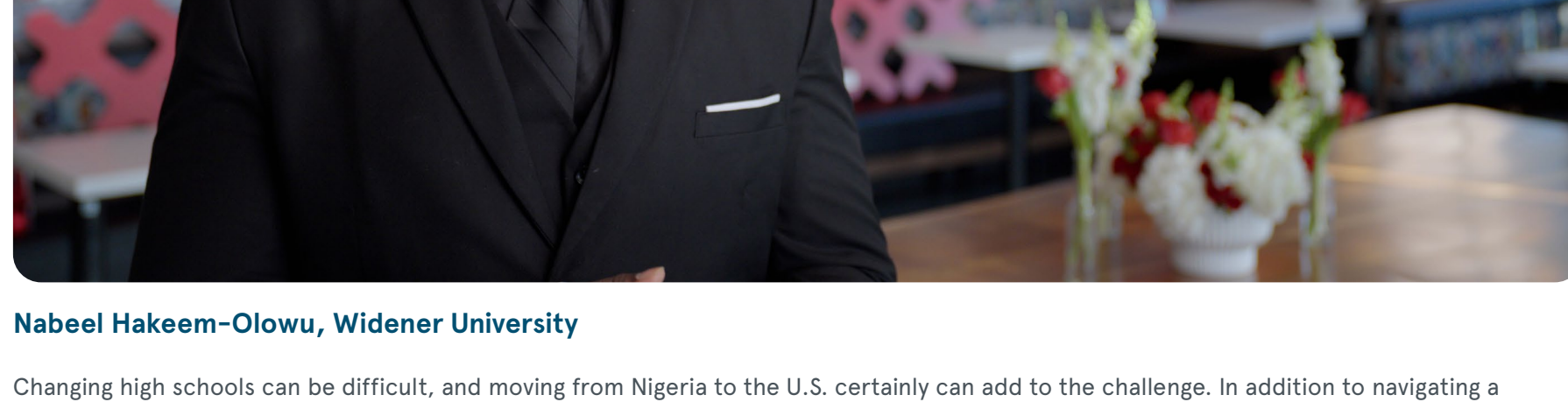
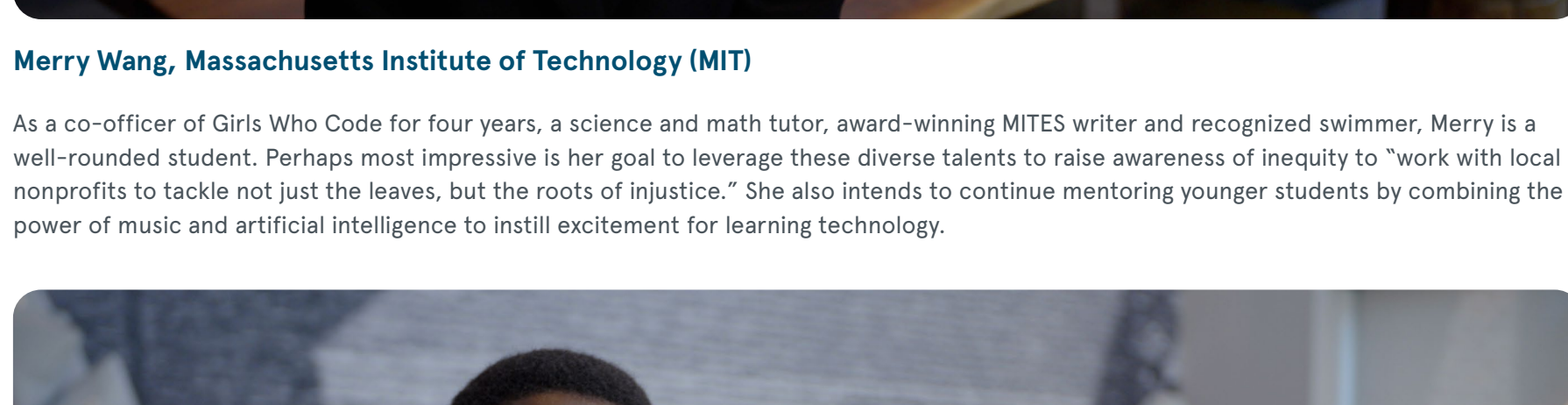
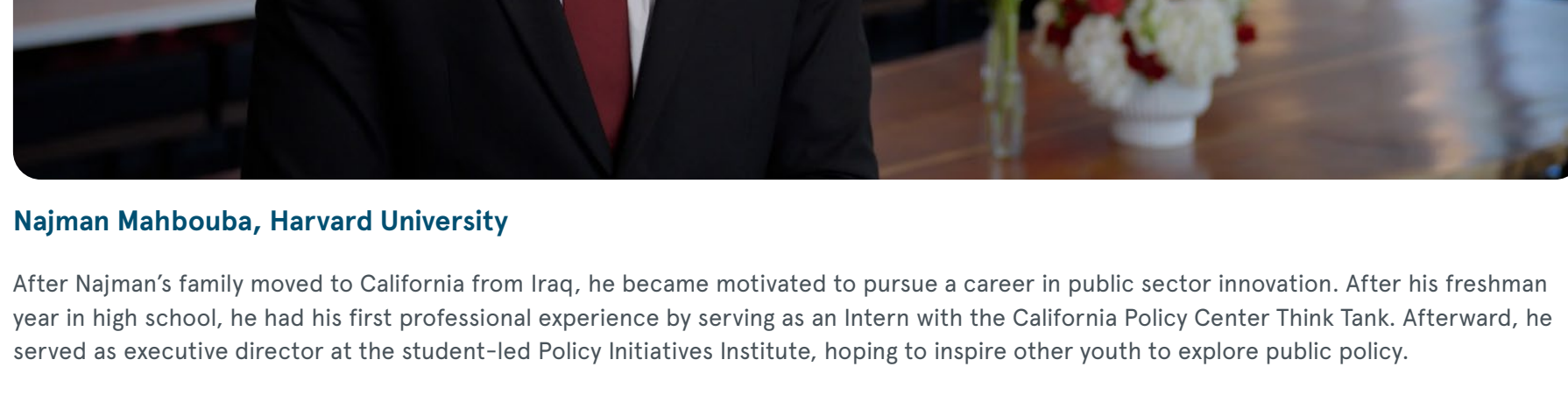
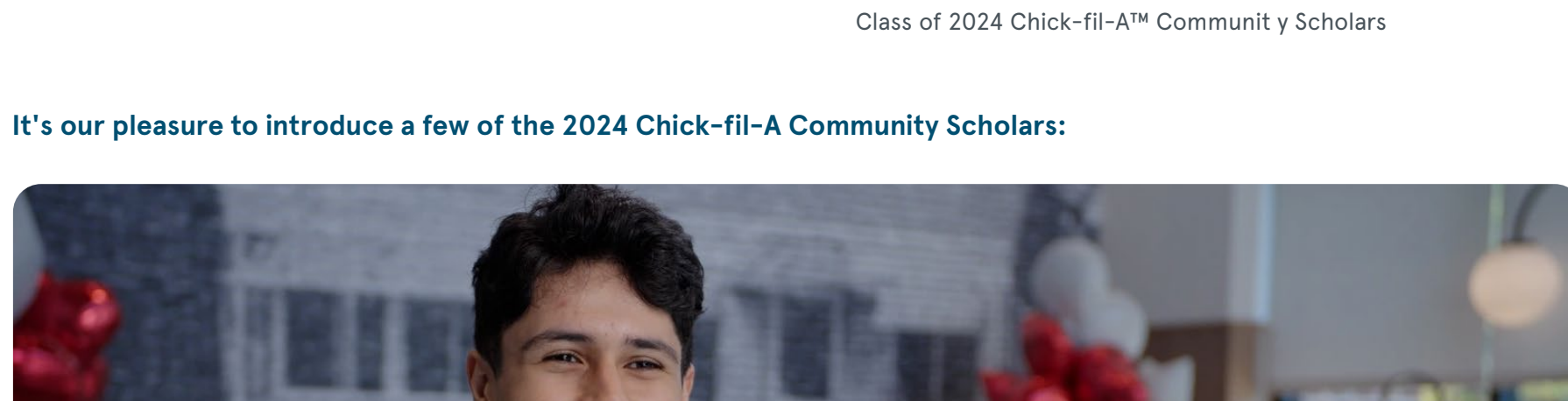
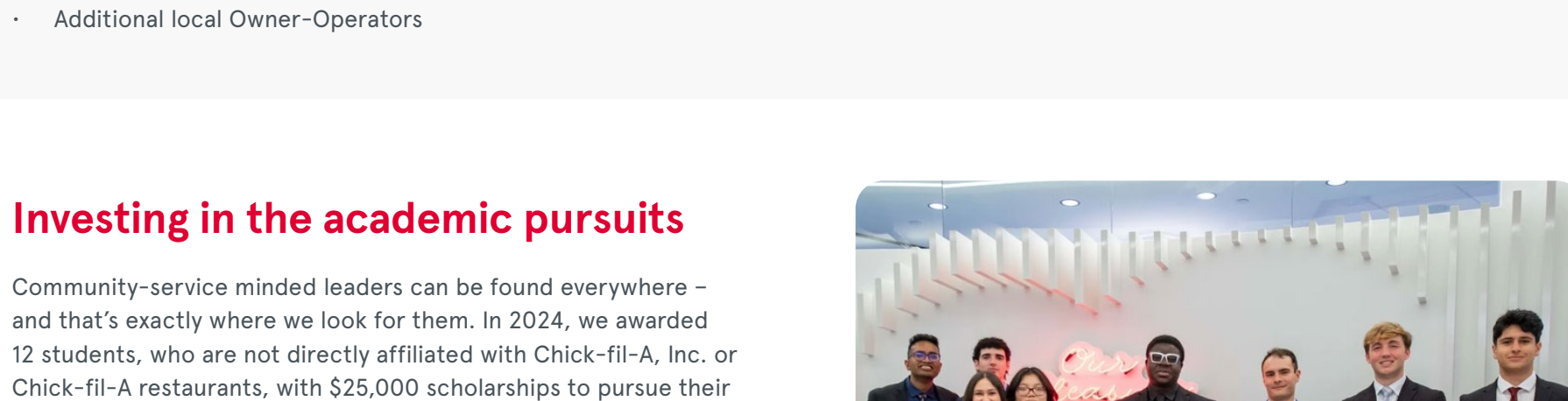
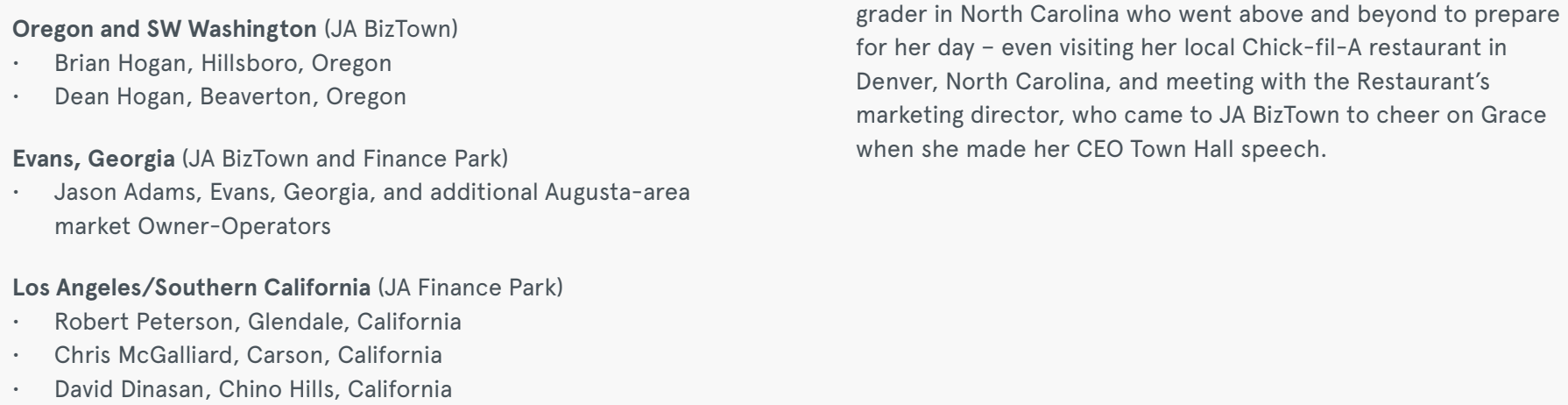
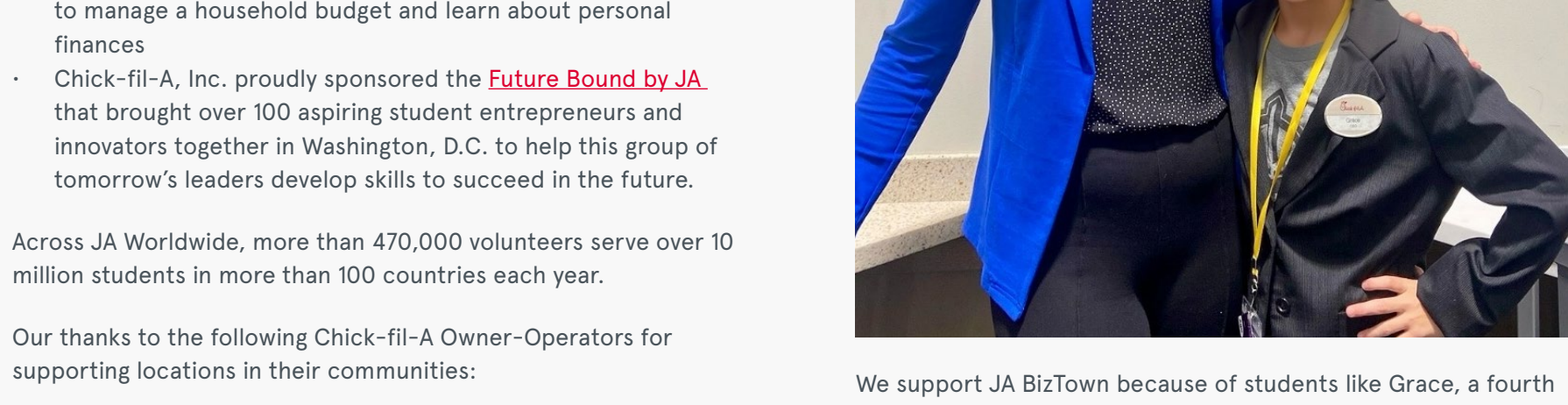
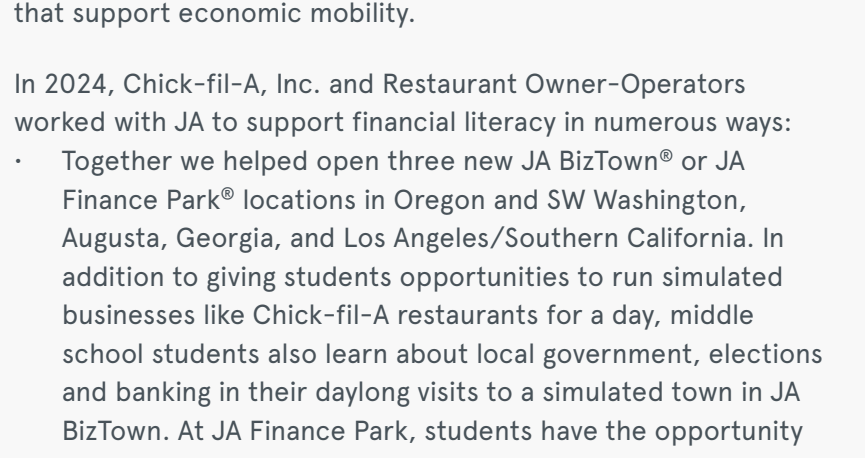
**Serving those who serve(d) in the U.S. Armed Forces**

A life of service deserves our respect, which is why Chick-fil-A, Inc. and many local Owner-Operators choose to recognize active members of the U.S. military, veterans and their families in a variety of ways. In 2024, Chick-fil-A, Inc.:

- Provided complimentary meals to guests at the Army, Navy, Air Force and Coast Guard U.S. Military Academies, bringing cadets a taste of home and thanking them for their service.
- Invited **Chick-fil-A Backstage Tour** Captains and other Chick-fil-A, Inc. Support Center: Buffington visitors to write notes of encouragement to active military members in May. We shared more than 500 messages with the USO for their contribution to active-duty military members.
- Partnered with suppliers to donate \$800,000 to the Blue Angels Foundation to support their initiatives to help wounded veterans.
- Helped orchestrate a surprise reunion for U.S. Army Capt. Shalea Perry and her family on the field during the 2024 Chick-fil-A Peach Bowl.

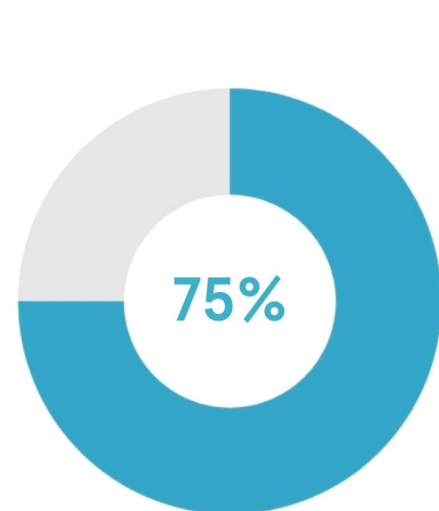
**Throughout local communities:**

- Washington, D.C.: Local Owner-Operators hosted a lunch for 85 healthcare providers who care for injured Special Operations Forces personnel at Walter Reed Military Medical Center.
- Five Cities Nationwide: Owner-Operators in select cities across the U.S. piloted the United States Army Careers Skills Program that provides in-Restaurant roles to service members transitioning to civilian life. One of these former service members is **Tyler Pischke**, the local Owner-Operator of Chick-fil-A Toccoa in Georgia. "My community and my team is my mission now," Tyler said.





## Serving great food people can feel good about



### 2025 goal

Goal: Provide 200 million meals to local communities  
75% complete; 150 million meals provided

### 2024 highlights

**9.9 million** – Meals created from surplus food donated through the Chick-fil-A Shared Table® program

**500,000** – Meals packed by local Owner-Operators, Chick-fil-A, Inc. Support Center Staff and Subsidiary Staff and family members at Chick-fil-A's annual conference in partnership with [U.S. Hunger](#) and [Convoy of Hope](#)

## Cooking up meaningful connections across shared tables

Whether dining in a local Chick-fil-A® restaurant or eating at home, sharing our tables with friends and family provides a powerful opportunity to show we care. This passion for caring doesn't end when the meal is finished. In fact, surplus food from local Chick-fil-A restaurants has helped create more than 35 million meals for our neighbors facing hunger since 2012, and over 9.9 million meals in 2024 alone.

Today, more than 2,300 Owner-Operators participate in the Chick-fil-A Shared Table® program, donating excess food to local nonprofits within their communities. Soup kitchens, shelters, food banks, meal programs and other organizations transform these donated food items – chicken, fruit, biscuits, salads and more – into meals like chicken alfredo pasta and breakfast casseroles.

Chick-fil-A works with [Food Donation Connection](#) and [Second Harvest](#) to connect local Owner-Operators with organizations in their communities.

"Chick-fil-A restaurants are known for their commitment to give back to their local communities, and the Chick-fil-A Shared Table program is a tangible representation of the impact they have," said Brad Dietz, Director of Operations for Food Donation Connection. "It is a privilege to partner with local Chick-fil-A Owner-Operators to help them fight hunger in their neighborhoods across the United States."

Thanks to local Owner-Operators and their Team Members, the Chick-fil-A Shared Table program is making a big impact across the U.S., Puerto Rico and Canada.

- Mike Magdaleno, local Owner-Operator of two Chick-fil-A restaurants in the Greater Houston area, joined Josh Wilson, Food Service Manager from the [Hope Center Houston](#) for a [Red Couch TV commercial](#). "We are a community center for the homeless and thanks to Chick-fil-A Shared Table donations, we can feed our Guests like family," Josh said.
- In Denver, local Owner-Operator Sheri O'Leary and her team at Chick-fil-A Wadsworth Boulevard at 80th Avenue work with [BeyondHome](#) to provide meals and other services to help people escape poverty and homelessness.
- Local Owner-Operator Nick Cristantiello and his team at Chick-fil-A Pines and Flamingo in Pembroke Pines, Florida donate their surplus food to [Joseph Dreamhouse](#), which provides meals to Miami-area neighbors experiencing food insecurity.
- In [Los Angeles](#), local Chick-fil-A Owner-Operators have provided more than 1.2 million meals through the Chick-fil-A Shared Table program.

To further the commitment to reducing food insecurity, Chick-fil-A, Inc. also donates \$25,000 to [Feeding America](#) in the U.S. and Second Harvest in Canada to celebrate each new Restaurant opening. In 2024, these donations exceeded \$3 million.

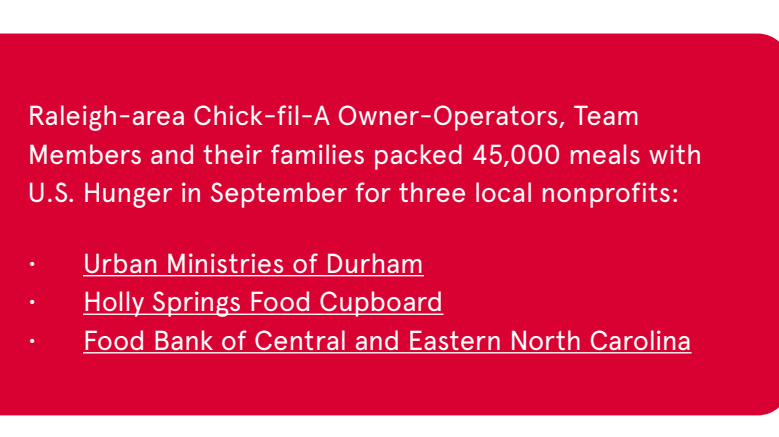
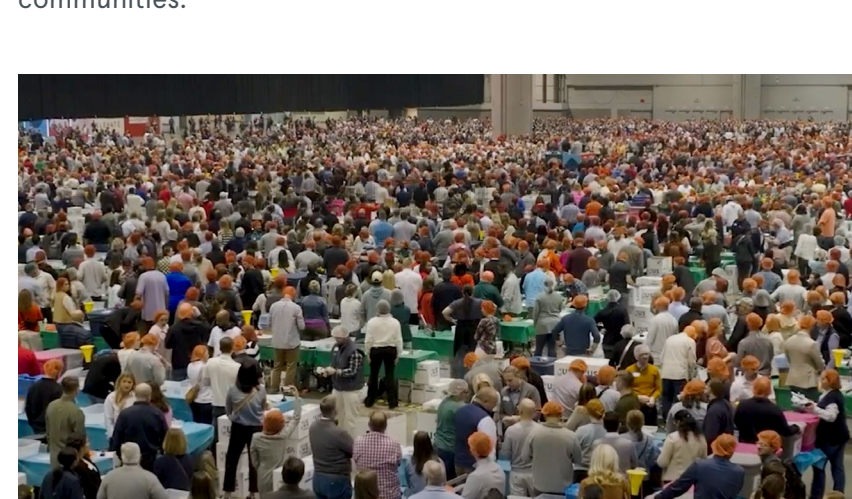


### 2024 Rapid Response Award

Chick-fil-A was honored to receive the 2024 Rapid Response Award from Second Harvest for our commitment to rescuing surplus, edible food. In Canada, 100% of local Chick-fil-A restaurants participate in the Chick-fil-A Shared Table program.

## Jambalaya for 2 million, please

It sounds like an impossible order to fulfill, but that's exactly what thousands of local Chick-fil-A Owner-Operators, Chick-fil-A, Inc. Support Center Staff and Subsidiary Staff and their families did in February at the company's annual conference in Orlando. During a meal-packing event with [U.S. Hunger](#) and [Convoy of Hope](#), everyone worked together to pack two million red lentil Jambalaya meals. One million meals provided immediate help to families impacted by natural disasters, including those in Oklahoma where wildfires raged and a tornado touched down. Local Chick-fil-A Owner-Operators in the state even helped distribute some of the very meals they previously packed. The other million meals went to combat food insecurity in underserved rural and urban communities.



Raleigh-area Chick-fil-A Owner-Operators, Team Members and their families packed 45,000 meals with U.S. Hunger in September for three local nonprofits:

- Urban Ministries of Durham
- Holly Springs Food Cupboard
- Food Bank of Central and Eastern North Carolina

"This incredible undertaking reflects Chick-fil-A's genuine commitment to giving back and serving others," said Daniel Burns, senior director of corporate relations for Convoy of Hope. And Rick Whitted, president and CEO, U.S. Hunger, added, "Chick-fil-A is again demonstrating their unwavering commitment to addressing food insecurity and making a lasting impact in the communities they serve."

We are humbled that Atlanta's [Corporate Volunteer Council](#) recognized Chick-fil-A with its IMPACT Corporate Innovation Project of the Year for the colossal meal-packing event. Moments of caring like this support our goal to provide 200 million meals to communities by 2025.

## Lending a helping hand

At Chick-fil-A, we often say, "We're here to serve." That is especially true when local communities face natural disasters.



Local Owner-Operators, their Restaurant Team Members and Chick-fil-A, Inc. Support Center Staff helping during a challenging 2024 U.S. hurricane season.

"Demonstrating care in the communities we serve is a big part of our culture and at the heart of everything we do at Chick-fil-A," said Chick-fil-A, Inc. CEO Andrew T. Cathy.

The 2024 U.S. hurricane season was especially challenging, and local Owner-Operators, their Restaurant Team Members and Chick-fil-A, Inc. Support Center Staff immediately stepped in to help. Often, this care included a hot meal to first responders and impacted families. Following hurricanes Helene and Milton, the Chick-fil-A Mobile Kitchen and local Owner-Operators' food trucks provided more than 50,000 meals in communities across North Carolina, Tennessee, Georgia and Florida. For example:

- MeriBeth McNeill, local Owner-Operator of Chick-fil-A Americus in Americus, Georgia, served 2,200 sandwiches and hundreds of Waffle Potato Chips from her food truck in some of Georgia's most impacted communities, including Douglas, Valdosta and Lake Park.

We also thank the following local Chick-fil-A Owner-Operators and other leaders who cared for their communities in times of need during 2024:

- Nick Westbrook, Chick-fil-A Hinesville in Hinesville, Georgia, who prepared sandwiches for volunteers to deliver in boats, kayaks and jet skis to those stranded in their homes due to flooding.
- David Grimm, Chick-fil-A University Ave. in West Des Moines, Iowa, and his food truck team, who fed neighbors after a devastating tornado.
- Oklahoma City-area Owner-Operators who donated sandwiches to first responders and others in need following a tornado outbreak.
- Local Owner-Operators in Texas and Oklahoma who distributed food following wildfires that burned thousands of acres.
- Interim Managers Sammi Young and Jarret Hartley, Chick-fil-A Kirkwood Mall in Bismarck, North Dakota, whose team walked through flood waters to share food with those stranded in their vehicles.

- Michael Sexton, local Owner-Operator of Chick-fil-A Lake City, Florida, distributed 4,000 meals to those in need in Steinhatchee, Keaton Beach and Suwannee, Florida.
- Tim Burchfield, local Owner-Operator Chick-fil-A Johnson City Crossing, worked with the National Guard in Bristol, Tennessee, delivering meals to those in hard-to-reach places.
- In Swannanoa, North Carolina, local Owner-Operator Sam Seigler of Chick-fil-A Forest City helped operate the Chick-fil-A Mobile Kitchen as a drive-thru Restaurant, providing 5,000 meals per day to residents and emergency response teams.

Chick-fil-A, Inc. also partnered with the American Red Cross to create a [microsite](#) where Guests and others could easily donate to a disaster relief fund. Chick-fil-A, Inc. matched the donations, raising over \$600,000 to support those impacted by the disasters.



Food truck in Douglas, GA

## Cream or sugar?

Hot or iced, a delicious cup of coffee is a great way to start the day or even a delightful midday treat. For Guests who enjoy their coffee, Chick-fil-A partners with [Puerto Rico Coffee Roasters](#) and [Thrive Farmers](#).

- In Puerto Rico, our specialty Chick-fil-A® blend is 100% locally grown Arabica. Puerto Ricans are especially passionate about their coffee, so Restaurant Team Members are trained baristas who hand-brew four beverages with these local beans: latte, cortado, americano and espresso. [Learn more](#) about this unique blend from Puerto Rico Coffee Roasters.
- In Canada and the U.S., Chick-fil-A coffee comes from [Thrive Farmers](#). The innovative model of this Certified B Corporation creates an avenue for coffee-growing families across Guatemala, Costa Rica and Brazil to sell directly to customers like Chick-fil-A and share a meaningful portion of the revenue.

So, no matter how you take your Chick-fil-A coffee, you are supporting hard-working farming families every time you take a sip.



## Supplier Spotlight: Cooking our chicken with a supplier who cares

Preparing the signature ingredient in a Chick-fil-A® Chicken Sandwich takes a special touch. It starts with a boneless breast of chicken seasoned to perfection. It also demands attention to detail from Henny Penny Corporation, a long-time Chick-fil-A supplier. Like Chick-fil-A, Henny Penny embraces opportunities to be a responsible steward of the environment.

Chick-fil-A and Henny Penny also share a commitment to caring for communities. Employee-owned Henny Penny plans regular employee volunteer activities and helps feed those in need by working with the local Dayton Foodbank, a part of the Feeding America network. For example:

- Around 100 Henny Penny employee-owners volunteered over 300 hours to distribute food at mobile food pantry events, helping nearly 1,000 families. The Dayton Foodbank served 700,000 meals as a result of Henny Penny volunteer efforts and donations.
- The Henny Penny Foundation has awarded \$700,000 in grants to local nonprofits since its inception in 2017.

We're proud of our work with Henny Penny to make our Chick-fil-A® Chicken Sandwiches the right way – offering delicious food while also caring for the environment and local communities.



Henny Penny employee-owners volunteering

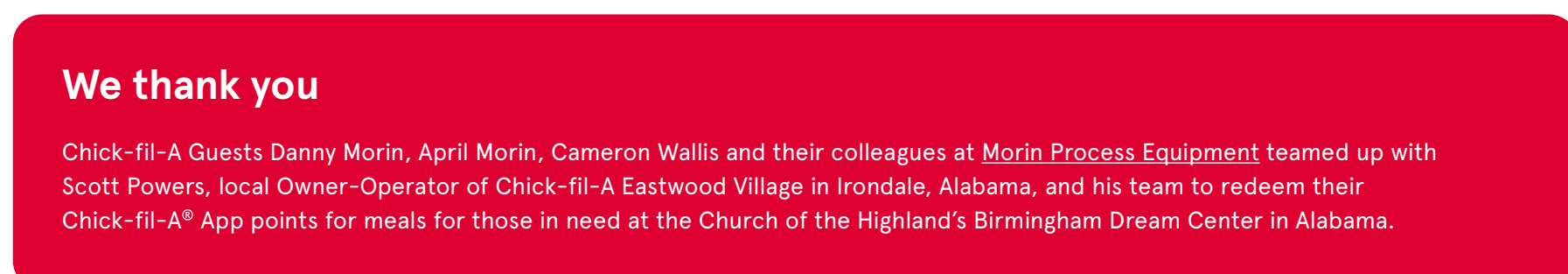
## Supplier Spotlight: The goodness is in the bag



Chick-fil-A sponsored prizes to reward local 5th grade students recycling efforts at the Kilgore facility as part of The Bag of Bags (B.O.B.) program during America

While Guests enjoy dining in Chick-fil-A restaurants, food to-go is a popular option. That's why we take great care in how we package our foods to enjoy at home or elsewhere.

Chick-fil-A to-go bags bring a smile to people's faces because of the food they contain. Did you also know that 94% of these bags include anywhere from 20% to 40% recycled plastic? Our bag supplier, [Revolution](#), manufactures plastic film products for a wide variety of consumer, agricultural and industrial uses. Once these films are no longer needed, Revolution gathers them up and recycles them for secondary uses like Chick-fil-A salad, catering, shopping and trash compactor bags. Overall, Revolution recycles over 300 million pounds of plastic film annually.



### We thank you

Chick-fil-A Guests Danny Morin, April Morin, Cameron Wallis and their colleagues at [Morin Process Equipment](#) teamed up with [Scott Powers](#), local Owner-Operator of Chick-fil-A Eastwood Village in Irondale, Alabama, and his team to redeem their Chick-fil-A® App points for meals for those in need at the Church of the Highland's Birmingham Dream Center in Alabama.

## It's our pleasure

Local Chick-fil-A Owner-Operators understand how a simple act of caring – like sharing a Chick-fil-A® Chicken Sandwich – can make a meaningful difference in someone's day. We applaud their efforts.

- Local Owner-Operators in the Greater Boston area and New Hampshire, together with the Greg Hill Foundation, honored the Massachusetts Association of Minority Law Enforcement with their [Community Hero Award](#) recognizing unsung heroes. Owner-Operators in the region also donated \$5,000 to the Foundation's Thanksgiving turkey drive for families in need.
- Matt DeMichele-Rigoni, local Owner-Operator of Chick-fil-A Copley Square in Boston, sees his Restaurant as an opportunity to touch lives by providing moments of care. In 2024, he donated a total of 4,200 meals to Boston Marathon volunteers and local organizations that support those who are homeless or food insecure. He and his team also support [Fisher House](#), which provides accommodations for military families when a loved one is receiving medical care in Boston.
- Wilmington, Delaware-area Owner-Operators Katelye of Chick-fil-A Kirkwood Highway, Angelo Santos-Phillips of Chick-fil-A North Dupont Highway and Allie Stephenson of Chick-fil-A Concord Mall partnered with [Children and Families First](#), hosting a Thanksgiving meal for 100 families experiencing displacement or homelessness.
- Arnold Chong, local Owner-Operator of Chick-fil-A Sunnyvale, in Sunnyvale, California, donated hundreds of meals to the 20th Annual Fantasy Flight Event in San Jose, which brings holiday magic to children with cancer and their families.
- Chick-fil-A, Inc. donated more than 1,000 gift cards redeemable for Original Chick-fil-A® Chicken Sandwiches at Atlanta-area Chick-fil-A restaurants to nursing staff at the [Winship Cancer Institute of Emory University Healthcare](#) in honor of Nurses Week.





## Acting as good stewards of the planet we share

### 2024 Chick-fil-A Global Impact Report

- Report contents
- A message from our CEO
- 2024 highlights
- About Chick-fil-A
- Caring for people
- Caring for communities
- Caring through food
- Caring for the planet



### 2025 goal

**Goal:** Divert 25 million pounds of Restaurant food waste from landfills

**100% complete;** 59.4 million pounds diverted; Surpassed goal one year ahead of schedule

### 2024 highlights

**85%** – Chick-fil-A® restaurants converting used cooking oil in into the manufacture of clean-burning, renewable diesel fuel

**19 million** – pounds of Restaurant food waste diverted from landfills

## Waste less, care more

In 2021, we set an ambitious goal to divert 25 million pounds of food waste from landfills between 2020 and 2025. Thanks to the commitment of local Chick-fil-A Owner-Operators, Team Members and Chick-fil-A, Inc. Support Center Staff, we're proud to have achieved this goal a full year ahead of schedule.

How did we do it? By jointly focusing on fighting hunger and food insecurity and, at the same time, striving to serve as good stewards of the environment.

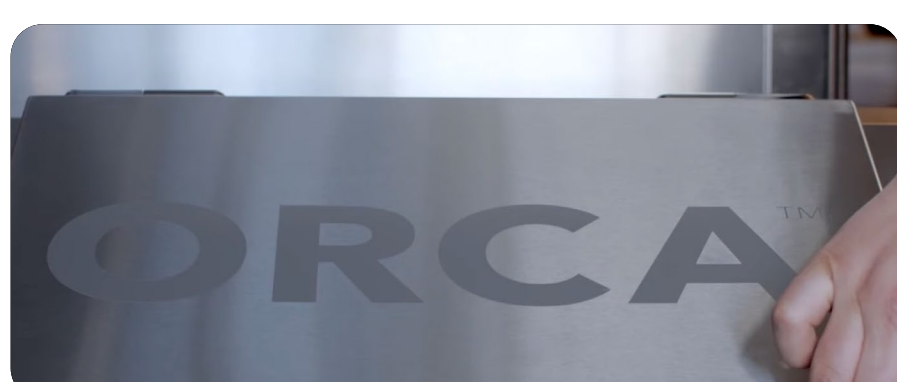
- Donating surplus food.** The Chick-fil-A Shared Table® program empowers local Owner-Operators to donate extra food from their Restaurants to nonprofits in their communities that provide meals for those who are food insecure. [Food Donation Connection](#) and [Second Harvest](#) have helped more than 2,300 local Restaurants create over 35 million meals across the United States and Puerto Rico, as well as Canada, since the program launched in 2012. "Chick-fil-A® restaurants are known for their commitment to giving back to their local communities and the Chick-fil-A Shared Table program is a tangible representation of the impact they have," said Brad Dietz, Director of Operations for Food Donation Connection.
- Making composting a priority.** A 2024 [waste audit](#) showed us that nearly one-quarter of the waste from Chick-fil-A restaurants comes from food scraps. To help keep this food waste out of landfills, participating Restaurants work with local composting programs. "Doing so is one of the unique ways we connect with and serve our community, and our Team Members are asking really good questions about what is compostable," says Phil Whitseal, local Owner-Operator of

Chick-fil-A Northville in Michigan. "As our commitment to composting evolves, we're also finding we can include items we didn't initially consider, like coffee grounds, the crumbs from hand breaded our chicken and even the fresh flowers from our dining room." Participating in and helping to expand local composting programs is one way we are doing our part.

- Learning and leading through the U.S. Food Waste Pact.** In April 2024, Chick-fil-A became the first restaurant company to join the [U.S. Food Waste Pact](#), the national voluntary agreement for food businesses focused on reducing waste through precompetitive collaboration. "Food waste is a systemwide problem and the participation of Chick-fil-A brings us closer to realizing systemwide action across the food supply chain. We look forward to seeing how their work with our other signatories will impact not only their goals and efforts, but also how their participation in the Pact will serve as an inspiration for their industry peers to take action," said Jackie Suggitt, Vice President of Business Initiatives & Community Engagement at [ReFED](#) that helped create the Pact along with the [World Wildlife Fund](#).
- Paying attention to the little things.** Small actions add up to big impact. That's why you'll see some local Chick-fil-A restaurants providing opportunities for Guests to return unopened sauce packets, rather than throwing them away. Select Restaurants also use an ORCA biodigester, which breaks down food waste into a liquid that is safe for municipal wastewater treatment plants.



After having diverted 59.4 million pounds of food waste from landfill between 2020 and 2025, we're excited to see the greater impact we can have as even more local Chick-fil-A restaurants choose to participate in the Chick-fil-A Shared Table program, benefit from the continued expansion of local composting programs and embrace other related opportunities.



## Driving the Chick-fil-A Supply way

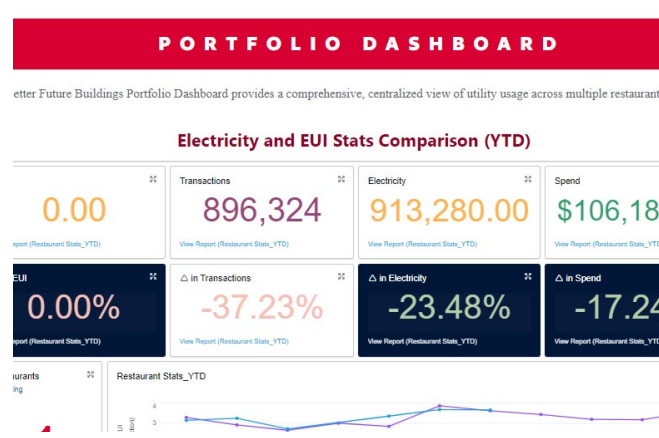
Even before Restaurants serve their first Chick-fil-A Chicken Sandwich of the day, Chick-fil-A Supply is thinking about how to reduce its environmental impact. It often begins at one of the nine distribution centers that deliver the food and products Chick-fil-A Restaurants need to operate. As the Chick-fil-A Supply team loads the refrigerated trucks, they switch from gasoline-driven power to electricity. This simple flip of a switch makes a sizeable difference, reducing fuel used and greenhouse gases emitted from thousands of vehicles. Additionally, units of Chick-fil-A Supply's trailers have solar panels that help power the refrigeration units and liftgate batteries.

- We also make sure our buildings are energy efficient with the latest LED and motion-sensor lights.
- We regularly update our fleet vehicles, so our drivers have the best and most-efficient equipment in the industry.
- Because we are constantly expanding Chick-fil-A Supply, if we grow into an existing site, we repurpose whatever we can to be as environmentally conscious as possible. In some cases, this means crushing concrete in one spot to reuse in another.

## Piloting environmental best practices in Restaurants

With more than 3,000 Restaurants, there is no one-size-fits-all way to reduce environmental impact and harness renewable energy. However, two pilot projects are helping to evaluate potential opportunities:

- 12 local Chick-fil-A Owner-Operators across the U.S. are testing a portal that provides best practices for reducing energy consumption.** A dashboard tracks energy used and associated costs from electricity, natural gas and water for each Restaurant.
- Chick-fil-A restaurants in California continue to test solar-powered microgrid systems.** In [Santa Rosa](#) and Stockton, solar panels collect sunlight that is converted into renewable energy to power these two Restaurants. This reduces the Restaurants' energy costs while also diverting resources from the energy grid to homes and other locations that need it. Additionally, on-site battery systems provide continuous power during local outages. Imagine being able to charge your phone and feed your family a hot meal at a local Chick-fil-A restaurant during a power outage; that's our vision, too.



A dashboard tracks energy used and associated costs from electricity, natural gas and water for each Restaurant.

## Lettuce serve you – and local manatees

Young orphaned or injured adult manatees at the [Caribbean Manatee Conservation Center \(CMCC\)](#) have a special place in the heart of Caitlin Chávez, local Owner-Operator of Chick-fil-A Los Filtros in Bayamón, Puerto Rico. Every week, she and her team donate up to 200 pounds of excess romaine and green leaf lettuce to help [feed manatees](#) in rehabilitation. "A manatee lover since the age of five, never did I think that I'd have the opportunity to feed and help save them as a local Chick-fil-A Owner-Operator," Caitlin said.

Chick-fil-A Los Filtros is the only quick-service restaurant on the island actively donating surplus food to CMCC. Their efforts support the manatees and the Chick-fil-A, Inc. sustainability goal – which we have surpassed – to divert more than 25 million pounds of food waste from landfills between 2020 and 2025.

"We need a lot of food to take care of these animals," says Adriana Figueora, a staff member at the CMCC. "It's amazing that a company like Chick-fil-A is helping us with our conservation efforts."



Donation of lettuce for the local manatees

## Donating pickle buckets to help recycle pickleballs

Turns out that the buckets that hold pickles for local Chick-fil-A® restaurants have a useful second life as collection buckets for used pickleballs. While pickleballs are currently not recyclable, The [RePickle Project](#) is looking to change that. The nonprofit is working with a test lab and commercial recyclers to find uses for ground-up and melted-down pickleballs. Brad Terrell, local Owner-Operator of Chick-fil-A Rock Row in Westbrook, Maine, helps by donating his Restaurant's used pickle buckets to collect used pickleballs for this research.



Pickle buckets for pickleball

## Going Green in April and throughout the year

Every April, during Earth Month, Chick-fil-A, Inc. Support Center volunteers host a variety of events to help Staff embrace a more sustainable lifestyle. In 2024, these included:

- Participating in the Atlanta [Center for Hard to Recycle Materials' \(CHaRM\)](#) Corporate Challenge to divert more than 250,000 pounds of waste from city landfills. Staff can drop-off electronics, latex paint, mattresses and more. Plus, they and their families enjoyed CHaRM's Kids' Day.
- Honey tastings and a candle-making workshop at multiple Support Center locations, where Staff learned more about the beehives at the Chick-fil-A, Inc. Support Center: Buffington.

- Also in 2024, at Chick-fil-A, Inc. Support Center: Buffington we:
- Piloted a Campus Recycling Center with TerraCycle that accepts batteries, plastic shopping bags, candy and snack wrappers, and beauty product packaging.
  - Reminded Staff to use their reusable cutlery kits for on-campus meals during Bring Your Own Utensils Week Sept. 30 – Oct. 4.



Hard to Recycle Day

## Protecting special places

Imagery canoeing and hiking through original Native American waterways and trails that have existed for thousands of years. Fortunately, this experience is possible today in Georgia's Okefenokee Swamp. With the help of a \$50,000 donation from Chick-fil-A, Inc., the nonprofit education organization [Okefenokee Swamp Park, Inc.](#) is seeking the [UNESCO World Heritage Site](#) designation for the [Okefenokee National Wildlife Refuge](#). If successful, it would be the first in Georgia to achieve this distinction, which protects and preserves cultural and natural heritage sites around the world.

- Visitors to the unique ecosystem of Okefenokee Swamp can spot:
- Over 80% of the world's threatened and endangered species
  - Renowned amphibian populations
  - More than 600 plant species
  - The largest lowland subtropical peatland in the world

"Our mission is to provide a deeper connection to nature through education and ecotourism," said Kim Bednarek, Executive Director of Okefenokee Swamp Park, Inc. "Sharing the importance of conservation with visitors ensures the Okefenokee Swamp remains an iconic part of America's natural heritage."

## Helping students access our national treasures

Nature is a great classroom and the 400-plus national parks in the U.S. bring important lessons to life. That's why Chick-fil-A, Inc. proudly supports the [National Park Foundation's Open Outdoors for Kids](#) program. For the second year, Chick-fil-A, Inc. invested \$250,000 to help connect students to national park experiences through field trips, classroom engagements and educational activities.



Photo credit: National Park Foundation  
The National Park Foundation's Open Outdoors for Kids program introduces students to national parks.

## Preserving our forests

- By the end of 2025, the papers that protects food for Chick-fil-A restaurant Guests is expected to be 100% responsibly sourced. At Chick-fil-A, responsibly sourced is defined as being inclusive of:
- Recycled fiber (both post-consumer and post-industrial)
  - Virgin fiber certified by the [Forest Stewardship Council \(FSC\)](#), [Programme for Endorsement of Forest Certification \(PEFC\)](#), or [Sustainable Forestry Initiative \(SFI\)](#).
  - Uncertified fiber that meets the FSC Controlled Wood, PEFC Due Diligence System or SFI Fiber Sourcing standard

Chick-fil-A, Inc. has always cared about a tradition of protecting and preserving forests. For example, the Chick-fil-A, Inc. Support Center: Buffington in Atlanta is an [Accredited Arboretum](#) with 70 rolling acres of wooded property, landscape gardens, walking trails and wildlife. The campus is home to hundreds of varieties of native and non-native plants.

## The company we keep:

- Poly Coated Paper Alliance:** We focus on improving the recovery, recycling infrastructure and end market acceptance of poly coated paper packaging as a co-founding member of the [Poly Coated Paper Alliance](#).
- The Recycling Partnership:** We are a member of [The Recycling Partnership](#), which helps underserved communities access recycling.

## From Waffle Potato Fries to diesel fuel

At 85% of Chick-fil-A® restaurants, used cooking oil is repurposed into the manufacture of clean-burning renewable fuel thanks to our partnership with

[DAR PRO Solutions](#). Since we began this environmentally friendly program, Chick-fil-A restaurants have generated over 1.5 million gallons of biodiesel. Watch this [video](#) to see how it's done.

# Thank You!

Thank you for your interest in our global impact as Chick-fil-A – together with others – continues to care for people, local communities and the planet, through food and in many other ways. We invite you to continue following our journey at [chick-fil-a.com](https://chick-fil-a.com).

## Measuring our impact: report criteria

**Communities** – Groups of individuals who share a commonality through geography or association with an organization within the United States, Canada and Europe. These organizations are third-party partners that may include homeless shelters, senior centers, soup kitchens, churches, food banks, schools, hospitals, youth programs and other community-based programs and nonprofits.

**Diverted** – Food donated and intended for human consumption, food donated and intended for animal consumption, food waste that is composted, processed in an aerobic digester or food waste that is repurposed for industrial uses, such as rendering, conversion to biofuels.

**Educational opportunities** – Opportunities that aim to enable individuals to acquire knowledge and certain skills, and to cultivate certain capacities, which may include scholarships, tuition assistance, other education assistance and professional development.

**Economic mobility** – The ability of an individual to improve their economic situation.

**Food waste** – Edible and inedible food from a Chick-fil-A® restaurant's operations that is ultimately not consumed and taken to the landfill. Edible food waste includes food that is cooked or prepared that is intended for human consumption. Inedible food waste includes food scraps discarded by Guests and Restaurant Team Members who prepare food in the kitchen.

**Guests** – Chick-fil-A® restaurant customers.

**Meal** – A portion of food to satisfy an appetite. Donated meals may be measured in pounds of food donated, meal size or dollar equivalents based on the organization supported, which follow the conversion to number of meals below:

- Weight (lbs.): 1.1 lbs. of food = 1 meal
- Meal size: 1 entrée = 1 meal (Note: an entrée may also include a side, beverage or a dessert, which will be considered to be one meal, as one entrée is included)
- Dollar value (\$): \$1 = 10 meals at national level and \$1 = 4 meals at local level

**Owner-Operator** – Local franchised Owner-Operator of a Chick-fil-A® restaurant.

**People** – Individuals living in the U.S., Canada and Europe in communities with access to resources that support economic mobility or have participated in a skills-for-life program, which includes Junior Achievement (JA), True Inspiration Awards® (TIA) and Chick-fil-A Leader Academy™. The Chick-fil-A Leader Academy estimates the number of participants by applying 30 participants per class average. JA is measured by the total number of people participating in the entire program. TIA is measured by the number of people identified by the grantees' approved applications. Chick-fil-A relies on its third-party partners to provide the number of participants to measure the key performance indicator.

**Provided** – When an individual receives support or assistance from Chick-fil-A or a third-party partner. Support or assistance in relation to our goals can include:

- Funding in dollars to support educational opportunities
- Funding in dollars for meals or donated meals
- Funding in dollars to support skills-for-life programs
- Funding in dollars to support access to resources that encourage economic mobility

**Resources** – Includes programs or supplies that address essential human needs, such as access to food and shelter, or offer skills for life training, such as literacy, leadership and job training, which can help individuals secure and retain jobs and thrive in the workforce.

**Skills for life** – Skills relevant for securing, retaining and thriving in work and professional development, which includes literacy, leadership skills and job training programs.

**Staff** – Part-time and/or full-time Chick-fil-A, Inc. employees or subsidiary employees.

**Support Center** – Chick-fil-A, Inc. corporate office locations.

**Team Members** – Chick-fil-A® restaurant employees.

# Website Terms and Conditions (“Terms”)

Last Updated: April 23, 2025

2024 Chick-fil-A  
Global Impact  
Report

Report contents  
A message from our CEO  
2024 highlights  
About Chick-fil-A  
Caring for people  
Caring for communities  
Caring through food  
Caring for the planet

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**Contact Information.** If you have any questions about the website or these Terms, please contact us at:

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