

## **Embracing Sustainability: McDonald's Recipe for Diversity and Inclusiveness**

### **Susan Forsell**

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**Session Code: TC**

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### **Session Description:**

What are the ingredients to become a leader in diversity and inclusion for a company that serves 68 million customers a day in more than 119 countries? Discover how McDonald's culture has evolved to embrace diversity and inclusion in all aspects of its business by leveraging a diverse workforce of over a million employees worldwide to ensure that McDonald's is a welcoming and inclusive environment on both sides of the counter. Explore how McDonald's ensures that its sustainability efforts make a positive impact on society around the globe.

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### **Biography:**



Susan Forsell is Vice President of Sustainability for McDonald's USA, where she is responsible for leading the advancement of environmental and sustainable supply strategies and initiatives for McDonald's U.S. business, including initiatives focused on recycling and waste management, energy efficiency, and sustainable sourcing. Prior to her current role, Susan served as VP, Quality Systems, with responsibility for leading the strategy and implementation of McDonald's quality assurance, food safety, and sustainable supply policies and programs. A 20-year veteran, Susan started her career with McDonald's Asia Pacific operations in 1992.

She has risen through the ranks, holding various supply chain management positions including Asia Pacific Zone Purchasing Director and Central Division Senior Director, Supply Chain Management. She also devotes her time to the McDonald's Women's Leadership Network and Junior Achievement Volunteer Program. Susan holds a Master of Business Administration from Northwestern's Kellogg School of Management in Evanston, Illinois. Her undergraduate degree is also from Northwestern University where she majored in Asian Studies. She has more than 14 years of international business experience in Asia and is proficient in Mandarin Chinese.