EMAS
GESTIONE
AMBIENTALE
VERIFICATA
IT-002132

DECLARATION

ENVIRONMENTAL EMAS

REFERENCE PERIOD: 2024/2027

elior

ELIOR SPA - ENVIRONMENTAL MANAGEMENT SYSTEM EMAS REGULATION

Revision	Date	Description
2	08/27/2021	Second reporting cycle following Update 2 of 11/16/2023 related to the first cycle first edition 08/27/2021

Predisposition	Approval
Environmental Management System Manager – EMAS Management Representative	Easter Fox

ΚΥΠΡΙΑΚΗ ΕΤΑΙΡΕΙΑ ΠΙΣΤΟΠΟΙΗΣΗΣ
CYPRUS CERTIFICATION COMPANY

INDEX

1 INTRODUCTION

Dear reader,

Continuing on the path of implementation of the EMAS project, we are pleased to present the Environmental Declaration associated with the second registration cycle 2024-2027 in compliance with the European Regulation (EU) 1221/2009, as amended by Regulations (EU) 2017/1505, 2026/2018 and Regulation 2023/2023, concerning the voluntary registration of EMAS, and with the international standard UNI EN ISO 14001: 2015.

In the following pages you will find our EMAS Environmental Declaration, a useful tool to provide an overview of the significant elements and relationships of our Organization with respect to the environment and its sustainability; the document also aims to constitute a clear and transparent reporting tool of our policies, activities and strategic planning of our environmental improvements.

Enjoy your reading.

The President
Easter Fox

2 PRESENTATION

This Declaration refers to the company **Elior Ristorazione SpA,** a leading company in the Italian collective catering sector, and part of the Elior Group.

2.1 THE ELIOR GROUP IN THE WORLD

The ELIOR Group, founded in 1991, is one of the largest operators in Europe in the Collective Catering, Concession Catering and related Services; it currently operates in 10
Countries and at level. Elior Italia became part of the Elior Group in 1999, continuing the path that in 15 years has led it to be a leader in the national market.

Figure 1 Elior Group numbers 2024

The ELIOR Group is committed to a sustainability commitment policy in three key areas.

#1: OUR PEOPLE	• Ensure the safety and well-being of all our people • Facilitate internal development and advancement • Promote Diversity and inclusion
#2: QUALITY	• Value the trust of our guests and offer them meals balanced and tasty at reasonable prices • Educational projects for younger guests to teach them about taste, to nutritional balance and what is good for your health and that of the planet. • Strengthening our collective resilience
#3: OUR PLANET AND ITS COMMUNITIES	• Predict and reduce food waste • Reduce your environmental impact • Promote the development of local production channels • Integrate climate change assessments into strategic procurement policies to increase value chain resilience

2.2 THE ELIOR GROUP IN ITALY

In the national territory, under the guidelines of the French Parent Company Elior Group, the Italian reality is led by the company ELIOR Ristorazione SpA, under which some controlled companies merge. The main corporate structure of Elior in Italy is shown in Figure 2.

Figure 2 The organization of Elior Italia

Elior Ristorazione is a solid reality that includes, in addition to traditional collective catering, also various brands:

- Hospes, the brand with which we operate in the North-East regions and in particular in Veneto.
- Elior Servizi, a brand specialized in the cleaning and sanitization of healthcare and industrial environments, in internal logistics, in hotel and maintenance services.
- Pulcini & Co, the division specialized in childcare services that offers companies and public bodies the pedagogical and food management of nursery schools.
- IColti in Tavola, the innovative, agile and contemporary corporate catering line for a smart, healthy and tasty lunch break, with a range of flexible solutions and services designed to meet different needs of space, budget, number of employees and work organization

L'EVOLUZIONE DELLA ORGANIZZAZIONE DI ELIOR

2.3 ELIOR RISTORAZIONE SPA

Elio Ristoranti SpA represents the parent company of Elior in Italy and carries out the function of *Service Center* for the subsidiaries and operational centers at the Milan headquarters .

National Central Services

- Human Resources Management.
- Personnel Administration.
- Purchasing Department.
- Order Management.
- IT Systems – Infrastructure and IT security.
- Management control.
- Financial Management and Treasury Services.
- Administration, Finance and Check.
- Administrative services.
- Quality-Environment-Safety Control

Registered office	Via Venezia Giulia, 5/a – 20157 Milan
Share capital	Euro 45,000,000
Tax Code – VAT No.	08746440018
Number of employees	Approximately 8,400
Number of central kitchens	13
Sectors of activity	Mass catering (education, armed forces, healthcare, companies)

2.3.1 THE ORGANIZATIONAL STRUCTURE

The updated structure of the management organizational structure at the national level is reported below.

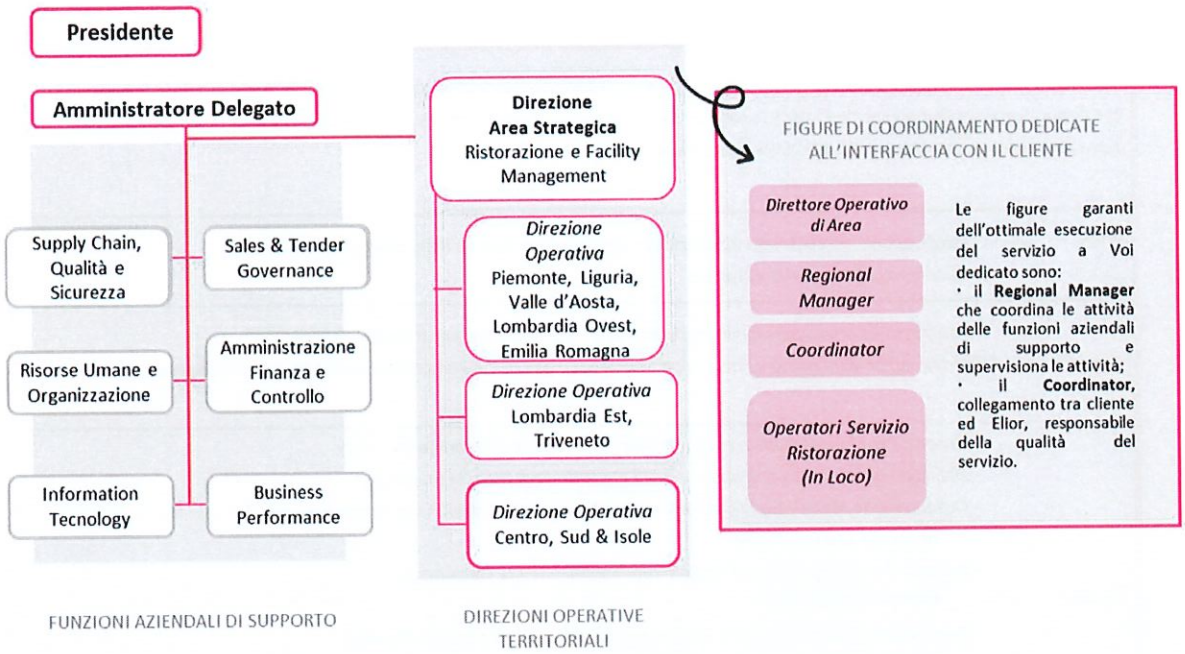


Figure 3 The ELIOR organizational structure

The EMAS management system is also managed by specific roles and hierarchies to safeguard the governance and applicability of the system.

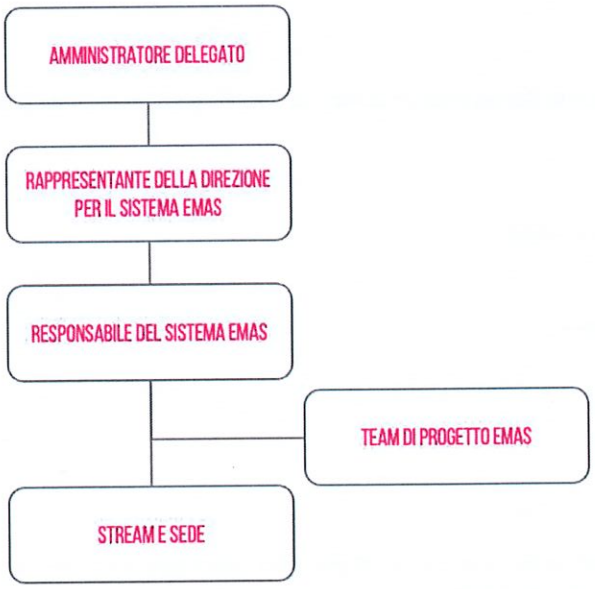


Figure 4 EMAS Organization Chart of Elior Ristorazione

Project Team - EMAS	
To ensure the functioning of the Environmental Management System and the application of the provisions of the EMAS Regulation, the Group has identified a specific Project Team with roles, responsibilities and relationships of the functions that have or could have an impact on the organizational activities and the environment.	
Who	*Officially appointed corporate functions that actively contribute to the implementation of the Environmental Management System*
Scope	*Actively involve employees in the implementation and improvement of the System of Environmental Management, increasing their awareness of environmental commitments and initiatives*
Duties	*- Support the Management in reviewing and updating the environmental policy* *- Definition of objectives and improvement plans to propose to Management* *- Collaborate to identify significant environmental aspects and define related measures of control and monitoring.* *- Support the writing/review of System procedures and the Declaration Environmental EMAS* *- Facilitate the application of the Environmental Management System through:* *• Periodic review of objectives and improvement programs* *• Provide input for periodic review* *• Develop awareness-raising and communication activities to interested parties • Review / update stakeholder expectations, in relation to environmental issues.*

2.3.2 THE MAIN SECTORS OF ACTIVITY

The collective catering managed by the organization is active in both the public and private sectors and includes various types of services.

- Corporate catering
- Solutions for small and medium-sized businesses • Schools
- Health
- Banqueting and event organization
- Travel catering

2.3.3 ACTIVITIES AND TERRITORIAL CONTEXT

The collective catering managed by the organization is active in both the public and private sectors with extension throughout the national territory.

The workplaces are mainly made up of:

• Legal headquarters and territorial offices related to administrative activity. •
Operational units, in turn divided into:

- o Structures associated with contracts where the organization operates as contracted companies (not foreseen direct management of utilities, authorizations and structures).
- o "Full Availability" structures in which stable operational activity is carried out with full responsibility in management.

A type of strategic unit within the service is constituted by the central kitchens.

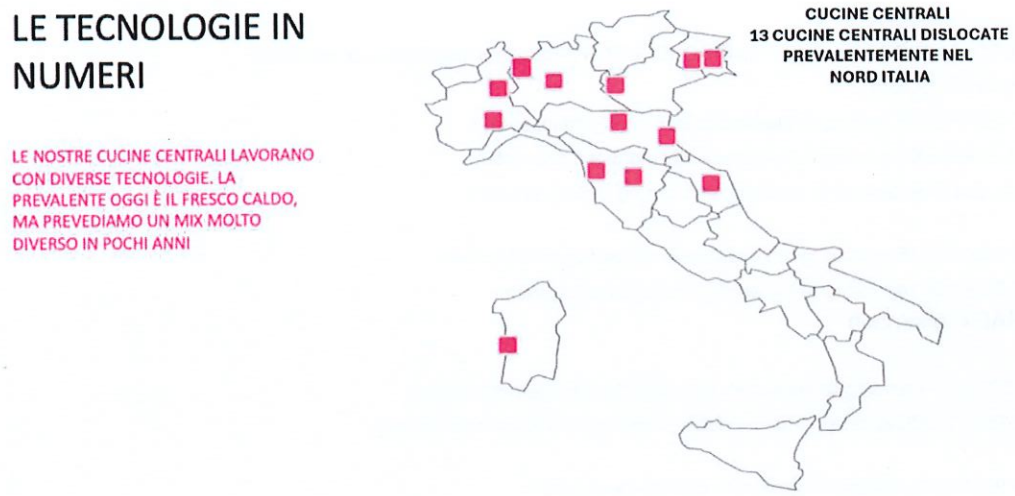


Figure 5 Distribution of central kitchens

The distribution of cooking operations centers on Italian territory is shown in the following graph.

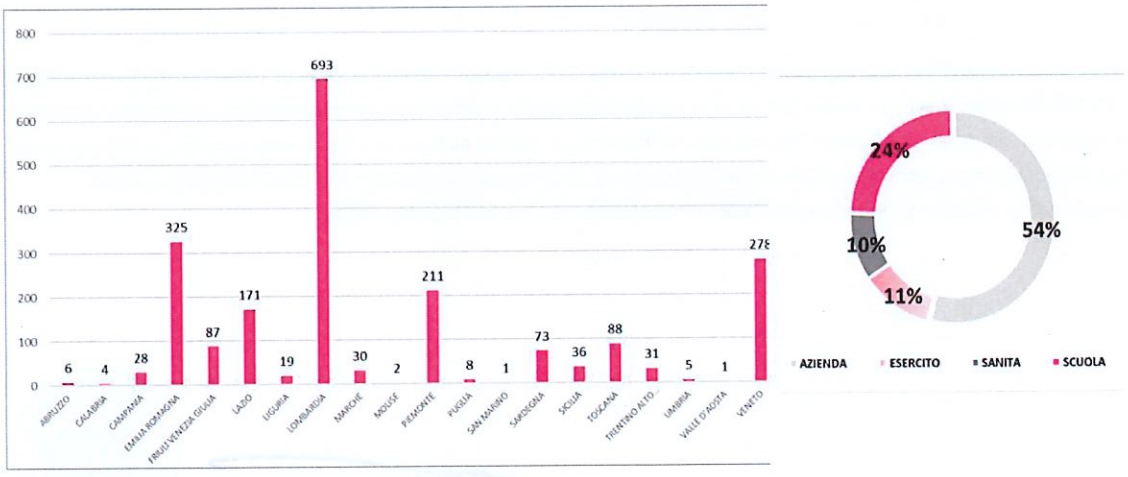


Figure 6 Distribution of Elior Ristorazione spa Cooking Centers 2024

2.3.4 CERTIFICATIONS

The elements that ELIOR considers essential at the level of corporate management are represented by Workplace Safety, Food Safety and Hygiene, respect for the environment, as well as the principles of worker protection and social responsibility; for this purpose the organization has obtained and maintains various certifications relating to different areas:

HYGIENIC HEALTH AND FOOD

- HACCP_GMP CODEX GUIDELINE – CAC/RCP-1/1969 – Relating to general principles on food hygiene
- ISO 22000:2018 relating to the food safety management system
- ISO 22005:2007 relating to the traceability management system
- Certificate of suitability for receiving and storing organic products

ENVIRONMENTAL AND ENERGY

- ISO 14001:2015 relating to the environmental management system
- ISO 50001:2018 relating to the energy management system
- EMAS registration

ETHICAL AND SOCIAL

- SA 8000:2014 relating to the social responsibility management system
- UNI/PDR 125:2022 relating to the management system for gender equality

QUALITY AND SAFETY

- ISO 9001:2015 relating to the quality management system
- ISO 45001:2018 relating to the management system for the health and safety of workers

2.3.5 SCOPE OF APPLICATION OF THE EMAS SYSTEM

The core activities of the catering service concern the design and provision of catering services (collective and/or commercial), both with direct production of meals and with the supply of foodstuffs depending on specific contracts with private companies or contracts with public companies. The provision of the service includes all the following phases: acceptance and storage of raw materials, preparation, production and related cleaning, maintenance, sanitization and pest monitoring activities, transportation and distribution of foodstuffs and/or finished meals, including special meals.

Servizio *in loco*

Ricezione delle materie prime
Trasformazione degli ingredienti

Somministrazione immediata in ristorante (free flow, linea, con servizio al tavolo)

Preparazione *in Cucina Centrale*

Ricezione delle materie prime
Trasformazione degli ingredienti con varie tecnologie: fresco caldo, Cook&Chill, atmosfera protettiva, sottovuoto

Trasporto

Somministrazione

The sites included in the scope of the EMAS system are the following:

- Registered office, in via Venezia Giulia 5/A, Milan
- Zola Predosa Cooking Center

PURPOSE OF THE CERTIFICATE	
Design and provision of catering services (collective and/or commercial) in hospital, healthcare, social assistance, school, university, military, religious, civil and corporate institutions and on board trains with direct production of meals and/or supply of foodstuffs, both fresh-hot and refrigerated and/or frozen and in modified atmosphere (ATM)/vacuum-packed, for public and private organisations.	EMAS GESTIONE AMBIENTALE VERIFICATA IT-002132

3 SUSTAINABILITY STRATEGIES

Through the **POSITIVE FOODPRINT™** strategic plan , a Corporate Social Responsibility strategy that the entire Elior Group is committed to maintaining and implementing in all its fields of action, inside and outside the company.

THE ELIOR GROUP
POSITIVE FOODPRINT PLAN

Elior Group si è allineato a queste sfide globali, individuando
4 aree prioritarie su cui lavorare.
Queste 5 aree sono la base del Piano
POSITIVE FOODPRINT di Elior. Dal 2021 Elior ha poi aderito al CDP per la quantificazione degli impatti e il suo monitoraggio nel tempo.

THE GLOBAL COMPACT
WE SUPPORT

FIRMATARIO DEL PATTO MONDIALE GLOBAL COMPACT DAL 2004
Programma delle nazioni Unite sulla responsabilità sociale d'Impresa, basato su un insieme di dieci principi fondamentali, relativi ai diritti umani, standard lavorativi, tutela dell'ambiente e lotta alla corruzione.

- BUONO E SANO
- MODELLO CIRCOLARE
- PRODOTTI SOSTENIBILI
- PRENDERSI CURA DEI COLLABORATORI E DELLA COMUNITÀ

Elior Group has updated its Sustainability strategies with a new strategic plan **2025-2030;** the activities carried out and the improvement strategies within the EMAS management find, where possible, common and shared aspects in the strategic environmental actions of the plan for an integrated approach.

COMMITMENT IN ITALY

The main elements that affect the environmental footprint and influence the organization's decisions and behaviors are:

- **Design menu***
- **Circular model**
- **Energy consumption**

** An important work is being managed with the revision of the Menus, where applicable by specification, for the implementation/proposals of "plant based" recipes to reduce meat consumption and "meal emissions".*

MENU DESIGN

Menu Design Through Choices
nutritional assessments which also include evaluations on the environmental sustainability of the ingredients.

CIRCULAR MODEL

Application of Circularity principles aimed at optimize the processing of ingredients as well as limit food waste.

ENERGY CONSUMPTION OF RESTAURANTS

Management and reduction of energy consumption also through a careful selection of energy providers.

In addition to the need to work on issues related to sustainability, the theme of dissemination on sustainability is strong, with a particular focus on the agri-food supply chain.

ΚΥΠΡΙΑΚΗ ΕΤΑΙΡΕΙΑ ΠΙΣΤΟΠΟΙΗΣΗΣ
CYPRUS CERTIFICATION COMPANY

3.1 ENVIRONMENTAL POLICY

The version of the Integrated Policy for the different voluntary management systems implemented, reported in Annex I, is made available on the ELIOR website (https://www.elior.it/documenti).

3.2 THE ELIOR ENVIRONMENTAL MANAGEMENT SYSTEM

To concretely translate the environmental commitment established within the Policy, since 2004 the The Group has adopted an Environmental Management System aimed at continuously monitoring and improving its environmental performance. This system, certified in accordance with the requirements of the UNI EN ISO 14001 standard, has been enriched for two sites with certification in compliance with the regulation EMAS.

The main elements of the Environmental Management System are:

- **Environmental Context Analysis:** in-depth assessment of all Elior activities and the context in which they take place; enabling the identification of all relevant environmental issues to be addressed, highlighting the relationship between Elior and its stakeholders, as well as all risks and opportunities to be managed. Given the corporate complexity resulting from the number of operating units, mainly non-owned sites, located throughout the country, the peculiarity of certain services and the centrality of management services, the Context Analysis is organised on multiple levels starting from Group Analysis up to the site-specific assessments of the Operating Units.

- **Environmental Policy:** public commitment to continuous improvement of environmental performance, which defines the environmental improvement strategy. • **EMAS**
Environmental Statement: statement, updated regularly, which provides interested parties with information and updates on the organisation's environmental performance, objectives and results.

- **Procedures, instructions and forms:** a set of documents that guide the review process and continuous improvement of environmental performance.

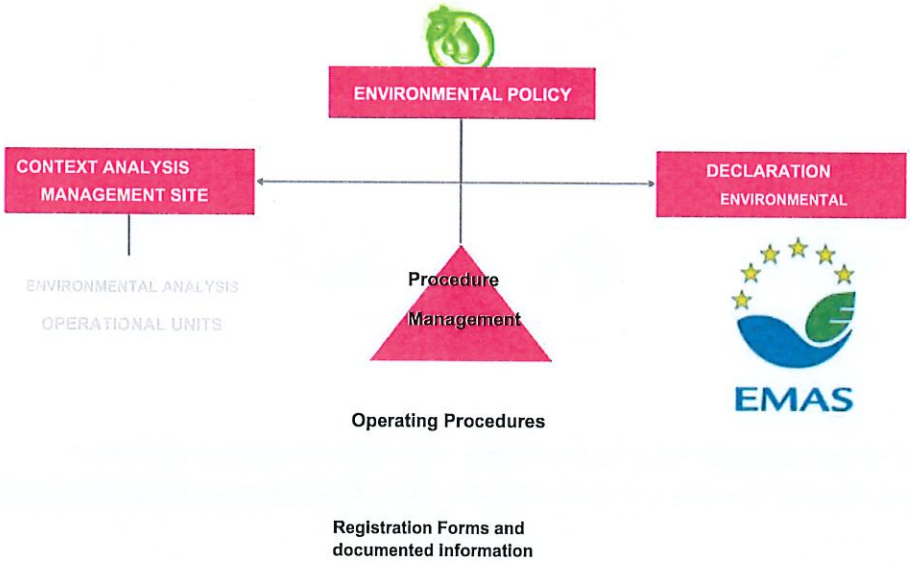


Figure 7 Structure of the Elior Environmental Management System

3.3 MAIN APPLICABLE ENVIRONMENTAL LEGISLATION

The main corporate functions operating in this field are the Management Representative (in the environmental field), which has the function of ensuring resources and means to guarantee compliance, the Environmental Management System Manager, and some members of the EMAS Project Team.

As regards voluntary compliance obligations, their evaluation is carried out periodically by examining the needs and expectations of interested parties.

Legal compliance and mandatory requirements are instead managed through dedicated audit cycles and compliance control management tools.

The main elements relating to the environmental legislation applicable to both the Head Offices and the Operating Units, and directly connected to the main environmental aspects of the organization, refer to:

- Water supply and discharge of civil and/or industrial waste water.
- Emissions control (related to service systems).
- Management and control of energy consumption.
- Energy efficiency (referring to heating and cooling systems).
- Leak check for cooling systems.
- Waste management.
- Fire prevention, relating to some technical activities.
- Sustainable mobility management (specifically for the Milan headquarters)

The Group Management System ensures compliance with all applicable European and Italian environmental laws in an efficient manner; the main environmental legislative elements applicable to the activities developed are reported in Annex II.
The Group has established and maintains a procedure that ensures the identification, updating and management of environmental legislation and obligations; with regard to EMAS registration, Commission Decision (EU) 2016/611 of 15 April 2016 (related to EC Regulation no. 1221/2009) was taken into consideration, as applicable to the specific organizational reality, as a reference element on best environmental management practices, sector environmental performance indicators and examples of excellence for the tourism sector.

3.4 MAPPING OF MAIN INTERESTED PARTIES

The Group periodically develops the analysis of the main stakeholders and their expectations relevant from an environmental point of view; the following Figure illustrates the general mapping at company level developed by the Environment-EMAS Committee.

Figure 8 Mapping of ELIOR stakeholders at company level

4 ENVIRONMENTAL ASPECTS

4.1 THE CLASSIFICATION OF ASPECTS

The environmental aspects related to ELIOR activities can be classified into two categories

- **Direct aspects,** associated with directly controlled activities and services.

• **Indirect aspects,** resulting from the Organization's interaction with third parties and which may be influenced to a significant extent.

The assessment of the level of significance of each aspect is carried out according to the criteria reported in the following figure; an environmental aspect is significant if at least one of the identified criteria is satisfied; the assessment criterion takes into account both normal activity conditions and abnormal conditions and emergency situations.

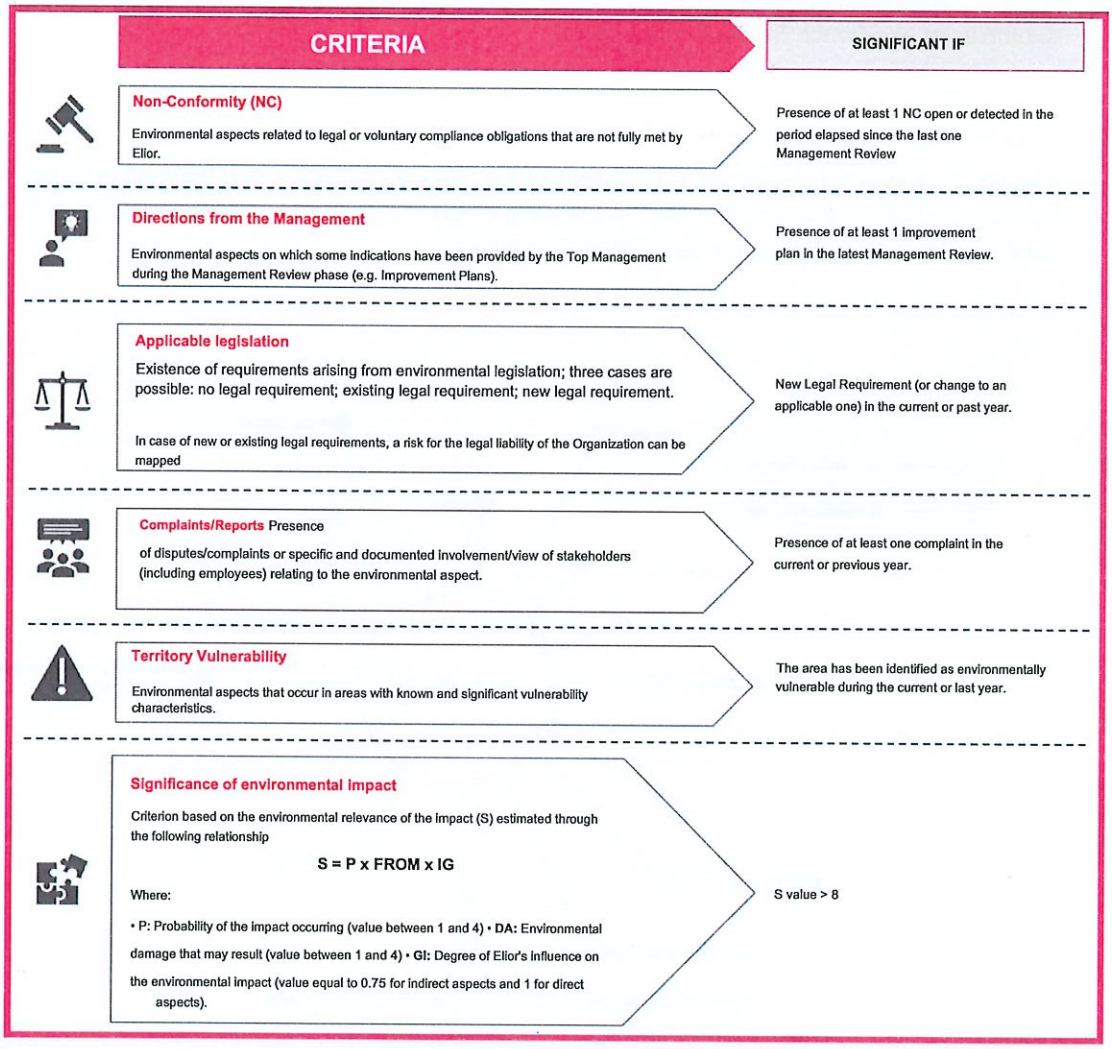


Figure 9 Criteria applied for the evaluation of environmental aspects

The following conditions were taken into account in the identification and assessment of ELIOR environmental aspects:

• **Normal (N),** associated with normal activities. • **Abnormal (A),** non-ordinary (e.g. periodic maintenance activities).

• **Emergency (E),** unpredictable events that could generate an environmental impact (e.g. accidents).

4.2 DEFINITION OF KPIs AND NORMALIZATION FACTORS

As required by EMAS Regulation No. 1221/2009, the Group has defined specific key indicators (KPIs) in order to monitor its environmental performance over time, including the progress made through the adoption of the improvement plans reported in paragraph 7.
All KPIs are collected as absolute values and provided in both absolute and normalized value.

considering the following normalization factors, differentiated for the management headquarters and the cooking centers given the different typology of activities carried out:

SITE	NORMALIZATION FACTOR	Unit of measurement
MANAGEMENT HEADQUARTERS MILAN	Total employees, considered as Full Time Equivalent – FTE Number of employees	
OPERATIONAL UNITS – COOKING CENTERS	Total meals produced	Number of meals

4.3 IDENTIFICATION OF ENVIRONMENTAL ASPECTS

The results of the environmental aspects assessment are reported in Annex III. In the following paragraphs, a brief description of all the environmental aspects present in the Elior sites covered by this Declaration is reported; if they are significant, they have been indicated with the diversified symbol in case of applicability to the Headquarters or the Zola Predosa Operating Unit.

LOCATIONS DIRECTIVES

UNIT' OPERATIONAL

For all environmental aspects mapped as meanings, system management actions or specific improvement programs are in place.

I WAIT ENVIRONMENTAL	IMPACT ENVIRONMENTAL	MANAGEMENT HEADQUARTERS SIGNIFICANT ASPECTS	OPERATIONAL SITES SIGNIFICANT ASPECTS
Water consumption	Resource consumption	-	• Washing food, dishes and kitchen equipment
Consumption Energetic	Resource consumption	• Energy supply • Office activities	• Energy supply • Energy consumption equipment
Resource consumption materials	Resource consumption	-	-
Noise emission	Noise pollution	-	-
Emission into the atmosphere	Air pollution	• Air conditioning of the premises • Travel/movements • Menu design • Adaptation to new FGAS regulation	• Heating • Energy consumption equipment • Conservation cold storage refrigeration • Adaptation to new FGAS regulation
Waste	Resource consumption Pollution only/water	• Adaptation to new RENTRI regulations	• Food preparation • Adaptation to new RENTRI regulations
Water discharges	Water pollution -		• Purifier management (where applicable)
Substance use dangerous	Pollution only/water	-	-
Substance use dangerous Spill	Pollution only/water	-	-
Land use and impact on the Biodiversity	Land consumption	-	-

4.3.1 WATER CONSUMPTION

MANAGEMENT HEADQUARTERS MILAN:

- civil purposes (sanitation and cleaning).
- fire prevention system power supply.

OPERATIONAL UNITS – COOKING CENTERS :

- Washing food products.
- Food preparation and cooking (e.g. boiling water).
- Dishwashing-Equipment washing.
- Sanitization and cleaning of the premises.
- Refrigeration and storage of foodstuffs.

MANAGEMENT HEADQUARTERS MILAN

The water used at the Headquarters in Milan comes from the public aqueduct and is mainly used for civil purposes (toilets and cleaning), to supply the fire-fighting system (a preliminary water treatment system with softening resins is available at the heating plant and water consumption is only related to the washing phase, therefore it is negligible.

The contribution to water consumption related to the bar and canteen service activity (indirect aspect) is to be considered negligible.

Furthermore, as an organizational tool at the level of cross-cutting services, ELIOR has prepared a standard package of measures to be proposed in service tenders, which includes actions with a focus on water saving to be customized according to specific tenders.

BASIC ACTIONS WITH FALLOUTS ON CONSUMPTION OPTIMIZATION WATER IN TENDER COMPETITIONS

- **FLOW REDUCERS ON TAPS.**
  Equipped with flow reducers which, while maintaining an equally effective flow of water, allow for a reduction in water consumption of over 30%, thus saving money.

- **WATER SAVING WITH ECOWASH MOP SYSTEM.**
  Use of a "pre-impregnated" cleaning system, which involves regeneration through washing and the simultaneous "pre-impregnation" of the cloths used with a saving of up to 90% of the water normally used for the washing solution.

OPERATIONAL UNITS – COOKING CENTERS

Drinking water consumption at cooking centres is generally attributable to municipal water supplies and is monitored (where possible) by periodic meter readings; where possible, high efficiency dishwashers are used at the operational sites in terms of consumption and recycling of washing water.

KPI

KPI – Water Consumption	UdM	SITE	CENTER COOKING
Water consumption	m3	X	X

4.3.2 ENERGY CONSUMPTION

MANAGEMENT HEADQUARTERS MILAN:

- Lighting.
- Air conditioning of the premises.
- Heating of the premises.
- Electronic Power of the equipment Supply.

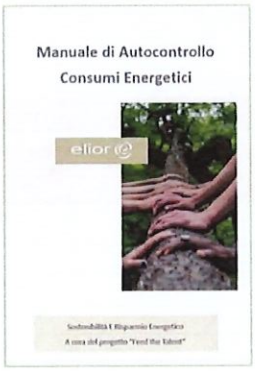
OPERATIONAL UNITS – COOKING CENTERS :

- Lighting.
- Refrigeration and storage of foodstuffs.
- Steam production and heating of Locals.
- Power supply for food cooking equipment (electrical and thermal energy consumption).

MANAGEMENT HEADQUARTERS MILAN

In particular, the main energy consumptions are related to electricity, used in the offices and natural gas, used to power the heating units for heating the workplaces. Inside the Management site, the canteen/bar services do not include cooking activities and
cooking.

In order to raise awareness among workers about energy saving practices, Elior has prepared the communication campaign "Light up change" by implementing graphics that communicate sustainable actions that people can undertake in the workplace and at home.



In addition to the campaign on energy consumption, curated by the project FEED THE TALENT, a manual has been created with procedures and practices for energy efficiency to be introduced in all managements Elior; a decalogue that each employee in all units must observe by committing to carry out their activities with responsibility and awareness towards energy consumption

For a company like Elior it is in fact essential to adopt common actions that aim to significantly reduce energy waste in central kitchens and restaurants.

In December 2023, ELIOR updated the Site Energy Diagnosis for the Milan office in accordance with Legislative Decree 102/2014; which constitutes a tool for the reporting and investigation of areas for improvement in relation to energy consumption.

Furthermore, as an organizational tool at the level of cross-functional services, ELIOR has prepared a standard package of measures to be proposed during service tenders, which includes actions with a focus on energy saving to be customized according to specific tenders.

BASIC ACTIONS WITH FALLOUTS ON CONSUMPTION OPTIMIZATION ENERGETIC IN THE TENDERING COMPETITIONS

- **FLOW REDUCERS ON TAPS.**
  Provision of flow reducers which, by maintaining an equally effective flow of water, allow for a reduction in water consumption and in the energy and gas used for heating and drinking water.
- **PRESENCE SENSORS.**
  Equipping the changing rooms and canteen warehouse with presence sensors/detectors that allow energy savings of approximately 35-45% of the areas involved.
- **AUTOMATIC LIGHTING OFF TIMER.**
  Equipped with automatic switch-off timer for lighting equipment.
- **THERMOSTATIC VALVES FOR RADIATORS**

Provide thermostatic valves on radiators that allow heat regulation in rooms with energy savings of approximately 10-20%.

- **LED BULBS**

  Replacing incandescent light fixtures with low-energy LED bulbs with a consequent reduction in consumption and related CO2 emissions.

- **LOW CONSUMPTION EQUIPMENT**

  Kitchen equipment designed to maximize performance and reduce energy consumption.

OPERATIONAL UNITS – COOKING CENTERS

Energy consumption in cooking centres is mainly associated with the management of systems for powering cooking and service equipment and for the storage of food/raw materials.

In November 2023, ELIOR updated the Site Energy Diagnosis for the Zola Predosa (BO) site in accordance with Legislative Decree 102/2014; which constitutes a tool for the reporting and investigation of areas for improvement in relation to energy consumption.

KPI

KPI – Energy Consumption	UdM	SITE	CENTER COOKING
Electricity consumption	kWh	X	X
Renewable energy consumption	kWh	X	X
Percentage of Electricity from Renewable Sources	%	X	X
Amount of self-produced renewable electricity	kWh	X	X
Amount of methane consumed	m3	X	X
GHG Emissions Associated with Energy Consumption	Tons CO2eq	X	X

4.3.3 CONSUMPTION OF MATERIAL RESOURCES

MANAGEMENT HEADQUARTERS MILAN:

- Commodities Grocery (Not expected direct preparation).
- Paper for printing documents (internal and external use).
- Toners and printer components.

OPERATIONAL UNITS – COOKING CENTERS :

- foods of animal and plant origin as well as auxiliary products for the preparation and processing of foodstuffs at the operating units. • disposable materials for catering and packaging. • detergent and sanitizing products for cleaning.
- products associated with Food Safety procedures with particular reference to pest control activities.

MANAGEMENT HEADQUARTERS MILAN

The management and design activities of the services are developed at the headquarters in Milan (the offices are home to the offices of the corporate management functions that operate at a transversal level) and the administrative and accounting management of the company.
Furthermore, as an organizational tool at the level of cross-functional services, ELIOR has prepared a standard package of measures to be proposed in the context of service tenders which includes actions with a focus on reducing materials

BASIC ACTIONS WITH FALLOUTS ON THE OPTIMIZATION OF CONSUMPTION of MATERIALS IN PROCUREMENT TENDERS

- **REUSABLE MICROFIBER CLOTHS.**

  Use of microfibre cloths compliant with the criteria for assigning ISO type I environmental labels (in accordance with ISO 14024) or consistent with the minimum environmental requirements of the CAM GPP for the cleaning service which allows, compared to the use of classic traditional cloths, savings on disposal due to the reduced need to replace damaged cloths.

- **EQUIPPED CLEANING TROLLIES MADE OF RECYCLED PLASTIC.**

  Use of cleaning trolleys and waste bins made of 30% mixed materials from separate waste collection.

OPERATIONAL UNITS – COOKING CENTERS

At the cooking centre level, the raw materials used are associated with food preparation supplies, disposable/packaging materials, cleaning products managed in accordance with the provisions of the relevant technical and safety data sheets and in accordance with the product selection criteria and various consumable materials with particular reference to Pest Control activities linked to food safety procedures (activity managed through specialised suppliers).

KPI

KPI – Consumption of material resources	UdM	SITE	CENTER COOKING
Quantity of food purchased	kg	X	X
Purchased Food - Environmental Criteria	kg	X	X
Quantity of printing paper purchased	kg	X	-
Purchased Printing Paper - Environmental Criteria	kg	X	-
Quantity of toner per print purchased	kg	X	X
Cleaning products purchased	kg	-	X
Cleaning Detergents Purchased - Environmental Criteria	kg	-	X
Purchased packaging	kg	-	X
Purchased Packaging - Environmental Criteria	kg	-	X

4.3.4 ATMOSPHERIC EMISSIONS

MANAGEMENT HEADQUARTERS MILAN:

- Air conditioning systems
- Heating systems.
- Personal mobility (e.g. business trips, meetings, events, conferences and other activities, home-work commuting).
- Menu Design

OPERATIONAL UNITS – COOKING CENTERS :

- Air conditioning and refrigeration systems
- emissions produced by catering/canteens.
- maintenance and operation of systems.

activity

MILAN HEADQUARTERS

For the purposes of assessing greenhouse gas emissions associated with air conditioning systems at the headquarters, ELIOR maintains an updated census of equipment containing FGAS subjected to periodic checks and inspections by qualified maintenance personnel Regulation (EU) no. 573/2024. The CO2eq emissions related to system leaks were assessed on the basis of the GWP *(global warming potential)* factors of the various gases used.

In relation to the internal mobility of workers for home-work travel, the Group has appointed its own Mobility Manager and has drawn up the PSCL Home-Work Travel Plan for the Milan office.

In 2023, in order to structure the emission reduction strategies at group level, Elior Italia accounted for its organizational emissions of Scope 1, 2 and 3.

Year 2022/23 CO2/meal 4.07kg

In relation to odorous emissions, the aspect is not relevant for the activity.

OPERATIONAL UNITS – COOKING CENTERS

Even in the case of the Operating Units, ELIOR, through appointed maintenance personnel, periodically checks for FGAS leaks from air conditioning and refrigeration equipment, with particular reference to the food storage cells, which are large-scale systems containing high quantities of CO2eq , and calculates the emissions linked to the leaks recorded based on the GWP *(global warming potential)* factors of the various gases used.

In relation to the delivery of meals, it should be highlighted that most of the activities are delegated to third-party suppliers not under the direct responsibility of ELIOR and do not fall within the scope of reporting of this declaration.

In relation to odorous emissions, the aspect is not relevant for the activity.

KPI

KPI – Atmospheric Emissions	UdM	SITE	CENTER COOKING
Total GHG Emissions	tons CO2eq	X	X
GHG emissions – energy consumption detail	tons CO2eq	X	X
GHG Emissions – from FGAS	tons CO2eq	X	X
GHG emissions – vehicle fleet detail	tons CO2eq	X	X
Emissions into the atmosphere - SO2	tons NOx	X	X
Atmospheric emissions – NOx	tons SO2	X	X
Atmospheric emissions - PM	PM tone	X	X

4.3.5 WASTE PRODUCTION AND MANAGEMENT

MANAGEMENT HEADQUARTERS MILAN:

- OFFICE ACTIVITIES: URBAN waste and SPECIAL arising from office activities or ordinary maintenance of work areas

OPERATIONAL UNITS – COOKING CENTERS :

- ACTIVITIES AND MANAGEMENT OF THE COOKING CENTRE: URBAN and SPECIAL waste

MILAN HEADQUARTERS Most

of the waste produced at the Headquarters is classified as urban waste and managed according to separate collection procedures (Paper, Plastic, Glass/metal packaging, etc.); special waste is managed in compliance with Legislative Decree 152/06 and subsequent amendments and additions and can be traced back to :

- Paper.
- Electrical and electronic equipment.
- Furniture and furnishings to be disposed of.
- Empty toners.

The Group has defined specific operating procedures for waste management as well as dedicated areas for the temporary storage of waste.
The maintenance of the plants, equipment and infrastructures is entrusted to external companies specialized in maintenance services that also deal with the management of waste arising according to specific contractual agreements with ELIOR.

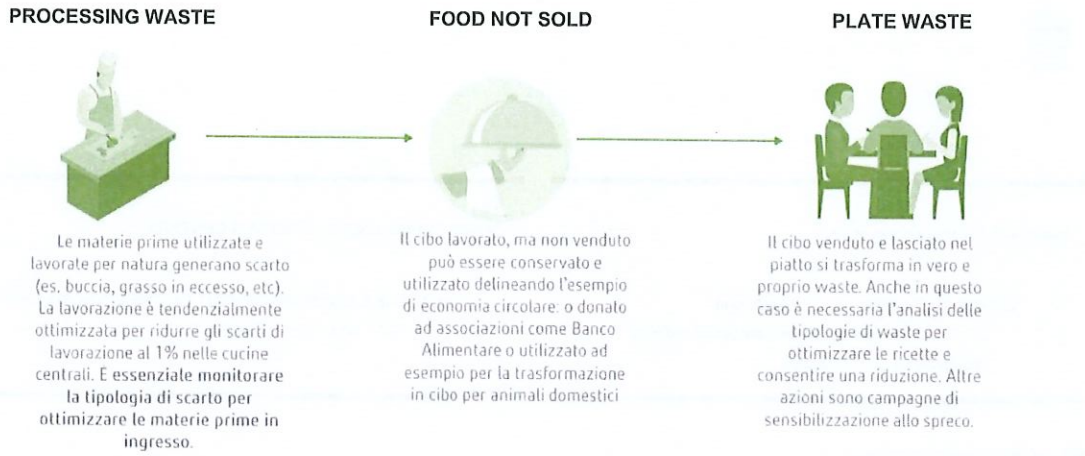
OPERATIONAL UNITS – COOKING CENTERS

Most of the waste produced at the Cooking Centres is urban waste (paper, cardboard, glass, plastic, metals, organic waste and undifferentiated fraction) and delivered to the entities that manage waste collection in the reference territory.

Special waste is managed in accordance with Legislative Decree 152/06 and subsequent amendments and additions and is mainly attributable to:

- Waste from internal laboratory quality control and food safety tests.
- Empty toners.

The maintenance of the plants, equipment and infrastructures is entrusted to external companies specialized in maintenance services that also deal with the management of waste arising according to specific contractual agreements with ELIOR (including Water Treatment Systems).



Following the Sustainability Agreement between Elior and the Hera Group, signed on 14/04/2022 and lasting two years, the **ZOLA site** was involved in the Biomethane project.

Biomethane project	**Organic waste collection from catering outlets for biomethane production**

Through a dedicated collection system for organic waste associated with ATP COMPANY COLLECTION/COMPANY TRANSPORT produced at the ZOLA site, Elior contributes to the production of biomethane at Herambiente's Sant'Agata Bolognese (BO) plant. Here, the waste is transformed into biomethane and compost, thus creating a virtuous cycle, which starts with kitchen waste and meal consumption and returns to the territory thanks to the introduction of the gas produced into the network, used to power public and private transport or for domestic use for cooking and heating.
With benefits in terms of circular economy and sustainable mobility.
Biomethane, in fact, is a 100% renewable gas that significantly reduces environmental impacts compared to fossil fuels.

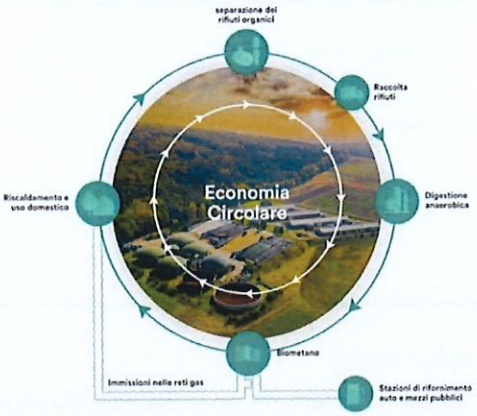
Not only that, in addition to biomethane, quality compost is also produced from organic waste, which can be used as a soil improver in agriculture or to produce soil for planting and gardening.

With this project, Elior and Hera also contribute to the achievement of two of the objectives of the UN 2030 Agenda.

The project allows to create a circular supply chain with Elior based on the active collaboration of the territory.

The S. Agata Bolognese plant is the first industrial-scale biomethane production plant built in Italy by a multi-utility.

How the process takes place: •
The waste undergoes an anaerobic biodigestion process, producing biogas • the biogas is subjected to refining (up-grading), passing through pressurized water in a countercurrent
• carbon dioxide is separated from methane to obtain biomethane
• at the end of the biodigestion process anaerobic, ligno-cellulosic material is added to the outgoing solid organic matter to obtain a structured mass which is sent to the phase of aerobic composting, from which compost is obtained.



The benefits associated with the project are therefore linked to the added value in relation to sustainability, in relation to the lower CO2 emissions compared to the production of traditional diesel, the traceability of the supply chain along the entire route and the quality of the service. The importance of data collection for the purpose of describing the objectives achieved is implemented through the development of "synthetic indicators" that are communicated through reports on the environmental performance of the project, as reported below (estimated data 2023 on monthly measurements: October November 2022).

1.6 t organic waste to month	**84 t** organic waste per month	**6.708 m3** Production of biomethane	**5.4 t/year** TEP avoid	**13 t/year** CO2 avoided

Furthermore, procedural and technical-organizational measures are implemented at the management level to limit unsold products and to manage them in a virtuous manner as excess food.

KPI

KPI – Waste	UdM	SITE	CENTER COOKING
Special waste produced	kg	X	X
Hazardous special waste produced	kg	X	X
Special waste produced and sent for recovery	%	X	X

4.3.6 WATER DISCHARGES

MANAGEMENT HEADQUARTERS MILAN:

- Civil wastewater

OPERATIONAL UNITS – COOKING CENTERS :

- Use of food processing equipment (e.g. food washing stations, boilers, etc.)
- Water from washing machines, dishwashers, etc....
- Waters associated with the cleaning and sanitization of production areas and surfaces.
- Purifiers (where applicable)

MANAGEMENT HEADQUARTERS MILAN

At the Headquarters there are no industrial discharges as the only aspects to be managed concern civil waste water managed with connection to the sewerage network.

OPERATIONAL UNITS – COOKING CENTERS

The Group, based on the characteristics of the water discharges, the applicable legislation of the municipal, provincial and regional regulations and laws, shall request, where applicable, the relevant authorisations and, where required, carry out periodic self-inspections.
At the operational site level, the significance of the impact is linked to the regional territorial sensitivity in which certain operational sites are located.

4.3.7 USE OF HAZARDOUS SUBSTANCES

MANAGEMENT HEADQUARTERS MILAN:

- Printer toner used for the preparation of communication materials and documents.
- Auxiliary materials for plant maintenance (only for small mechanical operations), such as lubricating oil, managed by the maintenance services company.
- Materials for cleaning offices and common areas managed by third party provider.

OPERATIONAL UNITS – COOKING CENTERS :

- cleaning products • chemical products for plant management

MANAGEMENT HEADQUARTERS MILAN

The activity carried out at the management headquarters is mainly related to office management, therefore, the organization is not exposed to a significant risk associated with the use of hazardous chemicals. The Group has defined specific procedures for the management of hazardous substances in order to clearly and unequivocally identify roles, responsibilities and actions for their management.

OPERATIONAL UNITS – COOKING CENTERS

The main aspect related to the Operating Units is represented by the presence and correct management of cleaning products developed by third-party service companies; the organization has adopted the most suitable storage methods for each of the aforementioned substances, in order to guarantee correct management and avoid any spills (e.g. Use of safety cabinets and containment basins, limited access areas); all safety data sheets are made available (even in the case of use by external suppliers), compliant with EC Regulation 1272/2008 and subsequent amendments in the places where dangerous products are stored in order to facilitate traceability in case of need and/or emergency (e.g. accidental spills).

In none of the ELIOR sites subject to EMAS registration is there material containing asbestos in a compact/friable matrix or equipment containing PCB/PCT.

4.3.8 NOISE – ACOUSTIC IMPACT

MANAGEMENT HEADQUARTERS MILAN:

- Office activities (no acoustic impact) significant)

OPERATIONAL UNITS – COOKING CENTERS :

- Unloading/loading vehicles
- Plant operation

For the operational sites included in this EMAS Declaration (Zola Predosa Operational Unit), specific assessments were carried out in accordance with Framework Law no. 447/1995.
The data from the above assessments confirm the absence of noise sources that cause significant acoustic impact on the environment and consequently compliance with the municipal acoustic zoning.

4.3.9 LAND USE AND IMPACT ON BIODIVERSITY

MANAGEMENT HEADQUARTERS MILAN:

OPERATIONAL UNITS – COOKING CENTERS :

- not including special protection zones (ZPS), special conservation areas (SAC), sites of community importance (SIC) or sites of regional importance (SIR)

- not including special protection areas (SPA), special conservation areas (SAC), sites of community importance (SCI) or sites of regional importance (SIR)

The sites covered by this Declaration are not included in special protection areas (SPA), special conservation areas (SAC), sites of community importance (SCI) or sites of regional importance (SIR).
No changes are expected to this indicator unless major changes are made to the locations.

KPI

KPI – Land use co	UdM	SITE	CENTER COOKING
Total land use	m2	X	X
Waterproofed area	m2	X	X
Green area (natural land) on site	m2	X	X
Green area (natural land) off site	m2	X	X

4.4 ENVIRONMENTAL ASPECTS GENERATED IN EMERGENCY SITUATIONS

POTENTIAL SITUATIONS ABNORMAL OR OF EMERGENCY	I WAIT ENVIRONMENTAL	CONTROL PROCEDURES, SURVEILLANCE AND/OR MONITORING	Site	Site Zola Predosa
Fire emergency	Emission in Atmosphere	Periodic check of fire-fighting equipment carried out by supplier qualified. Application of the emergency plan based on fire risk assessment; training of the emergency team and periodic emergency simulations.	✓	✓
Spillage of substances dangerous	Uncontrolled discharge in Water or in the soil	Application of storage methods to ensure the correct management of hazardous substances and any spills.	✓	✓
Plant/equipment malfunction	Atmospheric Emissions	Maintenance of systems and periodic control (by a qualified supplier) of accidental leaks from refrigeration and air conditioning systems containing Greenhouse Gases where applicable.	✓	✓
Malfunction Purification Plants Waters	Uncontrolled discharge in Water or in the soil	Periodic maintenance (by a qualified supplier) of purification systems.		✓
Gas and water leaks	Resource consumption	Periodic maintenance		✓

Uncontrolled dispersion Waste	Dispersion of waste in the soil	Application of storage methods to ensure proper waste management. Application of Waste Management Procedures and Staff Training	✓	✓

Table 1 Environmental aspects related to abnormal or emergency situations

5 HEADQUARTERS AND REFERENCE KPIs

ADDRESS: Via Venezia Giulia 5/a - 20157 Milan

General characteristics	Headquarters via Venezia Giulia 5/A
Property use title	Rent
Surface area used	2526.89 m2
Number of employees (FTE)	164.4

There are no changes at the authorization level.
At the building management level, since 2023 ELIOR has directly managed both the maintenance of the general systems and the electricity and gas utilities of the general services.

Below are the performance indicators related to the environmental aspects of the Milan Headquarters; the data reported are updated to 06/30/2024.

Note: this errata corrige with respect to previous declarations for methodological correction of GHG emissions in particular:

- Errata corrige NOX SO2 and PM emissions calculation for 2021/2022 corrected and aligned with this declaration.

HEADQUARTERS - ABSOLUTE KPIs

I WAIT ENVIRONMENTAL	KPI	Source	Unit of measure	2021	2022	2023	1 sem. 2024
Consumption Energetic	Electricity consumption	Energy Reporting Manager – Management Technique	kWh	257,542	335.902	337,434	143.703
	Electricity consumption by source renewable	Energy Reporting Manager – Management Technique	kWh	171,403	10*	0	143.703
	Electricity consumption by source renewable	Energy Reporting Manager – Management Technique	%	67%	0%	0%	100%
	Self-produced electricity	Energy Reporting Manager – Management Technique	kWh	0	0	0	0
	Methane consumption	Energy Reporting Manager – Management Technique	m3	27,745	30.300	25.132	15,468
Water Consumption	Water Consumption - Aqueduct	Management Control	m3	654	1.244	1.521	643
Greenhouse gas emissions (GHG)	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	314	451	401	134
	GHG Emissions - FGAS detail	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	0	0.64	0.00	0.00

	GHG Emissions - energy consumption detail	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	133	338	261	41
	GHG Emissions - Vehicle fleet detail	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	182	112	139	92
Emissions into the atmosphere	NOx Emissions	LCA Methodology Calculation – SIMAPRO Software	tons of NOx	0.37	0.45	0.48	0.15
	SO2 Emissions	LCA Methodology Calculation – SIMAPRO Software	tons SO2	0.16	0.32	0.33	0.05
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	PM tone	0.08	0.14	0.15	0.03
Production Special Waste	Special waste produced	Waste Registrations (Forms) HSE function Central	kg	14,490	15,663	19.970	7.900
	Hazardous special waste produced	Waste Registrations (Forms) HSE function Central	kg	1.195	380	770	10
	Special waste sent for recovery	Waste Registrations (Forms) HSE function Central	%	100	100	100	100
Biodiversity	Total Area	HSE Central Records	m2	2.527	2.527	2.527	2.527
	Area waterproofed	HSE Central Records	m2	671	671	671	671
	Green areas (Natural land) - on site	HSE Central Records	m2	0	0	0	0
	Green areas (Natural land) - offsite	HSE Central Records	m2	0	0	0	0
Consumption Materials	Purchased printing paper	Direction Recordings Acquisitions	kg	1.116	1.049	1.049	1.165
	Purchased Printing Paper - Environmental Criteria	Direction Recordings Acquisitions	%	100%	100%	100%	100%
	Purchased printing toners	Direction Recordings Acquisitions	kg	20	28	26	9

HEADQUARTERS - RELATED KPIs

NORMALIZATION FACTOR		Unit of measurement	2021	2022	2023	1 seed 2024
	Total employees (Full Time Equivalent – FTE)	Number of employees	93	176	155.36	164.4

I WAIT ENVIRONMENTAL	KPI	Source	Unit of measurement	2021	2022	2023	1 seed 2024
Consumption Energetic	Electricity consumption - TOTAL	Reporting Energy Manager – Technical Direction	kWh/employee	2.772	1.911	2.172	874
	Consumption of electricity from renewable sources	Reporting Energy Manager – Technical Direction	kWh/employee	1.845	0	0	874
	Consumption of electricity from self-produced renewable sources	Reporting Energy Manager – Technical Direction	kWh/employee	0	0	0	0
	Methane consumption	Reporting Energy Manager – Technical Direction	m3 / employee	299	172	162	94
Water Consumption	Water Consumption - Aqueduct Management Control		liters/employee	7.04	7.08	9.79	3.91

I WAIT ENVIRONMENTAL	KPI	Source	Unit of measurement	2021	2022	2023	1 seed 2024
Greenhouse gas emissions (GHG)	GHG Emissions - Total	Calculation Methodology LCA – Software SIMAPRO	Ton CO2eq / employee	3.38	2.56	2.58	0.81
	GHG Emissions - FGAS Detail	Calculation Methodology LCA – Software SIMAPRO	Ton CO2eq / employee	0.00	0.00	0.00	0.00
	GHG Emissions - Energy Consumption Detail	Calculation Methodology LCA – Software SIMAPRO	Ton CO2eq / employee	1.43	1.92	1.68	0.25
	GHG Emissions - Vehicle Fleet Detail	Calculation Methodology LCA – Software SIMAPRO	Ton CO2eq / employee	1.95	0.64	0.90	0.56
Emissions into the atmosphere* 2	NOx Emissions	Calculation Methodology LCA – Software SIMAPRO	ton NOx / employee	0.00	0.00	0.00	0.00
	SO2 Emissions	Calculation Methodology LCA – Software SIMAPRO	ton SO2 / dependent	0.00	0.00	0.00	0.00
	PM Emissions	Calculation Methodology LCA – Software SIMAPRO	ton PM / employee	0.00	0.00	0.00	0.00
Production Special Waste	Special waste produced	Waste Registrations (Forms) function HSE Central	kg/employee	156	89	129	48
	Hazardous special waste produced	Waste Registrations (Forms) function HSE Central	kg/employee	13	2	5	0
Biodiversity	Total Area	HSE Registrations Central	m2 / employee	21	14	16	15
	Waterproofed area	HSE Registrations Central	m2 / employee	6	4	4	4
	Green areas (Natural land) - on site	HSE Registrations Central	m2 / employee	0	0	0	0
	Green areas (Natural land) - offsite	HSE Registrations Central	m2 / employee	0	0	0	0
Consumption Materials	Purchased printing paper	Recordings Purchasing Department	kg/employee	12.0	6.0	6.8	7.1
	Purchased printing toners	Recordings Purchasing Department	kg/employee	0.21	0.16	0.168	0.057

In relation to the trend of the indicators, it is important to highlight that in the face of corporate reorganizations, a decrease in the number of workers stationed at the headquarters in 2023 was observed, increasing in the first half of 2024; from an energy point of view, both the resumption of GO contracts for electricity and the performance of the new boilers in operation in 2022 showed an improvement in performance in terms of emissions.

From an energy point of view, for 2022/2023, unlike what was planned in the improvement plans, there is a problem related to the lack of coverage of the certificates of guarantee of origin which, due to reorganisation issues of the relevant functions, has not been finalised. However, it is confirmed that from the first half of 2024 a specific contract has been activated in relation to the supply of GO is also confirmed for 2023 the compensation for the supply of methane and have been through the Kavakli Wind Power Plant project the consumption 2023

2 Errata corrige NOX SO2 and PM emissions calculation for 2021/2022 corrected and aligned with this declaration.

Note: in the management of emission factors, it is highlighted that from 2023 at the scientific model level the new Ecoinvent 2022 operation has been used (Electricity, low voltage {IT}| electricity, low voltage, residual mix | Cut-off, U which leads to a significant decrease in emissions associated with energy consumption)

6 OPERATIONAL **UNITS OF ZOLA PREDOSA AND REFERENCE KPI**

ADDRESS: Via JF Kennedy, 11 – Zola Predosa (BO)

There are no changes at the authorization level.
Below are the performance indicators related to the environmental aspects of the ELIOR Operations Headquarters in Zola Predosa; the data reported are updated to 06/30/2023.

Note: this errata corrige with respect to previous declarations for methodological correction of GHG emissions in particular:

- The approach of the calculation "GHG emissions - energy consumption detail" related to the cogeneration plant has been corrected for 2021-2022 and used for the 2023 and first half of 2024 reporting by deducting the share of methane supplied to the cogenerator since the emission factor is taken through the operation *Electricity, low voltage {Europe without Switzerland} | heat and power co-generation, natural gas, 160kW electrical, lambda=1 | Cut-off*, U already includes in the operation the emission factors related to methane for supply, effectively avoiding double counting.

- Errata corrige NOX SO2 and PM emissions calculation for 2021/2022 corrected and aligned with this declaration.

OPERATIONAL UNIT - ABSOLUTE KPIs

	KPI	Source	Unit of measurement	2021	2022	2023	1 sem. 2024

Consumption Energetic	Electricity consumption - TOTAL3	Energy Reporting Manager – Technical Site Management	kWh	1,397,736	1,511,372	1,400,146	631.637
	Electricity consumption by source renewable	Energy Reporting Manager – Technical Site Management	kWh	972.311	40	0	297.017
	Electricity consumption by source renewable	Energy Reporting Manager – Technical Site Management	%	70%	0	0%	47%
	Consumption of electricity from self-produced renewable sources	Energy Reporting Manager – Technical Site Management	kWh	0		0	0
	Methane consumption5	Energy Reporting Manager – Technical Site Management	m3	285,652	305.747	295.203	163.858
Water Consumption	Water Consumption - Aqueduct	Management Control	m3	10,671	12.184	10,719	5.068
Greenhouse gas emissions (GHG)	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	1.289	2.358	1.375	421
	GHG Emissions - Detail FGAS	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	596	1.008	326	71
	GHG Emissions - Energy Consumption Detail	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	688	1.350	1.043	343
	GHG Emissions - Vehicle Fleet Detail	LCA Methodology Calculation – SIMAPRO Software	Tons CO2eq	5	0	7	8
Emissions in atmosphere	NOx Emissions	LCA Methodology Calculation – SIMAPRO Software	tons of NOx	0.50	1.21	1.13	0.32
	SO2 Emissions	LCA Methodology Calculation – SIMAPRO Software	tons SO2	0.14	0.82	0.74	0.09
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	PM tone	0.04	0.31	0.28	0.02
Production Special Waste	Special waste produced	Waste Registrations (Forms) HSE function Central	kg	39.690	46.975	55,760	23.145
	Hazardous special waste produced	Waste Registrations (Forms) HSE function Central	kg	100	85	0	125
	Special waste sent for recovery	Waste Registrations (Forms) HSE function Central	%	100%	100%	100%	100%
Biodiversity	Total Area	HSE Central Records	m2	7.755	7.755	7.755	7.755
	Waterproofed area	HSE Central Records	m2	6.210	6.210	6.210	6.210
	Green areas (Natural land) - on site	HSE Central Records	m2	1.545	1.545	1.545	1.545
	Green areas (Natural land) - offsite	HSE Central Records	m2	0	0	0	0
Consumption Materials	Foodstuffs purchased	Direction Recordings Acquisitions	kg	904.302	1,131,670	945.750	545.068
	Purchased food - Criteria Environmental	Direction Recordings Acquisitions	%	2.7%	3.5%	2.0%	2.4%
	Cleaning products purchased	Direction Recordings Acquisitions	kg	3.330	5.207	4.021	1.058
	Cleaning products purchased - Criteria Environmental	Direction Recordings Acquisitions	%	2%	0%	0%	0%
	Purchased packaging	Direction Recordings Acquisitions	kg	47,218	50,446	59.251	28.902
	Packaging Purchased- Environmental Criteria	Direction Recordings Acquisitions	%	1%	0%	0%	0%

3 Includes the portion supplied by the grid and the portion self-produced by the cogenerator

5 Includes both the boiler power supply quota and the cogenerator power supply quota.

OPERATIONAL UNIT - RELATED KPIs

NORMALIZATION FACTOR AND NUMBER OF EMPLOYEES		Unit of measurement	2021	2022	2023	1st semester 2024
	Total meals produced	Number of meals	2,009,625**	2,521,111**	1,596,680	909.012

*meals are produced with the classic fresh hot bond.
** Following organizational and process changes that occurred in the second half of 2021, production of single "saucer" courses in a Modified Atmosphere (ATP) was included. To standardize the calculation of the normalization factor, a conversion factor is associated with the ATP saucers that allows the expression of a complete meal consumed consistently with the fresh-hot link.

I WAIT ENVIRONMENTAL	KPI	Source	Unit of measurement	2021	2022	2023	1st semester 2024
Consumption Energetic	Electricity Consumption - TOTAL	Energy Reporting Manager – Management Site Technique	kWh/meal	0.696	0.599	0.877	0.695
	Electricity consumption by source renewable	Energy Reporting Manager – Management Site Technique	kWh/meal	0.484	0	0,000	0.327
	Electricity consumption by source renewable self-produced	Energy Reporting Manager – Management Site Technique	kWh/meal	0	0	0,000	0,000
	Methane consumption	Energy Reporting Manager – Management Site Technique	m3 / meal	0.142	0.121	0.185	0.180
Water Consumption	Water Consumption - Aqueduct	Management Control	liters/meal	5.3	4.8	6.7	5.6
Greenhouse gas emissions (GHG)	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	kg CO2eq /meal	0.64	0.94	0.86	0.46
	GHG Emissions - FGAS detail	LCA Methodology Calculation – SIMAPRO Software	kg CO2eq /meal	0.30	0.40	0.20	0.08
	GHG Emissions - energy consumption detail	LCA Methodology Calculation – SIMAPRO Software	kg CO2eq /meal	0.34	0.54	0.65	0.38
	GHG Emissions - Vehicle fleet detail	LCA Methodology Calculation – SIMAPRO Software	kg CO2eq /meal	0.00	0.00	0.00	0.01
Emissions into the atmosphere	NOx Emissions	LCA Methodology Calculation – SIMAPRO Software	kg NOx /meal	0.00	0.00	0.00	0.00
	SO2 Emissions	LCA Methodology Calculation – SIMAPRO Software	kg SO2 /meal	0.00	0.00	0.00	0.00
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	kg PM /meal	0.00	0.00	0.00	0.00
Production Special Waste	Special waste produced	Waste Registrations (Forms) HSE function Central	kg/meal	0.020	0.02	0.035	0.025
	Hazardous special waste produced	Waste Registrations (Forms) HSE function Central	kg/meal	0	0	0	0
Biodiversity	Total Area	HSE Central Records	m2 / meal	0.004	0.003	0.005	0.009
	Waterproofed Area HSE Records	Central	m2 / meal	0.003	0.002	0.004	0.007
	Green areas (Natural land) - on site	HSE Central Records	m2 / meal	0.001	0.001	0.001	0.002
	Green areas (Natural land) - offsite	HSE Central Records	m2 / meal	0,000	0,000	0,000	0,000
Consumption Materials	Foodstuffs purchased	Direction Recordings Acquisitions	kg/meal	0.450	0.449	0.592	0,600
	Cleaning products purchased	Direction Recordings Acquisitions	kg/meal	0.002	0.002	0.003	0.001

	Purchased packaging	Direction Recordings Purchasing & IT	kg/meal	0.023	0.020	0.037	0.032

Analyzing the trend, it is evident that the number of meals for Zola after the reorganization started in 2021, which had significantly increased in 2022, had a strong downsizing in 2023 leading to a decrease in efficiency of KPIs related to production.

From an energy point of view, a problem related to the lack of coverage of the certificates of guarantee of origin is found for 2022, which due to problems of reorganization of the functions in charge has not been finalized, it is confirmed instead that from 2022 the compensation for the supply of methane has been carried out and the 2022 consumption has been through the Kavakli Wind Power Plant project; this has led from the point of view of GHG emissions to a resumption of improvement in performance.

7 IMPROVEMENT PROGRAMS

7.1 FINANCIAL STATEMENT CLOSING IMPROVEMENT PLANS PREVIOUS STATEMENT 2021-2023

Below is the summary of the progress of the activities under management only with respect to the reference declaration according to the update of the Environmental Declaration 2021/2023 of 11/16/2023.

In 2023/2024, following the change in top management, both at Group and Italian management levels, Elior was subject to a strategic change in the development of its operational business; a change that impacted the choices of increasing and implementing investments in production sites, of which Zola is a key point (This change led to).
the postponement of the implementation of certain planned activities.

7.1.1 ENERGY CONSUMPTION REDUCTION (IP-01)

ENVIRONMENTAL GOAL	***Reducing the contribution to global warming***

INCREASING AWARENESS					
REFERENCE SITE	**ACTION**	**RESPONSIBILITY**	**TIMINGS**	**STATE PROGRESS**	**NOTE**
SITE DIRECTIONAL MILAN AND UNITY OPERATIONAL	Energy Data Integration into Business Planning Tools	HSE /Operation/Energy manager	2023	COMPLETED	Definition of a basic package for tenders with a focus on energy consumption and implementation of the new energy diagnosis in December 2023.

IMPROVING ENERGY MANAGEMENT					
REFERENCE SITE	**ACTION**	**RESPONSIBILITY**	**TIMINGS**	**STATE PROGRESS**	**NOTE**
Headquarters Milan	Energy Procurement Electricity from Renewable Sources	Supply Management Chain	2023	NOT COMPLETED	The activity was not made in 2022-2023 (Reactivated with 2024 contract)
	Purchase of Carbon Credits relating to supplies of natural gas in all sites where the user account is registered to the group Elior	Supply Management Chain	2023	COMPLETED	
Operational Unit Zola Predosa	Replacing 100 neon lamps with LED bulbs	Technical Direction of Site	2023	COMPLETED	In 2023 and early 2024: Headquarters (34 lamps replaced) Operating Unit (213 lamps replaced)

SITE OF REFERENCE	KPI	TARGET	PERFORMANCE	
Site Directional Milan	Thermal Energy Consumption Methane consumed (m3 / employee)	-2%	10% savings achieved 2023 vs 2021	✓
Unit Operational Zola Predosa	Electricity consumption (kWh/meal)	-2%	It is highlighted in the comparison 2022 vs 2021 one reduction of the 14% ✓ In 2023 the indicator was not reached due to the strategic change of the site and the number of meals produced	✗

7.1.1 REDUCTION OF GREENHOUSE GAS EMISSIONS (IP-O2)

ENVIRONMENTAL GOAL	Reducing the contribution to global warming

REDUCTION OF EMISSIONS AND GREENHOUSE GASES					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
Headquarters Milan	Procurement Electricity from Sources Renewables in all sites where the user is registered to Elior Group	Direction Supply Chain	2023	NOT REACHED	The activity was not completed in 2022-2023
	Purchase of Carbon Credits relating to supplies of natural gas in all sites where the user is registered to the Elior group	Supply Management Chain	2023	COMPLETED	
Operational Unit Zola Predosa	F-Gas Retrofit Project – Replacement of gas system valves during retrofit of F-Gas with other having GWP minor	Technical Direction of Site	1st semester 2024	COMPLETED	Valve Replacement and retrofit of f-gas ahead of the deadline from the regulatory requirement for the kitchen blast chiller Lainox- 1501IFAB01 R452 (2141 GWP)

Note: There were no target KPIs active.

7.1.2 REDUCTION OF WATER CONSUMPTION (IP-O3)

ENVIRONMENTAL GOAL	Reduction of consumption of natural resources

INCREASING AWARENESS					
REFERENCE SITE	ACTION	TIMING RESPONSIBILITY		STATE PROGRESS	NOTE
Headquarters Milan and United Operational	Development of internal awareness campaign relating to good behavioral practices for better water management	CSR Specialist	2023	NOT COMPLETED	Activity postponed to following the change in the company's top management which has led Elior to put awareness campaigns on hold

IMPROVING WATER RESOURCES MANAGEMENT					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
Operational Unit Zola Predosa	Analysis and census of leaks in underground pipes	Technical Direction of Site	2023	NOT COMPLETED	Activity postponed to following the change in the company management which led Elior to modify its investment plans in its production sites, in particular in that of Zola
	New - Pre-wash tank project for cleaning dishes.	Technical Direction of Site	2022-2023 COMPLETED		Save 1,800 litres of water per day using only natural enzymes (savings on detergents)

Note: There were no active KPI target estimates.

7.1.3 REDUCTION OF WASTE PRODUCTION (IP-O4)

ENVIRONMENTAL GOAL	Reduction of consumption of natural resources

INCREASING AWARENESS					
REFERENCE SITE	ACTION	TIMING RESPONSIBILITY		STATE PROGRESS	NOTE
Headquarters Milan and United Operational	Development of internal awareness campaign relating to good behavioural practices for improved waste management	CSR Specialist	2023	NOT COMPLETED	Activity postponed to following the change in the company's top management which has led Elior to put awareness campaigns on hold

IMPROVED WASTE MANAGEMENT					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
Operational Unit Zola Predosa	Biomethane Project: Recovery of organic waste for the production of Biomethane and compost	CSR/Operations	2023	COMPLETED	Organic waste collection from catering outlets for biomethane production
	Food waste monitoring and reduction initiatives (Winnow)	CSR/Operations	2023	SUSPENDED	The project in the implementation phase operational has highlighted the inadequacy of the technological solution compared to the reality of Zola's CDC

SITE OF REFERENCE	KPI	TARGET	PERFORMANCE	
Site Directional Milan	Amount of paper used for printing Note: baseline data refers to pre-project year not affected by COVID emergency	-30%*	2022 vs 2019: -43% 2023 vs 2021	✓
Unit Operational Zola Predosa	Reduction of CO2 emissions from the organic waste fraction (Food Waste)	**	The production of Biomethane with ZOLA organic avoids the production of 11.9 tons of CO2 per year, approximately 1% of emissions ZOLA totals	New target >3%
Unit Operational Zola Predosa	Quantity of organic waste sent into the biofuel production chain	100%*	As an annual projection • 134 tons CO2 avoided • 5.4 tons/year TOE avoided • 6,708 m3 of biomethane	✓

*Note: baseline data refers to pre-project year not affected by COVID emergency.

**The 6% target must be re-modulated because the Hov project has not found application on the ZOLA site.

*** 100% starting from the contract April 2022 for the duration of 2 years.

7.2 IMPROVEMENT PLANS 2024-2027

Below is the estimate of the new improvement plans for the financial years 2024-2025, 2025-2026 and 2026-2027 with the related performance indicators where applicable.

7.2.1 ENERGY CONSUMPTION REDUCTION (IP-01)

ENVIRONMENTAL GOAL	***Reducing the contribution to global warming***

INCREASING AWARENESS					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
SITE DIRECTIONAL MILAN AND UNITY OPERATIONAL	Development of internal awareness campaign relating to good behavioural practices for better energy management	CSR Specialist	2025	PLANNED	
IMPROVING ENERGY MANAGEMENT					
Headquarters Milan	Purchase of a building (currently rented) and definition of a strategic plan to Improve the efficiency of the structure/ systems	Direction Elior/Group Technical Management	2024	PLANNED	
Operational Unit Zola Predosa	Intervention to improve the cooling/ heating system or offices and production (thermal power plants, chiller, decommissioning of trigeneration plant) €260,000	Technical direction of site and Group	2024-2025	PLANNED	
	Renovation works of the roof covering with simultaneous evaluation and Implementation of thermal insulation performance improvements €130,000-380,000	Technical direction of site and Group	2024-2025	PLANNED	

SITE OF REFERENCE	KPI	TARGET	PERFORMANCE	
Headquarters of Milan	Total Energy Consumption Tep/employees (electricity and methane)	By 2024 definition of the actions of improvement and target to reach		
Operational Unit Zola Predosa	Total Energy Consumption Tep/meal (electricity and methane)	-10% (baseline 2023) by 2026		

7.2.2 REDUCTION OF GREENHOUSE GAS EMISSIONS (IP-O2)

IMPROVING ENERGY MANAGEMENT					
SITE OF REFERENCE	ACTION	TIMING RESPONSIBILITY		PROGRESS STATUS	NOTE
Site Directional Milan	Energy Procurement Electricity from Renewable Sources (Annual)	Direction Supply chain	2024-2027 (Annual)	PLANNED	
	Purchase of Carbon Credits relating to natural gas supplies in all sites where the user It is registered to the Elior group (annual)	DAC	2024-2027 (Annual)	PLANNED	
	Home Travel Plan Review- Employee work and promotion of actions to reduce CO2 emissions Mobility	Mobility Manager	2024	PLANNED	In management with the authority competent updating and implementing possible actions of the plan
	Reduction of emissions associated with Scope 3 divided by the number of meals (total 203,974.68 tons CO2eq)	CSR Specialist	2025	PLANNED	By 2025, target 3,059 kg per complete meal (-12% with 2023 baseline) By 2030 goal 3.04 kg per complete meal
Unit Operational Zola Predosa	F-Gas retrofit project with another with lower GWP for all residual plants with GWP greater than 2500	Direction Site Technique	DECEMBER 2024	PLANNED	3 plants with GWP greater than 2500
	Improvement of the cooling/heating system for offices and production (Thermal Power Plants, Ciller, decommissioning of trigeneration plant) - €260,000	Direction site technique and of Group	2024-2025	PLANNED	
	Renovation works of the roof covering with simultaneous evaluation and Implementation of isolation performance improvements thermal €130,000-380,000	Direction site technique and of Group	2024-2025	PLANNED	

SITE OF REFERENCE	KPI	TARGET	PERFORMANCE	
Site Milan Direction	100% GO+ Carbon credit compensation of emissions from energy users supplied by the grid (Headquarters + Zola)	100% annual 2024-2027		
	Reduction of emissions associated with Scope 3 divided by the number of meals (total 203,974.68 tons CO2eq)	By 2025, target 3,059 kg per complete meal (-12% with 2023 baseline) By 2030, the target is 3.04 kg per complete meal		
Unit Operational Zola Predosa	Reduction of pollution risk due to FGAS leaks	TOTAL CO2eq 2024< CO2eq 2023		
	CO2eq emissions from energy/meal (electricity and methane)	-10% (baseline 2023)		

7.2.3 WATER CONSUMPTION REDUCTION (IP-O3)

IMPROVING WATER RESOURCES MANAGEMENT					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
Operational Unit Zola Predosa	Analysis and census of leaks in underground pipes annual	Technical Direction of Group	April 2025	PLANNED	Annual analysis and possible action plan in case of leaks.
	Scouting Cleaning systems for reducing water consumption	Technical Direction of site	2025	PLANNED	

Target indicators for water consumption reduction will be defined upon completion of scouting actions for more efficient alternative cleaning systems.

7.2.4 REDUCTION OF WASTE PRODUCTION (IP-O4)

ENVIRONMENTAL GOAL	Reduction of consumption of natural resources

INCREASING AWARENESS					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
SITE DIRECTIONAL MILAN AND UNIT OPERATIONAL	I DON'T WASTE Project: Monitoring and awareness campaigns on food waste	CSR Specialist	2025	PLANNED	Operational monitoring lasting 2 to 4 weeks and it ends with some End of Term Webinar monitoring in which evidence is given of the data. Awareness campaigns follow on food waste

IMPROVED WASTE MANAGEMENT					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMINGS	STATE PROGRESS	NOTE
Operational Unit Zola Predosa	Activation of actions for the recovery of food surpluses	Technical Direction of Site	2024-2027 annual	PLANNED	
	Biomethane Project (Recovery of organic waste for the production of Biomethane and compost) - Annual	CSR/Operations	2024-2027 annual	PLANNED	Organic waste collection from catering outlets for biomethane production

SITE OF REFERENCE	KPI	TARGET	PERFORMANCE	
Unit Operational Zola Predosa	Quantity of surplus food recovered/waste avoided	NOT APPLICABLE target the quantities will be reported		
Unit Operational Zola Predosa	CO2 emissions avoided by the organic waste fraction (Food Waste)	1% of the emissions total of ZOLA annual		

8 EMAS DECLARATION MANAGEMENT

This declaration of the second certification cycle 2024-2027 of the EMAS Declaration:

- It has been drawn up in compliance with EC Regulation No. 1221/2009 and EC Regulation No. 2026/2018.
- Represents the 2023 update of the ELIOR EMAS Declaration, reporting the situation updated to 08/31/2023 unless otherwise specified.
- It has been verified by Veruska D'Andrea (EMS Manager) and approved by Pasqualino Volpe (President).

ELIOR is committed to:

- Update the EMAS declaration at least once a year, subjecting all integrals to third-party verification part.
- Share the EMAS declaration and this document with all external stakeholders, via the ELIOR website or in paper format, if necessary.
- Share the EMAS statement and this document with internal stakeholders, through the network internal or the screens available in the Headquarters.
- Gradually expand the EMAS Regulation certification to additional operational sites.

For information on the EMAS Declaration

Organizational Reference for the EMAS Declaration

Veruska D'ANDREA

HEAD OF THE PREVENTION AND PROTECTION SERVICE

AND RESPONSIBLE FOR THE EMAS SYSTEM

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9 EMAS REGISTRATION

Validity and Validation of the Environmental Statement The Accredited Environmental Verifier has verified and validated this Environmental Declaration pursuant to EMAS Regulation as certified by the stamp shown in the box on the right.	

Environmental Declaration Data:

- EMAS registration number: IT-002132 • EMAS registration date: as per Annex2 of accreditation certificate
- Cyprus certification company verifier: Hellenic Accreditation System (ESYD)
- EMAS Registration Date: Stage1 02/09/2021 & Stage2 04/09/2021
- Verifier: Cyprus Certification Company, 30 Costas Anaxagoras Street, 4th floor – 2014 Strovolos Nicosia, Cyprus – PO Box 16197, 20086 Nicosia Cyprus

10 ANNEX I

ENVIRONMENTAL POLICY

POLITICA DELLA QUALITÀ, DELL'AMBIENTE, DELL'ENERGIA, DELLA SICUREZZA E DELLA SICUREZZA ALIMENTARE

1 MARZO 2024

Nel quadro di più vasti accordi internazionali, destinati a far fronte alla globalizzazione dei clienti, nel corso del 1999 il gruppo francese Elior, terzo operatore europeo nel settore della ristorazione collettiva, entra nel capitale azionario di Ristochef, ne diventa il socio maggioritario nel 2000, ed il solo proprietario nel corso del 2003. Per realizzare, sempre meglio, gli obiettivi aziendali, considerato lo stadio di sviluppo e di crescita raggiunto dalle due attività di Ristochef (ristorazione collettiva e buoni pasto), viene deciso di separarle concentrandole in società autonome. Le attività di gestione di buoni pasto rimangono in Ristochef S.p.A., mentre la riorganizzazione sostanziale è stata attuata attraverso la concentrazione delle attività di ristorazione collettiva in una società autonoma, che, a conferma del sempre maggior impegno del Gruppo Elior nel mercato italiano, assume il marchio internazionale del gruppo stesso per la ristorazione collettiva.

Nasce così, il 1 aprile 2004, Avenance Italia S.p.A. Il 1 aprile 2012 Avenance Italia S.p.A. cambia denominazione sociale in Elior Ristorazione S.p.A.

A giugno 2012, entra a far parte della famiglia Elior in Italia la Società Gemeaz che, con i suoi 60 anni di esperienza, apporta al gruppo professionalità e competenze, soprattutto nella capacità gestionale dei centri cottura su tutto il territorio italiano. Oltre alle attività di progettazione ed erogazione dei servizi di ristorazione e servizi per gli Asili Nido; da febbraio 2022 la società Gemeaz viene assorbita da Elior Ristorazione S.p.A.

Elior si occupa della progettazione ed erogazione di servizi di ristorazione (presso strutture ospedaliere, sanitarie, socio assistenziali, scolastiche, universitarie, militari, civili, aziendali e a bordo treno)/servizi per gli asili nido con produzione diretta dei pasti e/o con fornitura di derrate alimentari attraverso le fasi di: accettazione e stoccaggio materie prime, preparazione, produzione (e relative attività di pulizia e sanificazione), trasporto, e distribuzione di derrate alimentari e/o pasti finiti, sia in legame freddo-caldo che refrigerato e/o surgelato e/o con eventuale impiego di atmosfere protettive con successivo rinvenimento per organizzazioni pubbliche e private. L'organizzazione nello svolgimento delle sue attività persegue, con sempre maggiore dedizione la propria missione per:

- Rendere servizi sempre più efficienti e di qualità per la soddisfazione dei nostri clienti; i quali potranno inoltre beneficiare dell'esperienza internazionale e della solidità finanziaria della nuova società grazie agli investimenti che il Gruppo Elior effettuerà in questo settore;
- Garantire lo svolgimento delle attività in un'ottica di sviluppo sostenibile e compatibile con il contesto ambientale che le ospita, mantenendo una prospettiva di ciclo di vita dei propri servizi; tale approccio è orientato al miglioramento continuo, attraverso il mantenimento di un giusto equilibrio tra responsabilità sociale, ambientale, economica ed energetica.
- Garantire nello svolgimento dell'attività prestazioni che perseguano la progettazione e l'acquisto di beni/servizi energeticamente efficienti.
- Garantire servizi caratterizzati da un elevato grado di controllo dal punto di vista igienico e della sicurezza alimentare in relazione al ruolo primario assunto dall'organizzazione all'interno della catena alimentare.
- Garantire lo svolgimento delle attività in condizioni di lavoro sicure e salubri per tutti i lavoratori che operano per conto del Gruppo Elior, attraverso una adeguata identificazione e valutazione dei rischi nonché l'adozione di specifiche misure di prevenzione e protezione volte a migliorare le prestazioni di sicurezza dell'organizzazione prevenire lesioni e malattie professionali.
- Garantire lo svolgimento delle attività in condizioni di sicurezza per i clienti, per gli utenti, per i visitatori e i lavoratori esterni attraverso la programmazione e il controllo continuo dei servizi erogati.

Gli obiettivi fondamentali della strategia aziendale di Elior sono riconducibili ai seguenti aspetti:

- soddisfazione delle esigenze e delle aspettative dei propri Clienti,
- miglioramento delle sue prestazioni ambientali ed energetiche;
- identificazione, valutazione, gestione e controllo dei rischi per la sicurezza alimentare;
- gestione e miglioramento della rintracciabilità dei prodotti;
- miglioramento delle prestazioni di sicurezza, controllo e riduzione dei rischi per i lavoratori

Tali obiettivi sono perseguiti da Elior mediante il mantenimento e l'applicazione di un Sistema di Gestione Qualità Aziendale conforme alla norma ISO 9001:2015, l'implementazione di un Sistema di Gestione Ambientale Aziendale conforme alla norma ISO 14001:2015, di un Sistema di Gestione della Sicurezza Alimentare conforme alla norma ISO 22000:2018, di un Sistema di Gestione Sicurezza conforme alla norma ISO 45001:2018, di un Sistema di Rintracciabilità conforme alla norma UNI EN ISO 22005:2008 e di un Sistema di Gestione dell'Energia conforme alla norma UNI CEI EN ISO 50001:2018.

Tuttavia, oggi la maggior sensibilizzazione dei Clienti a nuove problematiche relative alla qualità, alla sicurezza dei luoghi di lavoro alla sicurezza igienico - alimentare dei servizi e al rispetto dell'ambiente, ma anche alla salubrità delle materie prime e alla

professionalizzazione dei partner economici richiede che il prodotto/servizio offerto dall'Azienda si evolva, e migliori di continuo per fare fronte, sia alle richieste di un mercato in trasformazione, sia alle sfide di una competizione divenuta nel tempo molto più aggressiva; pena la perdita di competitività, di posizioni di mercato e di occupazione. A tale scopo Elior riesaminate le strategie, gli obiettivi e le strutture li conferma e li amplia, volendo assicurare, con il suo impegno:

- **La qualità dei servizi erogati** sia in termini di rispondenza alle richieste ed aspettative implicite ed esplicite del committente diretto (ente appaltatore) che di soddisfacimento dell'utente finale (consumatore).
- **La rispondenza alle esigenze di sicurezza alimentare e igiene del processo** e dei prodotti realizzati, attraverso la messa a disposizione di risorse e competenze adeguate per lo sviluppo di un sistema di controllo dinamico basato sull'analisi e la riduzione dei fattori di rischio alla fonte, sull'individuazione e monitoraggio degli aspetti a maggior criticità, sull'applicazione delle buone prassi applicabili al settore alimentare, sull'applicazione delle corrette regole e prassi per la gestione adeguata degli allergeni (ivi compresa la gestione specifica del glutine) e l'attuazione di un sistema di rintracciabilità che garantisca la costante disponibilità di tutte le informazioni necessarie a garantire la sicurezza alimentare ed eventuali richiami di prodotto.
- Un approccio gestionale basato sull'analisi dei processi dell'organizzazione, sull'analisi, sulla valutazione e sulla gestione dei rischi e delle opportunità organizzative dai punti di vista di ambiente, qualità, della sicurezza alimentare e salute e sicurezza in ottica di **miglioramento continuo;**
- **Il miglioramento continuo nella gestione dei rischi per la sicurezza igienico-alimentare** mediante la definizione e il conseguimento di obbiettivi misurabili;
- **Il miglioramento continuo delle prestazioni di sicurezza** attraverso la riduzione di malattie, l'eliminazione dei pericoli, la riduzione dei rischi e di incidenti con e senza infortunio per i lavoratori che operano per Elior o per conto di essa;
- **La rispondenza ai requisiti sociali**, attraverso la gestione di un sistema di controllo per la riduzione dei rischi che porti ad ambienti di lavoro sicuri e salutari, nel rispetto della persona umana e dei suoi diritti fondamentali, in coerenza con le normative vigenti, nazionali ed internazionali;
- **Il miglioramento ambientale continuo** mediante una attenta valutazione, in prospettiva di ciclo di vita, degli aspetti ed impatti ambientali associati alle attività svolte ed alla filiera dei prodotti e delle materie prime utilizzate, ricercando, ove possibile, le misure tecniche e tecnologiche idonee alla prevenzione dell'inquinamento ed alla riduzione degli impatti ambientali ad essi associati. Al fine di favorire la politica strategica di sostenibilità di Elior, contribuendo alla protezione dell'ambiente ed alla prevenzione dell'inquinamento dal 2021 è stato avviato un importante progetto per l'implementazione e progressiva estensione sui vari siti di un sistema di gestione ambientale conforme al sistema di ecogestione e audit dell'UE (EMAS);
- **Il miglioramento, in particolare, delle prestazioni energetiche,** tramite la definizione di obiettivi di ottimizzazione energetica e relativi piani di azione, sottoposti a monitoraggio e controllo;
- **Un costante controllo ambientale** delle attività durante la loro esecuzione in modo tale da prevenire ogni impatto sull'ambiente così come evitare il verificarsi di situazioni anomale o potenziali emergenze;
- **La conformità** alle disposizioni dettate dalla legislazione applicabile e dai requisiti direttamente sottoscritti dall'azienda o ritenuti rilevanti **in campo qualità, sicurezza alimentare, ambientale, dell'energia e della salute e sicurezza;**
- **L'evoluzione della cultura aziendale**, a tutti i livelli, affinché tali processi diventino uno strumento di lavoro ordinario per tutta l'Azienda, volto al miglioramento continuo, attraverso la costante riqualificazione dei propri dipendenti, il loro coinvolgimento, consultazione e partecipazione e la diffusione di sempre maggior consapevolezza del proprio ruolo all'interno dei processi aziendali;
- **L'informazione delle parti interessate** mediante la promozione di comunicazioni verso l'esterno relative all'impegno assunto dall'azienda nei confronti dell'ambiente e alle relazioni che sussistono tra attività aziendale e aspetti ambientali;
- **L'analisi e l'integrazione dei requisiti rilevanti delle proprie parti interessate** all'interno dei processi aziendali;
- **La comunicazione interattiva lungo la filiera alimentare** per assicurare che i pericoli per la sicurezza alimentare siano identificati e adeguatamente controllati;
- **La comunicazione, consultazione e partecipazione** a tutti i livelli al fine di assicurare il coinvolgimento diretto dei dipendenti, e dei loro rappresentanti, nella gestione e nel controllo dei rischi per la sicurezza dei luoghi di lavoro.

Elior con tutti i suoi Dirigenti, Quadri e Dipendenti ritiene indispensabile condividere la stessa visione del mestiere di tutti, per creare un'identità comune e differenziarla da quella dei concorrenti; Elior crede, quindi, che la base per il raggiungimento di questi obiettivi, sia la condivisione di Valori comuni che possano:

- Fondere ed armonizzare le differenti culture arricchendo l'identità aziendale.
- Accompagnare e promuovere lo sviluppo e la crescita.
- Guidare le azioni e permettere ai dipendenti di essere in linea con il marchio e gli obbiettivi aziendali.
- Creare un equilibrio dinamico nei confronti del cliente, dei commensali, dei collaboratori, degli azionisti, dei partners e dei fornitori.
- Attirare, far crescere, coinvolgere e motivare i gruppi di lavoro, guidandoli nella loro attività.

I valori di Elior sono ciò che caratterizza la sua maniera d'essere e che dà un senso al suo modo d'agire, oggi e domani; essi sono cinque e vengono presentati in coppia, perché il compito di ogni responsabile Elior è spesso quello di determinare il giusto punto di equilibrio o di combinare due aspetti parimenti importanti:

- Coerenza, Differenza, Crescita, Responsabilità e Rispetto degli impegni e delle persone
- Efficacia e Condivisione, Convivialità, Professionalità e Chiarezza

Poiché il raggiungimento degli obiettivi aziendali del servizio relativi alla qualità, alla sicurezza dei luoghi di lavoro, alla sicurezza alimentare, all'ambiente e alla gestione dell'energia è comunque possibile solo con il coinvolgimento e l'impegno di tutte le funzioni aziendali e delle persone che le incarnano, questo documento e la filosofia in esso espressa diventano strumento principale delle attività di Elior, ed esso viene diffuso a tutti i livelli, assicurandone la comprensione da parte di tutti.

L'Amministratore Delegato

Pasqualino Volpe

11 ANNEX II

MAIN APPLICABLE LEGISLATIVE ELEMENTS

Legislative Reference Title		Site Directive	Zola Site Predosa
Legislative Decree 3 April 2006 n. 152 and subsequent amendments	Consolidated Environmental Law	✓	✓
Legislative Decree 3 September 2020, n. 116	Implementation of Directive (EU) 2018/851 amending Directive 2008/98/EC on waste and implementation of Directive (EU) 2018/852 amending Directive 1994/62/EC on packaging and packaging waste.	✓	✓
Law 26 October 1995, n. 447 -	Framework law on noise pollution	✓	✓
Regulation (EC) No. 1907/2006 and subsequent amendments -	Corrigendum to Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), establishing a European Chemicals Agency, amending Directive 1999/45/EC and repealing Council Regulation (EEC) No 793/93 and Commission Regulation (EC) No 1488/94 as well as Council Directive 76/769/EEC and Commission Directives 91/155/EEC, 93/67/EEC, 93/105/EC and 2000/21/EC.	✓	✓
Decree of the President of the Republic 16 April 2013 n° n. 74	Regulation containing the definition of general criteria for the operation, management, control, maintenance and inspection of heating systems for the winter and summer air conditioning of buildings and for the preparation of hot water for sanitary hygienic uses, pursuant to Article 4, paragraph 1, letters a) and c), of Legislative Decree 19 August 2005, no. 192.	✓	✓
Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008	Regulation (EC) No 1272/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 December 2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/ EC, and amending Regulation (EC) No 1907/2006	✓	✓
Regulation (EU) 2024/573 of the European Parliament and of the Council of 7 February 2024	Regulation (EU) 2024/573 of the European Parliament and of the Council of 7 February 2024 on fluorinated greenhouse gases, amending Directive (EU) 2019/1937 and repealing Regulation (EU) No 517/2014	✓	✓
Prevention Certificate Fires DPR151/11	Regulation on the simplification of the rules governing procedures relating to fire prevention, pursuant to Article 49, paragraph 4- quater, of the legislative decree of 31 May 2010, n. 78, converted, with amendments, by law of 30 July 2010, n. 122	✓	✓
DM 10/03/1998 and subsequent amendments	General fire safety and emergency management criteria in the workplace	✓	✓
Legislative Decree 102/14 Implemen	ation of Directive 2012/27/EU on energy efficiency (Amended by Legislative Decree 141/2016)	✓	✓
Directive 2012/27/EU	European Energy Efficiency Directive	✓	✓
Ministerial Decree 12 May 2021	Implementation methods of the provisions relating to the mobility figure manager.	✓	
Law 9 January 1991, n. 10	Rules for the implementation of the National Energy Plan regarding the rational use of energy, energy saving and the development of renewable energy sources.	✓	

Legislative Reference Title		Site Directive	Zola Site Predosa
Resolution of the Emilia-Romagna Region n.1480 of 11/10/2010	Directive on the characterisation of industrial waste water resulting from production activities		✓
DGR n.1806/2006 RN 286 of 14/02/2005"	"Guidelines for the management of runoff rainwater and first rainwater in implementation of Resolution GRN 286 of 14/02/2005"		✓
Decree 4 April 2023, n. 59	Regulation containing: «Regulation of the waste traceability system and the national electronic register for waste traceability pursuant to Article 188-bis of Legislative Decree 3 April 2006, no. 152»	✓	✓

12 ANNEX III

ASSESSMENT OF SIGNIFICANT ENVIRONMENTAL

ASPECTS The complete assessment of environmental aspects is reported in the 3D05803 documentation relating to the ELIOR Environmental Analysis Register.

LCA PROCESS SCOPE/ AREA		ACTIVITY'	CONDITION	I WAIT ENVIRONMENTAL	IMPACT ENVIRONMENTAL	Reports	Improvement Review	Legislation	Vulnerability Territory	RELEVANCE IMPACT PROBABLE				ASSESSMENT SIGNIFICANCE
UPSTREAM	Provisioning or energetic	Energy supply - Electricity production	N	Energy consumption	Resource consumption		YES	NO	NO	4	2		0.75	6.0 SIGNIFICANT
CORE	Management of management offices	Office activities: service design	N	Management of environmental aspects of products/services	Environmental impacts		YES	NO	NO	2		2	1	4.0 SIGNIFICANT
CORE	Management of management offices	Maintenance activities Equipment and Plants	A	Waste Production	Resource consumption	NOT	NO	New	NO	3		2	1	6.0 SIGNIFICANT
CORE	Management of management offices	Office activities: Transfers/movements	N	Emissions into the atmosphere	Air pollution	YES	N		YES	NO	3	2	1	6.0 SIGNIFICANT
CORE	Management of management offices	Office activities: Air conditioning rooms	A	Use of refrigerant gases Greenhouse effect.	Air pollution	NOT	NO	New	NO	2		3	1	6.0 SIGNIFICANT
CORE	Management of management offices	Office activities	N	Consumption energy	Resource consumption	NOT	NO		YES	NO	4 2		1	8.0 SIGNIFICANT
CORE	Management of management offices	Office activities	N	Waste production	Resource consumption	NOT	NO	YES	New	NO	4 2		1	8.0 SIGNIFICANT
CORE	Meal cooking centers	Heating/production vapor ion	N	Emissions into the atmosphere	Air pollution	NOT	NO		YES	NO	4 2		1	8.0 SIGNIFICANT
CORE	Meal cooking centers	Heating/production vapor ion	N	Energy consumption	Resource consumption	NOT	NO		YES	NO	3	2	1	6.0 SIGNIFICANT
CORE	Meal cooking centers Refrigerated storage - Management Cold Storage Cells		N	Using Greenhouse Effect Refrigerant Gases.	Air pollution	NOT	NO	YES	New	NO	2	3	1	6.0 SIGNIFICANT
CORE	Meal cooking centers Refrigerated storage - Management Cold Storage Cells		N	Energy consumption	Resource consumption	NOT	NO	YES	NO	NO	4 2		1	8.0 SIGNIFICANT
CORE	Meal cooking centers	Washing food, dishes and equipment in kitchens and work environments	N	Water consumption	Resource consumption	NOT	NO		YES	NO	4 2		1	8.0 SIGNIFICANT
CORE	Meal cooking centers	Wastewater treatment plant	A	Water discharges	Water pollution	NOT	NO	NO	YES		2	2	1	4.0 SIGNIFICANT
CORE	Meal cooking centers	Food preparation/cooking	N	Waste production	Resource consumption	NOT	NO		YES	NO	4 2		1	8.0 SIGNIFICANT
CORE	Meal cooking centers Packaging meals		N	Waste production	Resource consumption	NOT	NO	YES	New	NO	3	2	1	6.0 SIGNIFICANT
CORE	Meal cooking centers	Quality control laboratory	N	Waste production	Soil/water pollution	YES	N		NO	New	NO 2	4	1	8.0 SIGNIFICANT
CORE	Meal cooking centers	Quality control laboratory	N	Water discharges	Water pollution	NOT	NO	NO	NO	YES	2	2	1	4.0 SIGNIFICANT
CORE	Cleaning and maintenance services (ordinary)	Maintenance activities generic	A	Waste Production	Resource consumption	NOT	NO	New	NO	2		2	0.75	3.0 SIGNIFICANT

LCA PROCESS SCOPE/ AREA		ACTIVITY*	CONDITION	I WAIT ENVIRONMENTAL	IMPACT ENVIRONMENTAL	Relevant	Reports	Improvement Review	Legislation	Interested Territory	RELEVANCE IMPACT PROBABLE				ASSESSMENT SIGNIFICANCE
DOWNSTREAM	End-of-life waste management	Management of meal waste/unsold items	N	Waste production	Soil/water pollution	-	-		YES	NO 3		2	1	6.0	SIGNIFICANT

13 ANNEX IV

TERMS, ACRONYMS AND DEFINITIONS

Term/Acronym	Description
Nature-oriented area	An area dedicated primarily to nature conservation or restoration; the area may include roof, façade, water drainage or other features that have been designed, adapted or managed to promote biodiversity.
Covered areas	Area where the original ground has been covered (such as roads) making it impermeable.
Environmental aspect	An element of an organization's activities or products or services that interacts or can interact with the environment.
Life Cycle	Consecutive and interconnected phases of a product/service system, from the acquisition or generation of raw materials from natural resources to final disposal.
CO2	CO2 stands for carbon dioxide, which is one of the main greenhouse gases and is produced by every chemical reaction in which oxidation occurs.
CO2eq	Carbon dioxide equivalent, used as a unit of measurement for the GWP indicator.
FGAS	Fluorinated gases, usually present as refrigerants in air conditioning systems in premises.
FTE	Full time equivalent, equivalent to full time, or workforce employed in relation to the full-time employee
Greenhouse gases (GHG)	A gas that absorbs and emits radiant energy in the thermal infrared range. Greenhouse gases cause the greenhouse effect and climate change.
Environmental impact	A change in the environment, whether negative or positive, resulting in whole or in part from an organization's environmental aspects.
INA	Indicator not evaluated.
Indicator	measurable representation of the condition or state of operations, management, or other conditions.
NOx	Nitrogen oxide. These compounds have important impacts on air pollution, as they can affect human respiration and are also involved in photochemical processes. It is used as an indicator of emissions into the air.
NGO	Non-governmental organization, an organization with social or political purposes that is not controlled by a government.
Interested party	A person directly or indirectly interested or involved in the activities of the organization.
Particulate matter	This air emission indicator refers to all solid dust released into the air, with dimensions smaller than 10 ÿm, which could affect human respiration and sunlight (decreasing visibility).
Warming potential global - Global Warming Potential (GWP)	GWP is a measure of how much energy 1 tonne of gas emissions will absorb in a given period of time, compared to 1 tonne of carbon dioxide (CO2) emissions. The higher the GWP, the more a given gas warms the Earth relative to CO2 over that period of time (the time period typically used for GWPs is 100 years).
Environmental performance/ performance	Performance related to the management of environmental aspects.
Risks and opportunities	Potential negative effects (risks) and potential beneficial effects (opportunities).

Term/Acronym	Description
SOx	Sulfur oxides. These compounds are important for air pollution because, if emitted into the air, they can increase the acidity of rain. It is used as an indicator of emissions into the air.
Life Cycle Assessment (Life Life Cycle Assessment (LCA)	Tool for assessing the environmental impact of a product/service throughout its life cycle.