



DECLARATION

ENVIRONMENTAL EMAS

REFERENCE PERIOD: 2021/2023
ANNUAL UPDATE : 2023



ELIOR SPA - ENVIRONMENTAL MANAGEMENT SYSTEM EMAS REGULATION

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1	08/27/2021	First Edition
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Update n°2	11/16/2023	Annual update

Predisposition	Approval
Environmental Management System Manager – EMAS Management Representative	President Pasqualino Volpe



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1. INTRODUCTION

Dear reader,

continuing along the path of implementation of the EMAS project, we are pleased to present the update of the Environmental Declaration 2021-2023 Rev.2 of 18/10/2023 in compliance with the European Regulation (EU) 1221/2009 (as amended by Regulations (EU) 2017/1505 and 2026/2018 regarding the voluntary registration of EMAS) and the international standard UNI EN ISO 14001:2015.

For the purpose of an updated picture, only the organizational and management changes relating to the last year, the second year of maintenance of the system, as well as the updating of the performance indicators and improvement plans defined by ELIOR are reported below.

Enjoy the reading.

President

Pasqualino Volpe



(Handwritten signature)



2 PRESENTATION

This document is the update of the EMAS environmental declaration and refers to the company **Elior Ristorazione SpA**, a leading company in the Italian collective catering sector, and part of the Elior Group.

At a general context level, in 2022 there was a change in the corporate structure and in the division of the majority shares which led in 2023 to the choice of acquisition by the corporate company ELIOR of the Derichebourg multiservice group and to a change in the strategic development vision of the Group.

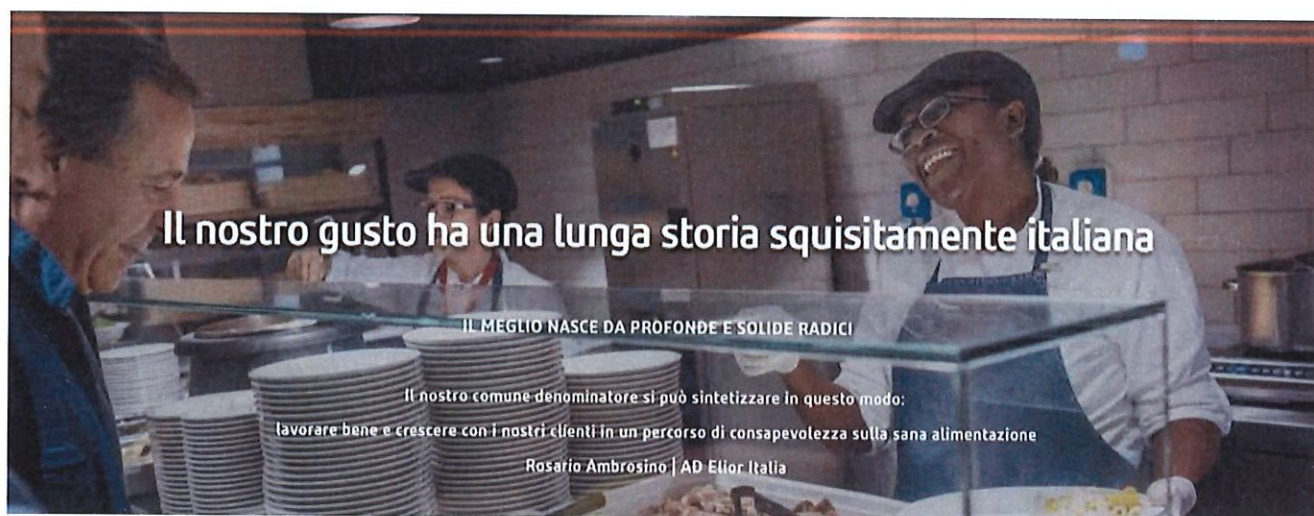
2.1 THE ELIOR GROUP IN ITALY

In the national territory, under the guidelines of the French parent company Elior Group, the Group is led by the Italian company ELIOR Ristorazione SpA which brings together some subsidiary companies. Elior's main corporate structure in Italy is shown in Figure 1.



Figure 1 The organization of Elior Italia

Within the Elior Italia structure there are some special services, not associated with classic collective catering, identified with a dedicated brand, website and communication activities (including the *Pulcini & Co. Service*, the *Itinere Service* and *Elior Servizi*, in addition to the Artusia service).



2.2 ELIOR RESTORATION SPA

Elior restauration SpA carries out Service Center activities for its subsidiaries and operational centers in its Milan office.

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 and Finance Management Check.
- Administrative services.
- Quality-Environment-Safety Control

Registered office	Via Venezia Giulia, 5/a – 20157 Milan
Share capital	45,000,000 euros
Fiscal Code – VAT number	08746440018
Number of employees	About 7,800
Number of central kitchens	14
Business sectors	Collective catering (education, armed forces, healthcare, companies)

2.2.1 THE ORGANIZATIONAL STRUCTURE

Below is the updated structure of the managerial organizational structure at national level.



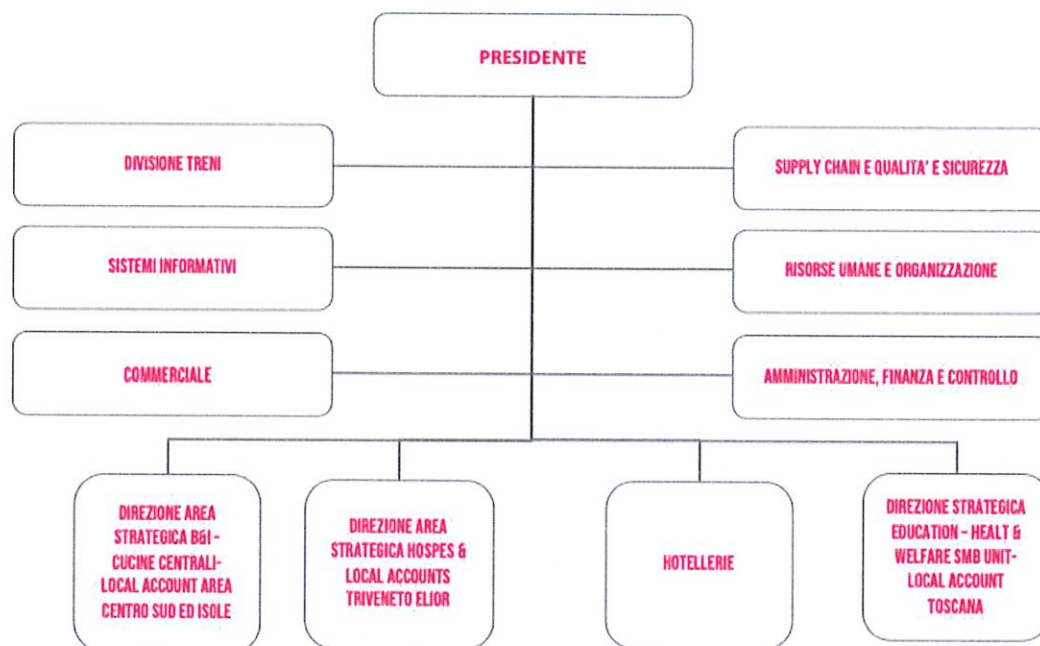



Figure 2 Elor Ristorazione management organization chart

2.2.2 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:

- Registered office and territorial offices related to administrative activity. •
- Operational units, in turn divided into:
 - o Structures associated in contracts where the organization operates as a contracted company (not foreseen direct management of users, authorizations and structures).
 - o "Full Availability" structures in which stable operational activity is carried out with full responsibility in the management.

A type of strategic unit within the service is made up of the central kitchens.

Main catering activities

Aziende >

Micro Ristorazione >

Sanità

Scuole >

Difesa

Banqueting

Travel catering

LE TECNOLOGIE IN NUMERI

LE NOSTRE CUCINE CENTRALI LAVORANO CON DIVERSE TECNOLOGIE. LA PREVALENTE OGGI È IL FRESCO CALDO, MA PREVEDIAMO UN MIX MOLTO DIVERSO IN POCHI ANNI

LE CUCINE CENTRALI 14 CUCINE CENTRALI DISLOCATE PREVALENTEMENTE NEL NORD ITALIA



Figure 3 Distribution of central kitchens

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

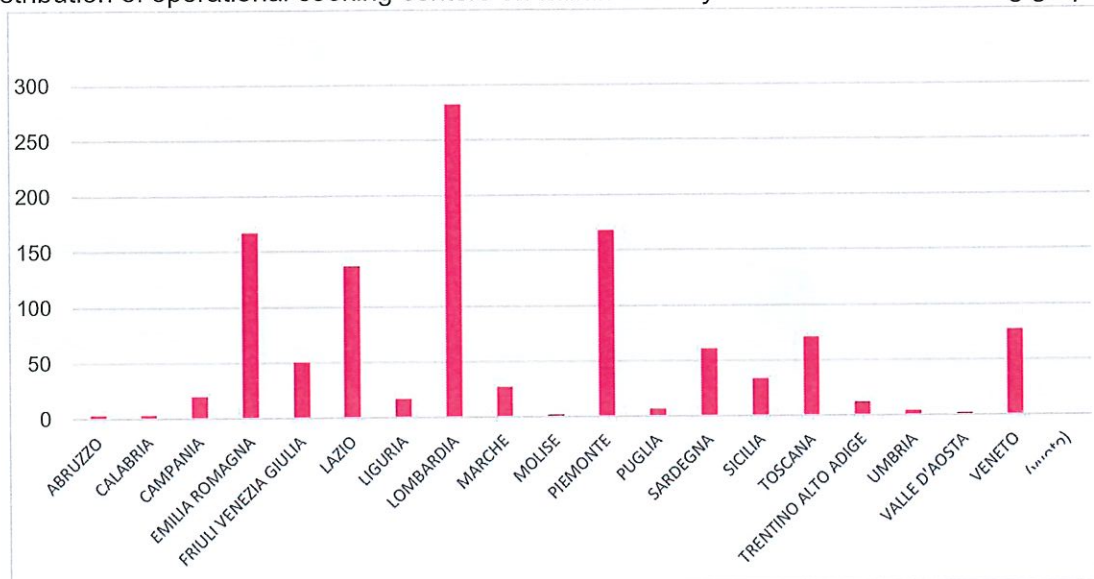


Figure 4 Distribution of Elior Ristorazione spa cooking centers 2023

2.2.3 SCOPE OF APPLICATION OF THE EMAS SYSTEM

The sites included in the scope of the EMAS System, and included in this environmental declaration, 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 welfare, school, university, military, religious, civil, corporate and on-board train facilities with direct production of meals and/or supply of foodstuffs, both fresh-hot and refrigerated and/or frozen and in modified atmosphere (ATM)/vacuum, for public and private organizations.



3 SUSTAINABILITY STRATEGIES

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



**THE ELIOR GROUP
POSITIVE
FOODPRINT
PLAN**

Elior Group has aligned itself with these global challenges, identifying 4 priority areas to work on. These 4 areas are the basis of the POSITIVE FOODPRINT Plan Elior. Since 2021 Elior has then joined the CDP for quantification of impacts and its monitoring over time.



**SIGNATOR OF THE GLOBAL WORLD COVENANT
COMPACT SINCE 2004**
United Nations Program on corporate social responsibility, based on a set of ten fundamental, related principles to human rights, labor standards, protection environment and fight against corruption.



3 GOOD HEALTH AND WELL-BEING

BUONO E SANO



12 RESPONSIBLE CONSUMPTION AND PRODUCTION

MODELLO CIRCOLARE



2 ZERO HUNGER

PRODOTTI SOSTENIBILI



8 DECENT WORK AND ECONOMIC GROWTH

PRENDERSI CURA DEI COLLABORATORI E DELLA COMUNITÀ

COMMITMENT IN ITALY

3.1 ENVIRONMENTAL POLICY

The version of the Environmental Policy, reported in Attachment 1, is made available on the ELIOR website (<https://www.elior.it/documenti>).

4 ENVIRONMENTAL ASPECTS

4.1 THE CLASSIFICATION OF ASPECTS

The environmental aspects connected 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 can be influenced to a significant extent.

The following conditions were taken into consideration in the identification and evaluation of ELIOR environmental aspects:

- **Normal (N)**, associated with normal activities.
- **Abnormal (A)**, non-ordinary (e.g. periodic maintenance activities).
- **Emergency (E)**, unforeseeable events that could generate an environmental impact (e.g. accidents).

4.2 IDENTIFICATION OF ENVIRONMENTAL ASPECTS

In 2022, no organizational changes occurred in activities or processes that introduced new environmental aspects. Below is the updated assessment in accordance with the criteria presented in the EMAS Declaration 2021-2023 Rev.1 of 08/27/2021.

The results of the assessment of environmental aspects are reported in Annex II.

SYMBOL OF SIGNIFICANCE



SEATS
DIRECTIVES












UNIT'
OPERATIONAL

8







I WAIT ENVIRONMENTAL	IMPACT ENVIRONMENTAL	MANAGEMENT OFFICES 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		-	-
Odor emission	Air pollution	-	-
Issue in atmosphere	Air pollution	 • Air conditioning of the rooms • Transfers/travels	 • Heating • Energy consumption equipment • Storage cold room refrigeration
Waste	Resource consumption Pollution only/water		 • Food preparation
Water discharges	Water pollution -		 • Purifier management (where applicable)
Substance use dangerous	Pollution only/water	-	-
Substance use dangerous Spill	Pollution only/water	-	 Management of purification plants
Use of greenhouse gases	Air pollution	-	 • Storage refrigerated/cold room management






4.2.1 ENERGY CONSUMPTION



MANAGEMENT HEADQUARTERS MILAN:

- Lighting.
- Conditioning of the Rooms.
- Heating of the Rooms.
- Electronic power supply of the equipment

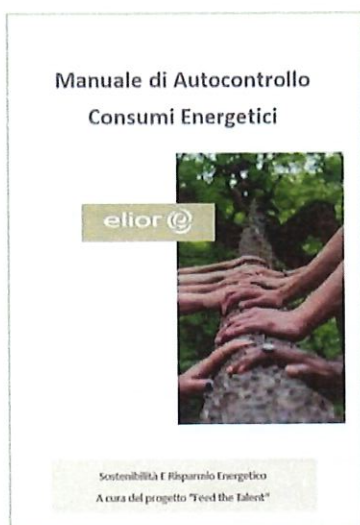
OPERATING UNITS – COOKING CENTERS :

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

In relation to consumption-related activities energy, the main changes are related to the implementation of the Energy Consumption Reduction improvement plan (IP-01).

In order to raise workers' awareness of energy saving practices, Elixir continued the "Ignite the change" communication campaign in 2022-2023 through the implementation of graphics that communicate sustainable actions that people can undertake at work and at home.





In addition to the campaign on energy consumption, managed by the project FEED THE TALENT, a manual has been created with procedures and practices for energy efficiency to be introduced in all management Elior; a decalogue that in all units every employee must observe, committing themselves to carrying 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 consumption in central kitchens and restaurants.

Furthermore, as an organizational tool at the level of transversal 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 the specific tenders.

**BASIC ACTIONS WITH EFFECTS
ON THE OPTIMIZATION OF CONSUMPTION
ENERGY IN APPLE COMPETITIONS**



• **FLOW REDUCERS ON TAPS.**

Equipped with flow reducers which, by maintaining an equally effective flow of water, allow the reduction of water consumption and energy and gas used for heating and purification.

• **PRESENCE SENSORS.**

Equipping the changing rooms and canteen warehouse with presence sensors/ detectors which allow energy savings of approximately 35-45% of the areas involved.

• **AUTOMATIC LIGHTING OFF TIMER.**

Equipped with an automatic switch-off timer for lighting equipment.

• **THERMOSTATIC VALVES FOR RADIATORS**

Equipped with thermostatic valves on the radiators which allow heat regulation in the rooms with energy savings of approximately 10-20%.

• **LED BULBS**

Replacement of incandescent lighting fixtures with low energy consumption LED bulbs with a consequent reduction in consumption and relative CO2 emissions.

• **LOW CONSUMPTION EQUIPMENT**

Equipped with kitchens designed to maximize yields and reduce energy consumption.







4.2.2 WATER CONSUMPTION



MANAGEMENT HEADQUARTERS MILAN:

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

OPERATING UNITS – COOKING CENTERS :

- Washing food products.
- Preparation and cooking of food (e.g. boiling water).
- Washing of dishes and equipment.
- Sanitization and cleaning of the premises.
- Refrigeration and storage of foodstuffs.

The main changes aimed at improving the management of this environmental aspect are related to the implementation of the Water Consumption Reduction improvement plan (IP-03) currently still being implemented for the reference sites.

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

**BASIC ACTIONS WITH EFFECTS
ON THE OPTIMIZATION OF CONSUMPTION
WATER IN APPLIED COMPETITIONS**

• **FLOW REDUCERS ON TAPS.**

Equipped with flow reducers which, by maintaining an equally effective water flow, allow a reduction in water consumption by over 30%, saving money.

• **SAVING WATER WITH THE 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.






4.2.3 CONSUMPTION OF MATERIAL RESOURCES

MANAGEMENT HEADQUARTERS MILAN:

- Foodstuffs Food (Not expected direct preparation).
- Paper for printing documents (internal and external use).
- Toner and printer components.

OPERATING UNITS – COOKING CENTERS :

- foods of animal and vegetable origin as well as auxiliary products for the preparation and processing of foodstuffs at the operational units. • disposable materials for catering and packaging. • detergent and sanitizing cleaning products managed in accordance with the relevant technical and safety data sheets; Among the product selection criteria, the Group identifies suppliers capable of ensuring detergents with a lower environmental impact.
- products associated with Food Safety procedures with particular reference to pest control activities (activity managed through specialized suppliers).

The environmental aspect was not affected by any significant changes or modifications.

Furthermore, as an organizational tool at the level of transversal services, ELIOR has prepared a standard package of measures to be proposed during service tenders which includes actions with a focus on the reduction of materials

BASIC ACTIONS WITH EFFECTS ON CONSUMPTION OPTIMIZATION of MATERIALS IN APPLE COMPETITIONS



• REUSABLE MICROFIBER CLOTHS.

Use of microfiber 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 that it allows, compared to the use of classic traditional cloths , a saving on disposal due to the reduced need to replace damaged cloths.

• TROLLEYS EQUIPPED FOR CLEANING IN RECYCLED PLASTIC.

Use of cleaning trolleys and waste bins made with 30% of a mixture of materials deriving from separate waste collection.







4.2.4 EMISSIONS INTO AIR



MANAGEMENT HEADQUARTERS MILAN:

- Thermal plants.
- Personal mobility through the use of vehicles belonging to the company fleet (e.g. business trips, meetings, events, conferences and other activities).

OPERATING UNITS – COOKING CENTERS :

- emissions produced by catering/ activity or canteens.
- maintenance and operation of systems.

The environmental aspect has not been affected by any significant changes or modifications, the main actions underway refer to the development of possible actions deriving from the 2021/2022 home-work travel plan for the Milan office for which a discussion table is currently underway comparison with the municipality of Milan.



4.2.5 CO2 AND REFRIGERANT GAS EMISSIONS



MANAGEMENT HEADQUARTERS MILAN:

- Room air conditioning systems

OPERATING UNITS – COOKING CENTERS :

- Air conditioning and refrigeration systems

The main changes are related to the implementation of the Greenhouse Gas Emissions Reduction improvement plan specific for operating sites (IP-02).






4.2.6 WASTE PRODUCTION AND MANAGEMENT



MANAGEMENT HEADQUARTERS MILAN:

- OFFICE ACTIVITIES: **MUNICIPAL WASTE e SPECIALS** deriving from office activities or ordinary maintenance of work areas (e.g. paper, electrical and electronic equipment, furniture and furnishings to be disposed of, used toners).

OPERATING UNITS – COOKING CENTERS :

- ACTIVITIES AND MANAGEMENT OF THE COOKING CENTER: **MUNICIPAL** waste (paper, cardboard, glass, plastic, metals, organic and undifferentiated fraction) and **SPECIAL waste** (e.g. used vegetable oils and used toners etc..).

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

Biomethane project

Organic collection from catering outlets for the production of biomethane

Through a dedicated collection system for organic waste associated with I COLT IN FARM/TRANSPORTED COMPANY ATP 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 circuit, which starts from waste from kitchens and meals and which returns to the territory thanks to the introduction of the gas produced into the network, used to fuel 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 agriculture or to produce soil to be used for planting and gardening.

Furthermore, with this project, Elior and Hera contribute to the realization of two of the objectives of the UN Agenda 2030.

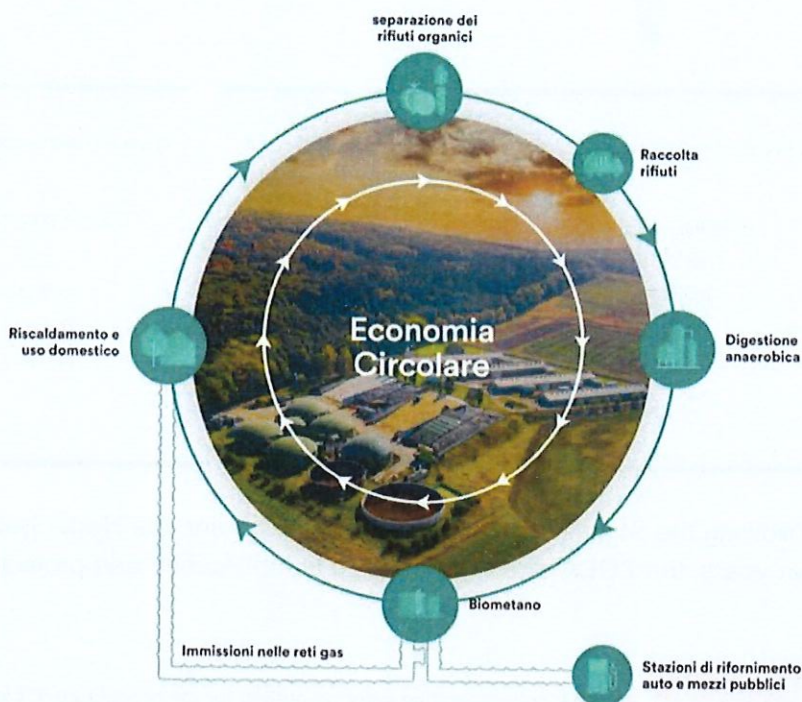


The project allows you to create a circular supply chain with Elior based on the active collaboration of the territory.






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

How the process occurs:

- The waste undergoes an anaerobic biodigestion process, producing biogas • the biogas is subjected to refining (up-grading), crossing against the current pressurized water • carbon dioxide separates from methane obtaining biomethane
- at the end of the anaerobic biodigestion process, ligno-cellulosic material is added to the solid organic output to obtain a structured mass which is sent to the aerobic composting phase, from which compost is obtained.



The advantages linked to the project are therefore linked to the added value in relation to sustainability, in relation to the lower CO2 emissions compared to traditional diesel production, 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" which are communicated through reports on the environmental performance of the project, as reported below (annual projection data).

1.6 t organic waste al month	84 tons organic waste per month	6,708 m3 Production of biomethane	5.4 t/year TEP avoid	13 t/year CO2 avoided
				





**Project
Winnow**

Food waste monitoring for the optimization of supplies

The Winnow system was also installed in Zola, which uses artificial intelligence to measure how much food is discarded and thus better predict the foods to be purchased (equipment installed in the operational monitoring activation phase).



4.2.7 WATER DISCHARGES



MANAGEMENT HEADQUARTERS MILAN:

- Civil waste

OPERATING UNITS – COOKING CENTERS :

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

The environmental aspect was not affected by any significant changes or modifications.







4.2.8 USE OF HAZARDOUS SUBSTANCES

MANAGEMENT HEADQUARTERS MILAN:

- Printer toners 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 a third-party supplier.

OPERATING UNITS – COOKING CENTERS :

- cleaning products •
- chemical products for plant management

The environmental aspect was not affected by any significant changes or modifications.



4.2.9 NOISE – ACOUSTIC IMPACT

MANAGEMENT HEADQUARTERS MILAN:

- Office activities (noise impact not significant)

OPERATING UNITS – COOKING CENTERS :

- Unloading/loading vehicles
- Plant operation

The environmental aspect was not affected by any significant changes or modifications.



4.2.10 LAND USE AND IMPACT ON BIODIVERSITY

MANAGEMENT HEADQUARTERS MILAN:

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

OPERATING UNITS – COOKING CENTERS :

- not included Special Protection Areas (SPAs), Special Conservation Areas (SACs), Sites of Community Importance (SCI) or Sites of Regional Importance (SIR)

The environmental aspect was not affected by any significant changes or modifications.



4.3 ENVIRONMENTAL ASPECTS GENERATED IN EMERGENCY SITUATIONS

POTENTIAL SITUATIONS ABNORMAL OR DI EMERGENCY	I WAIT ENVIRONMENTAL	CONTROL AND SURVEILLANCE PROCEDURES AND/OR MONITORING	Site	Site Zola Predosa
<i>Fire emergency</i>	Issue in Atmosphere	Periodic checks on fire-fighting equipment carried out by the supplier qualified. Application of the emergency plan based on fire risk assessment; emergency team training and periodic emergency simulations.	✓	✓
<i>Spill of dangerous substances</i>	Uncontrolled discharge into Water or Soil	Application of storage methods to ensure the correct management of dangerous substances and any spills.	✓	✓
<i>System/equipment malfunction</i>	Atmospheric Emissions	Maintenance of systems and periodic monitoring (by a qualified supplier) of accidental leaks from refrigeration and air conditioning systems containing greenhouse gases where applicable.	✓	✓
<i>Malfunction Purification plants Waters</i>	Uncontrolled discharge into Water or Soil	Periodic maintenance (by a qualified supplier) of purification systems.		✓
<i>Gas and water leaks</i>	Resource consumption	Periodic maintenance		✓
<i>Uncontrolled dispersion Waste</i>	Dispersion of waste in the soil	Application of storage methods to ensure correct waste management. Application of waste management procedures and staff training	✓	✓

Table 1 Environmental aspects relating to abnormal or emergency situations





5 HEADQUARTERS AND REFERENCE KPIS



ADDRESS: Via Venezia Giulia 5/a - 20157 Milan



characteristics general	Headquarters via Venezia Giulia 5/A
Title of use of the property	Rent
Surface used	2526.89 m2
Number of employees	146

At the authorization level there are no changes.

At the building management level, since 2023 ELIOR directly manages both the plant maintenance of the general systems and the electricity and gas users of the general services.

Below are the performance indicators related to the environmental aspects of the Milan Headquarters; the data reported is updated as of 06/30/2023.





HEADQUARTERS - ABSOLUTE KPIs

I WAIT ENVIRONMENTAL	KPIs	Source	Unit of measure	2019	2020	2021	2022	1 sem. 2023
Consumption Energetic	Electricity consumption	Energy reporting Manager – Management Technique	kWh	312,598	247,084	257,542	335,902	150,742
	Consumption of electricity from renewable sources	Energy reporting Manager – Management Technique	kWh	0	0	171.403	10*	0*
	Consumption of electricity from renewable sources	Energy reporting Manager – Management Technique	%	0%	0%	67%	0%	0%
	Self-produced electricity	Energy reporting Manager – Management Technique	kWh	0	0	0	0	0
	Consumption of methane	Energy reporting Manager – Management Technique	m3	22,224	30,511	27,745	30,300	16,150
Water Consumption	Water Consumption - Aqueduct	Management control	m3	2,086	974	654	1,244	723
Emissions of greenhouse gases (GHG)	GHG emissions - Totals	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	287	426	314	451	239
	GHG emissions - FGAS detail	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	0	0	0	0.64	0.00
	GHG emissions - energy consumption detail	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	287	259	133	338	159
	GHG emissions - vehicle fleet detail	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	nd	167	182	112	80
Emissions in the atmosphere	NOx emissions	Calculation LCA methodology – SIMAPRO software	tons NOx	1.21	1.70	1.48	1.70	0.90
	SO2 emissions	Calculation LCA methodology – SIMAPRO software	tons SO2	1.28	1.89	1.72	1.84	0.99
	PM emissions	Calculation LCA methodology – SIMAPRO software	ton PM	0.48	0.74	0.68	0.71	0.39
Production Special waste	Special waste produced	Waste Records (Forms) HSE function Central	kg	17,666	4,992	14,490	15,663	7,700
	Hazardous special waste products	Waste Records (Forms) HSE function Central	kg	203	0	1,195	380	420
	Special waste sent for recovery	Waste Records (Forms) HSE function Central	%	100	100	100	100	100
Biodiversity	Total Area	HSE registrations Central	m2	2,527	2,527	2,527	2,527	2,527
	Area waterproofed	HSE registrations Central	m2	671	671	671	671	671
	Green areas (Natural terrain) - on site	HSE registrations Central	m2	0	0	0	0	0
	Green areas (Natural terrain) - offsite	HSE registrations Central	m2	0	0	0	0	0
Consumption Materials	Printing paper purchased	Management Records Acquisitions	kg	2,414	172	1,116	1,049	0
	Printing paper purchased - Environmental criteria	Management Records Acquisitions	%	0	0	100%	100%	0
	Printing toner purchased	Management Records Acquisitions	kg	103	37	20	28	15

1*From an energy point of view, for 2022 there is a problem related to the lack of coverage of the guarantee of origin certificates which has not been finalized due to problems relating to the reorganization of the relevant functions. However, it is confirmed that from 2022 the compensation for the methane supply and have been through the project Kavakli Wind Power Plant consumption 2022




HEADQUARTERS - RELATED KPIs

NORMALIZATION FACTOR		Unit of measure	2019	2020	2021	2022	1 Sem 2023
	Total employees (Full Time Equivalent – FTE)	Number of employees	135	122	93	176	146

I WAIT ENVIRONMENTAL	KPIs	Source	Unit of measure	2019	2020	2021	2022	1 Sem 2023
Consumption Energetic	Electricity Consumption - TOTAL	Reporting Energy Manager - Direction Technique	kWh/ employee	2,318	2,024	2,772	1,911	1,031
	Consumption of electricity from renewable sources	Reporting Energy Manager - Direction Technique	kWh/ employee	0	0	1,845	0	0
	Consumption of electricity from self-produced renewable sources	Reporting Energy Manager - Direction Technique	kWh/ employee	0	0	0	0	0
	Methane consumption	Reporting Energy Manager - Direction Technique	m3 / employee	165	250	299	172	110
Water Consumption	Water Consumption - Aqueduct	Control of Management	litres/employee	3.47pm	7.98	7.04	7.08	4.94
Greenhouse gas (GHG) emissions	GHG emissions - Total	Calculation LCA methodology – Software SIMAPRO	Ton CO2eq / employee	2.13	3.49	3.38	2.56	1.63
	GHG emissions - FGAS detail	Calculation LCA methodology – Software SIMAPRO	Ton CO2eq / employee	0.00	0.00	0.00	0.00	0.00
	GHG emissions - detail of energy consumption	Calculation LCA methodology – Software SIMAPRO	Ton CO2eq / employee	2.13	2.12	1.43	1.92	1.08
	GHG emissions - park detail vehicles	Calculation LCA methodology – Software SIMAPRO	Ton CO2eq / employee	nd	1.37	1.95	0.64	0.55
Emissions in the atmosphere	NOx emissions	Calculation LCA methodology – Software SIMAPRO	tons NOx /employee	0.01	0.01	0.02	0.01	0.01
	SO2 emissions	Calculation LCA methodology – Software SIMAPRO	ton SO2 / dependent	0.01	0.02	0.02	0.01	0.01
	PM emissions	Calculation LCA methodology – Software SIMAPRO	ton PM / employee	0.00	0.01	0.01	0.00	0.00
Production Special waste	Special waste produced	Recordings Waste (Forms)	kg/employee	131	41	156	89	53

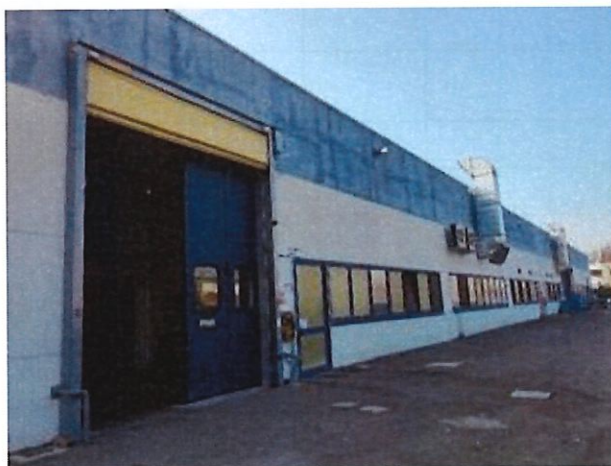
I WAIT ENVIRONMENTAL	KPIs	Source	Unit of measure	2019	2020	2021	2022	1 Sem 2023
		HSE function Central						
	Hazardous special waste products	Recordings Waste (Forms) HSE function Central	kg/employee	2	0	13	2	3
Biodiversity	Total Area	Recordings HSE Central	m2 / employee	15	17	21	14	17
	Waterproofed area	Recordings HSE Central	m2 / employee	4	4	6	4	5
	Green areas (Natural terrain) - on site	Recordings HSE Central	m2 / employee	0	0	0	0	0
	Green areas (Natural land) - offsite	Recordings HSE Central	m2 / employee	0	0	0	0	0
Consumption Materials	Printing paper purchased	Recordings Direction Acquisitions	kg/employee	17.9	1.4	12.0	6.0	0.0
	Printing toner purchased	Recordings Direction Acquisitions	kg/employee	0.77	0.301	0.21	0.16	0.10

In relation to the trend of the indicators, it is important to highlight that in light of the post-covid corporate reorganizations of work spaces (closure of the second management office in Milan and transfer of staff to the main office and the decrease in smart working with greater presence of staff in the office) the data compared to the number of workers at the headquarters led to improved performance in relation to the relative data and an increase in the absolute data for both 2022 and the first half of 2023.

6 ZOLA PREDOSA OPERATIONAL UNIT AND REFERENCE KPIs



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



At the authorization level there are no changes.




Below are the performance indicators related to the environmental aspects of the ELIOR Operational Headquarters in Zola Predosa; the data reported is updated as of 06/30/2023.

In the last year of operation the site continues the modernization activities started (IP01)
 - conversion of LED lights in the office, warehouse and production areas (128 lamps were replaced with 78 LED lamps)


OPERATIONAL UNIT - ABSOLUTE KPIs

I WAIT ENVIRONMENTAL	KPIs	Source	Unit of measure	2019	2020	2021	2022	1 sem. 2023
Consumption Energetic	Electricity Consumption - TOTAL	Energy reporting Manager – Management Site Technique	kWh	1,231,325	1,296,338	1,397,736	1,511,372	692,258
	Electricity consumption by source renewable	Energy reporting Manager – Management Site Technique	kWh	0	0	972.311	20*	0*
	Electricity consumption by source renewable	Energy reporting Manager – Management Site Technique	%	0	0	70%	0	0
	Consumption of electricity from self-produced renewable sources	Energy reporting Manager – Management Site Technique	kWh	0	0	0		0
	Methane consumption	Energy reporting Manager – Management Site Technique	m3	291,655	292.203	285,652	305,747	133,808
Water Consumption	Water Consumption - Aqueduct	Management control	m3	9,142	13,621	10,671	12,184	5,825
Emissions of greenhouse gases (GHG)	GHG emissions - Total	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	1,866	2,228	1,570	2,885	1,171
	GHG emissions - FGAS detail	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	265	590	596	1,008	326
	GHG emissions - energy consumption detail	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	1,573	1,630	969	1,877	846
	GHG emissions - vehicle fleet detail	Calculation LCA methodology – SIMAPRO software	Ton CO2eq	28	9	5	0	0
Emissions in atmosphere	NOx emissions	Calculation LCA methodology – SIMAPRO software	tons NOx	18.98	6.50pm	5.37pm	21.64	9.46
	SO2 emissions	Calculation LCA methodology – SIMAPRO software	tons SO2	17.77	17.65	17.09	19.06	8.34
	PM emissions	Calculation LCA methodology – SIMAPRO software	ton PM	7.06	6.97	6.75	7.68	3.36
Production Special waste	Special waste produced	Waste Records (Forms) HSE function Central	kg	30,970	22,980	39,690	46,975	33,230
	Hazardous special waste products	Waste Records (Forms) HSE function Central	kg	0	0	100	85	0
	Special waste sent to recovery	Waste Records (Forms) HSE function Central	%	100%	100%	100%	100%	100%
Biodiversity	Total Area	HSE registrations Central	m2	7,755	7,755	7,755	7,755	7,755
	Waterproofed area	HSE registrations Central	m2	6,210	6,210	6,210	6,210	6,210
	Green areas (Natural terrain) - on site	HSE registrations Central	m2	1,545	1,545	1,545	1,545	1,545
	Green areas (Natural terrain) - offsite	HSE registrations Central	m2	0	0	0	0	0

*From an energy point of view, for 2022 there is a problem related to the lack of coverage of guarantee certificates of origin which for problems of reorganization of the relevant functions has not been finalised, it is instead confirmed that compensation for the supply of methane has been carried out since 2022 and the 2022 consumption has been achieved through the Kavakli Wind Power Plant project.

Consumption Materials	Foodstuffs purchased	Management Records Acquisitions	kg	1,124,097	1,060,196	904,302	1,131,670	490,882
	Foodstuffs purchased - Criteria Environmental	Management Records Acquisitions	%	4.8%	2.7%	2.7%	3.5%	1.8%
	Purchased cleaning detergents	Management Records Acquisitions	kg	12,086	8,375	3,330	5,207	2,940
	Purchased cleaning detergents - Criteria Environmental	Management Records Acquisitions	%	32%	14%	2%	0%	0%
	Purchased packaging	Management Records Acquisitions	kg	46,586	23,188	47,218	50,446	25,178
	Purchased Packaging - Environmental Criteria	Management Records Acquisitions	%	1%	2%	1%	0%	0%

OPERATIONAL UNIT - RELATIVE KPIs

FACTOR OF NORMALIZATION AND NUMBER OF EMPLOYEES		Unit of measure	2019	2020	2021	2022	1 sem. 2023
	Total meals produced	Number of meals	1,111,244*	928,001*	2,009,625**	2,521,111**	867,138**

*meals are produced with the classic fresh hot connection.

** Following organizational and process changes that occurred in the second half of 2021, production of single course "saucers" in Modified Atmosphere (ATP) were included; to standardize the calculation of the normalization factor, the ATP saucers are associated with a factor of conversion that allows you to express a complete meal consumed consistently with the fresh-hot connection.

I WAIT ENVIRONMENTAL	KPIs	Source	Unit of measure	2019	2020	2021	2022	1 sem. 2023
Consumption Energetic	Electricity Consumption - TOTAL	Reporting Energy Manager – Technical Direction of Site	kWh/meal	1,108	1,397	0.696	0.599	0.798
	Electricity consumption by source renewable	Reporting Energy Manager – Technical Direction of Site	kWh/meal	0	0	0.484	0	0
	Consumption of electricity from self-produced renewable sources	Reporting Energy Manager – Technical Direction of Site	kWh/meal	0	0	0	0	0
	Methane consumption	Reporting Energy Manager – Technical Direction of Site	m3 / meal	0.262	0.315	0.142	0.121	0.154
Water Consumption	Water Consumption - Aqueduct	Management control	litres/meal	8.2	14.7	5.3	4.8	6.7
Emissions of greenhouse gases (GHG)	GHG emissions - Totals	Calculation Methodology LCA – Software SIMAPRO	kg CO2eq /meal	1.63	2.18	0.78	1.14	1.35
	GHG emissions - FGAS detail	Calculation Methodology LCA – Software SIMAPRO	kg CO2eq /meal	0.19	0.41	0.30	0.40	0.38
	GHG emissions - energy consumption detail	Calculation Methodology LCA – Software SIMAPRO	kg CO2eq /meal	1.42	1.76	0.48	0.74	0.98
	GHG emissions - vehicle fleet detail	Calculation Methodology LCA – Software SIMAPRO	kg CO2eq /meal	0.02	0.01	0.00	0.00	0.00
Emissions in the atmosphere	NOx emissions	Calculation Methodology LCA – Software SIMAPRO	kg NOx /meal	0.02	0.02	0.01	0.01	0.01
	SO2 emissions	Calculation Methodology LCA – Software SIMAPRO	kg SO2 /meal	0.02	0.02	0.01	0.01	0.01
	PM emissions	Calculation Methodology LCA – Software SIMAPRO	kg PM /meal	0.01	0.01	0.00	0.00	0.00

Production Special waste	Special waste produced	Waste Records (Forms) function HSE Central	kg/meal	0.028	0.025	0.020	0.038	0.038
	Hazardous special waste products	Waste Records (Forms) function HSE Central	kg/meal	0	0	0	0	0
Biodiversity	Total Area	HSE registrations Central	m2 / meal	0.007	0.008	0.004	0.003	0.009
	Waterproofed area	HSE registrations Central	m2 / meal	0.006	0.007	0.003	0.002	0.007
	Green areas (Natural terrain) - on site	HSE registrations Central	m2 / meal	0.001	0.002	0.001	0.001	0.002
	Green areas (Natural terrain) - offsite	HSE registrations Central	m2 / meal	0.000	0.000	0.000	0.000	0.000
Consumption Materials	Purchased foodstuffs	Management Records Acquisitions	kg/meal	1.012	1,142	0.450	0.449	0.566
	Purchased cleaning detergents	Management Records Acquisitions	kg/meal	0.011	0.046	0.002	0.002	0.003
	Purchased packaging	Management Records Purchasing and IT	kg/meal	0.042	0.025	0.023	0.020	0.029

Analyzing the trend, it is highlighted that the number of meals for Zola, after the reorganization started in 2021, significantly increased in 2022; the data compared to production are overall with excellent performances, particularly for 2022, reaching an improved result also compared to the pre-covid 2018 and 2019 level.




7 IMPROVEMENT PROGRAMS

7.1 REDUCTION OF ENERGY CONSUMPTION (IP-01)

ENVIRONMENTAL OBJECTIVE	Reduction of contribution to global warming Reduction in the consumption of natural resources
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INCREASED AWARENESS					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMES	STATE ADVANCEMENT	NOTE
SITE DIRECTIONAL MILAN ED OPERATIONAL UNITS	Development of internal awareness campaign relating to good behavioral practices for better energy management	Marketing and Communications, CSR	2022	COMPLETED	The project has reached completion both in relation to awareness campaign that to the drafting of a energy saving operating manual
	Sharing of indicators selected consumption e improvement objectives with certified site personnel	Project team EMAS	2022 COMPLETED		realization of poster for increase awareness and encourage involvement
	Implementation and improvement USE measurement and monitoring	HSE /Operation/Energy manager	2022	COMPLETED	The operational units in the EMAS scope of application are subject to communication energy savings Legislative Decree 102/14
	Energy Data Integration into Business Planning Tools	HSE /Operation/Energy manager	2023	IN PROGRESS	Definition of basic package for tenders with focus on energy consumption. NOTE: It is currently the new one is underway energy diagnosis expected by the end of 2023




IMPROVEMENT OF ENERGY MANAGEMENT					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMES	STATE ADVANCEMENT	NOTE
Headquarters Milan	Supplying Electrical Energy from Sources Renewable	DAC	2022	NOT REACHED UP Reactivated 2023	The activity was not carried out in 2022 due to organizational problems it was rebudgeted for 2023
	Purchase of Carbon Credits for supplies of natural gas at all sites where the user is registered to Elor group	DAC	2022	COMPLETED Reactivated 2023	Completed activity for 2022 has been referred to budget
	New installation thermal power plant ed efficiency Building heating Milan offices	Stable Ownership/ Technical direction	2022	COMPLETED	
Operational unit Zola Predosa	Modernization Cooking Center Equipment from an energy point of view (Multifunctional Unit Kitchen, braising pans)	Technical direction of Site	2023	NOT REACHED UP Following the reorganization of the corporate top management, the investment project on the ZOLA site will be reviewed	The modernization project was started in 2021/2022 plant engineering.
	New - Replacement of 100 neon lamps with LED bulbs	Technical direction of Site	2023	COMPLETED	In 2022 and the first months of - 2023 offices (52 neon lamps replaced with 34 LEDs) - warehouse (replaced 35 neon lights with 16 LEDs) - production (replaced 41 neon lights with 28 LEDs)

SITE OF REFERENCE	KPIs	TARGET	PERFORMANCE
Site Directional Milan	Thermal Energy Consumption Methane consumed (m3 / employee)	-2%	Achieved 4% savings 2022 vs 2021
Unit Operational Zola Predosa	Electricity consumption (kWh/meal)	-2%	It is highlighted in comparison 2022 vs 2021 one reduction of 14%




7.2 REDUCTION OF GREENHOUSE GAS EMISSIONS (IP-O2)

ENVIRONMENTAL OBJECTIVE

Reduction of contribution to global warming

INCREASED AWARENESS

REFERENCE SITE	ACTION	TIME RESPONSIBILITIES		STATE ADVANCEMENT	NOTE
Headquarters Milan and United Operational	Sharing of indicators selected consumption e improvement objectives with certified site personnel	Project team EMAS	2021	COMPLETED	creation of posters to raise awareness and encourage involvement




REDUCTION OF EMISSIONS AND GREENHOUSE GASES					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMES	STATE ADVANCEMENT	NOTE
Headquarters Milan	Supplying Electrical Energy from Sources Renewable in all sites where the user is registered to the group Elior	DAC	2022	NOT REACHED UP Reactivated 2023	The activity was not carried out in 2022 due to organizational problems it was rebudgeted for 2023
	Purchase of Carbon Credits for supplies of natural gas at all sites where the user is registered to Elior group	DAC	2021	COMPLETED Reactivated 2023	Completed activity for 2022 has been referred to budget
	Installation of new control panel thermal and efficiency Building heating	Stable Ownership Technical direction	2021	COMPLETED	
	Travel Plan Review Home-Work employees and promotion of CO2 emissions reduction actions Mobility	Mobility Manager HSE function	2023	IN PROGRESS	The application of the possible actions of the plan is being managed with the competent authority (request for a bus stop near the headquarters for which a discussion table is open with the territorial bodies for the implementation of the proposal)
	Sustainable Corporate Car Policy Development	Supply chain	2021	COMPLETED	Definition of the first edition of the company car policy
	Renewal park means corporate	Supply chain	2023	COMPLETE	Renewed in June 2022 100 cars In June 2023, 42 company cars and 16 were renewed commercial vehicles for a total of 58 vehicles
Operational unit Zola Predosa	Suspended activity - Technical feasibility study ed economical for the reduction of potential F-Gas leaks in the cooling system with the application of nitrogen abatement technology.	Technical direction of Site	2022	SUSPENDED Following the reorganization of the corporate top management, the investment project on the ZOLA site will be reviewed	Estimated F-gas share eliminated 106kg of R404 During 2022 it was performed a feasibility test which has not produced the expected results
	New - replacement of valves of the gas system and contextual retrofit of the F-Gases with other having GWP minor	Technical direction of Site	2022	PLANNED	Project for the reduction of GHG emissions from F-GAS

Note: At the moment it is not possible to estimate the target KPIs, the actions of the sustainable mobility plan are present and under management which, once implemented, may be correlated to performance KPIs.



7.3 REDUCTION OF WATER CONSUMPTION (IP-O3)

ENVIRONMENTAL OBJECTIVE

Reduction in the consumption of natural resources

INCREASED AWARENESS

REFERENCE SITE	ACTION	TIME RESPONSIBILITIES		STATE ADVANCEMENT	NOTE
Headquarters Milan and United Operational	Development of internal awareness campaign relating to good behavioral practices for better water management	Marketing and Communications, CSR	Replan to 2023	IN PROGRESS	Activity completed for the headquarters in planning for the operational units (postponement of closure to 2023)
	Sharing of indicators selected consumption e improvement objectives with certified site personnel	Project team EMAS	2021 COMPLETED		creation of posters to raise awareness and encourage involvement

IMPROVEMENT OF WATER RESOURCES MANAGEMENT

SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMES	STATE ADVANCEMENT	NOTE
Operational unit Zola Predosa	Analysis and census of underground pipe leaks	Technical direction of Site	2023	Planned	Delayed activity expected by 2024

Note: At the moment it is not possible to estimate the target KPIs, they will be defined following the results of the analysis and census phase.

7.4 REDUCTION OF WASTE PRODUCTION (IP-O4)



ENVIRONMENTAL OBJECTIVE

Reduction in the consumption of natural resources

INCREASED AWARENESS

REFERENCE SITE	ACTION	TIME RESPONSIBILITIES		STATE ADVANCEMENT	NOTE
Headquarters Milan and United Operational	Development of internal awareness campaign relating to good behavioral practices for better waste management	Marketing and Communications, CSR	Rescheduled 2023	Planned	The activity was postponed by one budgetary year also in relation to the progress of operational waste management projects
	Sharing of indicators selected consumption e improvement objectives with certified site personnel	Marketing and Communications, CSR	2021	COMPLETED	Poster making to raise awareness and encourage involvement

IMPROVEMENT OF WASTE MANAGEMENT					
SITE OF REFERENCE	ACTION	RESPONSIBILITY	TIMES	STATE ADVANCEMENT	NOTE
Headquarters Milan	go live ecodrink: implementation of the use of ECO bottles to eliminate plastic bottles	Marketing and Communications, CSR/Operation	2020- 2021	COMPLETED -	
	go live: copy control began aimed at reducing paper consumption for printing	Information technology	2021	COMPLETED -	
	Server consolidation in Group datacenter. Reduction in number of servers 90% local	Information technology	2021	COMPLETED	The activity of consolidation was completed: only one server remains
Operational unit Zola Predosa	Food waste monitoring and reduction initiatives (e.g. Winnow)	Marketing and Communications, CSR/Operation	2021-2022	IN PROGRESS	Installation of the device at the beginning of 2023, the training dedicated to operators has been completed, the operational unit is ready to start monitoring
	Initiatives for the recovery of food surpluses	Marketing and Communications, CSR/Operation	2021-2022	SUSPENDED	The target was suspended due to company-related issues identified for the project partnership
	New - Biomethane Project (which replaced the project Hov) Recovery of organic waste to start production Biomethane and compost	Marketing and Communications, CSR/Operation	2022-2023	ONGOING	Organic collection from catering outlets for the production of biomethane

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

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

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

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



8 EMAS DECLARATION MANAGEMENT

This 2023 update of the EMAS Declaration:

- It was drawn up in compliance with EC Regulation no. 1221/2009 and EC Regulation n. 2026/2018.
- Represents the 2023 update of the ELIOR EMAS Declaration, reporting the updated situation as of 08/31/2023 unless otherwise specified.
- It was 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 declaration and this document with internal stakeholders, across the network internal or the screens available in the Headquarters.
- Progressively expand the certification of the EMAS Regulation to further operational sites.

For information on the EMAS Declaration



Organizational Reference for the EMAS Declaration

Veruska D'ANDREA
PREVENTION AND PROTECTION SERVICE MANAGER
AND HEAD OF THE EMAS SYSTEM

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9 EMAS REGISTRATION

<p>Validity and Validation of Environmental Declaration</p> <p>The Accredited Environmental Verifier has verified and validated this Environmental Declaration pursuant to the EMAS Regulation as attested by the stamp shown in the box on the right.</p>	
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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 2/09/2021 & 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

31 AGOSTO 2022

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 Ristocheff, 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 Ristocheff (ristorazione collettiva e buoni pasto), viene deciso di separarle concentrandole in società autonome. Le attività di gestione di buoni pasto rimangono in Ristocheff 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 coltura 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.

Le società del Gruppo Elior si occupano 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 legume freddo-caldo che refrigerato e/o surgelato 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 del Gruppo 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 dalle società del Gruppo 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 Elor riesamina 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 obiettivi 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 il Gruppo Elor 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 salutarli, nel rispetto della persona umana e dei suoi diritti fondamentali, in coerenza con le delle 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 del Gruppo, contribuendo alla protezione dell'ambiente ed alla prevenzione dell'inquinamento dal 2021 è stato avviato un importante progetto per l'implementazione e progressiva estensione sul 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.

Il Gruppo Elor 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; il Gruppo crede, quindi, che la base per il raggiungimento di questi obiettivi, sia la condivisione di Valori comuni, all'interno delle società di tutto il Gruppo, che possano:

- Fondere ed armonizzare le differenti culture del Gruppo, 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 obiettivi 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 del Gruppo Elor 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 Elor 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 diviene lo strumento principale delle attività del Gruppo Elor, ed esso viene diffuso a tutti i livelli, assicurandone la comprensione da parte di tutti.

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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) n.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, Authorization and Restriction of Chemicals (REACH), establishing a European Chemicals Agency, amending Directive 1999/45/EC and repealing Regulation (EEC) no. 793/93 of the Council and Regulation (EC) no. 1488/94 of the Commission, 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 defining the general criteria regarding 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 uses, in accordance with article 4, paragraph 1, letters a) and c), of the legislative decree of 19 August 2005, n. 192.	✓
Regulation (EC) n. 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, labeling and packaging of substances and mixtures amending and repealing Directives 67/548/EEC and 1999/45 /CE and which amends Regulation (EC) no. 1907/2006	✓
Regulation (EU) no. 517/2014 of the European Parliament and of the Council of 16/04/14	REGULATION (EU) No. 517/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 April 2014 on fluorinated greenhouse gases and repealing Regulation (EC) No. 842/2006	✓
Fire Prevention Certificate DPR151/11	Regulation simplifying the regulation of 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 30 July 2010, n. 122	✓
Ministerial Decree 1003/1998 and subsequent amendments	General fire safety and emergency management criteria in the workplace	✓
Legislative Decree 102/14	Implementation 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 figure of mobility 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 development of renewable energy sources.	✓
Resolution of the Emilia-Romagna Region n.1480 of 11/10/2010	Directive on the characterization of industrial wastewater deriving from production activities	✓

12 ANNEX III

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

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13 ANNEX IV

TERMS, ACRONYMS AND DEFINITIONS

Term/ Acronym	Description
Nature oriented area	An area dedicated primarily to the conservation or restoration of nature; the area may include roof, facade, water drainage or other features that have been designed, adapted or managed to promote biodiversity.
Areas covered	Area where the original ground has been covered (such as roads) making it impervious.
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 stages of a product/service system, from the acquisition or generation of raw materials from natural resources to final disposal.
CO ₂	CO ₂ stands for carbon dioxide, which is one of the main greenhouse gases and is produced by any chemical reaction in which oxidation occurs.
CO ₂ eq	Carbon dioxide equivalent, used as a unit of measurement for the GWP indicator.
FGAS	Fluorinated gases, usually present as refrigerant fluids within room air conditioning systems.
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, negative or positive, resulting in whole or in part from the environmental aspects of an organization.
INA	Indicator not evaluated.
Indicator	measurable representation of the condition or state of operations, management, or other conditions.
NO _x	Nitrogen oxide. These compounds have important impacts on air pollution, as they can affect human breathing 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	Person directly or indirectly interested or involved in the organisation's activities.
Particulate matter	This air emission indicator refers to all solid dust released into the air, less than 10 µm in size, which could affect human breathing 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 over a given period of time, compared to the emissions of 1 tonne of carbon dioxide (CO ₂). The higher the GWP, the more a given gas warms the Earth relative to CO ₂ over that time period (the time period usually used for GWPs is 100 years).
Environmental performance/ performance	Services relating to the management of environmental aspects.
Risks and opportunities	Potential negative effects (risks) and potential beneficial effects (opportunities).
SO _x	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 Cycle Assessment - LCA)	Tool for assessing the environmental impact of a product / service, in its entire life cycle.