



DECLARATION

ENVIRONMENTAL EMAS

REFERENCE PERIOD: 2021/2023 ANNUAL UPDATE:
2022



ELIOR SPA - ENVIRONMENTAL MANAGEMENT SYSTEM EMAS REGULATION

| Revision | Date | Description |
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| Predisposition | Approval |
|---|-------------------|
| Environmental Management System Manager - EMAS Management Representative | AD - R. Ambrosino |



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1 INTRODUCTION

Dear Reader,

One year after the start of the EMAS project implementation process, we are pleased to present you with the updated Environmental Statement 2021-2023 Rev.1 27/08/2021 in compliance with the European Regulation (EU) 1221/2009, as amended by Regulations (EU) 2017/1505 and 2026/2018, concerning the voluntary registration of EMAS, and with the international standard UNI EN ISO 14001:2015.

In order to provide an up-to-date picture, only the organisational and management changes concerning the last year as well as the updated performance indicators and improvement plans defined by ELIOR are listed below.

Happy reading.

The Managing Director
Rosario Ambrosino




2 PRESENTATION

This document is the update of the EMAS Environmental Statement and refers to the company **Elior Ristorazione S.p.A.**, a leading company in the Italian catering sector and part of the Elior Group; the update specifically refers to a registration made in 2021 by the company GEMEAZ, which since February 2022 has been the subject of a merger by acquisition by the Italian parent company ELIOR; this company has turned over the registration and will continue along the path undertaken for the reference sites.

2.1 THE ELIOR GROUP IN ITALY

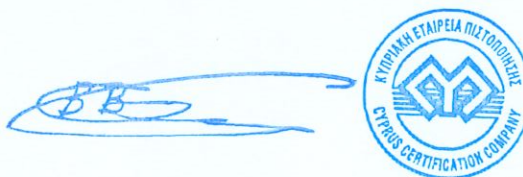
In Italy, under the guidelines of the French parent company Elior Group, the Group is headed by the Italian company ELIOR Ristorazione S.p.A., under which a number of subsidiaries are united. Elior's main corporate structure in Italy is shown below:



Figure 1 The organisation of Elior Italia

Within the Elior Italia structure there are a number of 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*, as well as the *Artusia service*).

In this regard, in order to provide an up-to-date picture, it should be noted that as of February 2022, the company Gemeaz Elior (previously a subsidiary) underwent a merger by incorporation with Elior Ristorazione spa.



L'EVOLUZIONE DELLA ORGANIZZAZIONE DI ELIOR



Figure 2 The evolution of Elior Italia's organisation

2.2 ELIOR CATERING S. P.A.

Elio ristorazione S.p.A., following the merger by incorporation, incorporated employees and cooking centres formerly Elior Gemeaz SPA; the function of *Service Centre* for affiliates remains for ELIOR.

National Central Services

- Human Resources Management.
- Personnel Administration.
- Purchasing Management.
- Direction Orders.
- Marketing.
- I.T. Systems - Infrastructure and IT security.
- Management control.
- Financial Management and Treasury Services.
- Administration, Finance and Control Department.
- Administrative services.
- Quality-Environment-Safety Control

| | |
|-----------------------------------|--|
| Registered office | Via Venezia Giulia, 5/a - |
| Share Capital | Euro 45,000,000 |
| Fiscal code - VAT number | 08746440018 |
| Number of employees | About 8,300 |
| Number of central kitchens | 18 |
| Fields of activity | Mass catering (education, armed forces, health, companies) |

2.2.1 THE ORGANISATIONAL STRUCTURE

Also following the corporate reorganisation due to the merger by incorporation of the company Gemeaz Elior spa, the group changed the structure of the management organisational structure at national level. From an operational point of view; the control and strategic guidance of the General Management (in the figure of the CEO), which supervises and coordinates activities through the various Stream Managers, remains in place.

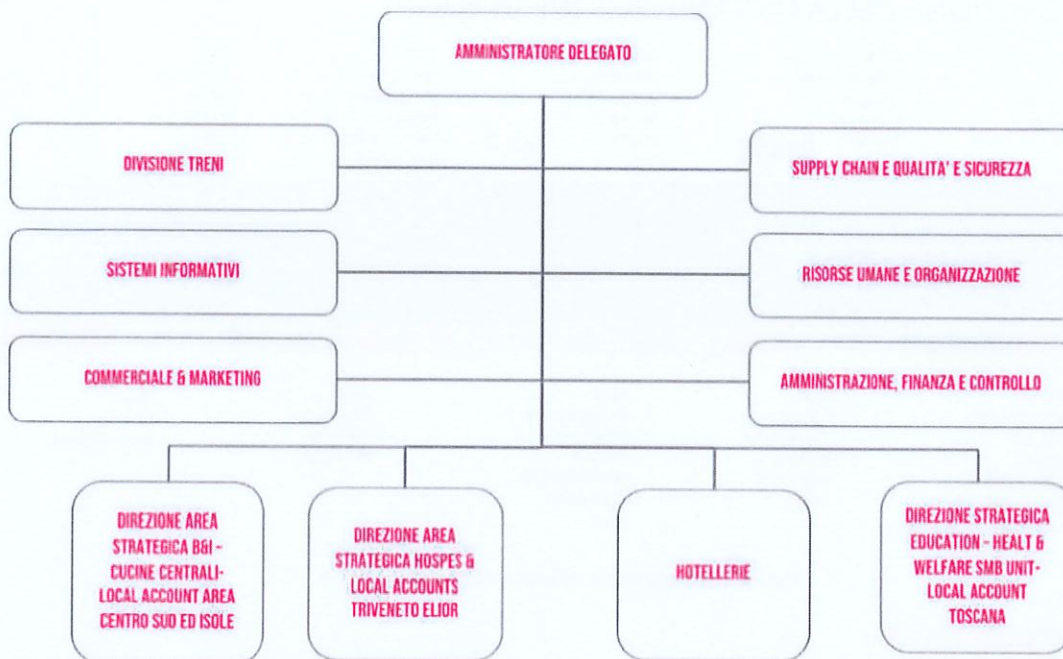


Figure 3 Elior Catering management organisation chart

Also following the merger, the organisational structure supporting EMAS is unchanged.

2.2.2 ACTIVITIES AND CONTEXT

Collective catering managed by the organisation is active in both the public and private sectors with nationwide coverage.

The work locations consist mainly of:

- Legal and territorial offices related to administrative activity.
- Operational units, in turn divided into:
 - Associated structures in contracts in which the organisation operates as a contracted company (not envisaged direct management of utilities, authorisations and facilities).
 - Full Availability' facilities where stable operational activities are carried out with full responsibility in management.

One type of strategic unit within the service is 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
CUCINE CENTRALI DISLOCATE PREVALENTEMENTE
NEL NORD ITALIA



The distribution of operational centres across Italy is shown in the following graph.

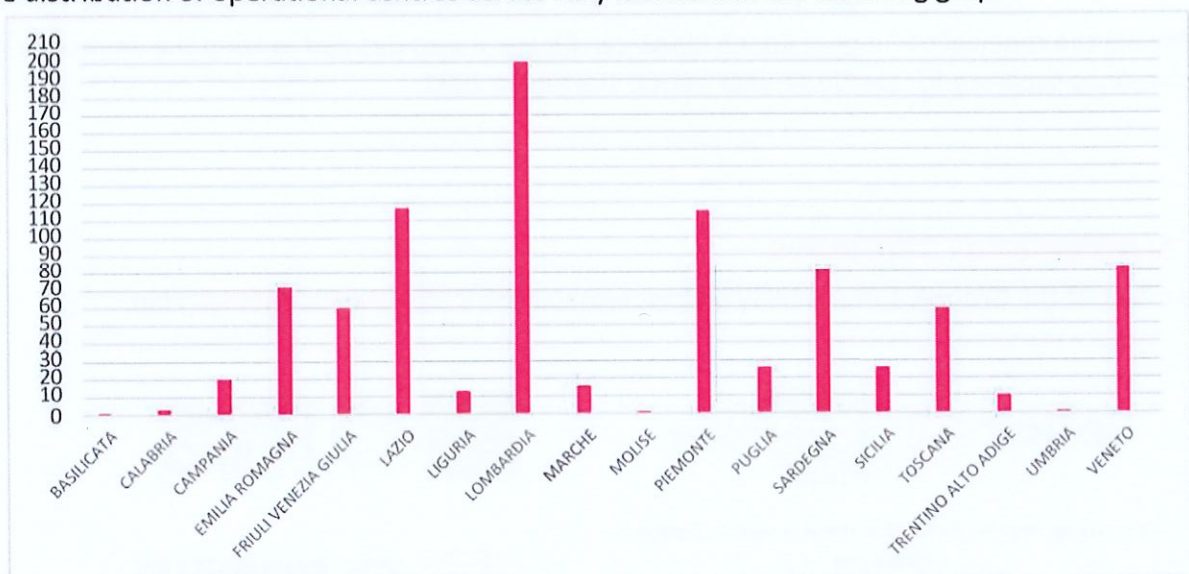


Figure 4 Distribution of Elior Ristorazione spa cooking centres 2022 (approx. 900 units)

2.2.3 SCOPE OF THE EMAS SYSTEM

The sites included in the scope of EMAS, and covered by this environmental statement, are the following:

- Head Office, Via Venezia Giulia 5/A, Milan
- Brescia Cooking Centre

PURPOSE OF THE





Design and provision of catering services (collective and/or commercial) at hospital, health, 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 organisations.



Following the renewal of Gemeaz Elixir's EMAS certificate, it was decided to keep the environmental declarations separate for the three-year period starting in 2021.

3 SUSTAINABILITY STRATEGIES

The driver of the Group's sustainability actions remains the **POSITIVE FOOTPRINT** Plan.



THE ELIOR GROUP
**POSITIVE
FOOTPRINT
PLAN**

Elixir Group has aligned itself to these global challenges by identifying
4 priority areas to work on.
These 4 areas are the basis of Elixir's **POSITIVE FOOTPRINT** Plan. Since 2021 Elixir has then joined the CDP for the quantification of impacts and its monitoring over time.



**SIGNATORY OF THE GLOBAL COMPACT
SINCE 2004**
United Nations Programme on Corporate Social Responsibility, based on a set of ten fundamental principles relating to human rights, labour standards, environmental protection and anti-corruption.



**BUONO
E SANO**



**MODELLO
CIRCOLARE**



**PRODOTTI
SOSTENIBILI**



**PRENDERSI CURA DEI
COLLABORATORI
E DELLA COMUNITÀ**

3.1 ENVIRONMENTAL POLICY

The full version of the Environmental Policy issued following the merger of Gemeaz can be found in Annex 1 and is available on the ELIOR website (<https://www.elior.it/documenti>).



4 ENVIRONMENTAL ASPECTS

4.1 THE CLASSIFICATION OF ASPECTS

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 organisation's interaction with third parties and which may be affected to a significant extent.

The following conditions were taken into account when identifying and assessing the environmental aspects associated with ETFs:


- **Normal (N)**, associated with normal ETF activities.
- **Abnormal (A)**, not ordinary (e.g. periodic maintenance activities).
- **Emergency (E)**, unpredictable that could generate an environmental impact (e.g. accidents).

4.2 THE IDENTIFICATION OF ENVIRONMENTAL ASPECTS

In 2021 there were no organisational changes in activities or processes that introduced new environmental aspects, and the following is the updated assessment according to the criteria presented in the EMAS Statement 2021-2023 Rev.1 of 27/08/2021.










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

SYMBOL OF SIGNIFICANCE


DIRECT
ORY
HEADQUA
RTERS


UNIT
OPERATIVE



| ENVIRONMENTAL ASPECT | ENVIRONMENTAL IMPACT | HEAD OFFICES SIGNIFICANT ASPECTS | OPERATIONAL SITES SIGNIFICANT ASPECTS |
|--------------------------------------|---|--|--|
| Water consumption | Resource consumption | - |  <ul style="list-style-type: none"> Washing food, dishes and kitchen equipment |
| Energy Consumption | Resource consumption |  <ul style="list-style-type: none"> Energy supply Office activities |  <ul style="list-style-type: none"> Energy supply Equipment energy consumption |
| Consumption of material resources | Resource consumption | - | - |
| Noise emission | Noise pollution | - | - |
| Odour emission | Air pollution | - | - |
| Emission into the atmosphere | Air pollution |  <ul style="list-style-type: none"> Heating Transfers/displacements |  <ul style="list-style-type: none"> Heating Equipment energy consumption Cold storage |
| Waste | Resource consumption Pollution only/water | - |  <ul style="list-style-type: none"> Food preparation Meal packaging End of life |
| Water discharges | Water pollution | - |  <ul style="list-style-type: none"> Water purifier management (where applicable) |
| Use of hazardous substances | Pollution only/water | - | - |
| Use of hazardous substances Spillage | Pollution only/water | - |  Sewage plant management |
| Use of refrigerant greenhouse gases | Air pollution | - |  <ul style="list-style-type: none"> Cold storage/cold room management |






4.2.1 ENERGY CONSUMPTION



HEADQUARTERS DIRECTIVE MILAN:

- Lighting.
- Room conditioning.
- Heating of the Premises.
- Feeding of electronic equipment.

OPERATING UNITS - COOKING CENTRES:

- Lighting.
- Refrigeration and storage of foodstuffs.
- Steam production and room heating.
- Powering food cooking equipment (electrical and thermal energy consumption).

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

In order to raise employees' awareness of energy-saving practices Elior launched the 'Ignite Change' communication campaign in 2021-2022 by implementing graphics communicating sustainable actions that people can take at work and at home.









4.2.2 WATER CONSUMPTION



HEADQUARTERS DIRECTIVE MILAN:

- civil purposes (sanitation and cleaning).
- powering the fire-fighting system.

OPERATING UNITS - COOKING CENTRES:

- Washing food products.
- Food preparation and cooking (e.g. boiling water).
- Dishwashing.
- Sanitising and cleaning 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.



4.2.3 CONSUMPTION OF MATERIAL RESOURCES

HEADQUARTERS DIRECTIVE MILAN:

- Foodstuffs Food (not direct preparation).
- Paper for document printing (indoor and outdoor use).
- Toner and printer components.

OPERATING UNITS - COOKING CENTRES:

- foodstuffs of animal and plant origin as well as auxiliary products for the preparation and processing of foodstuffs at the operating units.
- disposable catering and packaging materials.
- detergent and sanitising cleaning products handled in accordance with the relevant technical and safety data sheets; the Group's product selection criteria include suppliers who can ensure detergents with a lower environmental impact.
- products associated with Food Safety procedures with particular reference to pest control activities (activities managed through specialised suppliers).

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







4.2.4 EMISSIONS TO AIR



HEADQUARTERS DIRECTIVE MILAN:

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

OPERATING UNITS - COOKING CENTRES:

- emissions produced from activities catering/canteen activities.
- maintenance and operation of facilities.

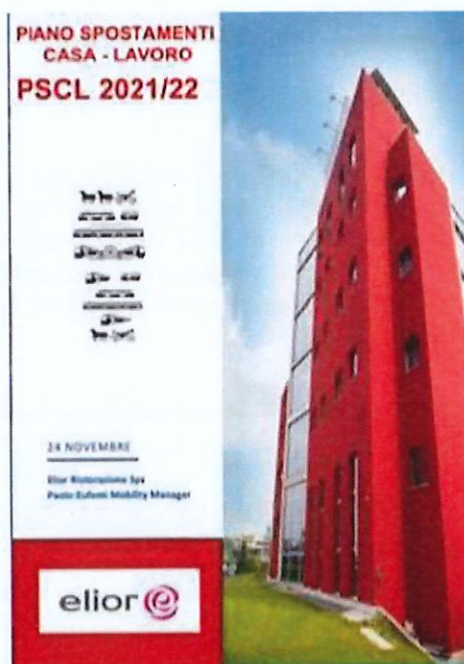
The main changes on the management of the environmental aspect are related to the activities of the headquarters; in the second half of 2021, the 2021/2022 work house displacement plan was prepared for the Milan headquarters, the plan was divided into:

- analysis of the intervention context
- spatial analysis of the location
- analysis of mobility offers
- definition of improvement actions.

The main short-term actions identified in the mobility plan that initiated a complex and articulated process of improving sustainable mobility are

- use of agile work
- promoting the use of public transport local through:
 - a. subsidised subscriptions
 - b. shuttle connecting with the loop Milan Certosa Railway
- activities of Training, Information and Awareness-raising
- preparation of car policy
- Creation of the Car Pooling Service 2022: BlaBlaCarELIOR

The plan aims to optimise travel with positive effects on avoided emissions.





4.2.5 CO2 EMISSIONS AND REFRIGERANT GASES



HEADQUARTERS DIRECTIVE MILAN:

- Room air-conditioning systems

OPERATING UNITS - COOKING CENTRES:

- Air conditioning and refrigeration systems

The main changes are related to the implementation of the site-specific GHG emission reduction improvement plan (IP-02).



4.2.6 WASTE PRODUCTION AND MANAGEMENT



HEADQUARTERS DIRECTIVE MILAN:

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

OPERATING UNITS - COOKING CENTRES:

- ACTIVITIES AND MANAGEMENT OF THE COOKING CENTRE:
URBAN waste (paper, cardboard, glass, plastic, metals, organic and undifferentiated fraction) and **SPECIAL** waste (e.g. spent vegetable oils and spent toner etc.).

The main change related to the management of the environmental aspect is related to the important circular economy initiative of 2022 through the implementation of a Sustainability Pact between Elior and the Hera Group, signed on 14/04/2022 and lasting two years.

In order to manage the ongoing economic, environmental and social changes as efficiently as possible, Elior has committed to the Hera Group, one of Italy's leading multi-utilities in environmental, water and energy services, to collaborate in an integrated approach in its business strategies aimed at ensuring the maximum valorisation of resources and environmental sustainability, working in synergy with suppliers, customers, end users and employees.

The agreement is realised through the implementation of specific pilot projects on the following topics:

| | |
|--|--|
| Sustainable mobility | <ul style="list-style-type: none"> - Collection of Used Vegetable Oils from Catering Facilities for Biodiesel Production - Organic collection from catering outlets for biomethane production - Feasibility study and implementation of electric vehicle charging infrastructure |
| Circular Economy and environmental sustainability | <ul style="list-style-type: none"> - Actions and initiatives to recycle plastics for the production of new materials, including solutions involving the reuse of waste plastics - Circular economy solutions for food packaging, type selection and end-of-life management - Waste Prevention Projects - Study of Elior's waste production data in order to waste valorisation and waste management efficiency |
| Environmental Communication | <ul style="list-style-type: none"> - Environmental information and communication directed at Elior's internal staff and customers - Information and communication campaigns to support mobility issues circular economy and environmental sustainability co-branding between the Parties |

The objectives of the agreement are aligned with the United Nations Programme on Corporate Social Responsibility, as certified by Elior's membership of the Global Compact, and fall within the Sustainable Development Goals of the UN 2030 Agenda with particular focus on the following.

Clean water and sanitation
SDG 6



Business, Innovation and Infrastructure
SDG 9



Partnership for SDG 17 targets



Clean and affordable energy
SDG 7



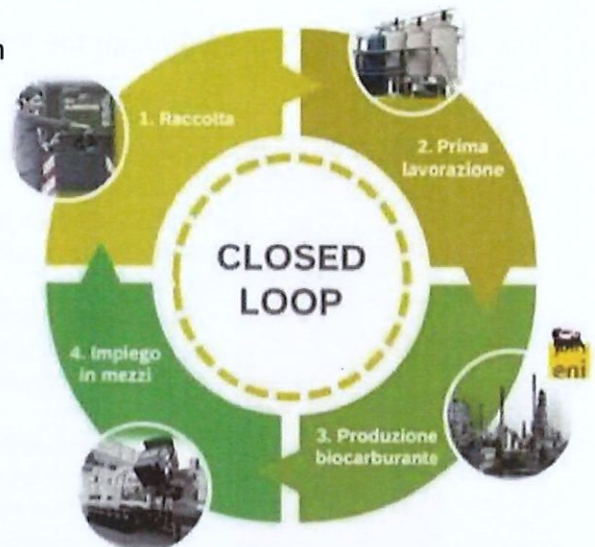
Sustainable Cities and Communities
SDG 11



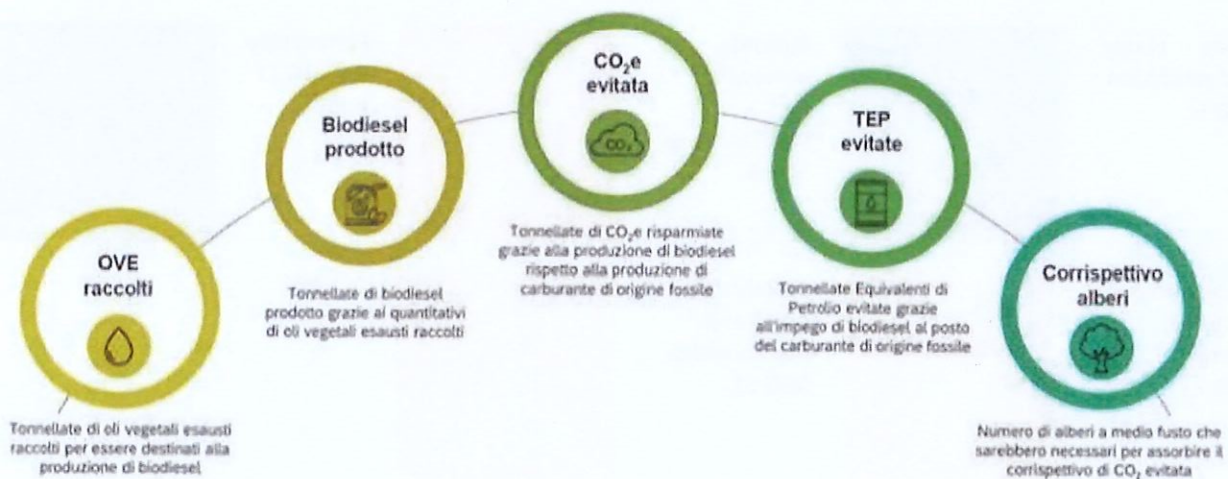
An example of results resulting from the collaboration between Elior and Hera is the **HOVE Project** (Hera for Waste Vegetable Oil) aimed at collecting and valorising Waste Vegetable Oil from commercial activities with a view to circularity, within a controlled and certified supply chain for the production of biofuel, in partnership with Eni (change IP-04).

The project allows the creation of a circular supply chain with Elior based on the active collaboration of the territory:

1. **OVE collection:** carried out by Elior in the territory
2. **First processing:** the harvested oil is transferred to the plant to achieve certain chemical and physical characteristics
3. **Biofuel production:** the processed oil is sent to the Eni bio-refinery to be transformed into biofuel
4. **Use of vehicles:** biofuel is used in Eni Diesel+ diesel fuel to fuel some vehicles of the Hera corporate fleet



The benefits of the project are therefore linked to the added value in relation to sustainability, as certified by SGS 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 in order to describe the objectives achieved is implemented through the development of "synthetic indicators" that are communicated through reports on the environmental performance of the project, as shown below.









4.2.7 WATER DISCHARGES



HEADQUARTERS
DIRECTIVE MILAN:

- Civil drains

OPERATING UNITS - COOKING CENTRES:

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

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



4.2.8 USE OF HAZARDOUS SUBSTANCES

HEADQUARTERS DIRECTIVE 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, handled by the maintenance service company.
- Cleaning materials for offices and common areas managed by a third-party supplier.

OPERATING UNITS - COOKING CENTRES:

- cleaning products
- chemicals for plant management

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



4.2.9 NOISE - NOISE IMPACT

HEADQUARTERS DIRECTIVE MILAN:

- Office activities (insignificant noise impact)

OPERATING UNITS - COOKING CENTRES:

- Unloading/loading vehicles
- Plant operation

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





4.2.10 LAND USE AND IMPACT

AE BIODIVERSITY
OI
T

HEADQUARTERS DIRECTIVE MILAN:

- not including Special Protection Areas (SPAs), Special Conservation Areas (SACs), Sites of Community Importance (SCIs) or sites of regional importance (SIR)

OPERATING UNITS - COOKING CENTRES:

- not including Special Protection Areas (SPAs), Special Conservation Areas (SACs), Sites of Community Importance (SCIs) or sites of regional importance (SIR)

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

4.3 ENVIRONMENTAL ASPECTS GENERATED IN EMERGENCY SITUATIONS

| POTENTIAL ABNORMAL SITUATIONS OR EMERGENCY | ENVIRONMENTAL ASPECT | CONTROL, SURVEILLANCE AND/OR MONITORING PROCEDURES | Headquarters | Zola web site Predosa |
|---|---|--|--------------|-----------------------|
| Fire emergency | Emission into the Atmosphere | Periodic inspection of fire-fighting equipment by a qualified supplier. Implementation of the emergency plan based on the fire risk assessment; training of the emergency team and periodic emergency simulations. | ✓ | ✓ |
| Hazardous substance spillage | Uncontrolled Discharge into Water or Soil | Application of storage methods to ensure proper management of hazardous substances and spills. | ✓ | ✓ |
| Plant/equipment malfunction | Atmospheric Emissions | Plant maintenance and periodic inspection (by qualified supplier) of accidental leaks from refrigeration and air conditioning systems containing Greenhouse Gases where applicable. | ✓ | ✓ |
| Water purification plant malfunction | Uncontrolled Discharge into Water or Soil | Regular maintenance (by qualified supplier) of purification plants. | | ✓ |
| Gas and water leaks | Resource consumption | Periodic maintenance | | ✓ |
| Uncontrolled Waste Disposal | Dispersion of waste into the soil | Application of storage methods to ensure proper waste management. Application of Waste Management Procedures and staff training | ✓ | ✓ |

Table 1 Environmental aspects relating to abnormal or emergency situations



5 HEAD OFFICE AND REFERENCE KPI



ADDRESS:

Via Venezia Giulia 5/a - 20157 Milan



| Features generals | Headquarters via Venezia Giulia 5/A |
|---------------------------------|--|
| Title of use of the property | Rent |
| Surface area used | 2526,89 m ² |
| Number of employees | 132 Elior+38 (formerly Gemeaz) |

Note: In February 2022, Elior Ristorazione SPA acquired the company ELIOR GEMEAZ by incorporation, this change has the effect that the KPIs for the location only 100% refer to ELIOR activities and not, as in the past, divided between the two companies previously present in the location.

When comparing data in terms of absolute value, it is important to point out that from the first half of 2022, the consumption shares are no longer divided between the two companies but are 100% associated with the single company ELIOR.





At the authorisation level, there are no changes for the site. At

site level we report:

- the completion of the installation of the new central heating plant (replacement for plant modernisation) for heating the working areas consisting of two 275 kW Varmax units.
- The removal/boning end 2021 beginning 2022, by the property owner, of two underground tanks (not in use).

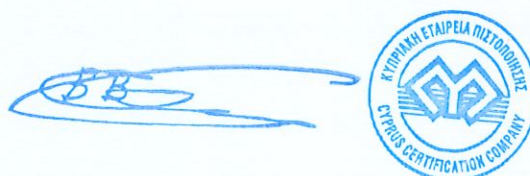
Below are the performance indicators related to the environmental aspects of the Milan Headquarters; the data shown are updated to 30/06/2022.

HEADQUARTERS - ABSOLUTE KPIS



| ENVIRONMENTAL ASPECT | KPI | Source | Units of Measurement | 2019 | 2020 | 2021 | 1 sem. 2022* |
|--------------------------------|---|---|------------------------|--|---|--|---|
| | | | | Gemeaz  | Gemeaz  | Gemeaz  | elior  |
| Energy consumption | Electricity consumption | Energy Manager Reporting - Technical Management | kWh | 73.160 | 59.818 | 71.191 | 156.721 |
| | Electricity consumption from source renewable | Energy Manager Reporting - Technical Management | kWh | 0 | 0 | 47.380 | 101.239 |
| | Electricity consumption from source renewable | Energy Manager Reporting - Technical Management | % | 0% | 0% | 67% | 65% |
| | Self-generated electricity | Energy Manager Reporting - Technical Management | kWh | 0 | 0 | 0 | 0 |
| | Methane consumption | Energy Manager Reporting - Technical Management | m ³ | 5.201 | 7.387 | 7.670 | 19.706 |
| Water consumption | Water Consumption - Aqueduct | Management Control | m ³ | 488 | 236 | 181 | 541 |
| Greenhouse gas (GHG) emissions | GHG Emissions - Total | LCA Calculation Methodology - Software SIMAPRO | Ton CO ₂ eq | 67 | 154 | 37 | 162 |
| | GHG emissions - FGAS detail | LCA Calculation Methodology - Software SIMAPRO | Ton CO ₂ eq | 0 | 0 | 0 | 0,64 |
| | GHG emissions - consumption detail energetic | LCA Calculation Methodology - Software SIMAPRO | Ton CO ₂ eq | 67 | 63 | 37 | 90 |
| | GHG emissions - park detail vehicles | LCA Calculation Methodology - Software SIMAPRO | Ton CO ₂ eq | n.a. | 92 | 0 | 71 |
| Atmospheric emissions | NOx emissions | LCA Calculation Methodology - Software SIMAPRO | ton NOx | 0,28 | 0,47 | 0,35 | 0,98 |
| | SO2 emissions | LCA Calculation Methodology - Software SIMAPRO | ton SO2 | 0,30 | 0,51 | 0,43 | 1,17 |
| | PM emissions | LCA Calculation Methodology - Software SIMAPRO | ton PM | 0,11 | 0,21 | 0,16 | 0,45 |
| Special Waste Production | Special waste generated | Waste Records (Forms) function HSE Central | kg | 4.134 | 1.208 | 4.005 | 2.570 |
| | Special hazardous waste generated | Waste Records (Forms) function HSE Central | kg | 47 | 0 | 330 | 0 |
| | Special Wastes Sent for Recovery | Waste Records (Forms) function HSE Central | % | 100 | 100 | 101 | 100 |
| Biodiversity | Area Total | HSE Central Registrations | m ² | 2.527 | 2.527 | 2.527 | 2.527 |
| | Waterproofed area | HSE Registrations Central | m ² | 671 | 671 | 671 | 671 |
| | Green areas (Land natural) - on site | HSE Registrations Central | m ² | 0 | 0 | 0 | 0 |
| | Green areas (Land natural) - offsite | HSE Registrations Central | m ² | 0 | 0 | 0 | 0 |
| Material Consump | Printing paper purchased | Registrations Purchasing Management | kg | 565 | 42 | 309 | 1.049 |

| | | | | | | | |
|------|---|-------------------------------------|----|----|---|------|------|
| tion | Purchased Printing Paper - Environmental Criteria | Records Management Purchases | % | 0 | 0 | 100% | 100% |
| | Toner for printing purchased | Registrations Purchasing Management | kg | 24 | 9 | 5 | 20 |

In 2022 following the merger of Gemeaz into Elior, absolute figures refer to the total without breakdowns between the two companies as in the past





HEADQUARTERS - RELATED KPIS

| NORMALISATION FACTOR | Units of Measurement | 2019 | 2020 | 2021 | 1 sem 2022 |
|---|----------------------|-----------------------------------|-----------------------------------|-----------------------------------|---|
| | | Gemeaz <small>en Bicar</small> | Gemeaz <small>en Bicar</small> | Gemeaz <small>en Bicar</small> | elior  |
|  Total employees (Full Time Equivalent - FTE) | Number of employees | 33 | 31 | 27 | 111 |

| ASPECT ENVIRONMENTAL | KPI | Source | Units of Measurement | 2019 | 2020 | 2021 | 1 sem 2022 |
|---------------------------------------|---|---|----------------------------------|-------|-------|-------|------------|
| Energy consumption | Electricity consumption - TOTAL | Energy Manager Reporting - Management Technique | kWh/ employee | 2.318 | 2.024 | 2.772 | 1.046 |
| | Electricity consumption from source renewable | Energy Manager Reporting - Management Technique | kWh/ employee | 0 | 0 | 1.845 | 921 |
| | Consumption of electricity from renewable sources self-produced | Energy Manager - Technical Management | kWh/ employee | 0 | 0 | 0 | 0 |
| | Methane consumption | Energy Manager Reporting - Management Technique | m3/employee | 165 | 250 | 299 | 179 |
| Water consumption | Water Consumption - Aqueduct | Management Control | litres/dependent | 15,47 | 7,98 | 7,04 | 4,92 |
| Greenhouse gas (GHG) emissions | GHG Emissions - Total | LCA Calculation Methodology - SIMAPRO software | Ton CO ₂ eq/ employee | 2,13 | 5,22 | 2,52 | 1,47 |
| | GHG emissions - FGAS detail | LCA Calculation Methodology - SIMAPRO software | Ton CO ₂ eq/ employee | 0,00 | 0,00 | 0,00 | 0,01 |
| | GHG emissions - consumption detail energetic | LCA Calculation Methodology - SIMAPRO software | Ton CO ₂ eq/ employee | 2,13 | 2,12 | 1,43 | 0,82 |
| | GHG emissions - park detail vehicles | LCA Calculation Methodology - SIMAPRO software | Ton CO ₂ eq/ employee | n.a. | 3,10 | 1,09 | 0,65 |
| Atmospheric emissions | NOx emissions | LCA Calculation Methodology - SIMAPRO software | ton NOx/dependent | 0,01 | 0,02 | 0,02 | 0,01 |
| | SO2 emissions | LCA Calculation Methodology - SIMAPRO software | ton SO2/dependent | 0,01 | 0,02 | 0,02 | 0,01 |
| | PM emissions | LCA Calculation Methodology - SIMAPRO software | ton PM/employee | 0,00 | 0,01 | 0,01 | 0,00 |
| Special Waste Production | Special waste generated | Waste Records (Forms) HSE Function Central | kg/employee | 131 | 41 | 156 | 23 |
| | Special hazardous waste generated | Waste Records (Forms) HSE Function Central | kg/employee | 2 | 0 | 13 | 0 |
| Biodiversity | Area Total | HSE Central Registrations | m ² /employee | 15 | 17 | 21 | 23 |
| | Area waterproofed | HSE Central Registrations | m ² /employee | 4 | 4 | 6 | 6 |
| | Green areas (Land natural) - on site | HSE Central Registrations | m ² /employee | 0 | 0 | 0 | 0 |
| | Green areas (Land natural) - offsite | HSE Central Registrations | m ² /employee | 0 | 0 | 0 | 0 |
| Material Consumption | Printing paper purchased | Records Management Purchases | kg/employee | 17,9 | 1,4 | 12,0 | 9,5 |
| | Toner for printing purchased | Recordings Management Purchases | kg/employee | 0,767 | 0,301 | 0,213 | 0,179 |

In relation to the performance of the indicators, it is important to point out that the start-up year of the EMAS 2021 project, as well as 2020, was a year marked by the management of the covid-19 health emergency, which led to non-ordinary work and space management dynamics such as: smartworking, lay-off days. The project to install the new



boiler was realised in the second half of 2021, comparative consumption trends will be comparable on the year 2022. Optimisation of the print management and digitisation process confirms the positive performance trend of reduced material consumption.

6 BRESCIA OPERATIONAL UNIT AND REFERENCE KPI



ADDRESS:

Via G. Di Vittorio 26 - 25100 Brescia (BS)



At the authorisation level, it should be noted that the company name was changed following the merger of GEMEAZ into ELIOR:

- The renewal of the fire prevention certificate;
- The new request for assimilation of water discharge into the municipal sewerage system (under preliminary investigation).

From a plant or management point of view, there are no variations on the reference site.

Below are the performance indicators related to the environmental aspects of the ELIOR headquarters in Zola Predosa; the data reported are updated as at 30/06/2022.



BUSINESS UNIT - ABSOLUTE KPIS


| ASPECT ENVIRONMENTAL | KPI | Source | Unit of measure | 2019 | 2020 | 2021 | 1 sem 2022 |
|--------------------------------|--|--|-----------------|---------|---------|---------|------------|
| Energy consumption | Electricity consumption - TOTAL | Energy Manager Reporting - Management Site Technique | kWh | 355.294 | 267.154 | 342.968 | 165.920 |
| | Consumption of electricity from renewable sources | Energy Manager Reporting - Management Site Technique | kWh | 0 | 0 | 342.968 | 165.920 |
| | Consumption of electricity from renewable sources | Energy Manager Reporting - Management Site Technique | % | 0% | 0% | 100% | 100% |
| | Consumption of electricity from self-generated renewable sources | Energy Manager Reporting - Management Site Technique | kWh | 0 | 0 | 0 | 0 |
| | Methane consumption | Energy Manager Reporting - Management Site Technique | m3 | 129.735 | 81.322 | 107.852 | 58.598 |
| Water consumption | Water Consumption - Aqueduct | Management Control | m3 | 19.263 | 10.061 | 17.310 | 9.409 |
| Greenhouse gas (GHG) emissions | GHG Emissions - Total | LCA Calculation Methodology - SIMAPRO software | Ton CO2eq | 611 | 462 | 315 | 185 |
| | GHG emissions - FGAS detail | LCA Calculation Methodology - SIMAPRO software | Ton CO2eq | 13 | 46 | 39 | 35 |
| | GHG emissions - consumption detail energetic | LCA Calculation Methodology - SIMAPRO software | Ton CO2eq | 586 | 400 | 268 | 145 |
| | GHG emissions - park detail vehicles | LCA Calculation Methodology - SIMAPRO software | Ton CO2eq | 13 | 16 | 9 | 4 |
| Atmospheric emissions | NOx emissions | LCA Calculation Methodology - SIMAPRO software | ton NOx | 5,96 | 3,78 | 4,73 | 2,57 |
| | SO2 emissions | LCA Calculation Methodology - SIMAPRO software | ton SO2 | 7,25 | 4,56 | 5,98 | 3,25 |
| | PM emissions | LCA Calculation Methodology - SIMAPRO software | ton PM | 2,72 | 1,71 | 2,24 | 1,22 |
| Special Waste Production | Special waste generated | Waste Records (Forms) HSE Function Central | kg | 0 | 0 | 900 | 0 |
| | Special hazardous waste generated | Waste Records (Forms) HSE Function Central | kg | 0 | 0 | 0 | 0 |
| | Special Wastes Sent for Recovery | Waste Records (Forms) HSE Function Central | % | n.a. | n.a. | n.a. | n.a. |
| Biodiversity | Area Total | HSE Registrations Central | m2 | 3062,5 | 3062,5 | 3062,5 | 3062,5 |
| | Waterproofed area | HSE Registrations Central | m2 | 895 | 895 | 895 | 895 |
| | Green areas (Natural terrain) - on site | HSE Registrations Central | m2 | 28,5 | 28,5 | 28,5 | 28,5 |
| | Green areas (Natural terrain) - offsite | HSE Registrations Central | m2 | 0 | 0 | 0 | 0 |
| Material Consumption | Purchased foodstuffs | Records Management Purchases | kg | 935.182 | 567.459 | 763.538 | 460.194 |
| | Purchased foodstuffs - Criteria Environmental | Records Management Purchases | % | 26,9% | 25,0% | 23,9% | 27,8% |
| | Purchased cleaning detergents | Records Management Purchases | kg | 8.776 | 6.445 | 6.309 | 1.099 |
| | Purchased Cleaning Agents - Criteria Environmental | Records Management Purchases | % | 32% | 12% | 17% | 1% |
| | Packaging purchased | Records Management Purchases | kg | 26.277 | 15.546 | 20.888 | 11.785 |
| | Packaging Purchased - Environmental Criteria | Records Management Purchases | % | 0% | 1% | 6% | 10% |

CORRECTION

please note that in this update they have been rectified for the specific site:

- The 2020 data on consumption of cleaning agent

OPERATIONAL UNIT - RELATED KPIs

| NORMALISATION FACTOR AND NUMBER OF EMPLOYEES | | Units of Measurement | 2019 | 2020 | 2021 | 1 sem 2022 |
|---|----------------------|-------------------------|-----------|---------|---------|---------------|
|  | Total meals produced | Number of meals | 1.130.298 | 579.446 | 867.623 | 531.301 |

| ASPECT ENVIRONMEN TAL | KPI | Sourc e | Unit of measure | 2019 | 2020 | 2021 | 1 sem 2022 |
|--------------------------------------|--|--|--------------------------------|-------|--------|-------|------------|
| Energy consumpt ion | Electricity consumption - TOTAL | Energy Manager Reporting - Management Site Technique | kWh/meal | 0,314 | 0,461 | 0,395 | 0,312 |
| | Consumption of electricity from renewable sources | Energy Manager Reporting - Management Site Technique | kWh/meal | 0,000 | 0,000 | 0,395 | 0,312 |
| | Consumption of electricity from self- generated renewable sources | Energy Manager Reporting - Management Site Technique | kWh/meal | 0,000 | 0,000 | 0,000 | 0,000 |
| | Methane consumption | Energy Manager Reporting - Management Site Technique | m3/meal | 0,115 | 0,140 | 0,124 | 0,110 |
| Water consumption | Water Consumption - Aqueduct | Management Control | litres/meal | 17,04 | 17,36 | 19,95 | 17,71 |
| Greenhouse gas (GHG) emissions | GHG Emissions - Total | LCA Calculation Methodology - SIMAPRO software | kg CO ₂ eq /meal | 0,5 | 0,8 | 0,4 | 0,3 |
| | GHG emissions - FGAS detail | LCA Calculation Methodology - SIMAPRO software | kg CO ₂ eq /meal | 0,01 | 0,08 | 0,04 | 0,07 |
| | GHG emissions - consumption detail energetic | LCA Calculation Methodology - SIMAPRO software | kg CO ₂ eq /meal | 0,5 | 0,7 | 0,3 | 0,3 |
| | GHG emissions - park detail vehicles | LCA Calculation Methodology - SIMAPRO software | kg CO ₂ eq /meal | 0 | 0 | 0 | 0 |
| Atmospheric emissions | NOx emissions | LCA Calculation Methodology - SIMAPRO software | kg NOx /meal | 0,01 | 0,01 | 0,01 | 0,00 |
| | SO2 emissions | LCA Calculation Methodology - SIMAPRO software | kg SO2 /meal | 0,01 | 0,01 | 0,01 | 0,01 |
| | PM emissions | LCA Calculation Methodology - SIMAPRO software | kg PM /meal | 0,00 | 0,00 | 0,00 | 0,00 |
| Special Waste Production | Special waste generated | Waste Records (Forms) HSE Function Central | kg/meal | 0 | 0 | 0,001 | 0,000 |
| | Special hazardous waste generated | Waste Records (Forms) HSE Function Central | kg/meal | 0 | 0 | 0 | 0 |
| Biodiversity | Area Total | HSE Registrations Central | m2/meal | 0,003 | 0,005 | 0,004 | 0,006 |
| | Waterproofed area | HSE Registrations Central | m2/meal | 0,001 | 0,002 | 0,001 | 0,002 |
| | Green areas (Natural terrain) - on site | HSE Registrations Central | m2/meal | 0 | 0 | 0,000 | 0,000 |
| | Green areas (Natural terrain) - offsite | HSE Registrations Central | m2/meal | 0 | 0 | 0,000 | 0,000 |
| Material Consump tion | Purchased foodstuffs | Records Management Purchases | kg/meal | 0,827 | 0,979 | 0,880 | 0,866 |
| | Purchased cleaning detergents | Records Management Purchases | kg/meal | 0,008 | 0,0241 | 0,007 | 0,002 |
| | Packaging purchased | Recordings Management Purchasing and IT | kg/meal | 0,023 | 0,027 | 0,024 | 0,022 |

Analysing the trend in relation to the meals produced shows an increase in the share of renewable energy from 2021 as a result of the specific IP01 project, a steady trend in methane consumption, the other indicators remain more or less constant.

¹Errata corrige - an error is reported in the 2020 figure for purchased cleaning products: 0.024 instead of 0.011 is indicated.





7 IMPROVEMENT PROGRAMMES

7.1 REDUCING ENERGY CONSUMPTION (IP-01)

| | |
|-------------------------|--|
| ENVIRONMENTAL OBJECTIVE | Reducing the contribution to global warming Reducing the consumption of natural resources |
|-------------------------|--|

| INCREASED AWARENESS | | | | | |
|---|---|-----------------------------------|--------|--------------------|---|
| REFERENCE SITE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTE 5 |
| MILAN HEAD OFFICE AND OPERATIONAL UNITS | Development of internal awareness-raising campaign on good behavioural practices for the better energy management | Marketing and Communications, CSR | 2022 | IN PROGRESS | Graphics and content design completed (postponement of closure) |
| | Sharing selected consumption indicators and improvement targets with the staff of certified sites | EMAS project team | 2022 | COMPLETED | Creation of posters to raise awareness and encourage involvement |
| | Implementation and improvement Measurement and monitoring USE | HSE /Operation/Energy manager | 2022 | COMPLETED | Operational units in the scope of EMAS are projected to report energy savings Dl.gs 102/14 |
| | Integrating Energy Data into Business Planning Tools | HSE /Operation/Energy manager | 2023 | IN PROGRESS | Energy management in the face of contextual variations has become a strategic asset under development |



| IMPROVING ENERGY MANAGEMENT | | | | | |
|-----------------------------|--|---|--------|-------------------------------|--|
| SITE OF REFERENCE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
| MILAN HEAD OFFICE | Electricity Supply from Renewable Sources | DAC | 2021 | COMPLETED Reactivated 2022 | The completed activity for 2021 has been re-budgeted |
| | Purchase of Carbon Credit for natural gas supplies at all sites where the utility is registered with the Elior group | DAC | 2021 | COMPLETED Reactivated 2022 | The completed activity for 2021 has been re-budgeted |
| | Installation of new central heating plant and heating efficiency in Milan office building | Property Ownership/ Technical Management | 2022 | COMPLETED | |
| Brescia Operating Unit | Technical and economic feasibility study for Cooling Plant Consumption Efficiency; through construction of Evaporative Tower or insertion of Single External Cooling Plant | Technical Site Management | 2023 | Planned | |

| SITE OF REFERENCE | KPI | TARGET | PERFORMANCE |
|------------------------|---|--------|--|
| MILAN HEAD OFFICE | Thermal Energy Consumption Methane consumed (m ³ /dependent) | -2% | The boiler was replaced in 2021, savings will be accounted for at the end of 2022 |
| Brescia Operating Unit | Electricity consumption (kWh/meal) | -1% | Planned performance evaluation upon completion of the project on the 2023 operational site |




7.2 REDUCING GREENHOUSE GAS EMISSIONS (IP-O2)
ENVIRONMENTAL OBJECTIVE
Reducing the contribution to global warming
INCREASED AWARENESS

| REFERENCE SITE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
|---|---|-------------------|--------|-----------------------|---|
| MILAN HEAD OFFICE AND OPATIVE UNITS | Sharing selected consumption indicators and improvement targets with the staff of certified sites | EMAS project team | 2021 | COMPLETED | Creation of posters to raise awareness and foster involvement |

REDUCING EMISSIONS AND GREENHOUSE GASES

| SITE OF REFERENCE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
|------------------------------|---|---|--------|-------------------------------|---|
| MILAN HEAD OFFICE | Electricity supply from Renewable Sources at all sites where the utility is registered with the Elior Group | DAC | 2021 | COMPLETED Reactivated 2022 | The completed activity for 2021 has been re-budgeted |
| | Purchase of Carbon Credit for natural gas supplies at all sites where the utility is registered with the Elior group | DAC | 2021 | COMPLETED Reactivated 2022 | The completed activity for 2021 has been re-budgeted |
| | Installation of new central heating plant and heating efficiency in Milan office building | Stable Property Technical Management | 2021 | COMPLETED | Installation completed. |
| | Revision of Home-Work Travel Plan for employees and promotion of actions to reduce CO2 emissions Mobility | Mobility Manager HSE Function | 2023 | IN PROGRESS | In the second half of 2021, the first home-work travel plan was prepared and actions to improve sustainable mobility were defined |
| | Development of Car sustainable corporate policy | Supply chain | 2021 | COMPLETED | Definition of the first edition of the company car policy |
| | Company fleet replacement | Supply chain | 2024 | IN PROGRESS | 100 cars renewed by June 2022 |
| Brescia Operating Unit | Technical and economic feasibility study for Refrigeration Plant Efficiency and FGAS leakage risk reduction by replacing cooling systems with Evaporative Tower or insertion of single external cooling plant | Technical Site Manageme nt | 2023 | Planned | |

Note: An estimate of target KPIs is not possible at the moment, they will be defined following the results of the feasibility study phase.

7.3 REDUCING WATER CONSUMPTION (IP-O3)

ENVIRONMENTAL OBJECTIVE

Reducing the consumption of natural resources

| INCREASED AWARENESS | | | | | |
|-------------------------------------|--|-----------------------------------|--------|--------------------|---|
| REFERENCE SITE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
| MILAN HEAD OFFICE AND OPATIVE UNITS | Development of internal awareness-raising campaign on good behavioural practices for the better water management | Marketing and Communications, CSR | 2021 | IN PROGRESS | Completed activities for location in planning for operational units (postponement of closure to 2022) |
| | Sharing selected consumption indicators and improvement targets with the staff of certified sites | EMAS project team | 2021 | COMPLETED | creation of posters to raise awareness and encourage involvement |

| IMPROVING WATER RESOURCE MANAGEMENT | | | | | |
|-------------------------------------|--|---------------------------|--------|--------------------|-------|
| SITE OF REFERENCE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
| Brescia Operating Unit | Insertion of dispensers for partialising wash water consumption | Technical Site Management | 2021 | Planned | |
| | Technical and economic feasibility study for Cooling Plant Consumption Efficiency; through construction of Evaporative Tower or insertion of Single External Cooling Plant | Technical Site Management | 2022 | Planned | |
| | NEW- Installation of timer for water pipes to limit consumption | Technical Site Management | 2023 | Planned | |

Note: An estimate of target KPIs is not possible at the moment, they will be defined following the results of the feasibility study phase.

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7.4 REDUCING WASTE PRODUCTION (IP-O4)

ENVIRONMENTAL OBJECTIVE

Reducing the consumption of natural resources

| INCREASED AWARENESS | | | | | |
|-------------------------------------|--|-----------------------------------|--------|--------------------|---|
| SITE OF REFERENCE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
| MILAN HEAD OFFICE AND OPATIVE UNITS | Development of internal awareness-raising campaign on good behavioural practices for better waste management | Marketing and Communications, CSR | 2021 | Planned | The activity was also postponed by one budget year in relation to the progress of operational waste management projects |
| | Sharing selected consumption indicators and improvement targets with the staff of certified sites | Marketing and Communications, CSR | 2021 | COMPLETED | creation of posters to raise awareness and encourage involvement |





| IMPROVING WASTE MANAGEMENT | | | | | |
|----------------------------|---|---|------------|--------------------|--|
| SITE OF REFERENCE | ACTION | RESPONSIBILITY | TIMING | STATUS ADVANCEMENT | NOTES |
| MILAN HEAD OFFICE | go live ecodrunk: implementation of the use of ECO water bottles to eliminate plastic bottles | Marketing and Communications, CSR/Operation | 2020- 2021 | COMPLETED | |
| | Go live: initiated copy control aimed at reducing paper consumption for printing | Information technology | 2021 | COMPLETED | |
| | Server consolidation in the Group Datacenter. Reducing the number of local servers by 90% c | Information technology | 2021 | COMPLETED | The consolidation activity has been completed only one server remains activated new phase of study related to the decommissioning of all centralised offices |
| Brescia Operating Unit | Food waste monitoring and reduction initiatives (e.g. Winnow) | Marketing and Communications, CSR/Operation | 2023 | PLANNED | |
| | Initiatives of recovery of food surpluses | Marketing and Communications, CSR/Operation | 2021-2022 | SUSPENDED | The target was suspended due to problems related to the company identified for the project partnership |
| | NEW - Hov project: partnership with era for the recovery of waste oils in a certified supply chain | Marketing and Communications, CSR/Operation | 2022-2023 | IN PROGRESS | Valorising Waste Vegetable Oils with a view to circularity, within a controlled and certified supply chain for the production of biofuel |

| SITE OF REFERENCE | KPI | TARGET | PERFORMANCE |
|------------------------|--|--------|-------------------------|
| MILAN HEAD OFFICE | Amount of paper used per print Note: Baseline figure refers to pre-project year not affected by COVID emergency | -30%* | 2021 vs 2019: -47%. |
| Brescia Operating Unit | Quantity of vegetable oils started in certified supply chain for biofuel production | 100% | Project started in 2022 |

*Note: Baseline figure refers to pre-project year not affected by COVID emergency.



8 EMAS DECLARATION MANAGEMENT

This 2022 update of the EMAS Statement:

- It was drawn up in compliance with EC Regulation No. 1221/2009 and EC Regulation No. 2026/2018.
- It represents the 2022 update of the EMAS Statement of Elior Ristorazione (Formerly Gemeaz), showing the situation as at 26/08/2022 unless otherwise specified.
- Verified by Veruska D'Andrea (EMS Manager) and approved by Rosario Ambrosino (Managing Director).

ELIOR (formerly Gemeaz) undertakes to:

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

For information on the EMAS Declaration



Organisational Reference for the EMAS Declaration

Veruska D'ANDREA

HEAD OF THE PREVENTION AND PROTECTION SERVICE AND
RESPONSIBLE FOR THE EMAS SYSTEM

Telephone. 0239039585
e-mail: veruska.dandrea@elior.it
NACE Code: 56.29.10
Website: www.elior.it



9 EMAS REGISTRATION

Validity and Validation of the Environmental Declaration

The Accredited Environmental Verifier has verified and validated this Environmental Statement in accordance with the EMAS Regulation as attested by the stamp in the box on the right.

Environmental Statement Data

EMAS Registration Number

EL-V-009 (No. 549)

EMAS Registration Date

As per ANNEX E2 of Accreditation Certificate

Verifier Cyprus Certification Company

Hellenic Accreditation System (ESYD)

Data Registration EMAS

Stage 1 - 23/04/2021 & Stage 2 – 3-4/05/2021

Verifier

Cyprus Certification Company

30 Costas Anaxagoras Street, 4th Floor,

2014 Strovolos Nicosia, Cyprus

P.O. Box: 16197, 2086 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 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.

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 del 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 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 soddisfazione 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 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 salutaris, 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 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; 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.
- Attrarre, far crescere, coinvolgere e motivare i gruppi di lavoro, guidandoli nella loro attività.

I valori del Gruppo 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 diviene il principale delle attività del Gruppo Elior, ed esso viene diffuso a tutti i livelli, assicurandone la comprensione da parte di tutti.

Autografo
Rosario
08/09/2022
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11 ANNEX II

MAIN APPLICABLE LEGISLATIVE ELEMENTS

| Legislative Reference | Title | Headquarters Directive | Brescia website |
|---|---|------------------------|-----------------|
| Legislative Decree no. 152 of 3 April 2006 and .m.i. | Consolidated Environmental Law | ✓ | ✓ |
| Legislative Decree no. 116 of 3 September 2020 | 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 no. 447 of 26 October 1995 - | Framework law on noise pollution | ✓ | ✓ |
| Regulation (EC) No 1907/2006 as amended - | 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 of 16 April 2013 n° n. 74 | Regulation defining the general criteria for the operation, operation, 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, n. 192. | ✓ | ✓ |
| Regulation(CE) No 1272/2008 of Parliament 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) No 517/2014 of Parliament of the European Parliament and of the Council of 16 April 2014 | 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 D.P.R.151/11 | Regulation simplifying the regulation of procedures relating to fire prevention, pursuant to Article 49, paragraph 4-quarter, of Decree-Law no. 78 of 31 May 2010, converted, with amendments, by Law no. 122 of 30 July 2010 | ✓ | ✓ |
| D.M. 10/03/1998 e s.m.i. | 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 of 12 May 2021 | Methods of implementation of the provisions relating to the figure of the mobility manager. | ✓ | |
| Law no. 10 of 9 January 1991 | Rules for the implementation of the National Energy Plan on the rational use of energy, energy saving and the development of renewable energy sources. | ✓ | |
| Regional Regulation 29 March 2019, n.6 " | Discipline and administrative regimes of discharges of domestic waste water and urban waste water, regulation of discharge controls and procedures for approving projects for urban waste water treatment plants, in implementation of Article 52, paragraphs 1, letters a) and f bis) and 3, as well as art. 55, paragraph 20, of Regional Law no. 26 of 12 December 2003. | | ✓ |

12 ANNEX III

ASSESSMENT OF SIGNIFICANT ENVIRONMENTAL ASPECTS

The complete evaluation of the environmental aspects can be found in system documentation 3D05803.

| MAPPING PROCESSES AND ACTIVITIES | | | DEFINITION OF ENVIRONMENTAL ASPECTS | | EVALUATION OF ENVIRONMENTAL ASPECTS | | | | | | | | | | SIGNIFICANCE ASSESSMENT |
|----------------------------------|----------------------|---|-------------------------------------|---|-------------------------------------|------------------|-------------|----------------------|----------------------|-------------|--------------|---------------------------|------|-----|-------------------------|
| LCA ENVIRONMENT | PROCESS/ AREA | ACTIVITIES | CONDITION | ENVIRONMENTAL ASPECT | ENVIRONMENTAL IMPACT | RELEVANCE IMPACT | | | | | SIGNIFICANCE | | | | |
| | | | | | | | Relevant NC | Reports - Complaints | Improvement - Review | Legislation | | Territorial Vulnerability | | | |
| UPSTREAM | Energy supply | Energy supply - Production of electricity | N | Energy consumption | Resource consumption | NO | NO | SI | NO | NO | 4 | 2 | 0,75 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Heating Rooms | N | Atmospheric emissions | Air pollution | NO | NO | NO | NO | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Energy Consumption Equipment | N | Energy consumption | Resource consumption | NO | NO | SI | SI | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Energy Consumption Equipment | N | Atmospheric emissions | Air pollution | NO | NO | SI | NO | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Cold Storage - Cell Management Refrigerators | A | Using Greenhouse Effect Refrigerant Gases | Air pollution | SI | NO | SI | SI | NO | 2 | 3 | 1 | 6,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Cold Storage - Cell Management Refrigerators | N | Energy consumption | Resource consumption | NO | NO | SI | NO | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Washing food, dishes and equipment in kitchen and working environment | N | Water consumption | Resource consumption | NO | NO | SI | SI | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Washing food, dishes and equipment in the kitchen and rooms of work | N | Water discharges | Water pollution | NO | NO | SI | SI | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Degreasing tank | N | Water discharges | Water pollution | NO | NO | SI | SI | NO | 4 | 2 | 1 | 8,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Meal packaging | N | Waste production | Resource consumption | NO | NO | SI | SI | NO | 3 | 2 | 1 | 6,0 | SIGNIFICANT |
| CORE | Meal cooking centres | Meal packaging | N | Waste production | Resource consumption | NO | NO | SI | SI | NO | 3 | 2 | 1 | 6,0 | SIGNIFICANT |





13 ANNEX IV

TERMS, ACRONYMS AND DEFINITIONS

| Term/ Acronym | Description |
|---|---|
| Nature-oriented area | An area dedicated mainly to the conservation or restoration of nature; the area may include roof, facade, water drainage or other elements that have been designed, adapted or managed in order to promote biodiversity. |
| Covered areas | Area where the original ground was covered (like roads) making it waterproof. |
| 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 the system of a product / service, from the acquisition or generation of raw materials from natural resources to the final disposal. |
| CO ₂ | CO ₂ indicates for carbon dioxide, which is one of the main greenhouse gases and is produced by every chemical reaction in which oxidation occurs. |
| CO _{2eq} | Carbon dioxide equivalent, used as a unit of measurement of the GWP indicator. |
| FGAS | Fluorinated gases, usually present as refrigerants inside the air conditioning systems of the premises. |
| Greenhouse gases (GHG) | A gas that absorbs and emits radiant energy in the thermal infrared field. Greenhouse gases cause the greenhouse effect and climate change. |
| Environmental impact | A change in the environment, negative or positive, in whole or in part resulting from the environmental aspects of an organization. |
| IN WHICH THE | Indicator not evaluated. |
| Indicator | measurable representation of the condition or status of operations, management or other conditions. |
| NOx | Nitric 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. |
| BEE | Non-governmental organization, an organization with social or political purposes that is not controlled by a government. |
| Stakeholder | Subject directly or indirectly interested or involved in the activities of the organization. |
| Particulate matter | This indicator of emission into the air refers to all solid dust released into the air, with dimensions less than 10 µm, which could affect human respiration and sunlight (decreasing visibility). |
| Global warming potential - Global Warming Potential (GWP) | The GWP is a measure of how much energy emissions of 1 ton of gas will absorb in a given period of time, compared to emissions of 1 ton of carbon dioxide (CO ₂). The higher the GWP, the more a given gas warms the Earth than CO ₂ in that time period (the time period usually used for GWPs is 100 years). |
| Performance/ environmental performance | Performance related 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 since, 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 (LCA) | Tool for assessing the environmental impact of a product / service, in its entire life cycle. |

