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SUSTAINABILITY REPORT | 2024

Dear Stakeholders,



2024 has been a year of growth, evolution, and consolidation of our commitment to an increasingly sustainable and responsible business model.

With this document, we would like to share with you the milestones achieved, the challenges we have faced, and the outlook of Dispensa Emilia, in the belief that sustainability is not just a goal, but the very heart of our way of doing business. In a constantly evolving sector, we have chosen to strengthen our journey toward sustainability by consolidating our identity as a Benefit Corporation and investing in tangible projects that generate value for people, the environment, and the communities in which we operate.



In 2024, we expanded our restaurant network, our ties with local territories creating new employment opportunities. Our workforce

has grown further, along with the need to invest in training, skills development, and employees' well-being. We implemented new processes and tools to listen to employees' needs and support their professional growth, fostering an increasingly motivating, inclusive, and safe work environment.

At the same time, we continued to reduce our environmental impact by adopting innovative solutions for energy efficiency, optimizing waste management, and increasing the use of sustainable materials in our packaging. Our sustainability commitment also extends to our supply chain: we have strengthened collaborations with responsible suppliers, promoting agricultural and production practices that are increasingly attentive to quality and environmental respect.

We have also intensified our dialogue with local communities, supporting social initiatives and

collaborating with local organizations to promote inclusion projects and provide support to the most vulnerable groups in the population.

Being a responsible company means acting with transparency and long-term vision, creating a positive impact that goes beyond our daily operations. We are aware that the path toward sustainability is an ongoing journey, full of challenges but also extraordinary opportunities. For this reason, we will continue to invest in environmental protection, training, and the empowerment of people, maintaining our strong commitment to all of you—employees, customers, suppliers, partners, and communities.

We invite you to read this report, which not only highlights our achievements but also reflects our vision for the future. Your contribution and ideas are essential for continuing this journey of sustainable growth together.


Alessandro Medi
Chief Executive Officer



20
YEARS OF HISTORY

1 PRODUCTION
UNIT

NEW
OPENINGS **10**

50 RESTAURANTS

WOMEN IN THE
WORKFORCE
60%

943
EMPLOYEES

100%
NATIONAL SUPPLIERS,
OF WHICH 56% ARE BASED
IN EMILIA-ROMAGNA

1,44%
FOOD WASTE

0,75
INJURY SEVERITY
INDEX

Highlights

191,39 191.39 TCO
E - DIRECT EMISSIONS
(SCOPE 1)

TCO
E - INDIRECT EMISSIONS
(SCOPE 2) **2252**

134,3 TCO
E - INDIRECT EMISSIONS
(SCOPE 3)
GHG EMISSION



**The identity that guides
Dispensa Emilia**

01

The story of Dispensa Emilia: between innovation and tradition

Dispensa Emilia was born from the ambitious vision of founder **Alfiero Fucelli** and two business partners: to bring the tradition of **Emilian cuisine** into a modern and accessible format. The first kiosk, located near Bologna in the Casalecchio di Reno shopping center, marked the beginning of a journey that combines the authentic flavors of tradition with a fast and high-quality dining experience.

2007: Enriching the Menu

After the first few years of operation, Dispensa Emilia expanded its menu by introducing two great classics of Emilian tradition: **fresh pasta** and the delicious **gnocco fritto**, a symbol of Emilian conviviality. These additions won over customers and reinforced the brand's identity as an ambassador of authentic regional cuisine.

2014: Beyond Regional Borders

After a decade of consolidated success in Emilia-Romagna, Dispensa Emilia took a major step by opening its first restaurant outside the region, in Tuscany, at the "I Gigli" shopping mall in Florence. This milestone marked a key moment in the company's expansion strategy.

2015: Success at EXPO Milan

By participating in EXPO Milan, Dispensa Emilia captured the hearts of thousands of visitors from around the world. Its gourmet stand became a symbol of the brand's ability to blend tradition with innovation, further strengthening its presence on a national and international scale.

2016: A New Roadside Concept

Dispensa Emilia introduced an innovative idea by opening its first **roadside restaurant** in Modena, next to the company headquarters. This new format made it possible to reach a broader audience, combining convenience and quality, while exploring a more dynamic business model.

2018: A Growth Partnership

The entry of **Investindustrial**, with the acquisition of 70% of the company's shares, marked the beginning of a new phase of accelerated growth. Thanks to the support of this major partner, Dispensa Emilia strengthened its presence in the Italian market and laid the foundation for future international expansion.

2020-2022: Resilience and Innovation During the Pandemic

Despite the unprecedented challenges of the COVID-19 pandemic, Dispensa Emilia demonstrated remarkable adaptability. The company continued opening new restaurants and launched **App&Go**, a home delivery and takeaway service, responding to changing consumer habits and reinforcing customer loyalty.

2023: Expansion Towards the Future

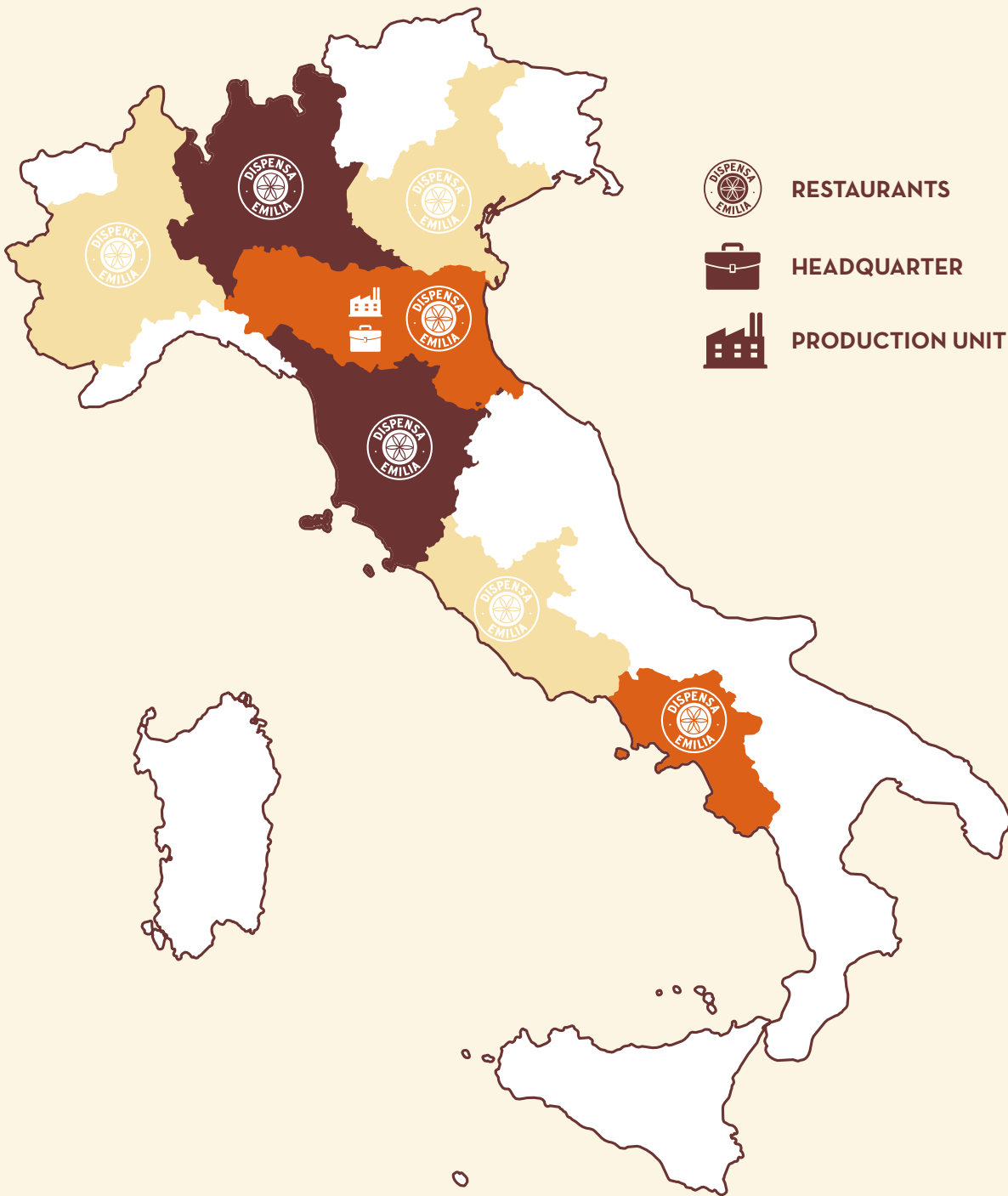
The growth strategy continued at a steady pace, with the opening of **nine new restaurants** in Italy, including one in the capital, Rome. This brought the total to **40 locations** across Northern and Central Italy. This important development confirmed Dispensa Emilia's role as a leader in the **fast-casual dining sector**, blending tradition, quality, and innovation in every new opening.

2024: 50 Restaurants and 20 Years of Dispensa Emilia

2024 marked another extraordinary year for Dispensa Emilia, celebrating **20 years of success** and the significant milestone of **50 active restaurants** across Italy. The opening of the 50th location was a symbolic and proud moment, demonstrating not only the solidity of the business model but also the ever-growing appreciation from customers. This achievement further strengthened the brand's position as a benchmark for modern Emilian cuisine, always with an eye to the future.



RESTAURANTS



Presence across the territory

The administrative headquarters is located in **Modena**, a symbolic area of Emilian culinary tradition. Production activities are also carried out here, as the company is structured into two main business areas: the **production unit** and **restaurant operations**. Founded in 2017, Dispensa Emilia’s “**great kitchen**” represents the productive heart of the company. Here, the company prepares tigelle, gnocco fritto, ragù, and other semi-finished products, which are later distributed to the restaurants. Every product is designed to be cooked at the time

Dispensa Emilia has developed various formats to meet the needs of a diverse clientele. These include restaurants in **shopping malls, station locations** for travelers, **roadside restaurants** for those on the move and **city center locations**. Each format is designed to combine a **traditional gastronomic experience** with accessibility and the excellence of Emilian cuisine.

of order, ensuring maximum freshness and authenticity.

The prepared products are then stored at the **logistics platform** located in **Parma**, ensuring efficient distribution to the restaurants.

Dispensa Emilia restaurants are present in various Italian regions, and each location is a reference point for those seeking a dining experience that celebrates **Emilian tradition**. Each restaurant is designed to offer customers **freshly prepared dishes** made with **quality ingredients**, in a welcoming environment that is attentive to customer needs.



City Center



Travel Retail



Roadside Location



Shopping Mall

A journey through the flavors of Emilia

Dispensa Emilia reinterprets the Emilian culinary tradition in a modern way, offering a **fast and informal experience** that combines the benefits of the fast-food concept—quick service and affordable prices—with the features of a classic restaurant: **table service, fresh ingredients prepared to order, and a warm, welcoming atmosphere.** In the Italian market, it was the first successful example of merging these two worlds. The menu includes traditional dishes such as **tigelle, fresh pasta with artisanal sauces, gnocco fritto, and hearty**

salads, available for dine-in, takeaway, or home delivery. Orders can also be conveniently placed via the **Dispensa Emilia App**, providing flexibility and simplicity for any need. In 2024, a new format was introduced to make Emilian cuisine even more accessible during events: a **food truck**, offering quick and delicious on-the-go tastings. The truck participated in top **sports, cultural, and music events across Lombardy, Emilia-Romagna, and Veneto**, introducing a wider audience to Dispensa’s signature dish: the **tigella**.



Gnocco fritto

Our **gnocco fritto** is crispy and light, perfect on its own or paired with a platter of cold cuts. Made in our central kitchen with carefully selected ingredients, it’s fried on the spot in our restaurants and served hot and golden—for an **authentic and irresistible experience**.



The tigella

The tigella, the thin round bread from the Emilian Apennines, takes its name from the terracotta disk it was originally cooked on. At Dispensa, we prepare it using an exclusive, lactose-free recipe made with just a few simple ingredients: water, sour-dough, extra virgin olive oil, and a flour blend. From the Classic to the Ortolana, from the Sfiziosa to the Imperdibile, you can enjoy versions such as La Tradizionale with lard spread and Parmigiano, La Bolognese with meat ragù, or Baciami Ancora with balsamic caramelized onions.



Pasta dishes

Pasta is a cornerstone of Emilian cuisine and a major highlight of our menu. Every day, we freshly prepare the region’s most iconic pasta dishes, cooked to order to guarantee the authentic taste of tradition. From classic tagliatelle al ragù to strozzapreti, gramigna, and even tortellini and pumpkin tortelloni, every dish is made with selected ingredients and served with our homemade sauces. Not to be missed are our lasagnas, available in both the traditional meat ragù version and a delicious vegetarian option.



Salads

Our salads are designed to satisfy every palate, offering a balanced mix of **flavor and freshness**, prepared to order with **super-fresh, high-quality ingredients**. Each salad is served with three warm, fragrant tigelle—a **comforting touch** that completes the experience. Among our most loved options is the **Cesarina**, made with sliced chicken breast, mixed greens, arugula, cherry tomatoes, and a light Parmigiano-based dressing.

**Mission
and vision:
the company's
direction**

Dispensa Emilia's Offering

Dispensa Emilia aims to offer customers an authentic experience of Emilian culinary tradition, reinterpreted in an innovative way, within a warm and convivial environment.

"A modern trattoria."

The Company Vision

Dispensa Emilia's goal is to become a benchmark for informal and sustainable Italian dining, celebrating both quality and tradition. The company strives to contribute to people's well-being by making the best of Emilian cuisine accessible every day: flavor, authenticity, gratification, and conviviality. Dispensa Emilia pursues this mission through one defining element: Excellence, which guides every choice and action.

"Those who eat well, live better."



The essence of Dispensa Emilia

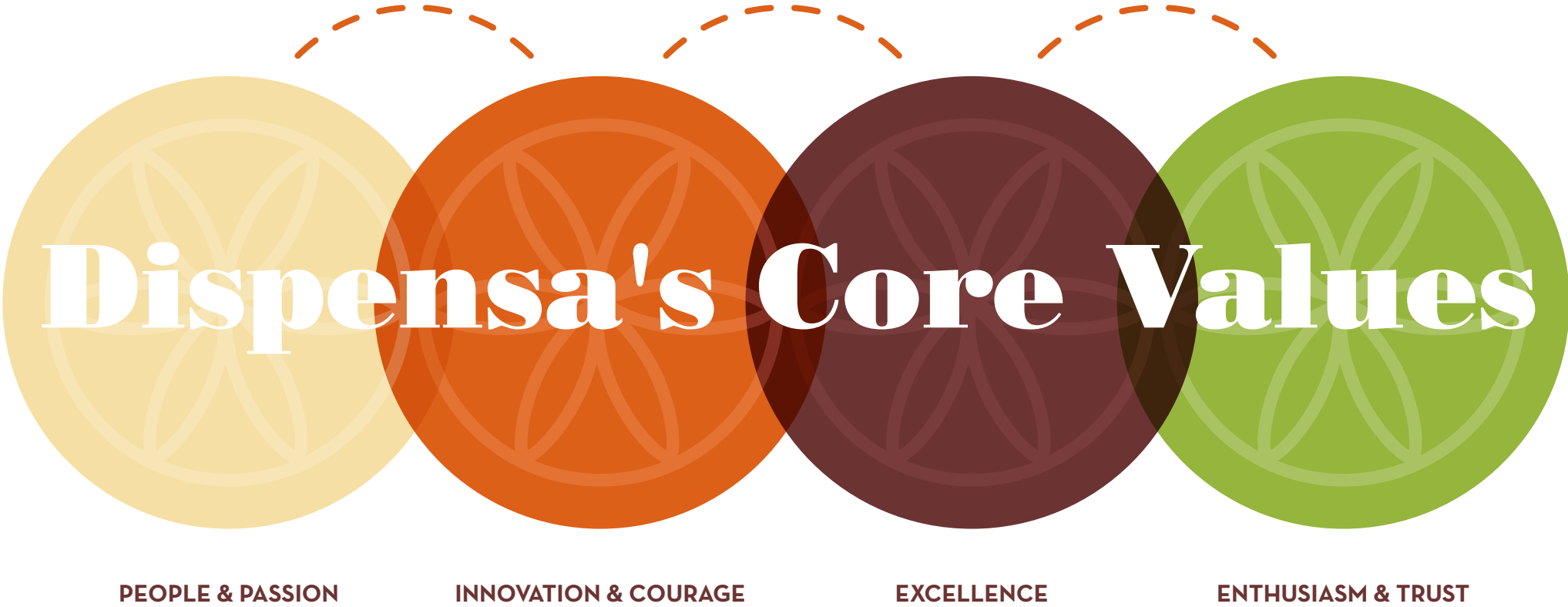
The format fully reflects the values that define Dispensa Emilia.

People and Passion: Dispensa Emilia's competitiveness is rooted in its human capital—the soul of the company. It is the individual, alone or as part of a team, who makes the organization successful, bringing their personal values, passion, commitment, skills, and ambitions to the table. Each person contributes to creating a **dynamic environment**, where enthusiasm and drive are reflected in every activity.

Enthusiasm and Trust: The people of Dispensa Emilia are known for their **positive and inclusive attitude**, approaching every challenge with enthusiasm and embracing continuous learning. They believe in the power of **teamwork**, where collaboration and the exchange of cross-functional ideas become engines for growth. Through mutual support, they generate **creative and innovative solutions**, contributing to collective success.

Innovation and Courage: For Dispensa Emilia, **innovation is essential** to the organization's evolution. Every day, the company strives to better meet the needs of its customers, facing the challenges of a constantly changing market with energy and courage. It is not afraid to take risks, fully aware that only through innovation is it possible to improve and remain competitive.

Excellence: The relentless pursuit of **excellence** drives every daily activity. Dispensa Emilia's primary goal is to "do things well": every product is crafted with care, every customer is treated with the utmost attention, and employees' well-being is a top priority. Excellence is not just a value—it is a **daily commitment** that pushes the company to constantly improve.





Governance

02

Corporate governance

Dispensa Emilia adopts a **traditional governance and control model**, which includes:

Board of Directors

The Board is responsible for identifying the company's objectives and defining the best strategies to achieve them. The current Board is composed of five Directors, listed below, who meet at least once per quarter.

MEMBERS

ROLE

Alfiero Fucelli	Chairman
Alessandro Everardo Maria Medi	Chief Executive Officer
Ugo Vittoni	Board Member
Elena Spreacifo	Board Member
Silvia Pitzalis	Board Member

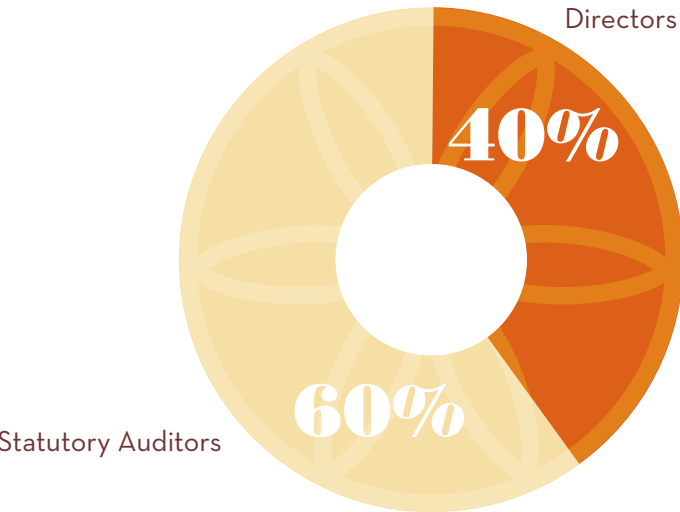
Board of Statutory Auditors

Dispensa Emilia's Board of Statutory Auditors is a supervisory body that oversees company management, ensuring administrative and accounting compliance with applicable laws.

MEMBERS

ROLE

Mara Vanzetta	Chairwoman
Massimiliano Di Maria	Auditor
Vittorio Vismara	Auditor
Carlotta Veneziani	Alternate Auditor
Alessandro Tentardini	Alternate Auditor



2024	
Board Members:	5
% Women:	20%
Age of Members	
Under 30:	0
Between 30 and 50:	2
Over 50:	3

Since 2023, Dispensa Emilia has operated as a Benefit Corporation, formally committing to a business model that combines economic growth with **positive impact on people, the environment, and local communities**.

This governance model strengthens the integration of social and environmental goals into corporate management, moving beyond the sole pursuit of profit.

As a Benefit Corporation, Dispensa Emilia is committed to: Operating in a **responsible, sustainable, and transparent** manner towards all stakeholders;

Promoting **business practices that create shared value** for the community and territory;

Continuously monitoring and improving its environmental and social performance.

To support this, the company has established a **committee** with preparatory, advisory, and consultative functions.

The **Board of Directors** and the **ESG Committee** play a key role in ensuring the company meets these commitments by periodically reviewing progress and integrating sustainability strategies into corporate decisions.

Environmental, Social, and Governance (ESG) Committee

The committee supports decision-making regarding non-financial matters and monitors the implementation of corporate governance standards. It is composed of 7 members who meet on a quarterly basis

MEMBERS

ROLE

Alessandro Everardo Maria Medi	Chair
Roberto Maggi	CFO
Federico Boglietti	Operation Manager
Marianna Martinelli	Head of People
Federico Frigieri	Head of Marketing
Antonio Cordella	Head of Procurement
Stefano Terzi	Head of Development



ALESSANDRO EVERARDO
MARIA MEDI
CEO

Organizational
chart



CRISTIANO BRANCHINI
PLANT MANAGER



NICOLA MARAZZI
IT MANAGER



FEDERICO FRIGIERI
HEAD OF MARKETING



ROBERTO MAGGI
CFO



MARIANNA MARTINELLI
HEAD OF PEOPLE



FEDERICO BOGLIETTI
HEAD OF OPERATION



ANTONIO CORDELLA
SUPPLY CHAIN MANAGER



STEFANO TERZI
REAL ESTATE



ANTONIO PALOMBO
HEAD OF QUALITY & INNOVATION

Dispensa Emilia Business Model Canvas

Key Partnerships <ul style="list-style-type: none"> Raw material suppliers Delivery platforms Consultants for environmental and sustainability certifications Partnerships with suppliers for recovery of waste materials 	Key Activities <ul style="list-style-type: none"> Quick and reliable in-restaurant service Supply chain management and optimization Quality control on ingredients and processes Marketing and loyalty strategies Expansion and opening of new locations Development of ESG and sustainability initiatives 	Value Proposition <ul style="list-style-type: none"> Quick and reliable in-restaurant service Supply chain management and optimization Quality control on ingredients and processes Marketing and loyalty strategies Expansion and opening of new locations Development of ESG and sustainability initiatives 	Customer Relationships <ul style="list-style-type: none"> Loyalty programs (discounts, promotions for regular customers) Responsive customer care via social media and email Newsletter with offers and news Online community to strengthen brand engagement Welcoming and detail-oriented in-store experience 	Customer Segments <ul style="list-style-type: none"> Loyal customers of traditional Emilia-Romagna cuisine Workers during lunch break (speed and service quality) Families and groups seeking a convivial experience Customers attentive to sustainability and ingredient quality Delivery and take-away customers
Key resources <ul style="list-style-type: none"> Strong and recognizable brand Recipes and know-how in Emilia-Romagna cuisine Carefully selected suppliers for quality ingredients Trained and motivated employees IT infrastructure for order management and customer experience Certifications and sustainability strategies (ITACA Protocol, B Corp in progress, ISO 14001 in progress) 		Channels <ul style="list-style-type: none"> Physical restaurants Official website Delivery and take-away app Social media (Instagram, LinkedIn) Email marketing campaigns and loyalty programs 		
Cost Structure <ul style="list-style-type: none"> Cost of raw materials and suppliers Rent and operational expenses of restaurants Marketing and advertising costs Investments in sustainability and certifications Employees and training costs Technology and digital infrastructure maintenance 			Revenue Streams <ul style="list-style-type: none"> Sales in physical restaurants (core business) Delivery and take-away services Corporate lunch collaborations Special events or seasonal menus with premium pricing Retail product sales (e.g., pre-cooked tigelle) 	

The business model

In an increasingly competitive food service market, having a clear and well-structured business model is essential to ensure growth, sustainability, and a valuable customer experience. The **Business Model Canvas** is a strategic tool that allows for a concise visualization and analysis of the key elements of Dispensa Emilia's business model, highlighting areas of strength and opportunities for development, as presented opposite. The goal of this analysis is to provide a clear and structured overview of **how Dispensa Emilia operates, identifying strengths, challenges, and potential future strategies.**

Dispensa Emilia stands out for its **value proposition** centered on **Emilian culinary tradition**, combined with **efficient service** and a strong **commitment to environmental sustainability**. The company has built an ecosystem that integrates **high-quality ingredients**, **optimized processes**, and a strong **customer-centric approach**, with a **scalable model** that enables brand expansion in various Italian cities—and in the future, internationally.

Stakeholders

Dispensa Emilia believes that **open dialogue with its stakeholders** is key to building strong relationships based on **trust and collaboration**.

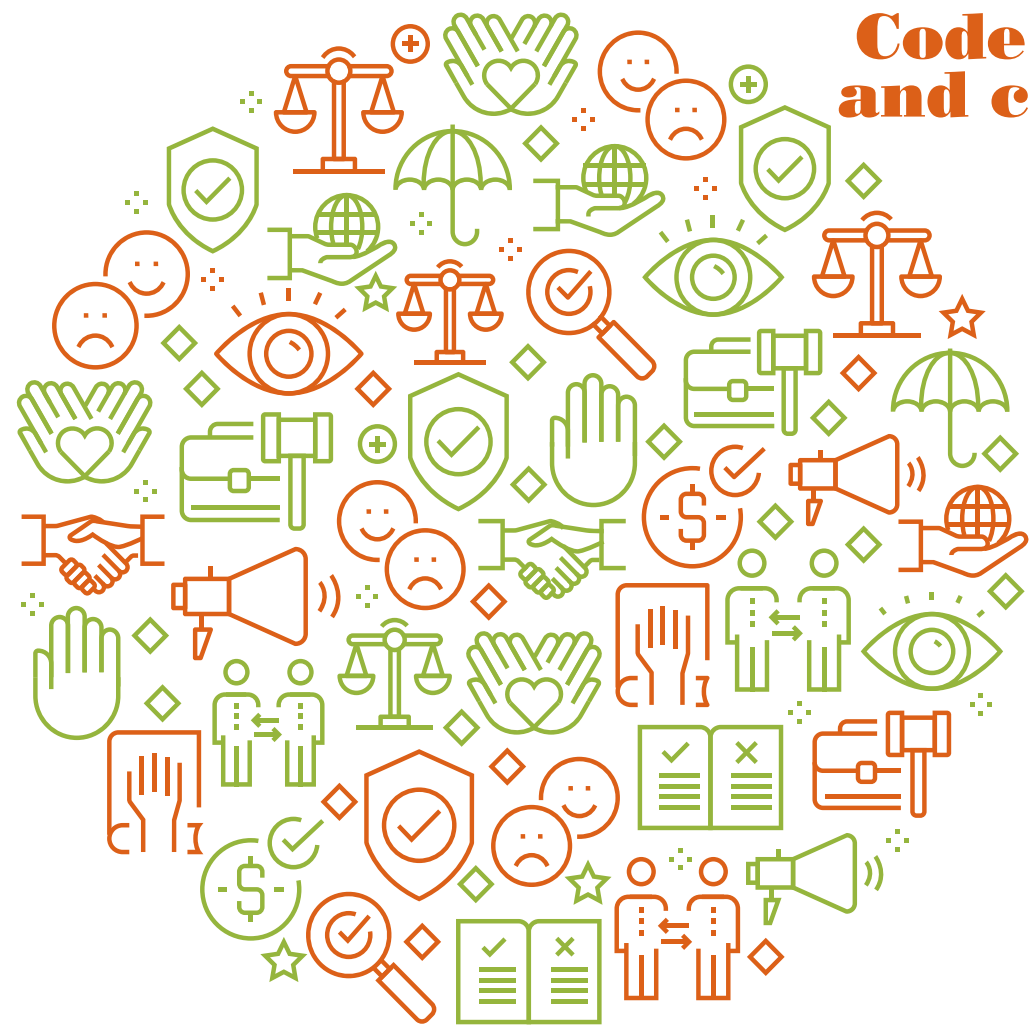
The company recognizes that one of its main social responsibilities is to ensure **economic stability** through value creation. At the same time, it complements this objective with **voluntary business strategies** oriented toward **sustainable development**, in the awareness that a responsible company generates benefits for the entire economic and social fabric.

Ongoing engagement with its stakeholders allows Dispensa Emilia to better understand their needs and expectations, gather valuable insights to guide strategic decisions, and create mutual value, promoting sustainable growth.

How does Dispensa Emilia engage with stakeholders?

- By **ACTIVELY LISTENING** and collecting regular feedback
- By communicating in a **CLEAR, ACCURATE, AND TIMELY** manner
- By **BUILDING LASTING RELATIONSHIPS** through dedicated initiatives

CUSTOMERS	PUBLIC AUTHORITIES AND REGULATORY BODIES	SHAREHOLDERS	EMPLOYEES	ENVIRONMENT AND LOCAL COMMUNITIES	SUPPLIERS AND AGENCIES
Engagement Channels					
<ul style="list-style-type: none">• CRM program• Frequent surveys to monitor satisfaction	<ul style="list-style-type: none">• Ongoing dialogue and periodic meetings	<ul style="list-style-type: none">• Periodic meetings• Regular reporting• Integrated report	<ul style="list-style-type: none">• Satisfaction surveys• Training courses• Incentive system	<ul style="list-style-type: none">• Social and Environmental Initiatives• Donations and community support	<ul style="list-style-type: none">• Contracts• Qualification and evaluation assessments



Code of ethics and corporate integrity

By resolution of the Board of Directors on March 24, 2022, **Dispensa Emilia** adopted the **Organizational Model 231**, which includes a **Code of Ethics**.

This Code of Ethics represents a pact between the company, its employees, and all stakeholders. It is rooted in the organization's core values and aims to promote them, creating value through their daily application. It is a fundamental tool for ensuring a **transparent, inclusive work environment** that complies with the **highest ethical standards**.

The Code sets out the principles governing all company activities, from corporate management to business operations. Its recipients include all stakeholders, such as shareholders, customers, suppliers, business partners, consultants, employees, and institutions. The company is committed to maintaining **transparent and ongoing dialogue** with all these parties, involving them in the decision-making process and in the company's growth.

Each employee and collaborator are expected to respect the Code and actively contribute to its implementation so that the company can continue to grow while remaining true to its founding values.

Social and Environmental Responsibility

The Code of Ethics also emphasizes the concept of sustainable development, referencing the United Nations 2030 Agenda goals. Dispensa Emilia operates with a strong sense of responsibility toward the environment and society. The company is committed to:

- Reducing CO₂ emissions
- Using certified renewable energy sources
- Reducing plastic usage, opting for recyclable and compostable materials
- Developing sustainable labels to help customers properly dispose of packaging
- Implementing effective waste management systems in restaurants, offices, and production centers
- Ensuring fair employment practices, including safe working conditions, and professional development opportunities
- Promoting diversity, inclusion, and equal opportunities across all levels of the organization
- Supporting local communities through partnerships with social organizations, and initiatives that enhance social welfare"

The company also adopts transparent governance strategies, in full compliance with fiscal and accounting regulations, ensuring traceable decision-making and a responsible and ethical management system.

Reporting and Sanctions System

Dispensa Emilia promotes a work environment founded on fairness and integrity. For this reason, the Code of Ethics includes a reporting system for violations, through which employees and collaborators can report any misconduct.

Reports are handled confidentially by the Human Resources department and can be submitted via the dedicated email address: codiceetico@dispensaemilia.it. The company ensures the protection of the whistleblower and strictly prohibits any form of retaliation.

Any violation of the Code of Ethics is subject to disciplinary actions, as defined by the company's sanctioning system, based on the severity of the infraction.

The organizational model 231

Dispensa Emilia has adopted an **Organization, Management, and Control Model** pursuant to Legislative Decree 231/2001, with the objective of **preventing the risk of criminal offenses** being committed in the course of its business activities.

The adoption of this Model is a **strategic choice**, aimed at ensuring transparent and ethical management of the company, strengthening its governance system, and reinforcing the trust of all stakeholders.

A Continuous Commitment to Legality and Transparency

The governance system adopted is a key tool for strengthening stakeholder trust and ensuring **sustainable and transparent business management**.

The **Board of Directors**, with a resolution dated **March 24, 2022**, approved the adoption of Model 231, which was later updated by resolution on **June 4, 2024**. The Model is composed of a set of **principles, rules, and procedures** designed to prevent the occurrence of offenses in the interest or to the benefit of the company.

Dispensa Emilia's Model 231 is structured as follows:

- **General Part**, which outlines the fundamental principles of the internal control system, the role of the Supervisory Body (OdV), and the disciplinary system
- **Special Sections**, dedicated to the main predicate offenses provided by Legislative Decree 231/2001, including:
 - Offenses in relations with Public Administration
 - Corporate crimes and private corruption
 - Money laundering, receiving stolen goods, and terrorism financing
 - Environmental crimes
 - Violations related to occupational health and safety





**Towards
a sustainable future**

03

Dispensa Emilia operates with a primary focus on environmental, social, and governance (ESG) aspects and on the impacts of its activities on the local area and community. The company promotes a corporate culture that prioritizes environmental protection and is committed to making sustainable choices every day to minimize the environmental footprint of its operations.

With the goal of identifying its material topics, in 2021 Dispensa conducted a materiality assessment aimed at determining the issues that have a significant impact on the economy, the environment, and society, and that could substantially influence stakeholders’ opinions and decisions.

The Materiality Analysis was developed using an integrated approach that combined various assessment tools. In particular, key ESG trends were analyzed, along with the results of a customer survey, a benchmarking analysis with competitors, and input provided by company management. The customer survey was conducted through the Dispensa Emilia App, gathering feedback from 5,000 participants. The objective was to understand consumers’ awareness and concerns regarding the most relevant sustainability issues, asking them to rate the importance of each topic on

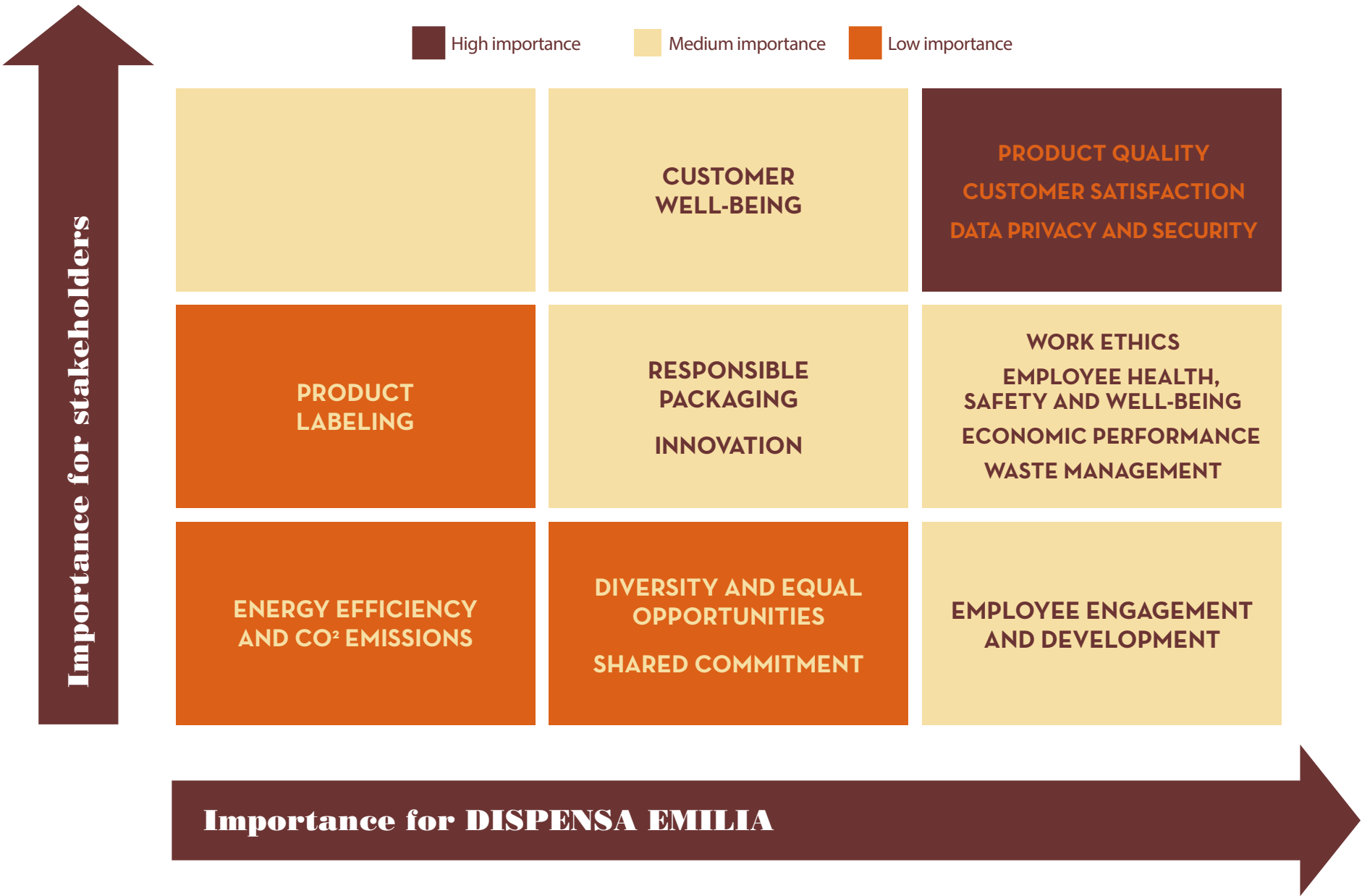
a scale from 1 to 10. The data analysis identified three key themes for customers:

- **Assurance of quality and origin of raw materials**
- **Clarity of information on ingredients, allergens, and nutritional values**
- **Efficiency in waste management and recycling practices in restaurants**

In addition to directly collected data, international reference standards were also considered, including the Sustainability Accounting Standards Board (SASB) for the Food & Beverage sector and the principles of the Global Reporting Initiative (GRI). Subsequently, the management team assessed the most significant topics for the company from the following perspectives:

- **Business perspective:** considering the financial, operational, and reputational impact of each topic
- **Customer perspective:** analyzing the level of interest and expectation regarding specific issues

The entire process resulted in the development of a Materiality Matrix, which identifies the areas of greatest strategic relevance for Dispensa Emilia and its stakeholders. These areas are subject to regular review to ensure they remain relevant over time, in light of the company’s growth and the evolving expectations of its stakeholders.



Strategic plan

Having identified material ESG areas of focus, Dispensa Emilia developed a 2030 strategic plan, focused on these key topics integrating sustainability principles across all areas of the business.

The goal is to make a tangible contribution to the United Nations Sustainable Development Goals (SDGs) through a responsible and innovative business model.

The UN Sustainable Development Goals (SDGs) are a set of 17 global goals adopted in 2015 as part of the 2030 Agenda. They aim to address global challenges such as poverty, inequality, climate change, environmental degradation, peace, and justice, promoting balanced and sustainable development. Businesses, governments, and civil society are all called upon to actively contribute to their achievement by 2030.

Dispensa Emilia's strategic plan is built on four key pillars, each linked to specific SDGs:

1. Product Sustainability

Dispensa Emilia is committed to serving traditional food made with high-quality, ethical, and sustainable ingredients. This includes a constant effort to source from certified suppliers and to reduce food waste.

**2 Zero Hunger**

**12 Responsible Consumption and Production**

2. People

Creating an inclusive and motivating work environment is a priority for Dispensa Emilia. Talent development, gender equality, and employees' well-being are central elements of the strategy.

**5 Gender Equality**

**8 Decent Work and Economic Growth**

3. Company

Sustainable business success is based on trust, integrity, and innovation. Dispensa Emilia invests in technologies to improve operational efficiency and adopts responsible governance policies.

**10 Reduced Inequalities**

**8 Decent Work and Economic Growth**

4. Environment

Reducing environmental impact is at the heart of the strategic plan. Dispensa Emilia promotes sustainable practices within its restaurants and throughout its supply chain, implementing energy-saving solutions and materials recycling.

**11 Sustainable Cities and Communities**

**12 Responsible Consumption and Production**

To achieve the objectives of the strategic plan, Dispensa Emilia has launched a series of concrete initiatives:

- Development of an increasingly sustainable food offering, with low-impact ingredients and solutions to reduce food waste.
- Training and inclusion programs for employees and collaborators, focused on professional growth and safety practices.
- Implementation of circular economy practices, including used cooking oil recycling and reduction of plastic in takeaway packaging.
- Expansion of the restaurant network following sustainable building criteria, in line with standards such as the ITACA Protocol.



Environment

DECARBONIZATION Reduction of absolute GHG emissions (Scope 1 & 2) in line with SBT pathways
Total GHG emissions (tons)
Carbon intensity (tCO₂e / €1M in revenue)
Electricity from renewable sources (%)
Electricity consumption (MWh)
Percentage of renewable energy consumed (%)
Reduction of absolute GHG emissions (Scope 1 & 2) in line with SBT pathways



WASTE Reduction of absolute GHG emissions (Scope 1 & 2) in line with SBT pathways

Social

DIVERSITY AND INCLUSION Women on the Board of Directors (%)
Women in Senior Management positions (%)
Women among FTEs (%) (FTEs = Full-Time Equivalents)



HEALTH & SAFETY Lost Time Injury Frequency Rate (LTIFR)
Incident Severity Rate



HR ENGAGEMENT Training (hours)
Voluntary turnover rate (%)

Governance

CERTIFICATIONS AND EXTERNAL ASSESSMENTS Supplier Code of Conduct (percentage of suppliers covered)
Percentage of suppliers covered by third-party certifications and/or social or environmental compliance audits
Board composition (% of Independent Directors)

Monitoring System: progress towards sustainability

Dispensa Emilia has implemented an Environmental Management System and is committed to measuring and managing its performance by integrating economic, environmental, and social aspects into the definition of strategic goals and the reporting of business activities. This approach aims to fully embed sustainability into strategic decision-making.

To support this commitment, an internal quarterly monitoring system has been developed to track sustainability performance. This system allows for a regular analysis of results and enables management to make informed decisions to ensure that set objectives are met.

Dispensa Emilia’s annual **Sustainability Report** is also a key tool for monitoring and communicating the alignment between operational activities and corporate strategy. In particular, it documents the progress made toward achieving defined targets.

To track progress on KPIs, we use a **self-assessment system** based on reference ranges and scores assigned

to measured values. This method provides a clear view of performance, highlighting both achievements and areas for improvement. The self-assessment is a practical tool for evaluating the effectiveness of the actions taken and ensures constant alignment with strategic objectives. It also enables us to take corrective measures when needed, keeping us on track toward achieving our sustainability goals.

Among the performance indicators monitored by Dispensa Emilia are those listed below, categorized into environmental, social, and governance. These KPIs help evaluate business performance and identify potential areas for improvement, ensuring a data-driven approach to achieving strategic goals.

Within the Sustainability Report, each indicator is detailed and analyzed, highlighting the progress made and the initiatives undertaken to strengthen the company’s commitment to increasingly responsible and sustainable development.

Commitment to global principles for environmental change

In a context of growing attention to environmental and social issues, companies are called upon to make concrete commitments to reduce their negative environmental impact and contribute to global societal well-being. Two of the most significant initiatives that help companies move toward responsible and sustainable resource management are the Science-Based Targets initiative (SBTi) and the United Nations Global Compact.

The SBTi was established to help companies set emission reduction targets in line with climate science and Paris Agreement goals. The SBTi provides companies with a clear and measurable framework to set science-based targets (SBTs) and to reduce emissions in alignment with global decarbonization pathways necessary to prevent the worst effects of climate change.

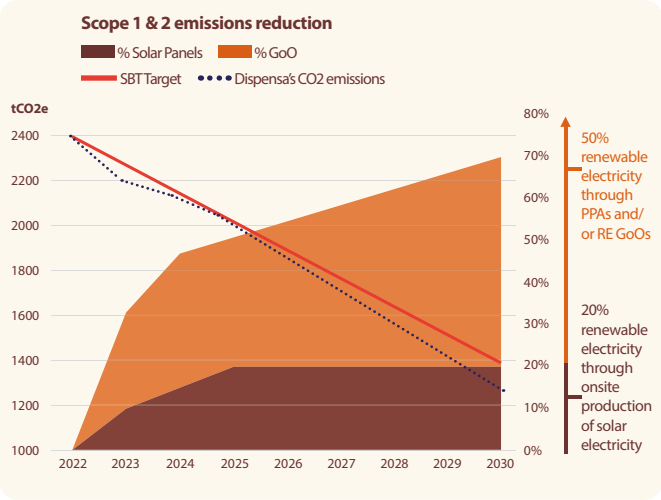
✱ Dispensa Emilia’s ambitious 2030 goal, with 2022 as the starting point:

Reduce Scope 1 and 2 emissions by 42%

Increase the share of renewable energy to 70%

By adopting SBTs, companies commit to:

- **Defining short-, medium-, and long-term emission reduction objectives**
- **Implementing low-carbon technologies and business operations**
- **Monitoring and reporting progress in a transparent and regular manner**



By sourcing 70% of renewable electricity by 2030, Dispensa Emilia can outperform its SBT.

The United Nations Global Compact is a voluntary initiative that invites companies around the world to commit to implementing ten universal principles in the areas of human rights, labor, environment, and anti-corruption. Founded in 2000, the Global Compact underpins the UN's Sustainable Development Goals (SDGs) and challenges business to take a principles-based approach to the SDGs.

The ten principles of the Global Compact are;

- 1. Human rights**
 - Support and respect the protection of internationally proclaimed human rights
 - Ensure that businesses are not complicit in human rights abuses
- 2. Labor**
 - Uphold the freedom of association and the effective recognition of the right to collective bargaining
 - Eliminate all forms of forced and compulsory labor
 - Abolish child labor
 - Eliminate discrimination in respect of employment and occupation
- 3. Environment**
 - Support a precautionary approach to environmental challenges
 - Undertake initiatives to promote greater environmental responsibility
 - Encourage the development and diffusion of environmentally friendly technologies
- 4. Anti-Corruption**
 - Work against all forms of corruption, including extortion and bribery

Companies that join the Global Compact commit to upholding these principles and reporting annually on their progress. Participation in the Global Compact is a tangible sign of a long-term commitment to improving social, environmental, and economic sustainability.

Committing to both **Science-Based Targets** and the **Global Compact** represents a concrete and responsible response to the global challenges our planet and society are facing. These commitments not only demonstrate Dispensa Emilia’s serious intention to embrace sustainability but also better prepare the company to contribute to collective well-being while staying aligned with evolving market expectations and future regulations.



**Responsible
supply chain**

04

Supply chain management and compliance

Building a responsible and local supply chain is one of the core principles of Dispensa Emilia, with the goal of ensuring high-quality, fresh, and genuine products.

In 2024, Dispensa Emilia sourced **64%** of its products from local suppliers based in **Emilia-Romagna** and **Veneto**, while the remaining **36%** came from other Italian regions. This figure demonstrates the company’s support for the national economy, with **over half (56%)** of total supplier-related spending concentrated in **Emilia-Romagna**, the region that reflects our corporate identity.

To ensure responsible supply chain management, Dispensa Emilia monitors the social and environmental impacts of its suppliers’ activities through a structured assessment process. Suppliers are required to provide detailed information on their operational practices and corporate standards, thus ensuring alignment with the same principles of quality, sustainability, and responsibility promoted by the company.

Currently, suppliers entering into a commercial partnership are evaluated based on several key aspects:

FINANCIAL STABILITY	BUSINESS MANAGEMENT	QUALITY	ORGANIZATION	COMPETITIVENESS
THE ECONOMIC AND FINANCIAL STABILITY OF EACH SUPPLIER IS ASSESSED.	VAIMO ADOPTS A COMMERCIAL ANALYSIS MODEL THAT ALSO CONSIDERS COST COMPETITIVENESS (INCLUDING LABOR, WASTE, ENERGY, AND LOGISTICS COSTS) AND SERVICE PERFORMANCE, USING INDICATORS SUCH AS DELIVERY PUNCTUALITY AND RELIABILITY.	QUALITY TESTS, SUPPORTED BY MARKETING SURVEYS, ARE CONDUCTED. IF THE OUTCOME IS POSITIVE, PRODUCT SPECIFICATIONS ARE DEFINED AND NEGOTIATIONS WITH THE SUPPLIER BEGIN. FURTHERMORE, AUDITS CONDUCTED AT SUPPLIERS’ PRODUCTION SITES ASSESS MANAGEMENT SYSTEMS, FACILITY STRUCTURES, HYGIENE CONDITIONS AND THE HACCP SYSTEM. THIS ENSURES THAT THE PRODUCT MEETS THE REQUIRED QUALITY STANDARDS AND REGULATIONS.	ADDITIONAL CHECKS INCLUDE THE PRESENCE OF ERP SYSTEMS FOR RESOURCE MANAGEMENT, THE ADEQUACY OF OPERATIONAL PROCEDURES, PROPER COLD CHAIN MANAGEMENT, AND THE IMPLEMENTATION OF CHEMICAL, PHYSICAL, AND MICROBIOLOGICAL ANALYSES ON PRODUCTS. ALLERGEN MANAGEMENT AND, WHERE APPLICABLE, BATCH IDENTIFICATION AND TRACEABILITY ARE ALSO ASSESSED.	VAIMO ADOPTS A COMMERCIAL ANALYSIS MODEL THAT ALSO CONSIDERS COST COMPETITIVENESS (INCLUDING LABOR, WASTE, ENERGY, AND LOGISTICS COSTS) AND SERVICE PERFORMANCE, USING INDICATORS SUCH AS DELIVERY PUNCTUALITY AND RELIABILITY.

For each of these areas, the company sets a minimum score that must be achieved. If a supplier fails to meet this score due to non-compliance or lack of adherence, the business relationship may be terminated—unless the supplier provides a corrective action plan.

Assessments	2023	2024
Of suppliers assessed	55%	87%
Assessments >80%	70%	54%

In 2024, **approximately 87% of suppliers** underwent evaluation, and **54%** achieved a score above 80%. This percentage is lower compared to the previous year due to the optimization of the assessment procedure, which has become more rigorous through the definition of more detailed requirements and the introduction of new analysis categories covering environmental, managerial, and social aspects.

The **supplier checklist** is updated annually to ensure continuous monitoring, and the related reports are retained for at least five years.

This system ensures that supplier assessment and qualification activities comply with current regulations, the **Organizational, Management and Control Model** adopted under Italian Legislative Decree 231/2001, the **Code of Ethics, the Supplier Code of Conduct of VAIMO S.p.A., and the ISO 14001:2015 standard**.

In 2024, to further strengthen the supplier selection and monitoring process, **Dispensa Emilia launched a collaboration with Cerved**, a renowned business information agency. This screening focuses on analyzing the income, financial, and equity performance of suppliers, with the aim of mitigating potential insolvency risks and ensuring the stability and continuity of the supply chain.

As part of these initiatives, **all suppliers are required to**

sign Dispensa Emilia’s Code of Conduct, which sets clear criteria regarding business ethics, respect for human rights, sustainable environmental practices, and compliance with local regulations. This mutual commitment is essential to building a **transparent and responsible supply chain**, actively contributing to the achievement of Dispensa Emilia’s sustainability goals.

Also in 2024, a **standard supply contract** was introduced to regulate relationships with suppliers in a more structured and consistent way. This tool clearly defines supply conditions, including quality requirements, sustainability criteria, payment and delivery terms, as well as compliance obligations with current regulations. The adoption of a standard contract marks a significant step forward in responsible supply chain management, ensuring greater transparency, risk reduction, and a stronger, more reliable collaboration with business partners.

Internal control procedure

Customer well-being and satisfaction are fundamental principles for Dispensa Emilia. To ensure these conditions, the company constantly monitors product quality to maintain high standards. This goal is achieved through clear and shared internal procedures, as well as active listening to customer feedback.

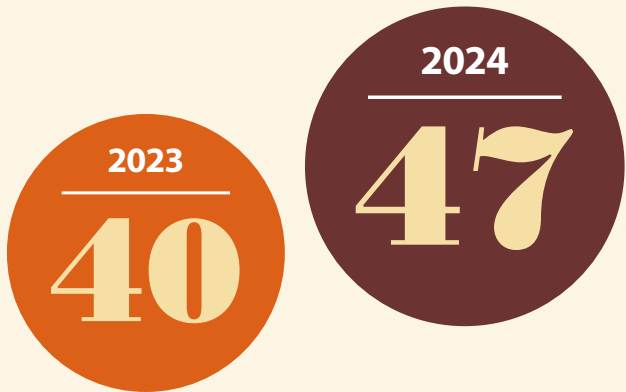
To ensure safety and quality throughout the entire supply chain—from sourcing to the sale of dishes in restaurants—the Quality Team has developed a rigorous system based on the **HACCP (Hazard Analysis and Critical Control Points)** methodology. This includes operational procedures specifically aimed at food safety, both in the restaurants and in the production facility, covering strict hygiene practices, structured cleaning programs, optimal storage condition

management, allergen control, and other essential measures.

The effective implementation of these procedures is supported by regular staff training programs. In fact, in 2024, a total of **1,813.5 hours of training** were delivered via webinars on safety and self-control topics.

The team continuously monitors the effectiveness of the training and the proper implementation of procedures through a **structured audit plan**. In 2024, **47 inspections** were conducted and documented by an **external consultant** specializing in food safety. In addition, internal staff specifically assigned to auditing conducted **over 290 internal inspections**, ensuring ongoing and thorough monitoring.

Total number of audits on restaurants conducted by external consultants (per year for the total location)



As previously mentioned, supplier selection is carried out with the utmost care. Dispensa Emilia’s supply chain relies on a well-established network of local suppliers, covering around **450 different items**. The aim is always to ensure traditional dishes made with high-quality raw ingredients, using genuine and sustainable recipes resulting from an innovative production process that complies with the highest standards of excellence. The choice to work with nearby suppliers shortens the supply chain, ensuring fast and uninterrupted deliveries. **Purchasing and logistics** are managed through a centralized platform that provides fresh products to the various restaurants on a daily basis.

A significant posting in 2024 was the introduction of a **Quality Supervisor**, tasked with conducting targeted inspections as part of the **biennial supplier audit process**. This role involves verifying the accuracy of preliminary evaluations, analyzing the documentation provided by suppliers, and sharing the reports with relevant departments.

The Quality Supervisor is also authorized to update the status of preliminary evaluations, assign **non-compliance status**, define **corrective and improvement actions**, and monitor their effectiveness—thus ensuring continuous improvement in the quality standards of the supply chain.

The production unit: between artisan excellence and responsibility

One-third of the dishes served in our restaurants are prepared directly at our **production unit in Modena**, which produces approximately **600 tons of baked goods and 300 tons of ready-to-eat meals** each year. To give a sense of scale: around **3,000 kg of ragù** are made every week, and the annual production of tigelle exceeds **15 million pieces**. The recipes behind our tigelle, gnocco fritto, and ragù are characterized by their clean, ethical formulation—based on a few simple, genuine ingredients, free from preservatives and additives.



In recent years, the production unit has made significant progress in terms of **efficiency and sustainability**, thanks to a continuous process of optimization aimed at improving product quality while reducing environmental impact.

In 2024, new machinery was introduced for baked goods production, marking a real technological evolution. These systems were designed to be highly efficient, lowering energy consumption while significantly reducing production waste. Thanks to these innovations, we have improved both production performance and the environmental impact of our processes, by cutting down on resource usage and waste. Looking ahead, **Dispensa Emilia will continue investing** with the goal of expanding into new product lines while preserving the authenticity of its recipes.

Since 2022, the company has adopted an **innovative**

solution for transporting baked goods from the production unit to restaurants by using **reusable secondary packaging**. This choice has significantly reduced the use of disposable materials and improved **logistics efficiency**, optimizing costs and reducing the company's environmental impact. The **use of reusable packaging** has since become a cornerstone of the company's sustainability strategy, aligned with our goals of waste reduction and material circularity.

Looking to the future, Dispensa Emilia intends to take this commitment even further. In particular, for the plastic wraps used to secure pallets, the company is committed to using at least **60–70% recycled materials**. This initiative is part of our broader commitment to the **circular economy**, aiming to reduce the use of virgin plastic and promote material reuse, thereby contributing to a lower ecological footprint for our business.





Objectives and achievements in the supply chain

The commitment to a more responsible and sustainable supply chain is a central element of our corporate strategy. In recent years, Dispensa Emilia has worked to improve transparency, efficiency, and sustainability across the entire supply chain, adopting an approach based on concrete and measurable objectives. This chapter presents the main achievements reached in 2024, with a focus on key aspects such as **reducing environmental impact, improving sourcing conditions, and enhancing traceability of raw materials**. The table below summarizes the goals we set, the targets to be achieved, and the results obtained—also highlighting how each goal contributes to broader outcomes related to the UN **Sustainable Development Goals (SDGs)**.

OBJECTIVE	TARGET	INITIATIVES	ACHIEVEMENTS	SDG
Ensure high volumes while maintaining excellent quality, freshness, and authenticity	Monitoring customer satisfaction through annual surveys: 1) Mystery client: > 40/month 2) App customers: > 50/quarter	<ul style="list-style-type: none">• Communicate product quality and processes• Increase online surveys• Avoid chemical additives and preservatives	<ul style="list-style-type: none">• Monthly mystery client surveys in all restaurants (>40)• Dedicated survey for new products via App• Annual Net Promoter Score	12 RESPONSABLE CONSUMPTION AND PRODUCTION
Minimize food waste	≤ 2.5% of sales by 2024	<ul style="list-style-type: none">• Track and monitor food waste in restaurants• Implement digital ordering system• Outsource semi-finished products• Collaborate with food banks and charities	Food Waste 1,44%	2 ZERO HUNGER 12 RESPONSABLE CONSUMPTION AND PRODUCTION
Serve balanced, home-style dishes with genuine ingredients (no chemicals/preservatives) and clear labels. Offer a varied menu including meat, vegetables, and carbohydrates		Start of internal label review process focusing on high-rotation products (e.g., chicken)	Start of internal label review process Ongoing activity, priority given to meat products	2 ZERO HUNGER
Provide nutritional information to promote a balanced diet	Make nutritional information public	R&D on nutritionally balanced dishes (proteins, carbs, vegetables)	Ingredient and allergen information available in-store for all dishes; in-app: allergens only	2 ZERO HUNGER
Offer seasonal specialties on the menu	At least one seasonal dish per category	Use of seasonal products, starting from fruit and vegetables	Introduction of 9 new seasonal-inspired dishes	12 RESPONSABLE CONSUMPTION AND PRODUCTION
Address special dietary needs (e.g., lactose-free, gluten-free)	Introducing lactose- and gluten-free tigella	<ul style="list-style-type: none">• R&D for tigella development• Dedicated prep area in restaurants• Vegetarian options included	<ul style="list-style-type: none">• Chain-wide launch of the tigella• Introduction of vegetarian options	2 ZERO HUNGER
Improve supply chain transparency and traceability	50% of suppliers adhering to the Code of Conduct	<ul style="list-style-type: none">• Develop supplier audit process (checklists and/or on-site visits) for key and new suppliers	<ul style="list-style-type: none">• 82% supplier adherence to Code of Conduct• Supplier audit process underway (target for 2025: 15–20 suppliers)	12 RESPONSABLE CONSUMPTION AND PRODUCTION



**Environtemtal
impact**

05



Dispensa emilia's environmental commitment: a policy for the future

In 2022, Dispensa Emilia formalized its commitment to environmental protection through the adoption of an **Environmental Policy**, which now stands as a strategic pillar of the company. This document outlines guidelines, objectives, and commitments to ensure that all business activities are conducted in full compliance with environmental regulations and with a mindset of continuous improvement in environmental performance.

The company recognizes that sustainability is not only an ethical duty but also a strategic opportunity to build a solid and responsible business model. For this reason, Dispensa Emilia's Environmental Policy is based on a set of key principles:

- **Compliance** with applicable environmental laws and regulations at the local, national, and international levels
- **Reduction of pollutant emissions** and carbon footprint through the adoption of energy-efficient and waste-reducing practices
- **Efficient use of natural resources**, with special attention to the management of energy, raw materials, and water
- **Pollution prevention**, through the adoption of low-impact technologies and production processes
- **Promotion of an environmental culture**, raising awareness among employees, suppliers, and customers about the importance of sustainability

Dispensa Emilia is aware that the success of its

environmental policies relies on the collective commitment of all stakeholders—from employees to suppliers and customers. For this reason, the company has launched several awareness initiatives:

- **Internal training on sustainability**, to engage staff in responsible environmental management
- **Information campaigns for customers**, aimed at promoting good practices for waste disposal and conscious consumption
- **Partnerships with environmental organizations and associations**, to support local environmental protection projects

The adoption of the Environmental Policy marks a fundamental step in Dispensa Emilia's sustainability journey—one that will continue through innovation and improvement of its practices, with the goal of reducing environmental impact and contributing to a more sustainable future.

Energy consumption and emissions: the current impact

Energy plays a crucial role in managing natural capital, and energy flow management is a top priority for Dispensa Emilia. Electricity and gas are the main energy categories for which a monitoring system has been implemented. Throughout 2024, Dispensa Emilia continued its commitment to the efficient management of electricity, aiming to reduce consumption and improve the environmental footprint of its operations. The energy used across retail locations and operational processes has been carefully monitored and optimized through:

- The adoption of high-efficiency technologies, such as LED lighting systems and low-energy-consumption equipment
- The installation of solar panels on stand-alone retail units
- The implementation of real-time energy monitoring systems to identify and eliminate waste
- The procurement of energy from renewable sources through the purchase of Guarantees of Origin (GO) certificates. The reporting of the certificates related to 2024 will be included in the next Sustainability Report, as it took place after the publication of this document.

TOTAL ENERGY CONSUMPTION BY SOURCE ¹	Unit of Measurement	2023	2024
TOTAL ENERGY CONSUMPTION	GJ	23.294	27.613
- of which from renewable sources	GJ	5.487	13.574 ²
Self-generated (from solar panel)	GJ	65	232
Purchased (Guarantee of Origin)	GJ	5422	0
- of which from non-renewable sources	GJ	17.807	13.807

¹ The data on electricity consumption (including the share from self-production via solar panels) have been converted using the standard coefficient 1 kWh = 0.0036 GJ. For natural gas, gasoline, and diesel used for the vehicle fleet, the conversion factors from the UK Government – GHG Conversion Factors for Company Reporting, 2023, have been applied.

² The value is calculated based on the energy mix adopted by Dispensa Emilia's supplier for the provision of energy from renewable sources.

TOTAL ENERGY CONSUMPTION BY TYPE	Unità di misura	2023	2024
TOTAL ENERGY CONSUMPTION	GJ	23.294	30.003
- of which electricity	GJ	21.112	27.613
Purchased	GJ	21.047	27.381
Self-generated from photovoltaics	GJ	65	232
- of which fuel	GJ	2.182	2.390
Natural gas	GJ	196	206
Petrol for company fleet	GJ	466	105
Diesel for company fleet	GJ	1.519	2.079
Methane for company fleet	GJ	1	0

Despite an overall 18.5% increase in energy consumption in 2024, driven by the opening of 10 new restaurants during the year, the targeted actions for optimization and waste reduction are yielding positive results. In particular, the average consumption per restaurant has decreased. In fact, while in 2023 each location recorded an average of approximately 590 GJ per year, in 2024 the average dropped to just over 569 GJ, highlighting an improvement in energy efficiency on an individual basis. Of this amount, nearly 50% of the electricity used comes from renewable sources.

Dispensa Emilia’s Carbon Footprint: Greenhouse Gas (GHG) Emissions

Dispensa Emilia has embarked on a path to measure and reduce its greenhouse gas emissions, dividing them according to the GHG Protocol into three scopes:

SCOPE 1: Direct Emissions

Direct emissions result from company activities involving the combustion of fossil fuels. For Dispensa Emilia, this includes:

- The use of **natural gas** for cooking in the production unit and for **heating** in some restaurants
- **Fuel** consumption from company-owned vehicles

In 2024, Dispensa Emilia implemented measures to reduce these emissions, including the **optimization of cooking systems and the introduction of hybrid vehicles** in its company fleet.

Tot. SCOPE 1 tonCO2e/anno³

2023	2024
139,60 tonCO2e	191,39 tonCO2e

The 37% increase in Scope 1 emissions is primarily due to the expanded monitoring perimeter, which now includes a larger number of restaurants, and changes in the fuel mix used for company vehicles.

These factors have led to a more comprehensive and accurate measurement of emissions, reflecting both the business expansion and fleet management changes.

SCOPE 2: Indirect Emissions from Energy Consumption

Scope 2 emissions result from the purchase of electricity used at our operational sites. To minimize environmental impact:

- Solar panel systems have been installed on three restaurants to enable on-site generation of energy.
- Energy-efficient machinery has been introduced at the production unit, leading to significant energy savings.

Tot. SCOPE 2 tonCO2e/year

	2023	2024
Local Based⁴	1571 tonCO2e	2252 tonCO2e
Market Based⁵	2681 tonCO2e	3721 tonCO2e

The data reflects a **higher intensity of electricity usage**, resulting from the **expansion of business activities**. This highlights the importance of continuing to invest in **high-efficiency technologies** and increasing the share of **renewable energy** to mitigate overall environmental impact.

In this regard, in 2024 a **new photovoltaic system** was installed at the **Torino Dream** restaurant, adding to the existing systems at the **Desio** and **Bologna** locations. This has resulted in the production of approximately **66,500 kWh/year** (239.6 GJ/year), thereby **avoiding the emission of 15.5 tons of CO₂** into the atmosphere in 2024.

In 2024, **the total greenhouse gas (GHG) emissions** reached **2,442.46 tons CO₂e** (+43% compared to 2023). This figure, which includes both **direct emissions (Scope 1)** and **indirect emissions (Scope 2 - Location-Based)**, provides a comprehensive picture of the environmental impact of the company’s activities.

The **carbon intensity** of Dispensa Emilia (total Scope 1 and Scope 2 market-based CO₂e emissions per € million revenue) was **0.00007** in 2024, compared to **0.00006** in 2023.

SCOPE 3: Indirect Emissions Along the Value Chain

Scope 3 emissions are the most complex to measure and reduce, as they originate from activities not directly controlled by Dispensa Emilia but still part of the supply chain. In 2024, Dispensa Emilia launched a collaboration with suppliers to collect emissions data across the supply chain.

The main identified sources of Scope 3 emissions include:

- Transport and distribution of raw materials
- Downstream transportation (delivery services)
- Employees commuting
- Business travel
- Production of packaging used for take-away
- Waste disposal generated by the production unit

Tot. SCOPE 3 tonCO2e

2024
134,3 ⁶

⁴ The calculation of Scope 2 – Location-Based emissions was based on the emission factors published by ISPRA in 2024.

⁵ Market-Based emissions were calculated using the 2023 European Residual Mix emission factors published by the Association of Issuing Bodies (AIB).

⁶ The value of Scope 3 emissions is determined based on data provided by our logistics partners and corporate mobility service providers, using standardized emission factors and methodologies aligned with the main international frameworks for the calculation of indirect emissions.

³ For the calculation of Scope 1 emissions for the years 2023 and 2024, the emission factors published by DEFRA for 2023 and 2024, respectively, have been used.

Carbon Credits and Sustainable Partnerships: Dispensa Emilia’s Climate Action Strategy

As a complement to Dispensa Emilia’s initiatives to manage and reduce its absolute greenhouse gas (“GHG”) emissions, Dispensa Emilia has since 2021 purchased carbon credits to offset its unabated scope 1 and 2 greenhouse gas emissions. The Company’s primary climate mitigation approach is to reduce its absolute carbon emissions over time. Through the purchase of carbon credits, Dispensa Emilia also provides carbon financing to climate mitigation projects beyond its value chain.

From the outset, the two projects from which Dispensa Emilia has purchased carbon credits are:

The “Great Bear Forest Carbon” project

The “Guatemalan Conservation Coast” project

These two projects were chosen because of their strong credentials on environmental and biodiversity issues as well as their social initiatives.

To offset its **Scope 1 & 2 emissions for 20231** (2,132 tCO₂e), the following carbon credits were retired:

1,066 credits removed through the Great Bear Blue Carbon Project

1,066 credits removed through the Guatemalan Conservation Coast Project

⁷ The purchased credits refer to the emissions generated in 2023. As for 2024, final data on carbon credit purchases for the calculation of offset emissions is not yet available. The Company is committed to disclosing this information in the next reporting cycle, including for the year covered by this report.



The Guatemalan Conservation Coast programme works to address the drivers of deforestation through effective law enforcement, land-use planning, education, economic opportunities, and sustainable agroforestry initiatives. Some of the most important project achievements to date are the protection of 30 threatened tree species including the Baird’s tapir and West Indian manatee, the protection of 54,157 hectares of threatened forest in the Mesoamerican Biological Corridor and the creation or support of 487 jobs for indigenous and local communities. 2 The Guatemalan Conservation Coast project is registered on the Verra registry, REDD+ Project for Caribbean Guatemala: The Conservation Coast 1622, applies Verra’s Verified Carbon Standard (VCS Standard v4.3 VM0015) and the Climate, Community and Biodiversity Standards v.3.1, and will generate carbon credits from avoided unplanned deforestation representing c. 22 million tonnes of CO₂e.

The Great Bear Rainforest is one of the world’s largest remaining, intact rainforests. Stretching across 6.4 million hectares on British Columbia’s northern coast, it contributes to carbon absorption on a massive scale. This landscape is home to diverse wildlife, including the rare Spirit Bear. First Nations communities have protected and cared for this rainforest for over 14,000 years. The Great Bear Forest Carbon Projects protect the ecological and cultural integrity of the Great Bear Rainforest and Haida Gwaii. Revenue from these projects funds vital initiatives such as forestry planning, marine and biodiversity management, and investment in sustainable industries – including renewable energy, tourism, shellfish aquaculture, and nontimber forest products. By purchasing carbon offsets from the Great Bear Forest Carbon Projects, buyers contribute to a globally recognized conservation effort that safeguards ancient forests, upholds Indigenous rights, and supports resilient communities.

The company’s commitment to sustainability is also reflected in the **selection of business partners** whose core mission is to protect the planet.

In particular, for the purchase of paper hygiene products, Dispensa Emilia relies on **Papernet**, which, through its **Simplify** line, offers the first range of products for which unabated emissions are offset. The project focuses on an integrated approach to CO₂ **emission mitigation**, aiming to balance environmental impact reduction through complementary **conservation and reforestation actions**. This initiative made it possible to offset 21.04 tons of CO₂, contributing to the protection of **99,035 hectares of virgin forest in Labrea, Brazil**, thereby helping to preserve an ecosystem of immense environmental value. Additionally,

for **every ton of CO₂ offset, a tree was planted in Germany**, further supporting reforestation efforts and biodiversity conservation.

The preservation of virgin forest plays a key role in **biodiversity conservation** and maintaining a **natural carbon sink**, significantly contributing to climate stabilization. At the same time, **reforestation efforts in Germany** helped restore forest ecosystems, create new green areas, and strengthen the natural environment’s ability to absorb additional emissions. This **dual approach** highlights the importance of both **protecting existing natural resources** and **creating new carbon sequestration opportunities**, showing how collaboration and innovation can lead to **tangible actions to combat climate change**.

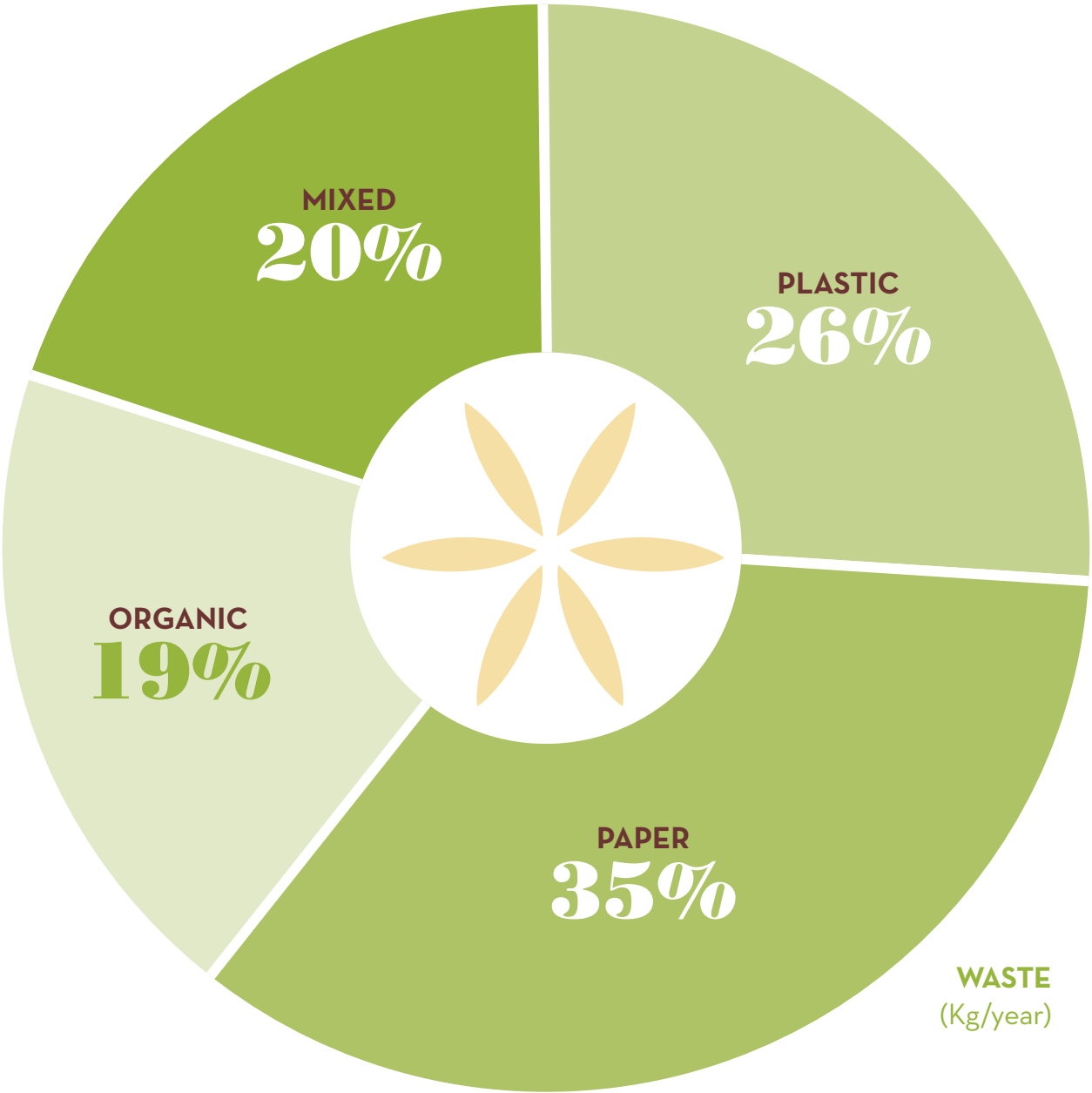
Waste management

Responsible waste management is an important element of the company’s environmental strategy. Dispensa Emilia is actively committed to minimizing the environmental impact of its activities by adopting waste reduction solutions at the source and promoting recovery and recycling through strategic partnerships.

In both the restaurants and the production unit, waste sorting is an established practice, supported by structured systems for waste separation and disposal. These processes help optimize material recycling and reduce the amount of unsorted waste. To ensure proper disposal, staff receive regular training, while customers are made aware of environmental sustainability through dedicated initiatives and targeted communication.

To reduce waste generation, the company implements specific solutions, including:

- The use of **reusable secondary packaging** for transporting products between the production unit and restaurants
- The introduction of **compostable and recyclable takeaway packaging**
- **Optimization of production processes** to minimize food waste
- The use of **durable, low-impact materials** for restaurant furniture and equipment
- **Waste recovery partnerships**, including:
 - SAPI GREEN OIL:** for the collection and recovery of used cooking oil. In 2024, 490 kg of vegetable oil was collected and, through a virtuous recovery cycle, transformed from waste into a **secondary raw material**, ultimately becoming **biodiesel**.
 - ECORECUPERI:** for the management and recovery of **used toner cartridges and end-of-life batteries** from offices and restaurants. In 2024, 9 boxes of toner (60L each) and 8 boxes of batteries (20L each) were collected, totaling **380 kg of recovered materials**.



Our Metrics: Monitoring and Continuous Improvement

Thanks to the **Environmental Management System**, the waste-related performance of the production unit is **constantly monitored**. Monthly measurements are conducted on the volumes of waste generated, categorized by type, in order to optimize management and reduce environmental impact. A summary of the data collected in 2024 is provided below.

Dispensa Emilia will continue to strengthen its commitment to sustainable waste management, expanding recovery initiatives, further reducing the use of single-use materials, and raising awareness among stakeholders about the importance of environmental sustainability. The goal is to **continuously improve efficiency in waste management**, helping to position the company as a **model of best practices in the sustainable foodservice sector**.

Water resource management

Water is a fundamental resource for Dispensa Emilia’s operations, used in both the production processes and restaurants for food preparation, cleaning, and maintaining hygiene standards. **Responsible water management** is therefore a key element, aligned with the company’s objective of reducing its overall environmental impact on ecosystems.

Until 2023, **water consumption monitoring** was limited to the **production unit in Modena**, where foods such as tigelle, ragù, and meatballs are prepared. Starting in 2024, Dispensa Emilia launched a project to **measure and monitor water consumption** across all restaurants, with the aim of gaining a **comprehensive overview** of water use throughout the company’s network.

As of mid-2024, **Dispensa Emilia implemented monthly water monitoring** in over **40% of its restaurants**, with the goal of reaching **100% coverage by the end of 2025**. This initiative enables the company to:

- Identify restaurants with the highest water consumption and detect potential inefficiencies or waste
- Analyze differences across restaurant formats (e.g., shopping malls, stand-alone, travel retail) to optimize water use practices
- Establish a reference benchmark, upon which to define water reduction targets.

The collected data will be integrated into the **company’s environmental reporting system**, allowing for a more detailed analysis of water performance and supporting **strategic decisions to reduce waste**.

Production Unit	Restaurants
1.136 mc/year	43.200 mc/year ¹

At the production unit, **87% of the water** is used for **washing**, while the remaining **13%** is used for **recipe preparation**.

⁸ The estimated value is based on the actual data from the restaurants we are already monitoring, covering over 40% of the total network.

WATER USE PURPOSE



In 2025, Dispensa Emilia plans to implement **smart meters** in its restaurants to further improve water efficiency. These intelligent measuring devices will enable **real-time monitoring** of water consumption and enhance operational management by optimizing washing, maintenance, and water usage processes in the kitchens. They will allow the company to **reduce waste** and promote more **responsible water use**.

At the same time, **awareness and training initiatives** will be developed for employees, aimed at spreading the best practices for water conservation in restaurants and production processes.

The ultimate goal is to **integrate efficient water management into the company’s strategy**, contributing to the reduction of its **water footprint** and supporting **Dispensa Emilia’s transition toward an increasingly sustainable business model**.

Objectives and achievements for reducing environmental impact

Dispensa Emilia's commitment to environmental sustainability is embodied in a path of continuous improvement, aimed at reducing its ecological footprint and promoting responsible practices. In line with international sustainability principles and standards, the company has defined a set of strategic objectives to mitigate carbon emissions, optimize resource use, and improve waste management. Over the past year, the company focused on key areas to achieve its environmental goals—particularly **energy efficiency**, the adoption of **renewable energy**, **CO₂**

emissions reduction, **enhancement of the circular economy**, and the use of **more sustainable packaging materials**. The progress made in these areas is the result of an integrated approach based on technological innovation, targeted investments, and growing awareness within the organization. The table below summarizes the environmental objectives set by Dispensa Emilia, the actions taken to achieve them, and the results obtained. These achievements represent a step forward in Dispensa Emilia's journey toward a more responsible business model.

OBJECTIVE	TARGET	INITIATIVES	ACHIEVEMENTS	SDG	
Reduce carbon emissions in line with Science-Based Targets (SBT)	Emission reduction target aligned with SBT (2030)	Set measurable carbon reduction targets	<ul style="list-style-type: none">• Commitment to SBTi• Scope 3 emissions assessment underway	<div>11SOUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>	<div>12RESPONSABLE CONSUMPTION AND PRODUCTION</div> <div></div>
Develop on-site renewable electricity generation	00% of new locations equipped with solar panels	Implementation of new solar panels on stand-alone restaurants	New photovoltaic system installed in 2024 at the Torino Dream restaurant	<div>11SOUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>	<div>12RESPONSABLE CONSUMPTION AND PRODUCTION</div> <div></div>
Use recyclable, reusable or compostable packaging	00% of packaging (takeaway and dine-in) to be reusable, compostable or recyclable	Review of current packaging solutions	100% of takeaway packaging now made of organic and paper-based materials	<div>12RESPONSABLE CONSUMPTION AND PRODUCTION</div> <div></div>	
Incorporate sustainability criteria in the design and construction of new stores	<ul style="list-style-type: none">• Greater focus on selecting eco-friendly materials• Evaluation of environmental certifications of materials used		Selection of new eco-friendly materials	<div>11SOUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>	<div>12RESPONSABLE CONSUMPTION AND PRODUCTION</div> <div></div>



Social impact

06



Dispensa Emilia's people

At Dispensa Emilia, the value of people is seen as a **strategic asset** and a **distinct competitive advantage**. The quality of service and the skills of the staff are at the heart of the company's success, making the adoption of innovative and sustainable human resource management practices essential. **Talent development** and the creation of an **inclusive and engaging work environment** are key pillars of the company's strategy, aimed at attracting, training, and retaining top professionals.

As of **December 31, 2024**, Dispensa Emilia employed **943 people¹**, marking an 18% increase compared to the previous year. The workforce is predominantly female (**565 women**, representing **60% of the total**), with a **12% increase** compared to 2023. Meanwhile, the number of male employees rose by **29%**, reaching **378 individuals**.

A distinctive feature of the employment structure is **contract stability**: 87% of employees have a **permanent contract**, reflecting the company's commitment to ensuring continuity and job security. In line with the nature of the business and the goal of promoting a healthy **work-life balance**, the company offers **ample flexibility**, with **79% of the workforce** employed on a **part-time basis**.

⁹ The number of employees indicated corresponds to 625 fulltime equivalent (FTE).

Employees Data	Unit of Measurement	2023	2024
Number of employees	number	799	943
• of which women	number	505	565
• of which men	number	294	378

Employees Data	Unit of Measurement	2023	2024
Number of employees	number	732	820
• of which women	number	444	498
• of which men	number	259	322

Employees Data	Unit of Measurement	2023	2024
Number of employees	number	167	198
• of which women	number	101	112
• of which men	number	66	86

The breakdown of professional levels is shown in the table below:

In 2024, the company recorded a **50% increase in new hires** compared to 2023, with a significant presence of young talent: approximately **83% of new employees were under the age of 30**. At the same time, **employee departures** also followed an upward trend, with a **25% increase**.

	Unit of Measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Executives	%	100	0	0	100	0	0
Middle Managers	%	60	40	2	59	41	2
Office Staff/White-Collar Employees	%	40	60	12	45	55	12
Manual Workers/Blue-Collar Employees	%	36	64	86	38	62	86
Total	%	37	63	100	37	63	100

New hires	2023				2024			
	<30	30-50	>50	Totale	<30	30-50	>50	Total
Men	125	36	4	165	232	39	2	273
Women	191	76	6	273	318	61	11	390
Total	316	112	10	438	550	100	13	663

Employees departures	2023				2024			
	<30	30-50	>50	Totale	<30	30-50	>50	Total
Men	143	38	5	186	226	32	2	260
Women	277	61	4	342	329	63	8	400
Total	420	99	9	528	555	95	10	660

Working
at Dispensa
Emilia: equal
opportunities
and inclusion

	2023	2024
Executives	-	-
Middle Managers	0,71	0,68
Office Staff / White-Collar Employees	1,53	1,47
Manual Workers / Blue-Collar Employees	2,07	2,3

Dispensa Emilia recognizes the importance of **gender diversity and inclusion** as essential drivers of business success. For this reason, the company is committed to ensuring **equal opportunities** and creating a **fair and inclusive work environment**.

To assess the state of **pay equity** and the overall **workplace climate**, a comparative **salary analysis** was conducted, monitoring the ratio between male and female base salaries across different business areas. The goal of this analysis is to ensure greater transparency and promote **increasingly fair and inclusive compensation policies**.

As shown in the table below, the data indicate that in 2024, the **pay ratio improved** for employees working in restaurants and the production unit, rising from 2.07 to 2.3. This reflects a progressive salary alignment, resulting from actions taken to promote greater equity in pay and from professional development initiatives aimed at recognizing and rewarding internal talent.

On the other hand, a slight decrease was recorded for **middle managers and office staff** compared to the previous year. This variation reflects a different distribution of promotions or new hires over the course of the year, underlining the importance of **continued monitoring of pay equity across all job categories**.

In line with the principles of the Universal **Declaration of Human Rights**, which Dispensa Emilia endorsed in 2020, the company firmly **opposes all forms of discrimination**, regardless of age, ethnic background, nationality, political or trade union beliefs, religion, sexual orientation, gender identity, or disabilities.

The company is committed to **promoting the inclusion** of individuals from vulnerable groups and ensuring **gender balance** through transparent and merit-based recruitment, development, and career advancement practices. In 2024, the workforce was expanded to include six **employees from protected categories**, reinforcing the company's commitment to offering **concrete opportunities to individuals in disadvantaged situations**.

Among the most significant inclusion initiatives is the **“Dispensa for Growth”** program, launched in 2023 and inspired by the Spanish project “Preparados para la Vida”, promoted by the **InvestforChildren** (i4c) (investforchildren.org). This initiative, carried out in collaboration with **Fondazione Adecco per le Pari Opportunità, Vivi Down, and the AGPD – Association of Parents of People with Down Syndrome**, enabled the **employment of young adults with Down syndrome** in the company's restaurants. In 2024, the program was consolidated and expanded,

extending beyond its initial implementation in Lombardy to also include Emilia-Romagna, with the goal of ensuring continuity and strengthening the inclusion journey. Key activities carried out include:

- **Assessing the most suitable tasks** for each participant to enhance their abilities and promote independence
- **Managing shifts and providing dedicated mentorship** to support effective workplace integration
- **Targeted recruitment processes and orientation meetings** to introduce candidates to the company culture
- **Awareness sessions for staff** to strengthen the culture of inclusion and promote a welcoming and accessible work environment

In parallel, a **new section** called the **Ethics and Reporting Area** was launched on Dispensa Emilia's internal **People App**. This section allows employees to explore the company's core values, its commitment to **inclusion policies**, and its emphasis on ethical behavior. It includes key documents such as the **Code of Ethics**, the **Diversity & Inclusion Policy**, and the **Whistleblowing Policy**, along with the related reporting mechanisms—offering a **clear and accessible reference point** for fostering a **transparent and respectful workplace**.

Working safely: well-being and prevention

At Dispensa Emilia, fostering a safe work environment is a top priority. The company is constantly committed to risk prevention through a proactive approach that includes ongoing training, effective preventive measures, and incident monitoring.

Dispensa Emilia has strengthened its commitment to workplace safety through the following initiatives:

- **Risk analysis and management:** The company conducts regular assessments to identify and mitigate hazards related to production, operations, and administrative activities.
- **Targeted employees training:** Each team member receives appropriate training tailored to their role (production, restaurant operations, or office work) to increase risk awareness and improve safety behaviors.
- **Provision of Personal Protective Equipment (PPE):** Adequate protective tools are provided to employees, in compliance with current regulations.
- **Improvement of work-life balance:** The company promotes organizational well-being through targeted corporate welfare policies, including flexible hours and smart working options for head office staff.

In 2024, the **total number of workplace injuries** increased from **50 in 2023 to 64 in 2024**. This rise is mainly due to the **expansion of the workforce** and the **increase in total working hours**, which grew from **973,267 in 2023 to 1,102,898** in 2024. As a result, the injury-to-hours-work ratio rose from 10.27% to **11.61%**.

	Unit of Measurement	2023	2024
Workplace Injuries			
Total number of employees workplace injuries ¹⁰	n.	50	64
of which: Fatal injuries	<i>n.</i>	-	-
Serious workplace injuries ¹¹	<i>n.</i>	-	-
Other injuries ¹²	<i>n.</i>	50	64

Number of hours worked by employees		n.	973.267	1.102.898
GRI Injury Rates ¹³	Total injury rate (injuries/working hours)	%	10,27	11,61
	Fatal injury rate (fatalities/working hours)	%	-	-
	Serious injury rate (serious injuries/working hours)	%	-	-

¹⁰ “Workplace injuries” refer to all incidents that may result in death, days away from work, work restrictions, job transfers, medical treatment beyond first aid, or loss of consciousness, excluding commuting accidents. These include all injuries caused by hazards and risks to which workers are exposed in the workplace (e.g. death, amputations, lacerations, fractures, hernias, burns, loss of consciousness, and paralysis).

¹¹ Workplace injuries with serious consequences” refer to injuries that have resulted in at least 6 months of consequences, excluding fatalities.

¹² Other injuries” refer to workplace injuries that resulted in less than six months of consequences.

¹³ The calculation of injury rates was based on 200,000 hours worked, according to the following formulas:

- Total injury rate per hours worked: (total work-related injuries / hours worked) × 200,000
- Fatal injury rate per hours worked: (total fatal injuries / hours worked) × 200,000
- Serious injury rate per hours worked: (total serious injuries / hours worked) × 200,000
- Other injury rate per hours worked: (total other injuries / hours worked) × 200,000

Despite the increase in incidents, most were minor and had no serious consequences for the workers. Indeed, 39% resulted in incapacity of more than 3 days but less than 7, due to incidents such as knife wounds, burns, traumas, and road accidents."

At the same time, in **2024**, the **number of hours dedicated to safety training** decreased compared to the previous year, falling from **3,527 hours in 2023 to 800 hours in 2024**. This reduction is due to the **completion of major training cycles** initiated in previous years to make up for courses required for all personnel, as well as the **need to optimize refresher programs**.

Dispensa Emilia will continue to **invest in the safety and well-being** of its employees, fully aware that a **safe and motivating work environment** is a fundamental asset for the company’s growth and the improvement of its overall performance.

People
at the center:
training and
growth

Investing in the **professional development of employees** is a key element in building a dynamic and innovative organization. Supporting skills development helps create a stimulating work environment and enhances internal talent, thereby strengthening the company’s competitiveness. All employees—regardless of their area (headquarters, operations, or production unit)—participate in **structured training programs** from the moment they join the company. These include both **mandatory Health & Safety training** and specific programs aimed at developing **technical and managerial skills**. In 2024, the total number of training hours delivered to employees reached **77,478 hours**, marking a 23% **increase** compared to the previous year (**62,773 hours in 2023**).

In particular, **male office staff** saw a **32% increase** in training hours (from 152 to 200 hours per employee), while **female office staff** experienced a **39% increase** (from 180 to 250 hours per employee). This positive trend reflects the company’s investment in the development of office personnel, with increased focus on **strategic and managerial skills-building**. For **manual workers**, training for men increased by **20%** (from 71 to 85 hours per employee), while for women, the increase was slightly higher at +23% (from 65 to 80 hours per employee). These figures highlight a strengthening of **operational competencies**, with a focus on improving **technical skills and workplace safety**.

Average number of training hours
by gender and professional category

	Unit of Measurement	2023		2024	
		Men	Women	Men	Women
Office Staff	hours/employees	152	180	200	250
Manual Workers	hours/employees	71	65	85	80

The overall increase in training hours across all categories confirms **Dispensa Emilia’s commitment** to providing employees with **adequate tools for professional development** and promoting a work environment that values **skills growth in an inclusive and equitable way**.



THE CORPORATE ACADEMY

2024 MARKED THE CONSOLIDATION OF THE DISPENSA EMILIA ACADEMY, WHICH WAS INTRODUCED THE PREVIOUS YEAR WITH THE GOAL OF DEVELOPING TARGETED AND STRUCTURED TRAINING PROGRAMS FOR ALL LEVELS WITHIN THE COMPANY. THE ACADEMY NOT ONLY PROVIDES TECHNICAL AND OPERATIONAL TRAINING, BUT ALSO PLAYS A KEY ROLE IN SUPPORTING MANAGERIAL DEVELOPMENT. THROUGH STRUCTURED LEARNING PATHS, EMPLOYEES CAN GROW WITHIN THE COMPANY AND ACCESS ROLES WITH GREATER RESPONSIBILITIES. IN 2024, IN ADDITION TO TRADITIONAL TRAINING, DEDICATED COURSES FOR STORE MANAGERS WERE INTRODUCED, AIMED AT STRENGTHENING CROSS-FUNCTIONAL AND MANAGERIAL SKILLS, INCLUDING: RECRUITMENT AND FEEDBACK MANAGEMENT, TO REFINE THE HIRING PROCESS AND ENHANCE CONSTRUCTIVE COMMUNICATION PAYROLL AND PAYSIP INTERPRETATION, TO RAISE AWARENESS OF THE ADMINISTRATIVE ASPECTS OF PERSONNEL MANAGEMENT PROFIT AND LOSS MANAGEMENT AND FOOD COST ANALYSIS, TO DEVELOP FINANCIAL MANAGEMENT SKILLS AND OPTIMIZE OPERATIONAL COSTS ADDITIONALLY, IN 2024, A REVISION OF THE TWO-WAY FEEDBACK SYSTEM WAS CARRIED OUT, INTRODUCING A MORE STRUCTURED MODEL OF EXCHANGE BETWEEN TRAINERS AND TRAINEES, USING EVALUATION FORMS COMPLETED THROUGH THE PEOPLE APP. THIS ALLOWS FOR OBJECTIVE ASSESSMENTS OF THE TRAINEE’S PERFORMANCE. THIS APPROACH ENABLES NOT ONLY THE TRAINER TO PROVIDE GUIDANCE AND FEEDBACK TO THE TRAINEE, BUT ALSO THE TRAINEE TO SELF-ASSESS AND OFFER CONSTRUCTIVE FEEDBACK TO THE TRAINER—FOSTERING CONTINUOUS IMPROVEMENT IN TRAINING QUALITY.



PERFORMANCE MANAGEMENT

ALL COMPANY EMPLOYEES HAVE ACCESS TO A PERFORMANCE MANAGEMENT SYSTEM, A CONTINUOUS FEEDBACK FRAMEWORK DESIGNED TO ASSESS AND SUPPORT PROFESSIONAL GROWTH. THIS SYSTEM ALLOWS THE COMPANY TO:

- EVALUATE INDIVIDUAL PERFORMANCE THROUGH A STRUCTURED DIALOGUE BETWEEN MANAGERS AND EMPLOYEES
- PROVIDE REGULAR FEEDBACK VIA APPRAISAL INTERVIEWS, QUARTERLY OR ANNUAL ONE-ON-ONE MEETINGS THAT HELP IDENTIFY STRENGTHS AND AREAS FOR IMPROVEMENT
- DEFINE PERSONALIZED GROWTH AND DEVELOPMENT PLANS, ALIGNED WITH COMPANY VALUES AND BUSINESS OBJECTIVES

THE PERFORMANCE EVALUATION SYSTEM IS A KEY TOOL FOR INTERNAL DEVELOPMENT AND FOR STRENGTHENING THE COMPANY CULTURE, PROMOTING A MERIT-BASED, RESULTS-DRIVEN WORK ENVIRONMENT.

INTERNAL GROWTH

INVESTING IN INTERNAL GROWTH NOT ONLY STRENGTHENS THE COMPANY CULTURE BUT ALSO **MOTIVATES EMPLOYEES** BY OFFERING THEM REAL OPPORTUNITIES FOR ADVANCEMENT AND SPECIALIZATION. **STRUCTURED TRAINING AND ONGOING MENTORING** ALLOW INTERNAL TALENT TO BE DEVELOPED WITHIN THE OPERATIONS AREA, ENSURING A WELL-PREPARED LEADERSHIP TEAM ALIGNED WITH THE COMPANY’S VALUES. THIS **STRATEGIC APPROACH** ENABLES THE COMPANY TO MEET OPERATIONAL CHALLENGES WITH TEAMS THAT ARE INCREASINGLY SKILLED AND AWARE OF THEIR ROLE IN THE COMPANY’S SUCCESS. A SIGNIFICANT ACHIEVEMENT IN **2024** WAS THE **SUCCESSFUL COMPLETION OF OVER 60 INTERNAL DEVELOPMENT PROGRAMS**, WHICH SUPPORTED THE GROWTH OF NEW **SHIFT SUPERVISORS, ASSISTANT STORE MANAGERS, AND STORE MANAGERS**.

ON THE JOB TRAINING

IN 2024, DISPENSA EMILIA REINTRODUCED ON-THE-JOB OPERATIONAL TRAINING FOR HEAD OFFICE STAFF, WITH THE GOAL OF STRENGTHENING THE CONNECTION WITH THE RESTAURANTS AND IMPROVING THE UNDERSTANDING OF DAILY OPERATIONS. THROUGH THIS EXPERIENCE, EACH PARTICIPANT HAS THE OPPORTUNITY TO DIRECTLY ENGAGE IN ALL OPERATIONAL PHASES, FROM SERVICE MANAGEMENT TO FOOD PREPARATION. THIS INITIATIVE NOT ONLY ENHANCES AWARENESS AND EFFECTIVENESS IN SUPPORTING RESTAURANT TEAMS, BUT ALSO BOOSTS EMPLOYEE ENGAGEMENT, CREATING A BRIDGE BETWEEN STRATEGY AND OPERATIONS AND REINFORCING THE SENSE OF BELONGING TO THE COMPANY.

PEOPLE APP

PEOPLE APP IS THE DIGITAL PLATFORM DEDICATED TO DISPENSA EMILIA EMPLOYEES, DESIGNED TO SIMPLIFY AND ENHANCE COMMUNICATION MANAGEMENT WHILE STRENGTHENING EMPLOYEE ENGAGEMENT ACROSS THE NATIONAL TERRITORY. ONE OF THE KEY FEATURES OF THE PEOPLE APP IS ITS TRAINING AND DEVELOPMENT FUNCTION, MAKING IT THE DIGITAL CORE OF THE CORPORATE ACADEMY, WHICH ENABLES EMPLOYEES TO ACCESS PERSONALIZED TRAINING PROGRAMS. THIS TOOL IS ESSENTIAL FOR SUPPORTING INTERNAL GROWTH AND ENSURING THAT EACH TEAM MEMBER CAN ENHANCE THEIR SKILLS IN A STRUCTURED AND FLEXIBLE WAY. IN ADDITION, THE APP OFFERS A DIRECT CHANNEL FOR COMPANY FEEDBACK, ALLOWING EMPLOYEES TO INTERACT WITH THE HR TEAM AND ACTIVELY CONTRIBUTE TO IMPROVING THE WORKPLACE ENVIRONMENT. THROUGH THE PEOPLE APP, DISPENSA EMILIA REINFORCES ITS COMMITMENT TO INNOVATION AND PEOPLE DEVELOPMENT, MAKING HUMAN RESOURCES MANAGEMENT MORE EFFICIENT AND PROMOTING AN INCLUSIVE AND PARTICIPATORY CORPORATE CULTURE.



Rooted in the territory: the bond with the community

Dispensa Emilia continues to invest in local communities, recognizing the value of youth development and the role of sports and education as tools for growth and inclusion. In 2024, the company's financial support for sports and social activities exceeded €100,000, with an additional €37,500 in contributions in the form of product supply.

The company expanded its network of sports partnerships, supporting new teams and strengthening its commitment to already established organizations. Sponsorships in 2024 included:

ANDERLINI VOLLEY
MODENA BASKET
MODENA CALCIO
VIRTUS BASKET
CITTADELLA CALCIO
BASKET PAULLESE

The investment went beyond direct funding, translating into practical support for athletes. For example, the partnership with Modena Calcio included not only brand visibility through promotional materials, but also the provision of meals for players and coaching staff.

In volleyball, Anderlini Volley benefited from targeted initiatives for athletes and teams participating in the Winter Cup, with exclusive offers. In particular, Dispensa Emilia rewarded tournament winners with tigelle and Lambrusco gift boxes, helping to promote local culinary excellence and streng then the company's connection with the community.

In 2024, new sponsorships with Cittadella Calcio and Basket Paullese allowed Dispensa Emilia to expand its support for football and basketball into new geographic areas. The company's commitment materialized through both financial backing and product supply, reinforcing its presence in the local sports scene.

Alongside its involvement in sports, Dispensa Emilia also invests in the professional growth of younger generations through its school-to-work transition program. This year, the initiative involved 17 students across 9 restaurants, initially in Emilia-Romagna, and later expanding to Veneto and Lombardy, offering students the opportunity to gain hands-on experience in the foodservice industry.

Thanks to this initiative, students were able to deepen their knowledge of raw ingredients and preparation techniques, acquiring key skills for their future careers. Exposure to a real work environment provided them with practical training and a concrete opportunity to enter the job market, with the possibility of building a career path within the company.

Dispensa Emilia's commitment also extended to social causes, supporting AIL Modena by purchasing Easter eggs and Italian Easter Colomba Cakes to help fund research on hematologic diseases and other charitable initiatives.



Creating value for customers

Customer satisfaction is a fundamental pillar for Dispensa Emilia. The company, always attentive to consumer needs, is committed to consistently offering a **gastronomic experience** that combines **quality, tradition, and innovation**, while maintaining a strong and lasting relationship of trust with its customers.

In 2024, Dispensa Emilia strengthened its commitment to measuring customer satisfaction through **regular surveys** and the monitoring of the **Net Promoter Score (NPS)**, an indicator used to assess customer satisfaction and loyalty—which stood at approximately 61. These tools allow the company to **constantly analyze customer preferences and expectations**, enabling a more targeted and personalized offering.



INCLUSIVE OFFERING ATTENTIVE TO DIETARY NEEDS

Dispensa Emilia has developed a menu that embraces the diverse dietary needs of its customers, without compromising on taste or product quality. In 2024, the company introduced new options to meet the needs of customers following specific diets. Among the main innovations is the gluten-free tigella, designed for those with celiac disease or food intolerances. Additionally, attention to vegetarian and vegan preferences was strengthened with new menu items, such as tigelle filled exclusively with vegetables.



IN-RESTAURANT EXPERIENCE AND ACCESSIBILITY

Dispensa Emilia’s goal is to make every restaurant welcoming and accessible to everyone. Each space is designed to ensure a comfortable experience, with particular attention to the needs of people with reduced mobility. In addition to adapting the physical layout of its restaurants, the company has also implemented digital solutions to facilitate ordering and table service, further enhancing accessibility for all guests.



DIGITALIZATION AND CUSTOMER INTERACTION

Dispensa Emilia continually invests in technological innovation to enhance the customer experience. The Dispensa Emilia App, launched in 2022, continues to evolve with new features. Through this tool, customers can order in advance, access exclusive promotions, and provide direct feedback on their in-restaurant experiences.



PRIVACY PROTECTION AND DATA SECURITY

In compliance with data protection regulations, Dispensa Emilia ensures the highest level of transparency and security in managing customer information. No data is shared with third parties for marketing purposes without the explicit consent of users. Moreover, customers can always adjust their privacy settings, giving them full control over the sharing of their personal information.

Cybersecurity and system optimization

Cybersecurity and IT system efficiency remained a top priority for Dispensa Emilia in 2024. Throughout the year, the company continued its commitment to protecting its IT infrastructure by consolidating previously launched initiatives and introducing new strategies to enhance **system resilience**.

Following the **implementation of the Cybersecurity Policy in 2023**, which defined guidelines for the use of digital tools by employees and suppliers, Dispensa Emilia expanded its **cybersecurity training program**. In 2024, over **90 hours of training** were delivered, aiming to strengthen the company's security culture and reduce the risk of cyber threats caused by unsafe behaviors. Key cybersecurity initiatives implemented this year included:

• **Vulnerability Assessments:** Dispensa Emilia continued assessments of its IT infrastructure (V.A.) in collaboration with an external provider, conducting in-depth audits and implementing remediation plans to address any identified issues.

• **Password-less App:** The transition of the Dispensa Emilia App to a password-less system was completed, eliminating static passwords and improving both security and user experience.

• **Multi-Factor Authentication (MFA) for Zucchetti:** MFA implementation was expanded for the Zucchetti platform, used for personnel management, further securing access to sensitive data.

• **SIEM Pilot Project (Security Information and Event Management):** A pilot SIEM system was launched to monitor, analyze, and correlate events across various IT devices, providing a comprehensive view of the company's network security.

• **SD-WAN Pilot for Connectivity Optimization:** A Software-Defined WAN solution was tested to enhance network stability at restaurant locations, reducing downtime and ensuring a more reliable digital operations experience.

• **Elimination of Landlines and Migration to Webex Cloud Telephony:** To reduce environmental impact and improve

operational efficiency, all landline phones were removed by the end of 2024 and replaced with a cloud-based phone system via Webex.

The **digital innovations implemented in 2024** also had a **positive environmental impact**, contributing to **reduced energy consumption, paper usage, and CO₂ emissions**. Key results achieved include:

• Reduction in **energy consumption and carbon footprint** due to the removal of physical servers and hardware at the headquarters.

• Reduction in **paper usage** thanks to the gradual elimination of printed receipts in restaurants and the **digitalization of internal communications**.

In 2025, the company will continue strengthening its **IT infrastructure**, with plans to introduce **gamification features and rewards** to encourage **sustainable customer behavior via the app**, improve **system resilience**, and ensure **compliance with security standards and regulations**.



Objectives and achievements for inclusion and social impact

Throughout 2024, **Dispensa Emilia** focused on **key areas** to achieve its social objectives, particularly **employees’ well-being and development**, the **promotion of diversity and inclusion**, the **reinforcement of a strong workplace safety culture**, and **support for local communities**. The progress made in these areas is the result of a **structured approach** that combines investment in training, corporate **welfare initiatives**, and **social responsibility programs** aimed at generating a **positive impact both inside and outside the organization**.

The table below summarizes the **social objectives** set by the company, the **actions taken to achieve them**, and the **results obtained**.

OBJECTIVE	TARGET	INITIATIVES	ACHIEVEMENTS	SDG
Employees attraction	<ul style="list-style-type: none">• Become a local reference point for internships• Strengthen digital presence to attract new talent	<ul style="list-style-type: none">• Develop new employer branding initiatives to promote company life on digital channels (TikTok, LinkedIn, company website)• Create partnerships with hospitality schools in every city where Dispensa Emilia operates	<ul style="list-style-type: none">• Increase in candidates from hospitality schools• Greater engagement on the company's digital platforms	8 DECENT WORK AND ECONOMIC GROWTH
Employees development and training	<ul style="list-style-type: none">• Implement periodic performance reviews for all employees• Monitor average training hours per employee	<ul style="list-style-type: none">• Introduce a structured performance evaluation process, supported by a continuous feedback system• Define personalized training and development plans for each company role	<ul style="list-style-type: none">• Increased participation in training sessions• Improved employees’ engagement and professional growth	8 DECENT WORK AND ECONOMIC GROWTH
Health, safety, and well-being	<ul style="list-style-type: none">• Complete medical examinations for all employees• Reduce accident severity index from 1.05 to 0.7	<ul style="list-style-type: none">• Monitor and record accidents and near misses• Enhance health and safety training• Optimize the health surveillance process	<ul style="list-style-type: none">• Accident severity index reduced to 0.75 in 2024	8 DECENT WORK AND ECONOMIC GROWTH
Strengthening customer relationships	Improve customer experience and build long-term trust-based relationships	<ul style="list-style-type: none">• Implement new features in the company App to enhance user experience (UX)• Optimize customer service management with Salesforce	<ul style="list-style-type: none">• Increased customer satisfaction• Broader adoption of the App platform for managing the customer journey	12 RESPONSABLE CONSUMPTION AND PRODUCTION
Privacy protection and data security	Ensure the safety and confidentiality of customer data, without sharing with third parties	Periodic GDPR compliance review and updates to the data management system	<ul style="list-style-type: none">• Full compliance with privacy regulations• No data sharing with third parties for marketing/advertising purposes	11 SUSTAINABLE CITIES AND COMMUNITIES
Sustainability communication to customers	Raise awareness among customers about the company's sustainability initiatives	Launch a communication campaign to inform customers about takeaway packaging and proper disposal methods	Increased customer awareness of the company's environmental commitment	12 RESPONSABLE CONSUMPTION AND PRODUCTION
Support for local communities	Provide free meals to humanitarian organizations in key cities where Dispensa Emilia operates (Modena, Bologna, Milan)	Collaborate with third-sector organizations to distribute meals in high-need areas	<ul style="list-style-type: none">• Donation of food and various goods to local charities• Strengthened corporate commitment to community support	2 ZERO HUNGER



Methodological note

This 2024 Sustainability Report of Vaimo S.p.A. (referred to in the report as Dispensa Emilia, “the Company”) covers the period January 1 – December 31, 2024, and has been prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards, following the “Referenced” reporting option. The report is published annually. The selection of relevant topics and indicators used to define its content was based on a materiality assessment, conducted through stakeholder engagement and benchmarking against industry’s best practices.

The reporting scope for the economic-financial, social, and environmental data and information presented in this document corresponds to the scope of the Company’s financial statements as of December 31, 2024. Any restatements of comparative data from previous editions are clearly indicated within the document.

To ensure the highest reliability of the information, the use of estimates has been minimized; where present, they are clearly marked and based on the best available methodologies. Furthermore, new ESG performance monitoring systems have been integrated, with a particular focus on measuring environmental, social, and governance impacts.

Dispensa Emilia reaffirms its commitment to transparency and responsible reporting, in line with international sustainability standards.





**GRI content
index**

08

STATEMENT OF USE	Dispensa Emilia has reported the information cited in this GRI content index for the period from January 1, 2024, to December 31, 2024, with reference to the GRI Standards (“GRI Referenced”).
GRI 1	GRI 1: Foundation 2021

GRI Content Index			
GRI STANDARD	DISCLOSURE	PAGES	NOTES
Organization Profile and Reporting Practices			
GRI 2: General Disclosure	2-1 Organizational details	96	
	2-2 Entities included in the organization's sustainability report	88	
	2-3 Reporting period, frequency and contact point	88	Sustainability Report of Vaimo S.p.A. for the period January 1 – December 31, 2024, published annually.
	2-4 Restatements of information	-	
Activities and Workers			
GRI 2: General Disclosures	2-6 Activities, value chain, and other business relationships	25, 44	
	2-7 Employees	70	
	2-8 Workers who are not employees	70	

GRI Content Index			
GRI STANDARD	DISCLOSURE	PAGES	NOTES
Governance			
GRI 2: General Disclosures	2-9 Governance structure and composition	20	
Strategy, Policies, and Practices			
GRI 2: General Disclosures	2-22 Statement on sustainable development strategy	3, 36, 38	
	2-23 Policy commitments	28, 30, 31	
	2-27 Compliance with laws and regulations	-	
	2-28 Membership in associations	81	
Stakeholder enegagement			
GRI 2: General Disclosures	2-29 Approach to stakeholder engagement	26, 27	
	2-30 Collective bargaining agreements	-	All employees are covered by the National Collective Labor Agreement (CCNL).

GRI Topic-specific Standards			
GRI STANDARD	DISCLOSURE	PAGES	NOTES
GRI 204: Procurement Practices (2016)	204-1 Proportion of spending on local suppliers	44	
GRI 205: Anti-corruption (2016)	205-3 Confirmed incidents of corruption and actions taken	-	No confirmed incidents of corruption during the reporting period.
GRI 206: Anti-competitive Behavior (2016)	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-	No confirmed legal actions for anti-competitive behavior, antitrust or monopolistic practices during the reporting period.
GRI 302: Energy (2016)	302-1 Energy consumption within the organization	56	
GRI 305: Emissions (2016)	305-1 Direct (Scope 1) GHG emissions	58	
	05-2 Indirect (Scope 2) GHG emissions	59	
	305-3 Other indirect (Scope 3) GHG emissions	59	
	305-4 GHG emissions intensity	59	
GRI 401: Employment (2016)	401-1 New employee hires and employee turnover	71	
GRI 403: Occupational Health and Safety (2018)	403-1 Occupational health and safety management system	74	
	403-5 Worker training on occupational health and safety	75	
	403-9 Work-related injuries	75	

GRI Topic-specific Standards			
GRI STANDARD	DISCLOSURE	PAGES	NOTES
GRI 404: Training and Education (2016)	404-1 Average hours of training per year per employee by gender and job category	77	
	404-3 Percentage of employees receiving regular performance and career development reviews	78, 79	
GRI 405: Diversity and Equal Opportunity (2016)	405-1 Diversity of governance bodies and employees	20,71	
	405-2 Ratio of basic salary and remuneration of women to men	72	
GRI 406: Non-discrimination (2016)	406-1 Incidents of discrimination and corrective actions taken	-	No incidents of discrimination were recorded within the company during the reporting year.
GRI 416: Customer Health and Safety (2016)	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	-	No confirmed cases of non-compliance concerning product health and safety impacts.
GRI 417: Marketing and Labeling (2016)	417-1 Requirements for product and service information and labeling	-	No confirmed cases of non-compliance concerning product and service information and labeling during the reporting period.
GRI 418: Customer Privacy (2016)	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	No confirmed cases of non-compliance regarding privacy breaches and



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