



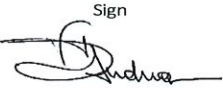
# EMAS ENVIRONMENTAL STATEMENT

REFERENCE PERIOD: 2024/2026



## HOSPES SRL - ENVIRONMENTAL MANAGEMENT SYSTEM EMAS REGULATION

| REVISION | DATE       | DESCRIPTION                        |
|----------|------------|------------------------------------|
| 03       | 01/07/2024 | Second Edition                     |
| 03       | 01/30/2025 | Modification of the Second Edition |
| 04       | 09/01/2025 | Third Edition                      |

| PREPARATION                                                                                     | APPROVAL                          |
|-------------------------------------------------------------------------------------------------|-----------------------------------|
| Environmental Management System Manager –<br>EMAS Management Representative<br>Veruska D'Andrea | Employer Hospes srl Nicolas Marco |
| Sign<br>     | Signature                         |



## Summary

|                                                                          |           |
|--------------------------------------------------------------------------|-----------|
| Summary .....                                                            | 2         |
| <b>1 EMAS Environmental Statement .....</b>                              | <b>3</b>  |
| <b>2 Letter from Management .....</b>                                    | <b>4</b>  |
| <b>3 Presentation of Hospes .....</b>                                    | <b>5</b>  |
| 3.1 History of the Company .....                                         | 5         |
| 3.2 The structure of the organization .....                              | 6         |
| 3.3 Description of the Territorial Context .....                         | 7         |
| 3.4 Certifications .....                                                 | 8         |
| <b>4 Sustainability strategies .....</b>                                 | <b>9</b>  |
| 4.1 Environmental policy .....                                           | 9         |
| 4.2 The Environmental Management System .....                            | 9         |
| 4.3 Scope of the Environmental Management System and EMAS .....          | 10        |
| 4.4 Main Applicable Environmental Legislation .....                      | 10        |
| 4.5 Mapping of Main Stakeholders .....                                   | 10        |
| <b>5 Environmental Aspects .....</b>                                     | <b>12</b> |
| 5.1 Analysis of aspects .....                                            | 12        |
| 5.2 Environmental aspects and their monitoring .....                     | 12        |
| 5.2.1 Energy consumption .....                                           | 13        |
| 5.2.2 Water consumption .....                                            | 13        |
| 5.2.3 Consumption of Material Resources .....                            | 13        |
| 5.2.4 Air emissions .....                                                | 14        |
| 5.2.5 CO2 emissions Refrigerant gases .....                              | 14        |
| 5.2.6 Waste production and management .....                              | 14        |
| 5.2.7 Water Discharges .....                                             | 15        |
| 5.2.8 Use of Hazardous Substances .....                                  | 15        |
| 5.2.9 Noise – Acoustic Impact .....                                      | 15        |
| 5.2.10 Land Use and Impact on Biodiversity .....                         | 16        |
| 5.3 Environmental aspects generated in emergency situations .....        | 16        |
| <b>6 Reference KPIs for the Zevio Operating Unit .....</b>               | <b>17</b> |
| <b>7 Improvement Programs .....</b>                                      | <b>20</b> |
| <b>8 EMAS registration .....</b>                                         | <b>30</b> |
| <b>Annex I – Environmental Policy .....</b>                              | <b>31</b> |
| <b>Annex II – Main Applicable Legislative Elements .....</b>             | <b>33</b> |
| <b>Annex III – Assessment of Significant Environmental Aspects .....</b> | <b>34</b> |
| <b>Annex IV – Terms, Acronyms, and Definitions .....</b>                 | <b>36</b> |



## 1 EMAS Environmental Statement

Hospes Srl has implemented and maintains an ISO 14001 certified Environmental Management System.

This Environmental Statement, drawn up in compliance with EC Regulation No. 1221/2009 and EC Regulation No. 2026/2018, is intended to provide information on its Environmental Management System to all interested parties in accordance with the provisions of the Regulation itself.

Management will undertake to update this Environmental Statement and submit it for approval by a third party at least once a year.

For information regarding the contents of this Environmental Statement and for any communication relating to environmental and/or EMAS aspects, please contact:

- Dr. Nicolas Marco  
Employer Viale Edison, 10  
37059 Zevio (VR)  
Tax code and VAT number: 02649670235  
045. 873 1870  
[info@hospesitaly.it](mailto:info@hospesitaly.it) – [info@pec.hospesitaly.it](mailto:info@pec.hospesitaly.it)



Management undertakes to:

- share this document with all external stakeholders, via its website or in paper format, if necessary.
- share this document with all employees and internal stakeholders through appropriate communications and/or company meetings.



## 2 Letter from Management

EMAS certification and the Environmental Statement represent the company's desire to continue on its path towards sustainability, a journey that began with ISO 14001 (in place since 2020) and continued with EMAS registration in 2021.

With this document, the Company intends to share information about its environmental management system with all stakeholders in a transparent and clear manner, as well as to confirm its ongoing commitment to continuous improvement in environmental performance.

The main efforts will focus on issues related to the following aspects:

- recovery of food surpluses and optimization of supplies;
- energy consumption;
- increased digitization of systems.

EMAS registration remains the tool of choice for our catering company to launch new projects aimed at optimizing processes and reducing environmental impact and food waste.

The involvement of all employees through specific communications and meetings remains fundamental.

Zevio, 09/01/2025

Employer Hospes srl

Nicolas Marco

A blue ink handwritten signature, appearing to be "Nicolas Marco", written over a horizontal line.



## 3 Presentation of Hospes

### 3.1 The history of the Company

Hospes was founded in the Verona area in 1996 and currently has around 660 employees, distributed among cooking centers, traditional kitchens, and distribution terminals.



The services offered by Hospes can be divided into four main categories:

- Food & beverage
- Multi-service
- Consulting
- Event organization

In the company to consolidate its growth in innovation processes, which have always been at the heart of Hospes' activities.



This D.A. and the related EMAS registration concern the Zevio site and its corporate catering activities, as detailed below:

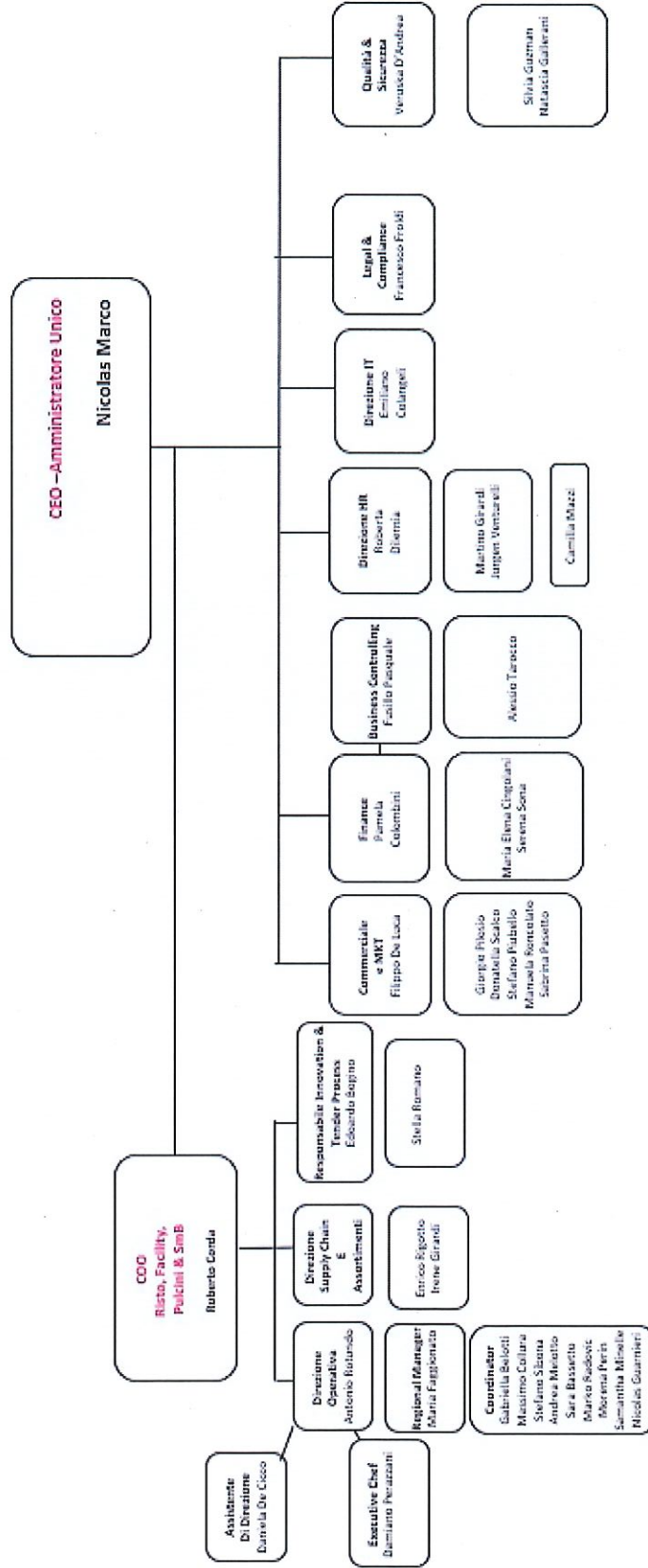
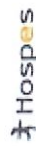
#### Hospes Srl

|                                    |                                                                              |
|------------------------------------|------------------------------------------------------------------------------|
| Registered office                  | Viale Edison, 10 – 37059 Zevio (VR)                                          |
| Main operational headquarters      | Viale Edison, 10 – 37059 Zevio (VR)                                          |
| Tax code and VAT number            | 02649670235                                                                  |
| Number of employees (Zevio office) | 27 people between offices and central kitchen                                |
| Sectors of activity                | Collective catering (education, healthcare, armed forces, private companies) |



### 3.2 The structure of the Organization

The following figure shows the organizational structure of Hospes at management level:



Company personnel have been assigned the necessary authority and responsibility to achieve the objectives identified by senior management, in relation to their role.

All staff members are responsible for reporting problems relating to the quality system, food safety, health and safety in the workplace, and environmental management to their manager.

### 3.3 Description of the Local Context

The Zevio cooking center is located in a building within an industrial area where other industrial, craft, and commercial activities are also present, such as:

- printing (paper rotogravure)
- IT company
- water purification products company
- a biomedical company
- fruit company
- nearby quarry.

The climate is typical of northern Italy. From the end of 2021 and throughout 2022 and the first four months of 2023, there was a significant decrease in rainfall, which created severe drought conditions. Since May 2023, there have been short, intense thunderstorms.

The minimum and maximum temperatures in 2023 were higher than average, with deviations from the norm of approximately +1.1°C for both minimum and maximum temperatures; both values ranked second in the historical series, as did the average daily temperatures. In terms of rainfall, 2023 was approximately 15% below normal. 2023 was the second warmest year since 1994, after 2022, which almost equaled it.

The winter of 2023-24 in Veneto saw temperatures almost always above normal, with an overall average very close to the record set in the winter of 2013-14. In terms of precipitation, although the anomalies were less pronounced than for temperatures, the total values were on average higher than the reference average, particularly in the central and northern areas of the region.

Several anomalies were recorded on a monthly basis during the season: December 2023, despite a few brief cold spells, was the second warmest month on record, January 2024 was the tenth warmest, while February was exceptionally warm, ranking first with an average temperature 1°C higher than the previous record set in 2014.

The main effects of climate change are reflected in raw materials, particularly fruit and vegetables. Temperature fluctuations and high temperatures lead to greater energy consumption for cooling workplaces and, conversely, less use of methane in winter for heating. In terms of safety, the climate situation can affect the thermal comfort of workers. Intense storms can cause damage to structures, thus increasing the risk of accidents and creating production-related problems.

The first half of 2024 saw more or less intense rainfall, especially in spring and early summer. In the Verona area and province, rainfall caused rivers to rise to very high levels with numerous floods, but without causing flooding/overflowing.



Temperatures were above average, but there were no periods of drought in the first half of 2024 due to the above.

The winter of 2024-25 in Veneto was characterized by above-average temperatures and precipitation in line with or slightly below normal. December was warmer and drier than normal, while February was warmer than usual, closing the season with a positive temperature balance. The winter was among the warmest in recent decades, confirming the trend of rising average temperatures.

The winter and spring of 2025 in Veneto were characterized by above-average temperatures and variable precipitation. The winter was the sixth warmest since 1992, with positive anomalies in all months. Spring was the seventh warmest since 1992, with above-average temperatures and precipitation leading to early snowmelt in the mountains.

In winter, precipitation was close to normal, but with a deficit of fresh snow in the mountains, especially in the Dolomites and Prealps; in summer, however, it was variable, with some snowfall in the mountains but with a general melting of the snowpack that began early, especially at lower altitudes.

### 3.4 Certifications

The Company considers workplace safety, food safety and hygiene, respect for the environment, and social responsibility to be essential. To this end, the organization has obtained various certifications relating to:

- ISO 9001;
- ISO 14001;
- ISO 45001;
- ISO 22000;
- UNI 10854/HACCP and operates on the basis of health and hygiene self-monitoring manuals, in accordance with EEC Regulations 834/07 and EC 889/08.





## 4 Sustainability strategies

In carrying out its activities, Hospes pursues its values in order to maintain a solid working environment and achieve its goals:

- **The customer**, considered as the main resource, is the guide to follow in pursuing its work;
- **The service**, which involves seeking tailor-made solutions that meet high quality standards, in full compliance with current health and safety regulations;
- **The work team**;
- **The products**, selected through careful and meticulous analysis and a rigorous selection of suppliers;
- **Quality**, pursued through constant verification of the level of services offered;
- **Ethical corporate responsibility**, constantly pursuing principles of moral conduct in order to carry out activities that explicitly protect social and environmental aspects.

### 4.1 Environmental Policy

Hospes' Environmental Policy, contained in the company's integrated policy, conveys the objectives of Senior Management:

- To control the significant environmental impacts of its activities by reducing waste and consumption of natural resources (water, electricity, gas, paper, fuel consumption);
- Ensuring transparency and collaboration with all stakeholders (employees, customers, suppliers) in achieving corporate objectives and encouraging the sharing and adoption of our principles;
- Improve environmental performance by taking into account technological progress, scientific knowledge, consumer needs, and community expectations;
- Increasing employee awareness of environmental issues; Promoting the adoption of environmental principles when signing contracts.

All corporate objectives are pursued by the Company in compliance with regulations and with a view to improving its environmental performance by protecting the environment and preventing and reducing pollution resulting from its activities.

The Integrated Policy is set out in **Annex I** and is available on the Hospes website: <https://www.hospesitaly.it/documenti>

### 4.2 The Environmental Management System

Hospes maintains an Environmental Management System in accordance with UNI EN ISO 14001 to ensure the continuous improvement of the environmental performance of its activities.

The system consists of the following documents:

- **Environmental Analysis** – description and assessment of the activities and context in which the Company operates, through the identification of environmental issues to be addressed, stakeholders, and the risks and opportunities to be managed;
- **Specific Operating and Management Procedures** – a set of documents that guide the process of reviewing and continuously improving environmental performance;
- **Integrated Safety/Environment Policy** - public commitment to continuous improvement of environmental performance, defining the environmental improvement strategy;




- EMAS statement - regularly updated statement providing interested parties with information and updates on the organization's environmental performance, objectives, and results.

#### 4.3 Scope of the Environmental Management System and EMAS

The EMAS Regulation applies to activities that fall within the scope of the Environmental Management System:

*"Design, Provision, and Management of Collective Catering Services for Hospitals, Healthcare Facilities, Schools, Businesses, and Bars. Services for the Preparation, Packaging, and Distribution of Cooked Foods Produced Fresh-Hot and Refrigerated."*

#### 4.4 Main Applicable Environmental Legislation

HOSPES, through its General Management, declares its legal compliance with the laws, regulations, and standards applicable to its facilities and activities.

The main company function involved is the Environmental Management Officer, who is also responsible for identifying updates to the applicable legislation relating to the activities carried out, searching through: legislative databases and technical articles, the European Commission, guidelines, etc.

The Environmental Management Officer is also responsible for identifying voluntary compliance obligations through periodic assessment and review of the needs and expectations of interested parties.

The main elements relating to environmental legislation refer to:

- Water supply and civil and/or industrial wastewater discharge;
- Emissions control;
- Energy consumption management and control;
- Energy efficiency (relating to heating and cooling systems);
- Leak control for cooling systems;
- Waste management;
- Fire prevention, relating to certain technical activities.

The Hospes Management System ensures efficient compliance with all applicable EU and Italian laws; the main legislative elements applicable to the activities carried out are listed in **Annex II**.

#### 4.5 Mapping of main stakeholders

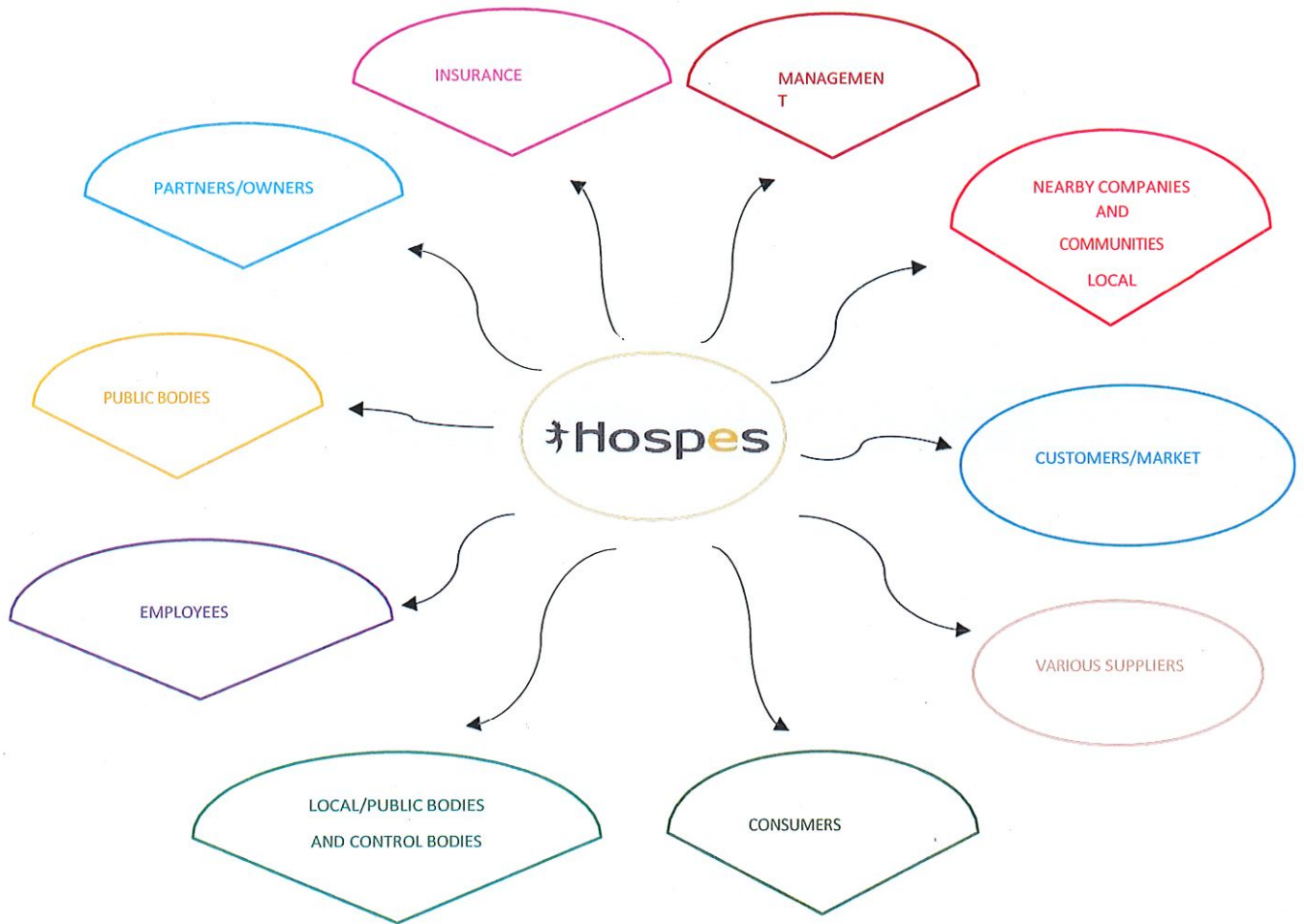
Hospes periodically conducts an analysis of its main stakeholders and their expectations in terms of the environment and safety, mainly during the annual management review and through the document entitled: AGSI\_04 Context of the organization.

The identified stakeholders can be divided into:

- MEMBERS/OWNERS;
- MANAGEMENT;
- EMPLOYEES;
- TRADE UNIONS;
- CUSTOMERS/MARKET;



- CONSUMERS;
- FOOD RAW MATERIAL SUPPLIERS;
- MAINTENANCE SERVICE SUPPLIERS;
- OTHER SUPPLIERS;
- INSURANCE COMPANIES;
- LOCAL AUTHORITIES/PUBLIC BODIES AND CONTROL BODIES;
- NEARBY COMPANIES;
- LOCAL COMMUNITIES.



*[Handwritten signature]*





## 5 Environmental Aspects

### 5.1 Analysis of aspects

With the aim of identifying improvement programs and objectives, Hospes has assessed the environmental aspects of its activities, identifying significant environmental aspects that may generate environmental impacts and must be addressed in order to improve environmental performance.

The environmental aspects related to Hospes' activities can be classified into two categories:

- **Direct aspects**, associated with directly controlled activities and services
  - emissions into the atmosphere
  - greenhouse gas emissions or emissions harmful to the ozone layer
  - energy consumption
  - water consumption
  - water discharges
  - waste production
  - use of hazardous substances
  - noise emissions
  - odorous emissions
  - risk of environmental accidents
  - light emissions
- **Indirect aspects** resulting from the Organization's interaction with third parties and which can be significantly influenced.
  - emissions from meal transport vehicles
  - maintenance management (production of waste from maintenance, refrigeration units, boilers, etc.)
  - Waste management
  - raw material suppliers

Based on the criteria adopted in **Annex III**, the following significant direct environmental aspects have been identified:

- greenhouse gas emissions or emissions harmful to the ozone layer;
- energy consumption;
- use of hazardous substances;
- water consumption.

### 5.2 Environmental aspects and their monitoring

The assessment of environmental aspects is reported in **Annex III** to the following document.

The following paragraphs describe the environmental aspects relating to the Company.








## 5.2.1 Energy consumption

The plant uses electricity from the National Electricity Service to power refrigerators, cool storage areas, operate machinery, and power lighting systems.

| Reference indicators         | Absolute unit of measurement | Specific unit of measurement |
|------------------------------|------------------------------|------------------------------|
| Electricity consumption      | kWh                          | kWh/meal                     |
| Methane consumption          | m <sup>3</sup>               | m <sup>3</sup> /meal         |
| CO <sub>2</sub> eq emissions | tCO <sub>2</sub> eq          | kgCO <sub>2</sub> /meal      |



## 5.2.2 Water consumption

Water is supplied by the aqueduct. It is withdrawn for industrial and civil use.

Drinking water consumption at the cooking center is generally attributable to the following activities:

- Washing food products;
- Preparing and cooking food;
- Washing dishes and equipment;
- Sanitizing and cleaning the premises;
- Refrigeration and storage of foodstuffs.

| Reference indicators | Absolute unit of measurement | Specific unit of measurement |
|----------------------|------------------------------|------------------------------|
| Water consumption    | m <sup>3</sup>               | l / meal                     |



## 5.2.3 Consumption of material resources

The main raw materials used are:

- foodstuffs of animal and vegetable origin, as well as auxiliary products for the preparation and processing of foodstuffs at the operating units;
- disposable catering materials and packaging.

Materials used for work organization can be considered insignificant, such as:

- Paper for printing documents (internal and external use);
- Toner and printer components;
- Office and IT equipment.

| Reference indicators               | Absolute unit of measurement | Specific unit of measurement |
|------------------------------------|------------------------------|------------------------------|
| Quantity of foodstuffs purchased   | kg                           | kg/meal                      |
| Amount of cleaning detergents used | kg                           | kg/meal                      |
| Quantity of packaging purchased    | kg                           | kg/meal                      |

The company has also entered into specific agreements for the management of surplus food with various partners, including non-profit organizations and charities.





## 5.2.4 Air emissions

The emissions produced by the activities of the Zevio Cooking Center are considered to be of little significance pursuant to Article 272, paragraph 1, referred to in point 1 of Part One of Annex IV to Part Five, letter e, of Legislative Decree 152/2006, as communicated to the Province of Verona on February 5, 2021.

Emissions into the atmosphere originate mainly from the air extraction chimneys of the kitchen hoods and from the air cooling and dehumidification systems.

The company has various thermogenic boiler groups. The systems are kept in good condition and working order through periodic checks, with reports of any interventions being kept on file.

Finally, there are emissions from the use of vehicles for meal delivery; Hospes relies on a transport company for the delivery of ready meals. The company has vans with diesel or methane engines. All vehicles are above Euro 4 class.

In view of the above, it is not considered necessary to keep key indicators on emissions.



## 5.2.5 CO2 Emissions Refrigerant Gases

Hospes maintains an up-to-date register of FGAS-containing equipment that has been inspected and periodic checks by qualified maintenance technicians in accordance with Presidential Decree No. 146/2018. CO<sub>2eq</sub> emissions linked to system leaks have been assessed on the basis of the conversion factors for the various gases in accordance with Regulation (EU) No. 517/2014.

| Benchmark indicators                                                      | Absolute unit of measurement | Specific unit of measurement      |
|---------------------------------------------------------------------------|------------------------------|-----------------------------------|
| CO <sub>2</sub> equivalent emissions from leaks                           | tCO <sub>2</sub> equivalent  | kgCO <sub>2</sub> equivalent/meal |
| Quantity of refrigerant gas replenished due to leaks from cooling systems | kg                           | -                                 |

## 5.2.6 Waste Production and Management



Most of the waste produced at the Zevio Cooking Center is similar to urban waste (paper, cardboard, glass, plastic, metals, organic waste, and unsorted waste) and is delivered to the entities that manage waste collection in the relevant area. In 2023, a paper and cardboard compactor was introduced at the Zevio site to reduce collection trips and, consequently, fuel consumption and emissions.

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

- Used toner cartridges.

The maintenance of plants, equipment, and infrastructure is entrusted to external companies specializing in maintenance services, which also manage the resulting waste in accordance with specific contractual agreements with Hospes.



| Reference indicators               | Absolute unit of measurement | Specific unit of measurement |
|------------------------------------|------------------------------|------------------------------|
| Quantity of special waste produced | kg                           | kg/meal                      |

The management of waste from single-portion meal packaging is the responsibility of the client, who is responsible for its correct disposal in accordance with the relevant municipal regulations.



#### 5.2.7 Water discharges

Processes that generate wastewater (black water) consist of water from toilets and water from the washing/meal preparation area. Water taken from the water supply network is used for:

- Washing food products
- Cooking food
- Washing pots, utensils, and areas;
- Toilets.

Water from the toilets is discharged directly into the municipal sewer system.

Rainwater collected from the rainwater pipes and grates in the yard is sent to the white water network. Wash water from the preparation departments is discharged into the public sewer system (Acque Veronesi permit no. 32/20 28.09.2020 and original deed 787/15 of 29/12/2015).



#### 5.2.8 Use of Hazardous Substances

The use of hazardous substances within the Cooking Center is represented by the presence and correct management of cleaning products. Preference is given to the purchase of non-hazardous products; where this is not possible, the least hazardous products with the same effectiveness/cleaning power are chosen. Some products on site have an environmental hazard pictogram on the label that applies only to the concentrated product. These products are used in diluted form according to the manufacturer's instructions, thus eliminating the level of danger.

The organization has also adopted the most suitable storage methods for each of the above substances in order to ensure proper management and prevent any spills. There are no products made of or containing asbestos or equipment containing PCBs/PCTs on the site in question.



#### 5.2.9 Noise – Acoustic Impact

For the operational site included in this EMAS Declaration, a specific assessment was carried out in accordance with Framework Law No. 447/1995.

The data confirm the absence of noise sources that have a significant acoustic impact on the environment and, consequently, compliance with municipal acoustic zoning.






### 5.2.10 Land use and impact on biodiversity

The site covered by this Declaration is not included in any Special Protection Areas (SPAs), Special Areas of Conservation (SACs), Sites of Community Importance (SCIs), or Sites of Regional Importance (SRIs).

Hospes analyzes the characteristics of the reference site to define the details of all the surfaces used, dividing them into:

- Impervious area;
- Natural area: green areas within the sites
- Unsealed areas/unpaved areas

| Reference indicators   | Absolute unit of measurement | Specific unit of measurement |
|------------------------|------------------------------|------------------------------|
| Impervious area        | m <sup>2</sup>               | m <sup>2</sup> /meal         |
| Green areas            | m <sup>2</sup>               | m <sup>2</sup> /meal         |
| Non-waterproofed areas | m <sup>2</sup>               | m <sup>2</sup> /meal         |

### 5.3 Environmental aspects generated in emergency situations

Hospes has assessed and determined mitigation actions related to environmental aspects and impacts, especially in potential abnormal or emergency situations.

The most significant situations can be represented in the following cases:

- spillage of hazardous substances;
- loss of f-gases;
- uncontrolled spills into public sewers;
- uncontrolled waste management.

The management of potential emergencies and related environmental aspects is ensured by operational control procedures, the presence of trained personnel, and the performance of regular emergency drills.






## 6 Reference KPIs for the Zevio Operational Unit

The indicators are summarized below, as required by Annex IV of EMAS Regulation (EC) No. 122/2009, as amended by Regulation (EU) 2018/2026.

| Year            | No. of meals produced | No. of catering employees |
|-----------------|-----------------------|---------------------------|
| 2021            | 264,200               | 13                        |
| 2022            | 323,359               | 13                        |
| 2023            | 417,648               | 52                        |
| 2024            | 218,355               | 54                        |
| 2025 First half | 42,560                | 27                        |

The kitchen at the Zevio (VR) site operated at full capacity until July 2024, producing 23,877 meals. From August 2024, meal production, with the production of ATP meals, which are identified as meals due to their production, was reduced due to maintenance work and a subsequent reduction in staff.

| Environmental aspect | Reference Indicator                                          | Unit of Measurement       | 2021    | 2022    | 2023    | 2024    | First half of 2025 |
|----------------------|--------------------------------------------------------------|---------------------------|---------|---------|---------|---------|--------------------|
| Energy consumption   | Electricity consumption                                      | kWh                       | 243,288 | 294,814 | 339,727 | 244,836 | 60,395             |
|                      |                                                              | kWh/meal                  | 0.920   | 0.911   | 0.813   | 1.121   | 1.419              |
|                      | Amount of methane consumed                                   | m <sup>3</sup>            | 38,390  | 25,305  | 21,534  | 16,060  | 5,442.42           |
|                      |                                                              | m <sup>3</sup> /meal      | 0.145   | 0.078   | 0.051   | 0.073   | 0.128              |
| Water consumption    | co <sub>2</sub> emissions associated with energy consumption | tcO <sub>2</sub> eq       | 219     | 265     | 305     | 220     | 54.36              |
|                      |                                                              | kgCO <sub>2</sub> eq/meal | 1.033   | 0.819   | 0.730   | 1.008   | 0.900              |
|                      | Water consumption                                            | m <sup>3</sup>            | 1824    | 2082    | 2406    | 1147    | 810                |



| Environmental aspect              | Reference Indicator                                                     | Unit of Measure | 2021    | 2022    | 2023    | 2024    | First half of 2025 |
|-----------------------------------|-------------------------------------------------------------------------|-----------------|---------|---------|---------|---------|--------------------|
| Consumption of Material Resources | Quantity of foodstuffs purchased***                                     | l/meal          | 6.903   | 6.185   | 5.760   | 5.253   | 19.031             |
|                                   | Quantity of cleaning detergents used                                    | kg              | 274,824 | 285,100 | 419,090 | 172,825 | 39971              |
|                                   | Quantity of packaging purchased                                         | kg/meal         | 1.040   | 0.88    | 1.00    | 0.79    | 0.939              |
|                                   | Quantity of printing paper purchased                                    | kg              | 2810    | 3405    | 5056    | 5856    | 628                |
|                                   | Quantity of toner purchased for printing                                | kg/meal         | 0.010   | 0.010   | 0.012   | 0.027   | 0.015              |
|                                   | Quantity of IT equipment purchased                                      | kg              | 4236    | 4620    | 5484    | 3624    | 1560               |
|                                   |                                                                         | kg/meal         | 0.016   | 0.014   | 0.013   | 0.017   | 0.037              |
|                                   |                                                                         | kg              | 539     | 441     | 1017.8  | 100.4   | 36.88              |
|                                   |                                                                         | kg/employee     | 14.98   | 11      | 67.85   | 1.859   | 1.366              |
|                                   |                                                                         | kg              | 24.4    | 21      | 42      | 20      | 18                 |
| Air emissions                     |                                                                         | kg/employee     | 1,870   | 1,615   | 0.8     | 0.37    | 0.67               |
|                                   | NOx emissions                                                           | Units           | 0       | 0       | 70      | 50      | 9                  |
|                                   | SO2 emissions                                                           | t               | 0.227   | 0.249   | 0.276   | 0.227   | 0.057              |
|                                   | PM emissions                                                            | kg/meal         | 0.0009  | 0.0008  | 0.0007  | 0.0006  | 0.0013             |
|                                   |                                                                         | t               | 0.202   | 0.236   | 0.270   | 0.201   | 0.050              |
| CO2 emissions Refrigerant gas**   | Amount of refrigerant gas replenished due to leaks from cooling systems | kg/meal         | 0.0008  | 0.0007  | 0.0006  | 0.0006  | 0.0012             |
|                                   |                                                                         | t               | 0.082   | 0.97    | 0.111   | 0.149   | 0.037              |
|                                   |                                                                         | kg              | 0.0003  | 0.0003  | 0.0003  | 0.0003  | 0.0009             |
|                                   |                                                                         | kg              | 5.45    | 1.1     | 0       | 0       | 0                  |





| Environmental aspect | Reference Indicator                 | Unit of Measure      | 2021  | 2022  | 2023  | 2024  | First half of 2025 |
|----------------------|-------------------------------------|----------------------|-------|-------|-------|-------|--------------------|
| Biodiversity*        | CO2 equivalent emissions FGAS leaks | tCO2/meal            | 0.02  | 0.01  | 0     | 0     | 0                  |
|                      | Total area                          | m <sup>2</sup>       | 2380  | 2380  | 2380  | 2380  | 2380               |
|                      |                                     | m <sup>2</sup> /meal | 0.009 | 0.007 | 0.005 | 0.013 | 0.056              |
|                      | Waterproofed area                   | m <sup>2</sup>       | 2380  | 2380  | 2380  | 2380  | 2380               |
|                      |                                     | m <sup>2</sup> /meal | 0.009 | 0.013 | 0.005 | 0.013 | 0.056              |

\*The biodiversity indicator is not considered significant as there are no green or natural areas.

\*\*zero values refer to f-gas checks in which no leaks were found

\*\*\*The values reported refer to both processed and unprocessed raw materials.

With regard to Decision (EU) 2017/1508, Hospes srl has defined the following applicable parts:

- Packaging (paragraph 3.1.3) → Food trays are made from up to 70% recycled material, ensuring a circular life cycle and drastically reducing plastic waste production.
- Avoiding food waste in production operations (paragraph 3.1.9) → This practice has not been adopted for the Hospes site in Zevio (VR), but it has been adopted by some Hospes facilities; in 2026, as reported in the improvement objectives, a pilot project will be launched to weigh of waste for a period of one year at customers participating in the initiative.






## 7 Improvement Programs

HOSPES defines its own improvement programs, which it monitors periodically to verify their implementation.

| KPIs FOR THE THREE-YEAR PERIOD | OBJECTIVES                                                  | DESCRIPTION                                                                                                | FUNCTION RESPONSIBLE AND OPERATIONAL | FORMULA INDICATOR        | RESPONSIBLE        | FREQUENCY DATA PROCESSING / PERFORMANCE | EXPECTED VALUE                                                               | BUDGET/RE SOURCES  | DEADLINE OBJECTIVES                                                       | VALUE/TARGET ACHIEVED IN 2024                                                                        | PERFORMANCE TARGET |
|--------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------|--------------------|-----------------------------------------|------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------|
| 2021-2023                      | Training on environmental issues                            | Training for head office and kitchen staff on environmental sustainability and recycling issues.           | Environment Office                   | Final comprehension test | Environment Office | At least once by 2022                   | Increased environmental awareness among staff – at least 60% correct answers | Environment office | 2021/2022                                                                 | Goal achieved with 80% of correct answers                                                            | ACHIEVED           |
|                                | Raising staff awareness of more conscious water consumption | Six-monthly checks on consumption in relation to the number of meals served; awareness-raising and through | Environment Office                   | Consumption/meal ratio   | Environment Office | Semiannual                              | 1% reduction in drinking water consumption                                   | Environment office | Half-yearly and annual checks and performance checks at the end of the of | Signage completed – 16.55% reduction in consumption for the headquarters and Zevio sewing workshop % | ACHIEVED           |

|  |                                                                                                                                   |                              |                                                           |                              |                                          |                                               |                                                                              |                                                                                                  |                                                                                                       |                           |                                                        |  |
|--|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------|------------------------------|------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------|--|
|  | Dedicated signage.                                                                                                                |                              |                                                           |                              |                                          |                                               |                                                                              |                                                                                                  |                                                                                                       | Three-year period in 2024 |                                                        |  |
|  | Replacement of high-consumption lamps in the headquarters and kitchen (at the end of their life cycle) with low-consumption ones. | Environment/Technical Office | Total number of lamps replaced compared to existing lamps | Technical office/environment | As required during the three-year period | 100% of lamps replaced with low-energy bulbs. | Cost of new lamps/technicians ACEL Electrical and technical office equipment | By 2023 First performance check                                                                  | 15 lamps replaced out of a total of 50 (30%).<br>Rescheduling for the next three years.               | NOT ACHIEVED              |                                                        |  |
|  | Low-energy light bulbs                                                                                                            |                              |                                                           |                              |                                          |                                               |                                                                              |                                                                                                  |                                                                                                       |                           | RESCHEDULING IN PROGRESS FOR THE NEW THREE-YEAR PERIOD |  |
|  | Raising staff awareness of more conscious electricity consumption                                                                 | Environment Office           | Consumption/meal ratio                                    | Environment Office           | Six-monthly                              | 1% reduction in electricity consumption       | Environment office                                                           | Half-yearly and annual checks and performance checks at the end of the three-year period in 2024 | Signage completed – 11.63% reduction in consumption for the headquarters and Zevio sewing workshop %. | ACHIEVED                  |                                                        |  |






|  |                                                                    |                                                                                                                          |                                  |                                                     |                               |                                                        |                                                                                                    |                                                             |                                                                                              |                                                                                                                                       |                                                                                                                                     |
|--|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------|-------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
|  | Conscious consumption through staff awareness of conscious gas use | Six-monthly checks on consumption in relation to the number of meals served; awareness-raising through dedicated signage | Environment Office               | Consumption/meal ratio                              | Environment Office            | Six-monthly                                            | 1% reduction in gas consumption.                                                                   | Environment office                                          | Half-yearly checks and annual performance checks at the end of the three-year period in 2024 | Signage completed – 64.82% reduction in consumption for the headquarters and Zevio office %.                                          | ACHIEVED                                                                                                                            |
|  | Replacement of company cars in use with methane-powered cars       | Replacement of company cars in use with methane-powered cars                                                             | Purchasing department            | No. of natural gas vehicles/no. of vehicles present | Environment Office            | As required during the three-year period               | Reduction of atmospheric emissions through the replacement of at least half of the company's fleet | Environment office                                          | By 2024 First performance check                                                              | 0%: Target not achieved and not rescheduled for the following three-year period as it is no longer in line with company strategies.   | NOT ACHIEVED<br>Reason: change of supplier – car rental with no choice – problems with dealership and rental timings – etc.         |
|  | Digitization of the safety and environmental documentation system  | Inclusion in the management system of documents relating to safety and the environment for offices and units             | BE DIGITAL (external IT service) | Percentage and progress of work                     | Safety and Environment Office | Monitoring of work progress over the three-year period | Greater functionality and organization in the retrieval of documentation                           | Technical Be Digital – Environmental Office for inspections | By 2023                                                                                      | 0%: Not achieved due to unification with Elilor/Hospes UNICO management system. To be rescheduled for the three-year period following | TARGET NOT RESCHEDULED<br><br>NOT ACHIEVED<br>The cause: very long timelines with the IT service and change of management software. |





|  |                                                                                                  |                                                                                                                                                     |                                                  |                                                            |                                                                  |                                                                                                                                                                                                       |                                                                                                                                                                                                       |                                                                                             |                                                                                                            |
|--|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
|  | productive in order to make the system organized and functional for both offices and operations. | COORDINATOR                                                                                                                                         | number of PUs visited out of total number of PUs | Safety, quality, and environment office                    | Bimonthly unit checks by Coordinators with checklist compilation | Greater awareness of the issues covered – raising awareness of certain environmental aspects that are fundamental for coordinators and units – expected value of at least 100% of checklists drawn up | Reduction in the use of paper documents/printouts by at least 50%.                                                                                                                                    | Next, i.e., 2026–2029, as we are waiting for the definition of the UNICO management system. | RESCHEDULING UNDERWAY FOR THE NEW THREE-YEAR PERIOD                                                        |
|  |                                                                                                  |                                                                                                                                                     |                                                  |                                                            |                                                                  |                                                                                                                                                                                                       |                                                                                                                                                                                                       |                                                                                             | NOT ACHIEVED<br>Reason: Lack of awareness of the issue on the part of Coordinators.                        |
|  | Control coverage via checklists for U.P. every 2 months                                          | Control by the Coordinators (supervisors) of the U.P. using checklists that cover aspects such as: environment – workplace safety and food quality. | COORDINATOR                                      | number of PUs visited out of total number of PUs           | Safety, quality, and environment office                          | Bimonthly unit checks by Coordinators with checklist compilation                                                                                                                                      | Greater awareness of the issues covered – raising awareness of certain environmental aspects that are fundamental for coordinators and units – expected value of at least 100% of checklists drawn up | By 2024<br>First performance check.                                                         | RESCHEDULING IN PROGRESS FOR THE NEW THREE-YEAR PERIOD                                                     |
|  |                                                                                                  |                                                                                                                                                     |                                                  |                                                            |                                                                  |                                                                                                                                                                                                       |                                                                                                                                                                                                       |                                                                                             | OBJECTIVE ACHIEVED ONLY FOR THE MARGRAF SITE<br>Reason: Lack of awareness on the subject                   |
|  | Increase in the share of renewable energy                                                        | Installation of photovoltaic panels at Margraf and the Zevio headquarters                                                                           | Technical office/ambience                        | Number of production units where the panels were installed | Technical office and environment                                 | Monitoring of work progress over the three-year period                                                                                                                                                | Installation of panels at the Margraf unit and estimate for the Zevio headquarters – purpose:                                                                                                         | By 2024                                                                                     | 5%: Installation completed only for the Margraf unit (Gambellara – VI) by the customer. For the Zevio site |
|  |                                                                                                  |                                                                                                                                                     |                                                  |                                                            |                                                                  |                                                                                                                                                                                                       |                                                                                                                                                                                                       |                                                                                             | Technical office and environment                                                                           |



|                                                            |                                                                                                                      |                                   |                                                                                                         |                                     |                                                   |                                                                                                              |                                                                          |                                     |                                                                                                                                                                                                   |                                                                                        |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
|                                                            |                                                                                                                      |                                   |                                                                                                         |                                     |                                                   |                                                                                                              |                                                                          |                                     |                                                                                                                                                                                                   | by the Coordinators.                                                                   |
|                                                            |                                                                                                                      |                                   |                                                                                                         |                                     |                                                   |                                                                                                              |                                                                          |                                     |                                                                                                                                                                                                   | GOAL NOT<br>RESCHEDULED                                                                |
| Improvement in the management of paper and cardboard waste | Management of paper and cardboard (packaging from foodstuffs) through the use of a paper compactor at the Zevio site | Technical office/environment      | Total amount of compacted paper and cardboard waste and number of bins no longer in use.                | Technical and environmental office  | Rental and closure within three years             | Rental of compactor for cleaning, decorating, and functionality of the waste area at the Zevio headquarters. | Technical and environmental office – compactor rental + travel expenses. | Closure by 2023                     | 100%:<br>Compactor rental for the Zevio site completed, contributing to a significant improvement in the waste area and therefore in pollution (no scattered waste).<br>Elimination of paper bins | ACHIEVED                                                                               |
|                                                            | Increase in Ecolabel chemical products in the company group's basket.                                                | Purchasing Department/Environment | Number of ecolabel products added to the basket compared to the number of non-ecolabel products present | Purchasing Department/Entity office | Monitoring of progress over the three-year period | Increase of at least 50% in ecolabel products.                                                               | Purchasing Department/both entities                                      | by 2024<br>First performance check. | Achieved an increase in ecolabel products of approximately 20%.                                                                                                                                   |                                                                                        |
|                                                            |                                                                                                                      |                                   |                                                                                                         |                                     |                                                   |                                                                                                              |                                                                          |                                     |                                                                                                                                                                                                   | NOT ACHIEVED<br>Reason: limited resources, products being evaluated with the supplier. |
|                                                            |                                                                                                                      |                                   |                                                                                                         |                                     |                                                   |                                                                                                              |                                                                          |                                     |                                                                                                                                                                                                   | RESCHEDULING FOR                                                                       |



*[Handwritten signature]*



| 2024-2027                      |                                                             |                                                                                                                                            |                                      |                                                           |                                         |                                                                  |                                                                                                                                                                                                       |                                                                        |                                  |                                                                                |                                                      |                                          |
|--------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------|
| KPIs FOR THE THREE-YEAR PERIOD | OBJECTIVES                                                  | DESCRIPTION                                                                                                                                | FUNCTION RESPONSIBLE AND OPERATIONAL | FORMULA INDICATOR                                         | RESPONSIBLE                             | FREQUENCY DATA PROCESSING /PERFORMANCE                           | EXPECTED VALUE                                                                                                                                                                                        | BUDGET/RE SOURCES                                                      | DEADLINE OBJECTIVES              | VALUE/TARGET ACHIEVED IN 2025                                                  | PERFORMANCE TARGET                                   | SECOND HALF OF 2026                      |
|                                | Low-energy light bulbs                                      | Replacement of high-consumption lamps in the office and kitchen (at the end of their life cycle) with low-consumption ones.                | Environment/Technical Office         | Total number of lamps replaced compared to existing lamps | Technical/environmental office          | As needed during the three-year period                           | 100% of lamps replaced with low-energy bulbs.                                                                                                                                                         | Cost of new lamps/technicians ACEL Elettrica and Technical Office Imp. | By 2027 First performance check. | No lamps were replaced in 2025 (30% achieved, from previous three-year period) | 15 lamps changed out of 50<br>TARGET NOT RESCHEDULED |                                          |
|                                | Coverage of checks using checklists for U.P. every 2 months | Check by Coordinators (supervisors) of U.P. using a checklist that cover aspects such as: environment – workplace safety and food quality. | COORDINATED                          | number of PUs visited out of total number of PUs          | Safety, Quality, and Environment Office | Bimonthly unit checks by Coordinators with checklist compilation | Greater awareness of the issues covered – raising awareness of certain environmental aspects that are fundamental for coordinators and units – expected value of at least 100% of checklists drawn up | Coordinator - Environment Office                                       | By 2026 First performance check. | Target achieved for 60% of coordinators                                        |                                                      | RESCHEDULING FOR THE SECOND HALF OF 2026 |






|                                                                                      |                                                                            |                                                                                                                                                                       |                                     |                                                                                                                                             |                                   |                                                   |                                                             |                                                                                                                                                                |                                  |                                                           |                                          |
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|  | Participation in the waste oil recovery project in collaboration with Hera | Project aimed at recovering used (frying) oil from UP to transform it into biofuel, allowing savings in non-renewable raw materials and a reduction in CO2 emissions. | Coordinator – purchasing department | Number of production units activated compared to the number of production units producing waste oil included in the Hospes customer package | Environment office                | Control of activations over the three-year period | 100% of units producing waste oil activated for the project | Coordinator for activation in collaboration with the company. Purchasing office and control by the company. Environment Office. Recovery by the supplier Hera. | By 2027 First performance check. | 60<br>(facilities are added as they request oil recovery) | RESCHEDULING FOR THE SECOND HALF OF 2026 |
|                                                                                      | Increase in ecolabel products                                              | Increase in ecolabeled chemical products in the company group's basket.                                                                                               | Purchasing Department/Environment   | Number of ecolabel products added to the basket compared to the number of non-ecolabel products in the basket.                              | Purchasing Department/Environment | Monitoring of progress over the three-year period | Increase of at least 50% in ecolabel products.              | Purchasing Department/Agency                                                                                                                                   | By 2027 First performance check. | 0%                                                        | RESCHEDULING FOR THE SECOND HALF OF 2026 |
|                                                                                      | Development of internal awareness campaign on good practices               | Training via e-learning portal for all employees                                                                                                                      | Environment Office                  | Number of employees taking the course out of total number of employees                                                                      | Environment Office                | At least once by 2026                             | At least 60% of staff involved in                           | Time spent preparing the campaign                                                                                                                              | By the end of 2026 first check   | 0%                                                        | RESCHEDULING FOR THE SECOND HALF OF 2026 |

| Behavioral training to reduce environmental impact through the E-Learning portal | on environmental issues.                                                                                                                                           |                                       | Total Hospes                                                                                      |                              |                                                                  | training.                                                                                                       | information – Environment Office | performance.                                           |                                                                     |                                          |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------|
| Last minute market project                                                       | Awareness campaign on waste aimed at customers/guests through a visual campaign (posters in the restaurant) – starting in 2025 (only for participating customers). | Marketing Office/ CSR Milan           | Number of customers made aware compared to the number of customers in the Hospes customer package | Marketing + CSR Office Milan | Performance review at least once a year                          | Awareness raised among at least 10% of customers who participated in the campaign. Data impossible to calculate | Office employees: marketing, CSR | 1<br>Check the number of customers made aware by 2026. | 0<br>[2 out of 609 clients (not production units)]                  | RESCHEDULING FOR THE SECOND HALF OF 2026 |
|                                                                                  | Sale of service vouchers below cost starting 2025 only for participating units                                                                                     | Marketing/Purchasing/Production units | Quantity of advances sold compared to quantity of wasted advances                                 | Marketing Office             | Monthly checks by chefs with annual data processing for offices. | At least 20% reduction in food waste at participating production units.                                         | Office employees: CSR marketing. | First performance check by 2027.                       | 37<br>(Quantity of advances sold over quantity of leftovers wasted) | RESCHEDULING FOR THE SECOND HALF OF 2026 |
|                                                                                  | Vegetarian menu days, for                                                                                                                                          | Marketing Department/ Nutrition       | Number of vegetarian dishes consumed                                                              | Marketing Department         | Monthly check by chefs with                                      | Increase in reservations for dishes                                                                             | Office employees: marketing.     | First performance check                                | 0<br>Project eliminated: diners                                     | GOAL NOT RESCHEDULED                     |



|                            |                                                                                                                                                 |                                             |                                                                                     |                                     |                                                               |                                                                                                          |                      |                                                                                                                   |                                                                                                                                       |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
|                            | Raise awareness among diners about a more sustainable diet – starting in 2025.                                                                  |                                             | compared to traditional dishes                                                      | Annual data processing for offices. | At least 30% vegetarian compared to traditional dishes.       | Nutrition and the environment.                                                                           | annual by 2026.      | They do not view vegan/vegetarianism positively, and see these days as forcing them to follow a plant-based diet. |                                                                                                                                       |
| CO2 information on dishes  | Providing diners with data on the CO2 used in the preparation of the dishes on the menu – starting in 2024.                                     | Marketing Department – IT Service           | Number of dishes with CO2 compared to the number of dishes without CO2 information. | Marketing Department                | Monitoring of work progress starting in 2024.                 | Enabling diners to make more informed choices – 100% of dishes are expected to indicate CO2 consumption. | Marketing Department | Performance monitoring at the end of the three-year period in 2027.                                               | 0%:<br>Hospes systems will be decommissioned in favor of those used by the Elio Ristore SpA group. No further recipes will be listed. |
| Project against food waste | Pilot project involving the weighing of waste for a period of one year at customers who sign up the initiative. Starting between 2025 and 2026. | Marketing office/cu ochi and kitchen staff. | Amount of waste based on orders placed.                                             | Marketing Department                | Every year from the start based on the weighings carried out. | Customer awareness with a reduction of at least 10% in food waste.                                       | Marketing department | Performance review at the end of the three-year period in 2027.                                                   | 0% at the Hospes headquarters                                                                                                         |
|                            |                                                                                                                                                 |                                             |                                                                                     |                                     |                                                               |                                                                                                          |                      |                                                                                                                   | Project launched with some Hospes customers<br>RESCHEDULING FOR THE SECOND HALF OF 2026                                               |

UNRESCHEDULED  
OBJECTIVE



*[Handwritten signature]*





Environmental objectives are defined by the Environmental Management Officer and approved by senior management.

## 8 EMAS registration

### Validity and Validation of the Environmental Statement

The Accredited Environmental Verifier has verified and validated this Environmental Statement in accordance with the EMAS Regulation.

Name of Environmental Verifier = Cyprus Certification Company

Contact Details = 30 Anaxagoras Street, 4<sup>th</sup> Floor

2014 Strovolos, Nicosia, Cyprus

P.O Box 16197, Nicosia Cyprus

Tel: + 357 22 411435

Fax: + 357 22 519115

Email: [info@cycert.org.cy](mailto:info@cycert.org.cy)

Accredited By = Hellenic Accreditation (ESYD)

Accreditation Certificate = EL-V-009 (No 549)

Accreditation Scope = As per Annex E2 of Accreditation Certificate





## *Politica integrata per la tutela della Salute, della Sicurezza sul lavoro e dell'Ambiente*

Hospes nasce nel Veronese nel 1996, dall'idea di un esperto professionista nel settore dei servizi alle imprese, in modo particolare della ristorazione. Su questo elemento si fonda fin dal principio la visione dell'Azienda: proporre approcci innovativi ad un servizio di alta qualità, per soddisfare le sempre crescenti aspettative del mercato della ristorazione alle imprese.

Nel 2016 Hospes diviene fiore all'occhiello di Elio Ristorazione S.p.A., leader italiano di settore, pur mantenendo la sua identità e la sua organizzazione operativa sostanzialmente invariata.

Dopo venticinque anni di attività, Hospes vanta un ampio ventaglio di servizi che spazia dalla ristorazione al cleaning, in ambito sia pubblico che privato, nei tre stream di pertinenza: scuole, sanità ed in modo particolare quello aziendale.

La missione dell'organizzazione, nello svolgimento delle sue attività, mira a:

- Offrire servizi sempre più smart, efficienti e di qualità che tendano a soddisfare non solo i clienti ma anche il gruppo stesso, mantenendo quest'ultimo attivo sul mercato.
- Creare una collaborazione di soddisfazione dei fornitori/produttori, secondo i principi delle buone prassi nella coltura dei prodotti e miglioramento dei rapporti commerciali.
- Studiare e Progettare tecnologie/processi/ambienti con particolare attenzione alla riduzione dei rischi di inquinamento, con un'ottica di servizio che si impegni nella riduzione dei consumi delle risorse naturali sempre più incline all'utilizzo di fonti sostenibili.
- Garantire lo svolgimento delle attività in luoghi di lavoro sicuri e salubri per la prevenzione di lesioni e malattie correlate al lavoro per tutti i lavoratori, mediante un maggior coinvolgimento dei lavoratori attraverso le figure dei Coordinatori e dei Regionali.
- Mantenere elevati in ogni collaboratore i livelli di attenzione, motivazione, formazione e professionalità sulle tematiche dell'ambiente, della qualità del prodotto, di igiene e sicurezza sul lavoro.
- Ottimizzazione dei processi interni in un'ottica di miglior utilizzo dei materiali di consumo.

Dovendo affrontare un mercato sempre più competitivo e con sempre maggior aspettative, Hospes riasamina le strategie, gli obiettivi e le strutture e si impegna a:

- **Mantenere alta la qualità dei servizi erogati** in termini di rispondenza alle richieste ed aspettative implicite ed esplicite del committente contestualmente alla proposta di soluzioni più sostenibili per l'ambiente (erogatori, attrezzature, prodotti ecolabel, ...).
- **Eliminare i pericoli e ridurre i rischi nei luoghi di lavoro**, attraverso valutazioni più mirate e specifiche per le varie attività, nonché la comunicazione costante fra le parti, nel rispetto della persona umana e dei suoi diritti fondamentali, in coerenza con le normative vigenti, nazionali ed internazionali.
- **Migliorare le prestazioni energetiche** attraverso il conseguimento di obiettivi appropriati alla nostra realtà (riduzione dei rifiuti, riduzione di gas, luce e acqua), attraverso il rinnovamento progressivo delle attrezzature.
- **Aggiornarsi di continuo** nella documentazione/formazione/addestramento ed informazione al fine di rimanere sempre conformi alle norme di legge in vigore.





- **Promuovere una crescita professionale costante di tutti gli addetti** mediante l'istituzione di corsi specifici.
- **Coinvolgere le parti interessate** per ottenere dei risultati sempre maggiori in termini di miglioramento continuo dei servizi attraverso il buon rapporto con tutte le parti coinvolte.
- **Rendersi disponibili a partecipare attivamente** alla buona riuscita di attività con ricadute su aspetti ambientali o di SSL dei clienti (prove di emergenza, ecc....).
- **Ottenere un miglioramento ambientale continuo** mediante una attenta valutazione, in prospettiva di ciclo di vita, degli aspetti ed impatti ambientali associati alle attività svolte ed alla filiera dei prodotti e delle materie prime utilizzate, ricercando, ove possibile, le misure tecniche e tecnologiche idonee alla protezione dell'ambiente e alla prevenzione dell'inquinamento.
- **La conformità alle disposizioni dettate dalla legislazione** applicabile e dai requisiti direttamente sottoscritti dall'azienda o ritenuti rilevanti in campo ambientale, dell'energia e della salute e sicurezza.
- **La comunicazione, consultazione e partecipazione a tutti i livelli** al fine di assicurare il coinvolgimento diretto dei dipendenti, e dei loro rappresentanti, nella gestione e nel controllo dei rischi per la sicurezza dei luoghi di lavoro.
- **Rendere più snelli ed efficienti i processi** mediante una progressiva digitalizzazione delle attività gestionali e della formazione.
- **Il miglioramento continuo del sistema di gestione ambiente e sicurezza sul lavoro** per il raggiungimento degli obiettivi della Direzione.

L'azienda Hospes nasce da una famiglia e diffonde a tutti i suoi collaboratori quei valori di unità ed appartenenza che sono la base della costruzione di un gruppo affiatato e dinamico; tali valori risultano indispensabili per il conseguimento degli obiettivi sopra citati.

Hospes srl



## Annex II – Main Applicable Legislative Elements

| Legislative reference                                                                          | Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislative Decree No. 152 of April 3, 2006, as amended                                        | Consolidated Environmental Act                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Legislative Decree No. 116 of September 3, 2020                                                | Implementation of Directive (EU) 2018/851 amending Directive 2008/98/EC on waste and implementation of Directive (EU) 2018/852 amending Directive 1994/62/EC on packaging and packaging waste.                                                                                                                                                                                                                                                                                                            |
| Law No. 447 of October 26, 1995                                                                | Framework law on noise pollution                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Regulation (EC) No. 1907/2006 and subsequent amendments                                        | Corrigendum to Regulation (EC) No. 1907/2006 of the European Parliament and of the Council of December 18, 2006, concerning the Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH), establishing a European Chemicals Agency, amending Directive 1999/45/EC, and repealing Council Regulation (EEC) No. 793/93 and Commission Regulation (EC) No. 1488/94, as well as Council Directive 76/769/EEC and Commission Directives 91/155/EEC, 93/67/EEC, 93/105/EC, and 2000/21/EC. |
| REGULATION (EC) No 1272/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 December 2008 | Regulation (EC) No 1272/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of December 16, 2008 on the classification, labeling, and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending Regulation (EC) No. 1907/2006                                                                                                                                                                                                                        |
| Decree of the President of the Republic No. 74 of April 16, 2013                               | Regulation defining the general criteria for the operation, management, control, maintenance, and inspection of heating systems for winter and summer air conditioning in buildings and for the preparation of hot water for sanitary use, in accordance with Article 4, paragraph 1, letters a) and c) of Legislative Decree No. 192 of August 19, 2005.                                                                                                                                                 |
| REGULATION (EU) No. 517/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 April 2014    | REGULATION (EU) No. 517/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 April 2014 on fluorinated greenhouse gases and repealing Regulation (EC) No. 842/2006                                                                                                                                                                                                                                                                                                                                    |
| Fire Prevention Certificate D.P.R.151/11                                                       | Regulation simplifying the rules governing fire prevention procedures, pursuant to Article 49, paragraph 4-quater, of Decree-Law No. 78 of May 31, 2010, converted, with amendments, by Law No. 122 of July 30, 2010                                                                                                                                                                                                                                                                                      |
| Ministerial Decree of September 1-2-3, 2021                                                    | Qualification of fire prevention maintenance personnel, training of workers involved in fire emergency management, fire risk assessment, general criteria for the design and operation of fire safety in the workplace.                                                                                                                                                                                                                                                                                   |
| Legislative Decree 102/14                                                                      | Implementation of Directive 2012/27/EU on energy efficiency (Amended by Legislative Decree 141/2016)                                                                                                                                                                                                                                                                                                                                                                                                      |
| Law 10/1991                                                                                    | Rules for the implementation of the National Energy Plan on national energy use, energy saving, and the development of renewable energy sources.                                                                                                                                                                                                                                                                                                                                                          |
| Directive 2023/1791/EU                                                                         | Provisions on energy efficiency                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |






### Annex III – Assessment of Significant Environmental Aspects

#### Methodology for assessing significance

To identify significant environmental aspects, we divided the company into macro-activities, identifying for each one the direct and indirect environmental aspects throughout the life cycle of the product/service under normal, abnormal, and emergency conditions.

We then defined the environmental aspects and related impacts for each of Hospes' macro-activities by applying the following evaluation criteria:

1. **Audit findings:** the environmental aspect has been the subject of reports and/or non-compliance following internal or external audits in the last three years;
2. **Reports or complaints:** complaints have been received from interested parties;
3. **Vulnerability of the territory:** the surrounding area is particularly sensitive to environmental impact;
4. **Aspect under control:** Hospes has full control over the environmental aspect under consideration;
5. **Compliance with legislation:** Hospes' compliance with current legislation.

**Probability:** the likelihood of the impact occurring;

**Damage:** possible extent of the impact;

Two assessment criteria are used to determine whether the environmental aspect is significant:

- 1- The level of significance given by multiplying the probability (values from 1 unlikely to 4 very likely) by the damage (values from 1 slight to 4 very significant/very serious) exceeds the value of 8.
- 2- The answer is positive for one of the first three criteria listed above or negative for one of the last two criteria listed above.

For environmental aspects deemed significant, appropriate improvement actions have been defined, along with related timelines and responsibilities.

#### IDENTIFICATION OF SIGNIFICANT ENVIRONMENTAL FACTORS

The classification of environmental aspects is used in management reviews to:

- guide the site's environmental policy;
- define environmental objectives and programs;
- identify opportunities for continuous improvement;
- define training programs for personnel;
- indicate methods of communication with interested parties;
- identify priority areas for internal audits;
- define procedures for conducting, controlling, and monitoring activities.

The table below shows the significant environmental aspects identified through an in-depth analysis in the document: ASGI\_07A direct and indirect environmental aspects.






| DIRECT/INDIRECT | ACTIVITY                                   | CONDITION | ENVIRONMENTAL ASPECT                                   | ENVIRONMENTAL IMPACT                            | AUDIT FINDINGS | REPORTING COMPLAINTS  | VALUABILITY OF THE TURKEY    | ASPECT UNDER CONTROL | LEGISLATION COMPLIED WITH | PROBABILITY | DAMAGE | LEVEL OF PERFORMANCE | SIGNIFICANCE | IMPROVEMENT ACTIVITIES TO BE IMPLEMENTED                        | TIMEFRAME               | RESPONSIBILITY                      |
|-----------------|--------------------------------------------|-----------|--------------------------------------------------------|-------------------------------------------------|----------------|-----------------------|------------------------------|----------------------|---------------------------|-------------|--------|----------------------|--------------|-----------------------------------------------------------------|-------------------------|-------------------------------------|
| INDIRECT        | ORIGIN OF RAW MATERIALS (PLANT AND ANIMAL) | NORMAL    | LAND CONSUMPTION                                       | REDUCTION ECO-ENERGY                            | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          | SUPPLIER SURVEY                                                 | JAN-25                  | ENVIRONMENT OFFICE                  |
|                 |                                            |           | WATER CONSUMPTION                                      | REDUCTION IN WATER AVAILABILITY                 | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          |                                                                 |                         |                                     |
|                 |                                            |           | ENERGY CONSUMPTION                                     | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          |                                                                 |                         |                                     |
|                 |                                            |           | WASTE PRODUCTION                                       | POLLUTION                                       | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          |                                                                 |                         |                                     |
|                 |                                            |           | ATMOSPHERIC EMISSIONS                                  | POLLUTION                                       | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          |                                                                 |                         |                                     |
|                 |                                            |           | CONSUMPTION OF CHEMICALS FOR CROPS                     | SOIL, WATER, AND ATMOSPHERIC POLLUTION          | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          |                                                                 |                         |                                     |
| DIRECT          | OFFICE                                     | NORMAL    | ANIMAL EXPLOITATION                                    | SOIL, AIR, AND WATER POLLUTION - GLOBAL WARMING | NO             | NO                    | NA                           | YES                  | NA                        |             |        |                      | YES          | IMPROVING WASTE SORTING AND STORAGE                             | Closed in November 2024 | ENVIRONMENT OFFICE + COORDINATED BY |
|                 |                                            |           | ELECTRICITY CONSUMPTION                                | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 1      | 3                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | PURCHASE OF MATERIALS IF                               | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | NA                        | 2           | 1      | 2                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | PAPER CONSUMPTION                                      | DEForestation                                   | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | TONER CONSUMPTION                                      | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | YES                       | 2           | 1      | 2                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | PRODUCTION OF WASTE SIMILAR TO URBAN WASTE             | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 1      | 3                    | YES          |                                                                 |                         |                                     |
| DIRECT          | CULDE                                      | NORMAL    | ELECTRICITY CONSUMPTION                                | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NO                           | YES                  | NA                        | 3           | 2      | 6                    | NO           | IMPROVING WASTE SORTING AND WASTE DISPOSAL                      | Closed in November 2024 | ENVIRONMENT OFFICE + COORDINATED BY |
|                 |                                            |           | FOOD CONSUMPTION                                       | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | NA                        | 4           | 2      | 8                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | WATER CONSUMPTION                                      | REDUCTION IN WATER AVAILABILITY                 | NO             | NO                    | NO                           | YES                  | NA                        | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | METHANE GAS CONSUMPTION                                | ATMOSPHERIC POLLUTION - GLOBAL WARMING          | NO             | NO                    | NO                           | YES                  | NA                        | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | PRODUCTION OF WASTE SIMILAR TO URBAN WASTE - PACKAGING | POLLUTION                                       | YES            | NO                    | NO                           | YES                  | YES                       | 3           | 1      | 3                    | YES          |                                                                 |                         |                                     |
|                 |                                            |           | PRODUCTION OF WASTE SIMILAR TO URBAN WASTE - WET       | POLLUTION                                       | YES            | NO                    | NO                           | YES                  | YES                       | 3           | 1      | 3                    | YES          |                                                                 |                         |                                     |
|                 |                                            |           | CONSUMPTION OF PACKAGING PRODUCTS                      | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | NA                        | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | CONSUMPTION OF CHEMICAL PRODUCTS FOR CLEANING          | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 1      | 1                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | SPILLAGE OF CHEMICAL PRODUCTS                          | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 1      | 1                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | EMERGENCY                                              |                                                 |                |                       |                              |                      |                           |             |        |                      |              |                                                                 |                         |                                     |
| DIRECT          | GENERAL                                    | EMERGENCY | FIRE                                                   | AIR POLLUTION                                   | NO             | NO                    | YES                          | YES                  | YES                       | 1           | 3      | 3                    | YES          | MAINTENANCE UNDER CONTROL SUPERVISION AND MAINTENANCE EQUIPMENT |                         | TECHNICAL OFFICE                    |
|                 |                                            |           | FLOODING FROM FLOODING                                 | SOIL/WATER POLLUTION                            | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 2      | 2                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | BLACK OUT                                              | DETERIORATION OF RAW MATERIALS - FOOD WASTE     | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 2      | 2                    | YES          |                                                                 | Closed in November 2024 | ENVIRONMENT OFFICE + COORDINATED BY |
|                 |                                            |           | POWERSAK                                               | ATMOSPHERIC POLLUTION - GLOBAL WARMING          | NO             | NO                    | NO                           | YES                  | YES                       | 1           | 2      | 2                    | NO           |                                                                 |                         |                                     |
|                 |                                            | NORMAL    | WATER CONSUMPTION FOR CIVIL USE                        | REDUCTION IN WATER AVAILABILITY                 | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 1      | 3                    | NO           | CONSTANT MAINTENANCE OF EQUIPMENT                               |                         | TECHNICAL OFFICE                    |
|                 |                                            |           | CIVIL WATER DISCHARGES                                 | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | AIR CONDITIONING                                       | ATMOSPHERIC POLLUTION - HEATING                 | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | INDIRECT                                               | MEAL TRANSPORT                                  | NORMAL         | FUEL CONSUMPTION      | CONSUMPTION OF RAW MATERIALS | NO                   | NO                        | NO          | YES    | NA                   | 3            | 2                                                               | 6                       | NO                                  |
|                 |                                            |           | INDIRECT                                               | MEAL TRANSPORT                                  | NORMAL         | ATMOSPHERIC EMISSIONS | ATMOSPHERIC POLLUTION        | NO                   | NO                        | NO          | YES    | YES                  | 2            | 2                                                               | 4                       | NO                                  |
|                 |                                            |           | INDIRECT                                               | MEAL TRANSPORT                                  | EMERGENCY      | ROAD ACCIDENT         | POLLUTION                    | NO                   | NO                        | NO          | YES    | NA                   | 1            | 2                                                               | 2                       | NO                                  |
| DIRECT          | MEAL TRANSPORT                             | NORMAL    | FUEL CONSUMPTION                                       | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | NA                        | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | EMISSIONS INTO THE ATMOSPHERE                          | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NO                           | YES                  | YES                       | 2           | 2      | 4                    | NO           |                                                                 |                         |                                     |
|                 |                                            | EMERGENCY | ROAD ACCIDENT                                          | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 2      | 2                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | EMISSIONS INTO THE ATMOSPHERE                          | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NO                           | YES                  | YES                       | 2           | 2      | 4                    | NO           |                                                                 |                         |                                     |
|                 |                                            | NORMAL    | WATER CONSUMPTION                                      | REDUCTION IN WATER AVAILABILITY                 | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 1      | 3                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | CIVIL WATER DISCHARGES                                 | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            | EMERGENCY | ROAD ACCIDENT                                          | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 2      | 2                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | EMISSIONS INTO THE ATMOSPHERE                          | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NO                           | YES                  | YES                       | 2           | 2      | 4                    | NO           |                                                                 |                         |                                     |
|                 |                                            | NORMAL    | FUEL CONSUMPTION                                       | CONSUMPTION OF RAW MATERIALS                    | NO             | NO                    | NO                           | YES                  | NA                        | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | EMISSIONS INTO THE ATMOSPHERE                          | ATMOSPHERIC POLLUTION                           | NO             | NO                    | NO                           | YES                  | YES                       | 1           | 2      | 2                    | NO           |                                                                 |                         |                                     |
| INDIRECT        | END OF LIFE                                | NORMAL    | WASTE PRODUCTION                                       | REDUCTION IN WATER AVAILABILITY                 | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 2      | 2                    | NO           | DATA COLLECTION EVALUATION FOR FURTHER ANALYSIS                 | JAN-25                  | ENVIRONMENT OFFICE                  |
|                 |                                            |           | WASTE PRODUCTION                                       | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | WASTE PRODUCTION                                       | POLLUTION                                       | NO             | NO                    | NO                           | YES                  | YES                       | 3           | 2      | 6                    | NO           |                                                                 |                         |                                     |
|                 |                                            |           | WATER CONSUMPTION FOR WASHING DISHES                   | REDUCTION IN WATER AVAILABILITY                 | NO             | NO                    | NO                           | YES                  | NA                        | 1           | 2      | 2                    | NO           |                                                                 |                         |                                     |



Annex IV – Terms, acronyms, and definitions

| Term                                                                                                 | Definition                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Nature-oriented area                                                                                 | An area primarily dedicated to nature conservation or restoration; the area may include roofs, facades, water drainage systems, or other elements that have been designed, adapted, or managed to promote biodiversity.                                                                                                                         |
| Covered areas                                                                                        | Area where the original soil has been covered (such as roads), making it impermeable.                                                                                                                                                                                                                                                           |
| Life cycle                                                                                           | Consecutive and interconnected stages of a product/service system, from the acquisition or generation of raw materials from natural resources to final disposal.                                                                                                                                                                                |
| Indicator                                                                                            | A measurable representation of the condition or state of operations, management, or other conditions.                                                                                                                                                                                                                                           |
| CO <sub>2</sub> eq                                                                                   | Carbon dioxide equivalent, used as a unit of measurement for the GWP indicator.                                                                                                                                                                                                                                                                 |
| F-GAS                                                                                                | Fluorinated gases, usually present as refrigerants in air conditioning systems.                                                                                                                                                                                                                                                                 |
| Greenhouse gases (GHG)                                                                               | A gas that absorbs and emits radiant energy in the thermal infrared range. Greenhouse gases cause the greenhouse effect and climate change.                                                                                                                                                                                                     |
| NO <sub>x</sub>                                                                                      | Nitrogen oxide. These compounds have a significant impact on air pollution, as they can affect human respiration and are also involved in photochemical processes. It is used as an indicator of emissions into the air.                                                                                                                        |
| Stakeholder                                                                                          | A subject directly or indirectly affected by or involved in the organization's activities.                                                                                                                                                                                                                                                      |
| Particulate                                                                                          | This air emission indicator refers to all solid dust released into the air, with a size of less than 10 µm, which could affect human respiration and sunlight (reducing visibility).                                                                                                                                                            |
| Global Warming Potential (GWP)                                                                       | GWP is a measure of how much energy emissions of 1 ton of gas will absorb over a given period of time, compared to emissions of 1 ton of carbon dioxide (CO <sub>2</sub> ). The higher the GWP, the more a given gas warms the Earth compared to CO <sub>2</sub> over that period of time (the time period usually used for GWPs is 100 years). |
| Environmental performance                                                                            | Performance related to the management of environmental aspects.                                                                                                                                                                                                                                                                                 |
| Risks and opportunities                                                                              | Potential negative effects (risks) and potential beneficial effects (opportunities).                                                                                                                                                                                                                                                            |
| SO <sub>x</sub>                                                                                      | Sulfur oxides. These compounds are important for air pollution because, when emitted into the air, they can increase the acidity of rain. It is used as an indicator of emissions into the air.                                                                                                                                                 |
| Tool for assessing the environmental impact of a product / service throughout its entire life cycle. | Tool for assessing the environmental impact of a product/service throughout its entire life cycle.                                                                                                                                                                                                                                              |






|                         |                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continuous improvement  | Process of enhancing the Environmental Management System to achieve improvements in overall environmental performance in accordance with the organization's Environmental Policy. |
| Interested Party        | Person or organization that can influence, be influenced by, or perceive itself as being influenced by a decision or activity.                                                    |
| Environmental policy    | An organization's guidelines and directions regarding environmental performance, as formally expressed by its top management.                                                     |
| Environmental objective | Target set by the organization consistent with its environmental policy                                                                                                           |