



**Sustainability
Report 2022**

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1. LETTER TO THE STAKEHOLDERS

Dear Reader,

It is with great pleasure that we present Dispensa Emilia's 2022 Sustainability Report, covering the initiatives carried out during the year to pursue the sustainable growth journey which is core to our objective of creating value and growth.

Looking at the past few years, and the overall post pandemic context, we saw during the year a progressive lift of almost all the Covid-19 related restrictions and the gradual return to a normal social life across Italy.

The traditional and quick service restaurant sector has consequently shown a progressive and stable growth compared to 2021, allowing our industry to finally perform its activity without the continuous interruptions experienced over the last two years.

In 2022 the entire Dispensa Emilia team managed to deliver, with mutual satisfaction from our customers and our employees, on all the activities and projects linked to

- the re-opening of restaurants already in the network,
- four new restaurants openings during the year,
- the switch to a centralised supply chain model, as part of our continuous effort to create sustainable value, while ensuring a positive environmental and social impact.

During the year, we grew our employee base to 648 people: we therefore produced a considerable effort on trainings, having invested in 2,595 health and safety training hours to guarantee a safe working environment, and in 60,698 total training hours to transfer to our growing team the right competences and skills while guaranteeing our customers the best possible dining experience. Continuing our 2021 efforts, we also confirmed the possibility, for all Modena office employees, to work remotely, promoting a good work/life balance.

Other relevant initiatives include:

- Code of ethics: the development of our Code of Ethics, that allowed the company to transparently communicate to all our stakeholders how we want to position Dispensa in the market and which rules and regulations must be respected in order to be part of our Partners community.
- Diversity and Inclusion: the formalisation of our Diversity Policy, blueprint of Dispensa's commitment to promote an inclusive working environment.
- Responsible sourcing: increasing sourcing of local raw materials (Emilia/Veneto) - 94% of the total food purchases value - allowing a quick and reliable time to market and a reduced impact to the environment. This was achievable thanks to the launch of our new supply chain centralised in a single logistic and warehousing provider, allowing a single multiproduct delivery to all the restaurants.
- Community engagement: confirming our commitment to local communities by sponsoring local sports initiatives for both youngsters and professional athletes and teams in volleyball, basket, and football.

Amongst our many initiatives focused at reducing our environmental impact, we would like to highlight.

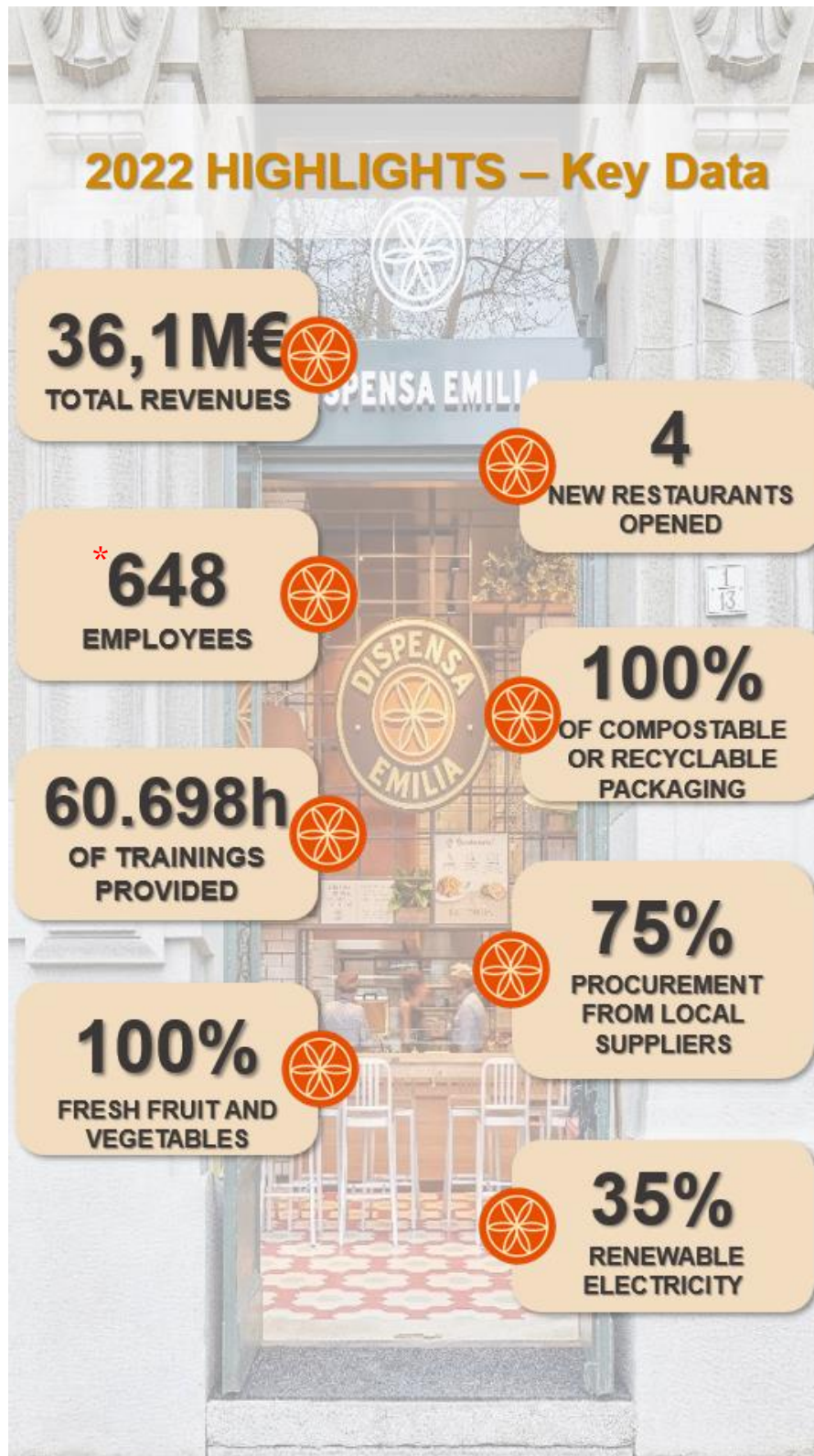
- Packaging: the continuous commitment of using only compostable and recyclable packaging in all our restaurants and the agreement with our new logistic partner, of using washable reusable baskets to deliver all products manufactured by Dispensa, avoiding the usage and waste packaging.
- Climate change: Dispensa Emilia confirmed its carbon neutrality status on direct operations, through its support to two relevant environmental projects aimed at preserving Guatemala and British Columbia (Canada) forests.

In an everchanging context, we have in front of us new and ambitious challenges for many years ahead, and we are firmly convinced that we must face them more and more responsibly, ethically, and sustainably.

Alessandro Medi, Chief Executive Officer



2. HIGHLIGHTS



*The number of employees indicated corresponds to 450 FTEs.

3. IN DISPENSA

3.1 Emilians by tradition

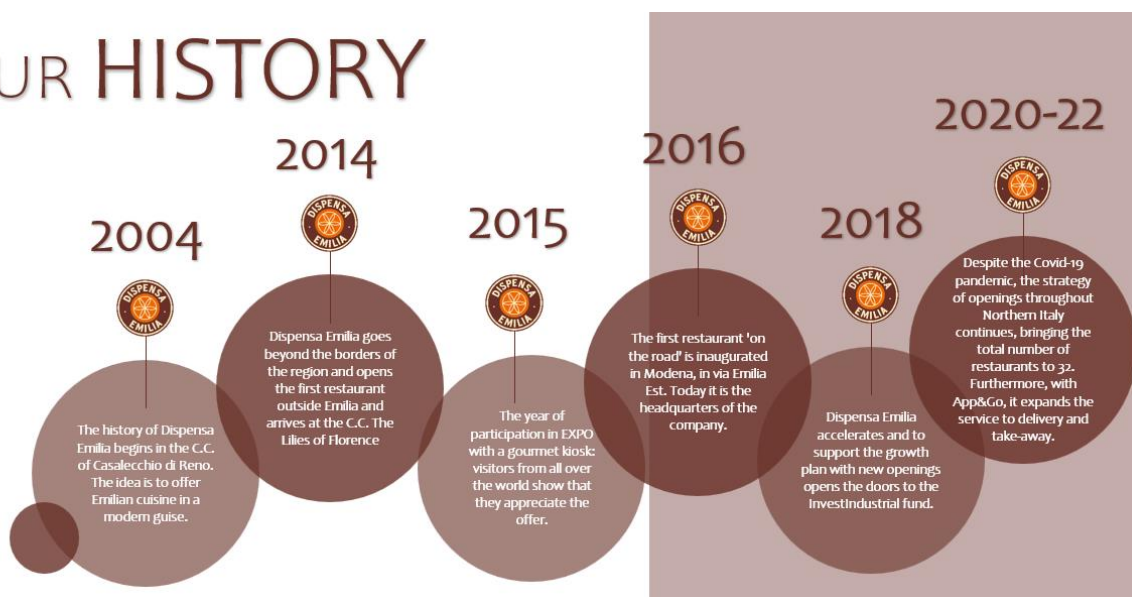
Dispensa Emilia was born in 2004 from an idea of Alfiero Fucelli, current Chairman of the Board of Directors of the company, and two business partners. The first Dispensa Emilia kiosk was opened at the shopping center in Casalecchio di Reno, Emilia Romagna, serving tigelle and salads. 17 years later, from a small kiosk the company has grown to 32 premises, of which 14 in Emilia Romagna, 14 in Lombardy, 2 in Tuscany, 1 in Veneto and 1 in Piedmont, with 648 employees operating throughout northern and central Italy.

We currently offer the Emilian gastronomic tradition in a modern, fast and informal guise, which combines the advantages of fast-food service with the quality of top-level restaurants. Basically, the Dispensa Emilia formula consists in offering a quick service and a selection of traditional dishes such as tigelle, fresh pasta and fried dumplings. These dishes can be conveniently ordered on the Dispensa Emilia App and consumed both in the restaurant and at home through Dispensa's home delivery and take-away services.

Dispensa Emilia grows over the years

Dispensa Emilia has followed a growth path divided into several stages. Starting in 2004, it has gradually expanded over the years, opening restaurants throughout northern and central Italy.

OUR HISTORY



The image below shows the current restaurant locations and new openings.

THE RESTAURANTS

Dispensa Emilia directly operates 32 restaurants, in 4 different formats: shopping centres, large stations, street restaurants and city centres.

The offices and production unit are located in Modena, next to the restaurant in via Emilia Est.

EMILIA ROMAGNA	LOMBARDY	PIEDMONT
Bologna – Stalingrado	Milano – Citylife	Grugliasco, TO
Bologna – Meraville	Milano – Bicocca	
Bologna – Orefici	Milano – Garibaldi	VENETO
Bologna – Stazione	Milano – Stazione	Verona
Casalecchio, BO	Arese, MI (2)	TUSCANY
Modena – Emilia Est	Rescaldina, MI	Firenze – I Gigli
Modena – Cabassi	Orio al Serio, BG	Firenze – Stazione
Modena – Portali	Curno, BG	
Modena – Grandemilia	Lonato, BS	
Sassuolo, MO	Garbagnate, MI	
Carpi, MO	Legnano, MI	
Reggio Emilia	Segrate, MI	
Parma	Verano Brianza, MB	
Rimini	Brescia – Elnos	

Currently the Company is made up of 3 different branches of activity operating in synergy with each other:



The headquarters

Some of the Company's Administrative Offices are located in Modena in Via Emilia Est, 981, on the second floor of the building that houses the restaurant and the remaining offices in the adjacent building in Via Emilia Est 997.



The restaurants

Dispensa Emilia has four different formats:

- Shopping centers
- Refreshment points for travelers
- Single structures on busy roads
- Town center



The kitchen of Modena (production unit)

Founded in 2017, the Modena-based kitchen produces tigelle, gnocco fritto, ragù and other semi-finished products that are delivered to restaurants to be cooked when ordered, always guaranteeing the freshness of the products.

3.2 Path to sustainability



Dispensa Emilia operates by taking into primary consideration the environmental, social and governance (ESG) aspects and the impacts of its activities on the territory and on the local community.

Dispensa Emilia promotes a corporate culture that is attentive to environmental protection, and is committed every day to making sustainable choices, aimed at minimizing the impact of its business on the environment: reducing green house gas emissions and the amount of packaging used, improving waste management and introducing elements of sustainability within the restaurants.

Our Vision: «THOSE WHO EAT WELL, LIVE BETTER»

We contribute to people's quality of life, making every day accessible all the goodness of the Emilian cuisine, made of taste, authenticity, gratification and conviviality thanks to the ingredient of Excellence that we add to everything we do



Dispensa Emilia's Sustainability Pillars:



The company aims to contribute to the achievement of the United Nations Sustainable Development Goals (SDGs) through its strategic framework and its approach to sustainability. To align the corporate strategy with the UN 2030 Agenda, each pillar has been linked to the related SDGs, to which it can contribute the most. The following 6 SDGs have been identified:



3.3 Our stakeholders

Dispensa Emilia recognizes the value of maintaining an open channel of communication with its stakeholders, in order to establish a relationship based on trust and mutual collaboration, capable of bringing benefits to both parties. Constant dialogue with stakeholders, both internal and external, is essential for understanding their needs and expectations and therefore represents a source of information to guide and influence strategic corporate decisions. For this reason, Dispensa Emilia undertakes to establish a lasting relationship with its stakeholders through engagement activities. This includes asking for and considering their feedback on a regular basis and communicating relevant information accurately and in a timely manner.

The image below shows the seven categories of internal and external stakeholders identified by Dispensa Emilia and the main engagement activities currently underway.



Dispensa Emilia is a member of Confindustria, the main Italian retail trade association, made up of modern commerce companies with franchised and direct networks: its mission is to protect the interests of companies within the association, supporting their development in Italy and abroad.

4. PILLAR I: CORPORATE

Main objectives, initiatives and goals

*Sustained business success built on trust, integrity,
responsibility and innovation*



4.1 Our Governance

In July 2018, Dispensa Emilia was acquired indirectly by a fund managed by Investindustrial, a leading European group of independently managed investment, holding and advisory companies.

The governance of Dispensa Emilia includes the following bodies: Board of Directors and Board of Statutory Auditors.

Board of Directors

Dispensa Emilia is administered by a Board of Directors vested with extensive powers for the ordinary and extraordinary management of the Company. The current Board of Directors is made up of 5 Directors, indicated below, who meet at least once a quarter to discuss matters relating to company management.

ALFIERO FUCELLI	<i>Chairman</i>
ALESSANDRO EVERARDO MARIA MEDI	<i>CEO</i>
ALESSANDRO FOGO	<i>Director</i>
UGO VITTONI	<i>Director</i>
ANDREA ROSA	<i>Director</i>
ELENA SPREAFICO	<i>Director</i>

Some of the members of the Board of Directors serve on the Environmental, Social and Governance (ESG) Committee, described below, which meets on a quarterly basis to discuss and monitor ESG performance.

<i>ALESSANDRO MARIA MEDI</i>	<i>CEO</i>
<i>ANDREA ROSA</i>	<i>Operations Director</i>
<i>MARIANNA MARTINELLI</i>	<i>HR Manager</i>
<i>MASSIMILIANO CERESINI</i>	<i>Marketing & Communication Manager</i>
<i>LUCA ZANIBONI</i>	<i>Technical manager</i>
<i>LEONARDO MORI</i>	<i>CFO</i>

4.2 Work ethics

Dispensa Emilia implements business practices that are both ethical and sustainable. The presence of a well-defined corporate vision is accompanied by the following four guiding values of the company, communicated to both internal and external stakeholders on the Dispensa Emilia website:



UNIQUENESS

A little taste of great history

What makes Dispensa Emilia unique and special is its closeness and attachment to the territory from which the company idea originates and the tradition that grandmothers have passed down from generation to generation, creating a culinary heritage that is unique to the world.



LIVELINESS

Our passion is your time and we will make it a happy moment

Dispensa Emilia reserves to its customers a warm welcoming from the staff, to make the experience at Dispensa Emilia similar to a lunch in a familiar environment.



SIMPLICITY

A few things done well: our idea of quality

Dispensa Emilia menu does not contain an unlimited choice, on the contrary, the Company philosophy is to propose a few dishes, on which they can guarantee high quality and a delicious taste.



AUTHENTICITY

Spontaneous, sparkling and frequent: our dishes speak to you, they are true

Dispensa Emilia strives for maintaining the authenticity of the flavors that characterize the Emilian cuisine, by letting raw ingredients playing the leading role: only the best raw ingredients are selected, preferring sustainable produces, coming from a controlled supply chain.

The Manifesto (Vision) and the values are translated into a set of corporate regulations and policies, drawn up for each of the three branches of activity (headquarters, restaurants and production site).

- **CORPORATE VALUES**

Dispensa Emilia bases its essence on some iconic values which constitute the identity of the company and of all the corporate policies it adopts, as well as the basis for guiding future development.

- **PEOPLE AND PASSION**

The competitiveness of our company is born and develops thanks to its human component. It is the person, alone or in a team, who makes the organization successful by applying their own value system, passion and commitment, their own skills and ambitions.

- **ENTHUSIASM AND CONFIDENCE**

Inclusive, our people always have a positive attitude: they welcome challenges with enthusiasm and believe in continuous learning. They love collaborating because they know that the team creates value, offering mutual support and stimulating more creative solutions because they are multidisciplinary.

- **INNOVATION AND COURAGE**

We believe in innovation as a fundamental process for the evolution of our organization which is thus committed every day to being ever closer to the needs of our customers. With dynamism and the desire to get involved, we face the challenges that a constantly evolving market poses to us.

- **EXCELLENCE**

In Dispensa Emilia the tireless pursuit of excellence and "doing it right" represent the guiding star of our activities and translates into product care, maximum attention to our customers and dedication to the well-being of our employees.

Dispensa Emilia has adopted and approved with resolution of the Board of Directors of 24 March 2022 the Organisational, Management and Control Model pursuant to Legislative Decree 231/2001 including a Code of Ethics and a reporting system (whistleblowing) as a tool for preventing crimes that may be committed in the interest or in advantage of the Company and could lead to criminal liabilities for the Company itself.

Following this adoption, the Company has improved its governance and compliance system with current legislation and in the interest of all stakeholders.

The Code of Ethics represents an agreement between Dispensa Emilia and its internal and external stakeholders: it is built on the company's mission and vision with the objective to widespread them by generating value through daily application.

4.3 Our support to the local community



The communities in which we operate are part of our history and our success and for this reason we are committed to supporting them with various types of activities. In 2022 our commitment took the form of supporting local sports clubs that share with us not only their territorial roots, but also values such as passion and team spirit:



among these the Modena Volley team to which we have renewed the sponsorship for the year 2022/2023 for the Anderlini Volley sports association which brings together hundreds of members throughout the Modena area with the aim of educating the various generations to the positive values of sport. Furthermore, the Modena FC football team and the Mo.Ba youth team were supported. - Modena Basketball.

5. PILLAR II: OUR PEOPLE

Main objectives, initiatives and goals



5.1 Our employees

Dispensa Emilia currently employs 648 people, all as employees².

The composition of the Company's workforce in the last 3 years is detailed in the following table by gender, type of contract and category. It should be noted that all employees are covered by the Italian collective agreement.

Employees data	Unit of Measure	2020	2021	2022
Number of employees	number / (head count)	348	563	648*
of which women	number / (head count)	235	374	427
of which men	number / (head count)	113	189	221

*The number of employees indicated in the table below as "head count" corresponds to 450 FTEs

Employees data	Unit of Measure	2020	2021	2022
Number of permanent contracts	number / (head count)	332	473	581
of which women	number / (head count)	226	316	393
of which men	number / (head count)	106	157	188

Employees data	Unit of Measure	2020	2021	2022
Number of full-time contracts	Number / (head count)	85	119	127
of which women	number / (head count)	53	64	75
of which men	number / (head count)	32	55	52

Respect for diversity is a fundamental value for Dispensa Emilia, also supported by the corporate vision and its code of conduct: in particular, Dispensa Emilia does not tolerate abusive, discriminatory or defamatory behavior among workers, nor any type of harassment.

Dispensa Emilia pursues objectives of equality and equal opportunities, rejecting all forms of discrimination in the workplace - based on gender, age, disability, ethnicity, religion, sexual orientation - and promoting a corporate culture based on respect for the individual and the collaboration of diversity.

²Employee: refers to an individual who has a direct employment relationship with the company, according to national legislation or its application.

5.2 Employee health, safety and welfare

Occupational health and safety (H&S) is a fundamental topic for Dispensa Emilia: guaranteeing employees a comfortable and safe work environment contributes to their commitment and motivation and therefore influences the quality of the service offered to our customers.

Dispensa Emilia does its best effort to disseminate and consolidate a culture of safety which develops an awareness of the risks, and which promotes responsible behavior on the part of all its resources.

In particular, the company commits to:

- carry out an assessment of the risks relating to the performance of the activities, adopting the necessary safeguards aimed at eliminating or mitigating them, reducing the risks at source as much as possible;
- inform workers about the risks relating to the tasks assigned to them, providing for adequate training in this regard, differentiated by virtue of the type of activity: production activities, restaurant activities and office activities;
- protect workers' physical and mental health;
- favor the creation of an inclusive and meritocratic work environment, in which the potential of each employee is valued;
- promote the achievement of work-life balance.

Dispensa Emilia provides training on Health and Safety (H&S) for all its employees. To understand the root cause of workplace injuries and reduce their occurrence, the Company tracks employee H&S statistics and implements initiatives to strengthen the H&S culture within the company. The initiatives implemented by Dispensa Emilia to reduce the rate of recordable injuries include, for example, H&S trainings provided to employees (2,595 hours in 2022).

H&S training	Unit of Measure	2020	2021	2022
Total hours of H&S training offered to employees	<i>hours</i>	3,600	1,422	2,595

The following table shows the H&S data recorded in the three-year period 2020 - 2022:

Employees data	Unit of Measure	2020	2021	2022
Number of accidents at work	n/year	31	34	44
<i>of which injuries with disability for more than 3 consecutive days</i>	n/year	14	1	13
<i>of which injuries with disability for more than 7 consecutive days</i>	n/year	17	9	31
<i>of which high consequence work-related injuries (excluding fatalities)</i>	n/year	-	-	-

⁴For more details on the data calculation method, see chapter 8 Methodological Notes

5.3 Training, development and remuneration

Dispensa Emilia's success and customer satisfaction are deeply connected to the ability of employees to carry out their daily tasks according to the expected quality standards, and even beyond. As such, we are committed to providing employees with the skills and training necessary to excel in their functions and to support their professional development.

All staff members are subject to constant training, starting with the recruitment process: newcomers undergo a period of tutoring by more experienced colleagues, whose task is to follow them in the first weeks of work at Dispensa Emilia. In addition, there are on-site training for operational roles and professional development programs for employees who wish to move into a new role within the company.

<i>Training data</i>	<i>Unit of Measure</i>	<i>2020</i>	<i>2021</i>	<i>2022</i>
Total hours of training offered to employees (including H&S)	<i>hours/year</i>	10,430	19,784	60,698
Average total hours of training offer to employees (incl H&S)	<i>hours/employee</i>	30.1	26.0	94.0

The promotion of training is not limited to the company: since 2019 Dispensa Emilia has built a collaboration with the hotel institutes of the area by organizing the School-Work Alternation Project, an internship scheme for students who wish to gain direct experience in their field of study. During this period, Dispensa Emilia accompanies young students in all company dynamics, providing them with training and tutoring with the aim of supporting them in their future professional orientation. This initiative also represents an important opportunity for the company to attract new talent and to strengthen the sense of teamwork between the most experienced employees and newcomers.

Why is the Dispensa Emilia family
SO SPECIAL?

STRAIGHT TO THE POINT

Frank and honest, we believe in people and in mutual trust

RECKLESS? NEVER!

Each choice reflects on the group, which is why we love to exchange views

PASSIONATE TO THE CORE

What keeps us going is the love for good food, and you can see it in every dish

WE CAN ALWAYS IMPROVE

We never stop. We want to improve, improve, and improve some more

THE WONDERFUL TEAM

Each of us is important, but together we are invincible



The initiatives implemented in 2020 aimed at promoting the attraction of talent continued in 2022: in the career section of the company website, in addition to listing the open positions to join the team, videos have been created showing a typical day at work in the company. To give an idea of the activities and responsibilities of the employees, people covering the three key roles of the team were interviewed: the Store Manager, the Assistant Store Manager and the Operator. Internal upskilling, made possible thanks to training and the continuous feedback process, are key principles for Dispensa Emilia's people management.

Dispensa Emilia also supports the commitment of employees who work in restaurants (Store Managers, Assistant Store Managers and Operators) by implementing an incentive system based on the achievement of individual turnover and performance objectives.

The monetary incentives are awarded on a quarterly basis and are the result of the combination of various performance indicators, including the restaurant's sales budget and the Mystery Client verification, in which an external auditor evaluates the overall customer experience at Dispensa Emilia.

Employee engagement and motivation have also improved thanks to the availability of a social security plan that covers the majority of employees.

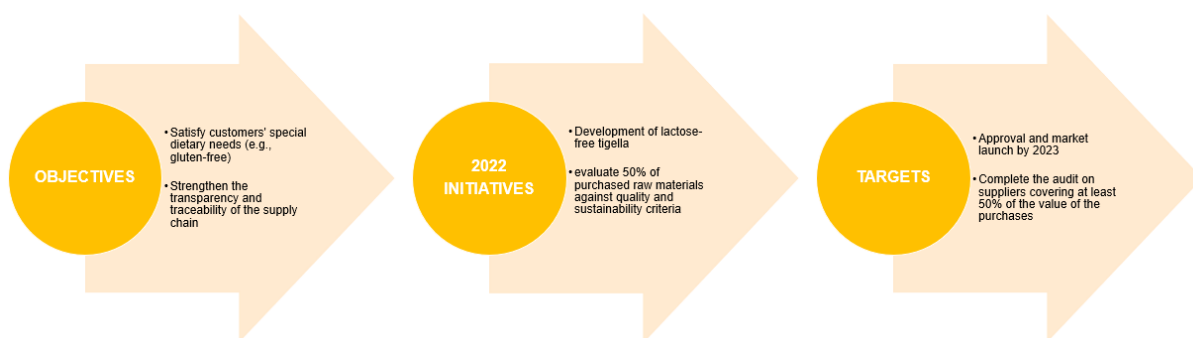
Social security plan of Dispensa Emilia

The Social Security Plan is aimed at all employees who have not exceeded the daily limit of absences (different depending on the roles), who have not received any disciplinary measures and who have not already resigned at the end of the accrual period (i.e. the period of time in which an employee must work for an employer to be able to access the social security credit: in Dispensa Emilia this covers the entire year - from 01/01 to 31/12). The bonuses can be spent on the digital platform Easy Welfare and authorized employees can select goods or services from the available catalog. There are two types of services that employees can select: reimbursement or purchase. In the first case, the employee can request the reimbursement of expenses of a personal nature, such as mortgage interest, tuition fees (at all levels, from primary school to university), summer camps and textbooks. By selecting a purchasable good or service, employees can choose from gift boxes, sports and wellness experiences, travel vouchers, training courses or prepaid cards to be used for online shopping.

6. PILLAR III: PRODUCT SUSTAINABILITY

Main objectives, initiatives and goals

Serving traditional food, prepared with quality, tasty and sustainable raw materials



Customer well-being and satisfaction are a priority for Dispensa Emilia.

The company's primary objective is to offer its customers traditional dishes, prepared with quality raw materials, clean, tasty and sustainable recipes, the result of an innovative production process and in compliance with standards of excellence.

Ingredients and suppliers are chosen with caution; the fresh products come mostly from local suppliers – who hold certifications such as the Global Gap (standard for good agricultural practices) – in order to shorten the supply chain and supply restaurants quickly and without interruption.

The activities within the restaurants and the production unit are carried out in compliance with the procedures described in the HACCP manual and the quality of the food and beverages is checked periodically, through laboratory tests and point of sale audits.

Some highlights of our menu



Tigella

Tigella (or crescentina) is in fact a disc of bread originating from the Emilian Apennines, to be filled as desired. The dough of our tigella is made from a precious mix of wholemeal flours in our production unit, using only a few ingredients and subsequently distributed to all restaurants. No disposable packaging is used. For the fillings we use local cured meats, certified according to product quality standards such as Parma ham with protected designation of origin (PDO). Vegetables and other fresh products come from local suppliers who hold certifications such as the Global Gap (standard for good agricultural practices), ISO 14001 and 45001 (environmental, health and safety management systems).



Protected Designation of Origin
Appellation d'Origine Protégée
Denominazione di Origine Protetta
Determination of Origin Protected



Protected Geographical Indication
Indication Géographique Protégée
Indicazione Geografica Protetta
Indication Geografica Protetta



Pasta

Handmade by a local supplier in Emilia Romagna. The range includes long and short pasta, from the classic tagliatelle to gramigna, all seasoned with sauces prepared in-house in our production unit.

Lambrusco wine

Our Lambrusco is obtained from grapes grown in Emilia Romagna. Lambrusco wines are **certified according to product quality standards** such as the Denomination of Controlled Origin (DOC).



6.1 Responsible supply chain

Dispensa Emilia's commitment to establish a responsible supply chain was reinforced in 2022, guaranteeing high quality products and always supplying fresh and genuine products.

Dispensa Emilia also builds a commercial partnership with its suppliers of strategic raw materials based on dialogue, transparency and respect, seeking to establish relationships of mutual fairness.

In 2022 Dispensa Emilia purchased 94% of its products from local suppliers (Emilia Romagna and Veneto) and the remaining 6% from other Italian regions. This figure testifies to our support for the national economy, with over half of our total expenditure relating to suppliers located in Emilia Romagna, the region that represents our corporate identity.

The company's main suppliers are dairy, meat, vegetable and pasta products.

6.2 Quality, transparency and innovation

Dispensa Emilia constantly monitors the quality of its products, also thanks to the feedback of its customers and strives for the continuous improvement of its offer.

The activities within the restaurants and the production unit are carried out in compliance with the procedures described in the HACCP manual ((Risk Analysis and Control of Critical Points) and the quality of food and beverages is checked periodically, through laboratory tests and point of sale audits.

In the period under review, no sanctions were imposed on the company in relation to the quality and safety of the products.

Internal control (Food quality and safety)	Unit of measure	2021	2022
Total number of verifications by external laboratory	no/year/store	28	32



Towards a clean and sustainable label

As far as product labeling is concerned, the company provides information on ingredients and their origin, storage methods and disposal of packaging in line with applicable regulations (EU regulation No. 1169/2011 for food labeling and EU regulation 2018/775 which specifies the rules for indicating the country of origin or place of provenance of the primary ingredient of a food). In particular, one of our goals is to make our labels cleaner by minimizing the number of additives in our products. In this area we are currently working on the development of a new recipe for a vegetable broth free from additives such as monosodium glutamate, disodium inosinate and disodium guanylate. Today Dispensa Emilia offers three products, made internally, with clean label: the tigelle, the fried dumplings and the ragù. The recipes are based on a few simple ingredients free of preservatives and additives. The Company plans to internalize the production of additional goods, in order to shorten the supply chain and have full control over the quality of the products offered to its customers.

Dispensa Emilia is currently working on the development of a new sustainability label for its packaging, demonstrating the company's commitment to encouraging the correct method of disposing of the material.

6.3 Customer welfare and satisfaction

Our clientele continues to grow: over the years the number of people who have chosen Dispensa Emilia for a good lunch, an aperitif or dinner has progressively increased. This is why Dispensa Emilia aims to establish a strong and lasting relationship with its customers, based on trust and attention to their well-being.

A menu for everyone, healthy and tasty

The well-being of our customers is very important to us. That's why we want to make them feel at home in our restaurants, offering a menu in line with their eating habits. In 2022 we added new dishes, also maintaining and enhancing the vegetarian offer so that everyone can find a healthy and tasty dish in the Dispensa.

Currently the company is working on new proposals to be included in the menu to satisfy the varied requests and dietary needs of customers. One of the products ready to be tested is the gluten-free tigella, suitable for the world of celiac disease and food intolerances. Other areas of development will always be inherent to the world of food intolerances (example: vegan and dairy-free). The menu will instead see an increase in seasonal dishes to offer loyal customers specific varieties and alternatives of that time of year.

To ensure a fair treatment of its guests and improve their restaurant experience, Dispensa Emilia has launched its own mobile application, which is constantly updated and improved with new features.



The continuous attention to improving the customer experience leads us to constantly review our app with which it is possible to:

- ✓ **order and pay via smartphone** by skipping the line at the cash desk
- ✓ **accumulate points** for each meal taken
- ✓ access delicious **promotions** and enjoy **exclusive privileges** such as being able to customize your tigella
- ✓ **book the takeaway** at the desired time and then pick it up at the restaurant, **without getting out of the car**

The functions of the App allow Dispensa Emilia to have an open and direct communication channel with its customers, allowing them to provide feedback on their experience in the restaurant. Customers' opinions are of fundamental importance for improving Dispensa Emilia's menu and guaranteeing an efficient service of constant quality. The involvement of the most loyal customers is one of the characteristics of the brand: to improve the dishes and work on the recipes, some users of the App are invited, in reserved contexts, to taste the proposals and express their opinion.



Ensuring the security and confidentiality of customer data collected through the App is a priority for Dispensa Emilia and as such we do not share any data with third parties for marketing or advertising purposes without the customer's prior consent, avoiding any type of mirroring on social networks. Whenever a customer downloads the Dispensa Emilia App, three different authorizations are requested and each of them can be modified or revoked at any time by the customer, guaranteeing complete control over confidentiality.

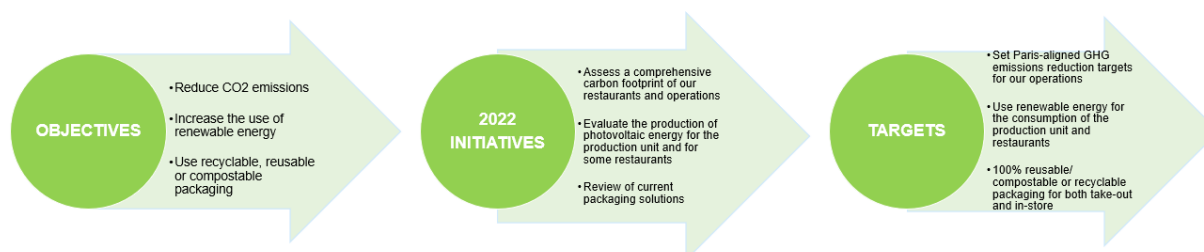
With the support of an external General Data Protection Regulation (GDPR) consultant, privacy and data security policies are defined and updated periodically to comply with the law, and data management systems are also updated. In line with Article 5 of the GDPR, we have developed a procedure to handle data breach events. **During the reporting period, there were no substantiated complaints relating to breaches of customer privacy reported.**

7. PILLAR IV: ENVIRONMENT

Main objectives, initiatives and goals

“We love our territory, and not just at the table. Protecting the environment is very much on our minds. This is why **Dispensa Emilia is committed to making **sustainable choices every day.**”**

Promote sustainable practices in our activities and restaurants to reduce Dispensa Emilia's environmental impact



7.1 Reduce our environmental impact

As part of its sustainability strategy, Dispensa Emilia focuses on improving its energy efficiency and reducing its environmental impact. To define quantitative objectives and prioritize efforts, the company has begun to monitor its energy consumption and has undertaken a carbon footprint analysis (Carbon Footprint Inventory), measuring its greenhouse gas (GHG) emissions generated at its headquarters, at the Modena production site and at its restaurants, according to company perimeters (32 restaurants in 2022). For further details on the company perimeters considered in the calculation of energy consumption and greenhouse gas emissions, please refer to chapter 8. Methodological note.

A large part of corporate energy consumption is associated with electricity. In 2022, total electricity consumption was 4,990,853 Kwh (+54% compared to 2021). 34% of electricity consumption is covered by renewable energy sources, of which 1.3% comes from the use of Dispensa Emilia solar panels installed on the roof of the restaurant located in Bologna.

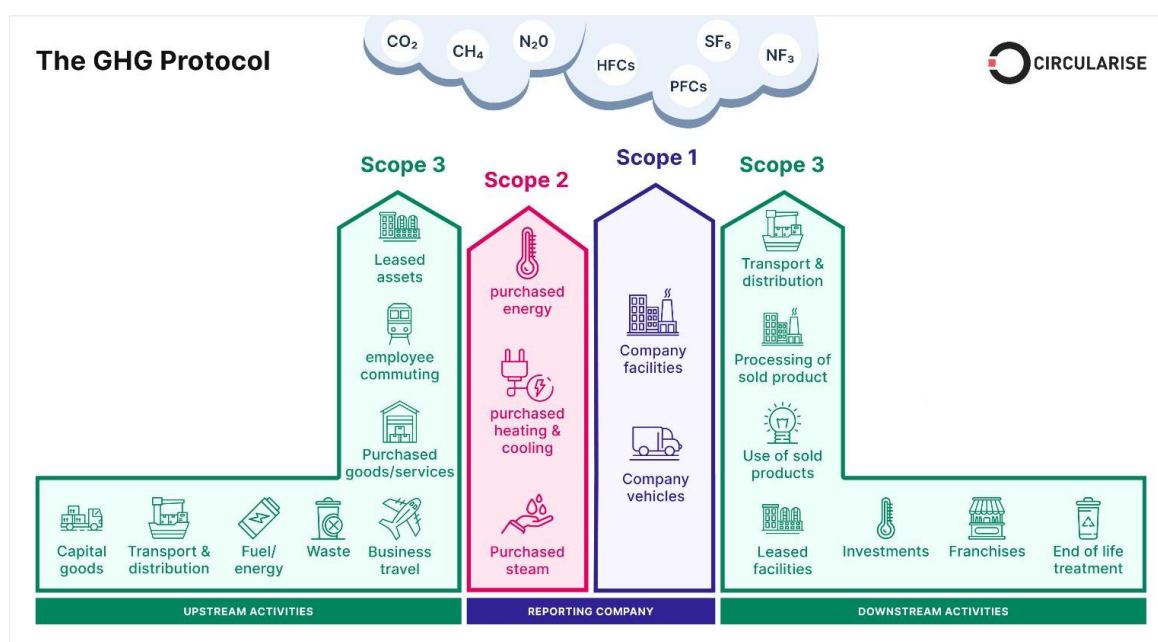
Consumption for the year 2022 is higher than the previous year due to four new openings and the fact that in 2021 the restaurants did not operate continuously due to the Covid-19 pandemic.

Unlike previous years, in 2022 Dispensa Emilia did not purchase the Certificates of Guarantee of Origin, consequently, the energy produced from renewable sources is lower in percentage.

Electricity consumption	Unit of measure	2020	2021	2022
Total electricity consumption	kWh/year	1.790.701	3.231.711	4.990.853
-of which renewable energy (%)	%	74	77	34
-of which renewable energy (absolute value)	kWh/year	1.319.000	2.481.410	1.711.410
of which self-produced (from solar panels)	kWh/year	22.000	22.000	22.000

Dispensa Emilia has calculated its carbon footprint with the aim of quantifying Greenhouse Gases (GHG) emissions, giving priority to action to reduce emissions.

The Company's total carbon footprint was calculated using the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, published by the World Resource Institute (WRI).



The results of the Carbon Footprint Analysis, broken down by area, are shown in the table below. For further details on the methodology for calculating the Company's carbon footprint, please refer to chapter 8.

Methodological note.

<i>GHG emissions</i>	<i>Unit of measure</i>	<i>2021</i>	<i>2022</i>
Scope 1, GHG emissions	tCO ₂ e/year	172.02	116.31
GHG emissions, Scope 2 (locally based)	tCO ₂ e/year	851.23	1297.62
GHG emissions, Scope 2 (based on the market)	tCO ₂ e/year	203.42	2278.67

Scope 1 emissions arise from the fuel consumption of company vehicles, while Scope 2 emissions are associated with the purchase of electricity.

Given the results obtained from the analysis of the Carbon Footprint, we have concentrated our efforts on reducing our environmental impact, undertaking the following initiatives:



Energy efficiency

All the light bulbs in the Dispensa Emilia Restaurants have been purchased with LEDs and the electrical appliances used for cooking or for other operations are constantly innovated and improved, with an eye to reducing energy consumption.



Optimization of logistics

Dispensa Emilia's logistics is supported by an external logistics supplier who manages the distribution of products to all Dispensa Emilia restaurants, with the aim of optimizing greenhouse gas emissions related to logistics.



Responsibly sourced electricity

1% of the electricity is generated by the company's solar panels.

⁶Locally based: GHG emission calculation method, Scope 2, reflecting the average emission intensity of the networks on which the consumption occurs energy (mostly using data on the average emission factor of the network).

Dispensa Emilia's climate neutrality status is obtained by offsetting carbon emissions with quality carbon credits, based on nature and coming from positive impact projects. Each credit is certified according to international standards and corresponds to the reduction (or elimination) of one ton of CO₂ equivalent. In particular, the two projects from which the Group has acquired credits are the "Guatemalan conservation coast" and the "Great bear forest carbon".

To cover 2022 Scope 1&2 emissions (2395 tCO₂e) the following carbon credits have been assigned:

- 1135 credits removed through the Great Bear Blue Carbon Project
- 1260 credits removed through the Guatemalan Conservation Coast Project

Guatemalan Conservation Coast Project	
LAND: over 59,941 hectares protected	COMMUNITY: over 100 local and indigenous communities and c. 3,250 families
LOCATION: Guatemalan Caribbean coastline, Izabal region, Guatemala	CLIMATE ZONE: Tropical rainforest (AF)
EMISSIONS¹: c. 22 million tCO ₂ e avoided	SPECIES: 30 High Conservation Value and over 400 birds
STANDARDS²: VCS-CCB, Gold Level for biodiversity	SDGs³: 1, 2, 3, 5, 8, 9, 10, 12, 13, 15, 16, 17

Project Background

The Guatemalan Caribbean coastline forms part of the diverse Mesoamerican Biological Corridor, an area that acts as a natural land bridge from South to North America and is home to an incredible 7-10% of the world's known bird species. The project is in the Izabal region and spans the entire Caribbean coastline of Guatemala, with the northern boundary the border with Belize and the southern boundary the border with Honduras. A trend along the Guatemalan Conservation Coast has been increased deforestation, degradation and fragmentation coinciding with the expansion of industrial agriculture, such as palm oil, and the movement of subsistence farmers and cattle ranchers deeper into forested areas, including protected areas. As a result, it has lost 65% of its original forest cover. This is one of the highest global deforestation rates in the last decade.



The Guatemalan Conservation Coast project works to protect the region's forests by addressing factors such as deforestation through effective law enforcement, land use planning, education, economic opportunity and sustainable agroforestry initiatives. During the 30-year life of the project, almost 22 million tCO₂e will be avoided. Biodiversity will also derive important benefits from it. More than 400 bird species have been documented in the project area and 120 species depend on the corridor created to support their migrations.



Source: [The Guatemalan Conservation Coast Project – Ecosphere+](#)

Great Bear Blue Carbon Project

LAND: Coastal area on Canadian pacific coast

COMMUNITY: First Nations

LOCATION: Great Bear Rainforest, British Columbia, Canada

CLIMATE ZONE: Cfb Oceanic

STANDARDS¹: British Columbia Forest Offset Protocol v1.0

SPECIES: Blue eel grass and coastal shrubland

SDGs²: 3, 4, 5, 6, 8, 10, 13, 14, 15 and 17.

Project Background

Blue carbon, ecosystems which can remove ten times more CO₂ per hectare from the atmosphere than forests, is the name given to carbon stored in tidal wetlands, which includes tidally influenced forests, mangroves, tidal marshes, and seagrass meadows, within soil, living biomass, and non-living biomass carbon pools. Wetlands primarily store carbon in the soils, where it can remain for centuries, however drained and degraded coastal wetlands can release this stored carbon back into the atmosphere. As such, Internationally, there is a growing appreciation for these carbon sinks which provide multiple benefits for the environment and society such as:

- Habitat for fishes and crustaceans, migrating birds and waterfowl, and some mammal species. For example, the preservation of the habitat helps to protect both the juvenile salmon on their way out and the older salmon before starting to spawn which in turn preserves the cycle of life dependent on the salmon run and the nutrients this provides to the Great Bear Rain Forest;
- Storm and flood protection;
- Improved water quality; and
- Tourism and jobs;



The second project is the Great Bear Forest Carbon Project, an Improved Forest Management project in British Columbia (BC), Canada's westernmost province. Project activities include changes in legislation and land use regulation that result in an increase in carbon stocks by converting previously intended forests into protected forests, to the detriment of coastal wolves, or approved for commercial logging. Emissions caused by logging, road construction and other forestry operations are also avoided. It is a landmark project for balancing human well-being and ecological integrity through carbon finance and is the first carbon project in North America on traditionally Aboriginal land with non-extinct rights and titles.

7.2 Green Dispensa



Sustainable choices in the Dispensa

Dispensa Emilia loves its territory, and not only at the table: safeguarding the environment is a subject close to its heart. This is why Dispensa Emilia is committed every day to choosing natural materials for the furnishing of its restaurants.

Dispensa Emilia wants to be able to communicate and demonstrate to customers its commitment to respect for the environment.

We have renewed the furnishings of Dispensa Emilia over the years, keeping up with the times and focusing on the quality of materials and furniture.

When choosing our furniture, we use natural and sustainable materials. The interiors of Dispensa Emilia are mostly made of wood - the plastic furniture has been completely abandoned. We have also replaced the old leather of our sofas with faux leather (made of synthetic fibers). We also prefer to source materials locally. For example, our ceramics are supplied by



Restaurant located in Casalecchio di Reno renovated in 2022 in the Gran Reno Shopping Center

a company based in Emilia Romagna, which represents Italian excellence in terms of quality of materials and environmental awareness. Their choice of materials follows the principles of bio- ecological architecture, such as the use of materials from renewable sources and the minimization of the environmental impact throughout the life cycle of the products. The Company also complies with the requirements of the Green Building Council's LEED protocol.

Due to the fact that most of Dispensa Emilia's premises are located in centres

trade, the company is required to comply with standard building instructions and therefore has little say in the construction of a new building and the choice of materials. In independent restaurants, such as the one in Bologna, we are gradually integrating sustainability features, for example by installing solar panels on the roof to produce our own energy.

Separate waste collection

Dispensa Emilia promotes separate waste collection: in the kitchen by separating compostable wet waste, paper and cardboard, plastic, glass and aluminium and in the dining room by providing separate waste collection containers for customers as well.



In relation to the reference period, we do not have data available on the quantity of waste produced by Dispensa Emilia, as the collection service is managed by the municipalities in which each restaurant is located. However, both in the kitchen and in the dining rooms, the company has introduced the use of containers for differentiated collection according to the following categories: paper, plastic, glass and aluminium. The next step will be to implement a method to quantify our waste generation, as presented in the box below.

Waste production: development and monitoring

In 2022, Dispensa Emilia began developing a tool for analyzing, monitoring and quantifying waste by type, generated in the Production Site and Offices of Modena and intends to introduce the same model in the restaurants (in the kitchen and in the dining room) and in the take-away service in the coming years. The project, currently under development, plans to draw up an inventory of the consumption of recyclable materials within each point of sale to understand which represents the main source of waste and identify improvement actions. The restaurant operators will be in charge of weighing the waste divided by category, while the technical office will be responsible for the collection and analysis some data. Once the quantification of waste divided by type has been carried out, the objective is then to define the improvement objectives and actions to achieve the reduction objectives.

7.3 Our approach to packaging



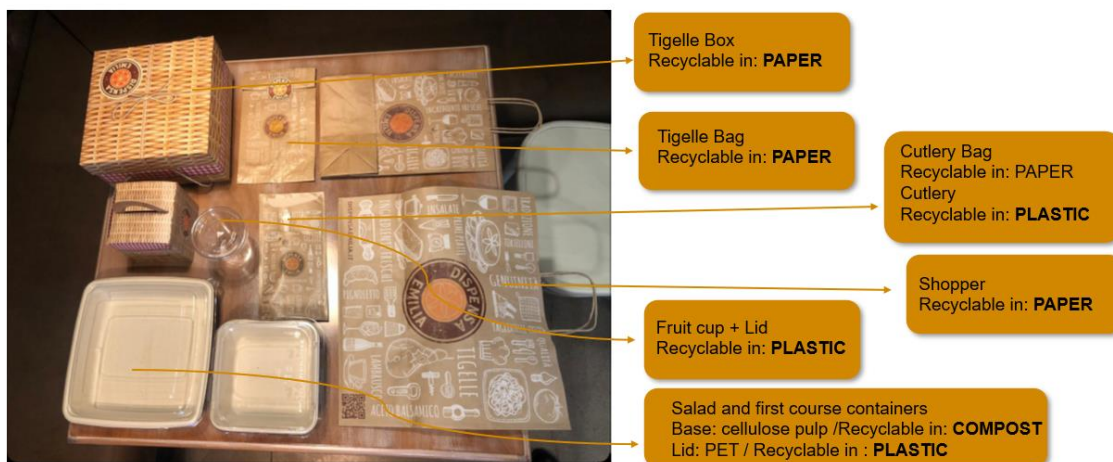
Recyclable and compostable materials

Dispensa Emilia cares about the environment, which is why it uses 100% recyclable and compostable materials in Take Away, Delivery and in store, including biodegradable and cellulose containers and recycled consumer materials.

As the takeaway service is a significant part of our business, the choice of packaging is one of the main sustainability challenge we are currently facing. On the other hand, this also represents an opportunity for Dispensa Emilia to demonstrate its commitment to environmental protection and the circular economy and become a leader in the hospitality sector. We have set ambitious goals for packaging, including moving to 100% reusable, compostable or recyclable packaging, for both takeaway and on-the-go consumption. In 2020, we successfully achieved this goal for the takeaway portion of the business.

For instance, we currently use single use plastic water bottles (100% recyclable PET). We are currently studying alternatives with a lower environmental impact, for example by replacing the PET plastic bottle with HDPE (High Density Polyethylene) plastic.

Takeaway packaging



Paper, plastic and cellulose trays are the prevalent disposable materials, which are differentiated according to the waste rules of the municipality where the establishment operates.

At the restaurant



Tigelle basket and napkin
Recyclable in : **PAPER**



Tigelle bag
Recyclable in : **PAPER**



Placemat made of recycled paper,
printed with food-grade ink
Recyclable in : **PAPER**

Delivery without packaging

To minimize the waste produced within the Cucina di Modena, the company has developed a packaging-free solution to deliver the food prepared in the laboratory to all the restaurants in Dispensa Emilia. The production workers pack the tigelle and the dough for the fried dumplings in reusable baskets, instead of the normal cardboard boxes. Once the baskets filled with fresh produce have been delivered, they are washed, sanitized and ready to be used again.



8. METHODOLOGICAL NOTE

Dispensa Emilia's 2022 Sustainability Report represents the official disclosure of the company's sustainability commitments and initiatives. The document was drawn up following the GRI Sustainability Reporting Standard defined in 2016 by the Global Reporting Initiative (GRI), according to the "In accordance - Core" option which provides for the reporting of at least one GRI indicator for each important topic.

This document has been prepared on the basis of the GRI reporting principles for the definition of the contents of the report:

- **Stakeholder inclusiveness:** the content of this Report considers the expectations of internal and external stakeholders. While for this reporting year only customers were directly involved through a survey, a review of internationally recognized reporting frameworks (SASB and GRI standards) and the competitive landscape was carried out.
- **Sustainability context:** Dispensa Emilia's performance reported in this document is presented in the broader sustainability context of the sector.
- **Materiality:** Important topics reported have been identified based on their relevance to the business and its stakeholders, following an internal-external approach. Internal stakeholders were asked to assess the importance of the topics considering both the business (financial, operational, reputational) and the perspective of external stakeholders. Customers' opinions were taken into account through a survey distributed via the mobile application.
- **Completeness:** the report covers the important aspects and their respective limitations, which are sufficient to represent the most significant economic, social and environmental impacts of Dispensa Emilia's activities, as well as provide an overview of the company's performance in the reference period.

However, to ensure the quality of the information reported, the GRI reporting principles were applied for the qualitative definition of the report:

- **Accuracy:** the reporting information is sufficiently detailed to understand and evaluate Dispensa Emilia's performance on sustainability in the reference period.
- **Equilibrium:** The contents of this Report provide a balanced view of Dispensa Emilia's performance in the reference period.
- **Clarity:** the information is presented to stakeholders in a clear and accessible way, using understandable language, describing the company's performance by means of graphs and tables and providing additional information that complements the quantitative data, where necessary.
- **Comparability:** the indicators presented in the Report are reported for the three-year period 2020-2022 and accompanied by comments on their performance which allow an analysis of company performance over time.
- **Reliability:** the information presented in the report was collected, analyzed and validated by the data owners, with the assistance of a consultancy firm. The economic data reflect the data indicated in the financial report.
- **Timing:** the Report takes into account all the events that occurred between December 31, 2021 and December 31, 2022, a date that could be significant for stakeholders in their assessment of the company's performance.

8.1 Materiality analysis

The Materiality Analysis was conducted by combining the result of an analysis of ESG trends, the results of the customer survey, a benchmark analysis comparing main competitors and peers and management suggestions. The customer survey was conducted in February 2021 using the Dispensa Emilia App: 5,000 respondents completed the survey. The questions aimed at monitoring the sensitivity of customers towards the sustainability topics mapped in the materiality matrix and were asked to rate the importance attributed to each topic on a scale of 1 to 10. The results show that the main drivers of customers are as follows:

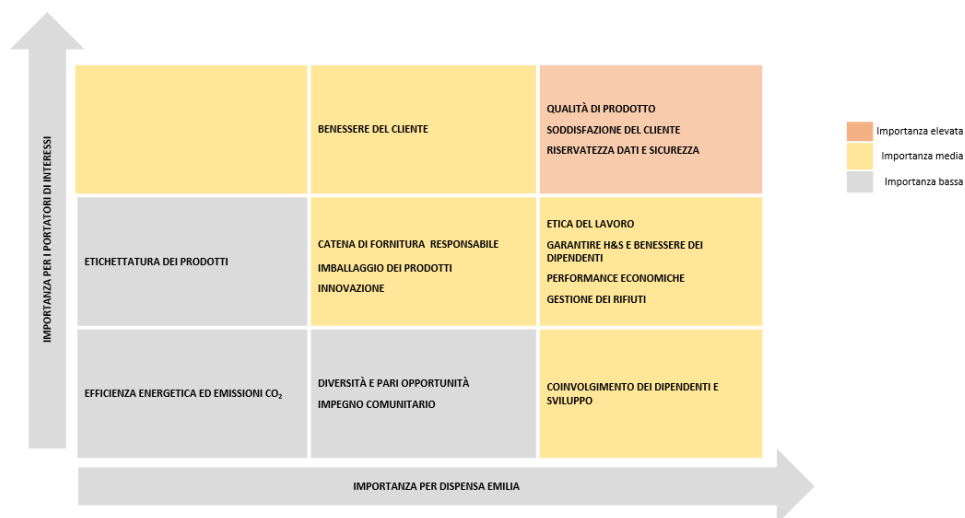
- Guarantee on the quality and origin of the ingredients
- Clear indication of ingredients, allergens and nutritional information
- Efficient recycling process within the restaurant.

The standards of the Sustainability Accounting Standards Board (SASB) for the Food & Beverage sector and the GRI standards were also reviewed.

Important topics were subsequently selected by management by evaluating them according to their importance to the business from two perspectives:

- The company perspective (financial, operational, reputational)
- The customer's perspective

The result of the materiality assessment led to the definition of the materiality matrix indicated below.



8.2 Scope of Reporting

This document contains a description of the initiatives and activities undertaken in 2022, as well as performance trends for the two-year period 2021-2022. Since the company publishes an Annual Report, the Key Performance Indicators (KPIs) presented are collected annually.

	 INGREDIENTS	 D.E. ACTIVITIES	 LOGISTICS	 CUSTOMERS	 END-OF-LIFE
CORPORATE					
Economic Performance		✓			
Business Ethics		✓			
Community Engagement		✓			
PEOPLE					
Employee Health and Safety and Wellbeing		✓			
Employee Engagement And Development		✓			
Diversity and Equal Opportunities		✓			
PRODUCT SUSTAINABILITY					
Product Quality	✓	✓		✓	
Innovation		✓		✓	✓
Responsible Supply Chain	✓	✓	✓		
Customer Satisfaction		✓		✓	
Customer Welfare	✓	✓		✓	
Data Privacy & security		✓		✓	
Product Labelling		✓		✓	✓
ENVIRONMENT					
Energy Efficiency and Carbon Emissions		✓	✓		✓
Waste management		✓		✓	✓
Product Packaging	✓	✓			✓

INTERNAL		
EXTERNAL		  

The scope of reporting is in line with the financial statements of Vaimo SpA. Each exception is indicated in the table below, which, as defined by the GRI principles, identifies the limit of the impact of each main topic along the entire Dispensa Emilia value chain, explaining whether this is internal or external.

8.3 Methods of calculation

Information is provided below on the calculation methods used for some of the indicators reported in the Sustainability Report.

Hiring and leaving rate of personnel

- **Hiring rate:** Calculated as the number of new hires during the year relative to the number of employees of the company as of December 31 of the same year.
- **Churn rate:** Calculated as the number of employees who left the company during the year compared to the number of employees in the company as of December 31 of the same year.
- **Gender pay gap:** calculated as the difference between men's and women's pay, based on the average difference in gross hourly earnings of all employees.

Training

- **Average training hours:** total number of training hours / total number of employees.

Health and safety indicators

Work accidents refer to accidents with at least one day of work lost (excluding the day of the accident). Injuries include commuting-related injuries.

The health and safety indicators have been calculated as follows:

- Recordable accident rate: number of accidents that occurred during the year (including illnesses) / hours worked* 200,000

Energy consumption

Energy consumption is calculated by a third-party consultant. The conversion factors used to standardize energy consumption are derived from national inventories (the latest version).

Greenhouse gas emissions

Greenhouse gas (GHG) emissions are calculated by a third-party consultant based on the principles of the international standard ISO 14064-1. The greenhouse gases considered were carbon monoxide (CO₂), methane (CH₄) and nitrous oxide (N₂O). The emission factors used to calculate greenhouse gas emissions are derived from national inventories (the most recent version).

9. INDEX

Standard GRI	Information	Chapter / Paragraph	Note	Omission
GRI 102: GENERAL INFORMATION 2016				
PROFILE OF THE ORGANIZATION				
102-1	Organization name	Cover		
102-2	Main brands, products and/or services	3.1 Emilians by tradition		
102-3	Headquarters location	3.1 Emilians by tradition		
102-4	Countries where it operates the organization	3.1 Emilians by tradition		
102-5	Property and legal nature	4.1 Our Governance		
102-6	Markets served	3.1 Emilians by tradition		
102-7	Dimensions of the organization	3.1 Emilians by tradition		
102-8	Information about employees and other collaborators	5.1 Our employees		
		5.2 Employee health, safety and welfare		
102-9	Description of the supply chain (suppliers, volumes and supply markets)	3.1 Emilians by tradition		
		6.1 Responsible supply chain		
102-10	Significant changes in the size, structure and ownership and chain of supply in reference period	1. Letter to stakeholders		
		3.1 Emilians by tradition		
		4.1 Our Governance		
102-11	Explanation of any application of the principle or precautionary approach	3.2 Path to sustainability		
		4.2 Work ethics		
		5.2 Health, safety and employee welfare		
		6.1 Responsible supply chain		
		6.2 Quality, transparency and innovation		
		7.1 Reduce our environmental impact		
102-12	External initiatives	3.3 Our stakeholders		
		4.3 Our support to the local community		
102-13	Membership to national and/or international trade associations	3.3 Our stakeholders		
STRATEGY				

102-14	Statement by the senior decision maker on the importance of sustainability for the organization and its strategy	1. Letter to stakeholders		
ETHICS AND INTEGRITY				
102-16	The mission, the values, the codes of conduct, the principles important for the economic performance, environmental and social, internally developed and progress in them implementation	3.2 Path to sustainability		
		4.1 Our Governance		
		4.2 Work ethics		
		5.1 Our employees		
GOVERNANCE				
102-18	governance structure of the organization, including committees reporting directly to the highest governing body. Committees involved in decisions on issues economic, environmental and social	4.1 Our Governance		
STAKEHOLDER ENGAGEMENT				
102-40	List of stakeholder groups the organization engages with	3.3 Our stakeholders		
102-41	Percentage of employees covered by collective labor agreements	5.1 Our employees		
102-42	Principles for identifying and selecting key stakeholders to engage with	3.3 Our stakeholders		
		8.1 Materiality analysis		
102-43	Approach to stakeholder engagement	3.3 Our stakeholders		
		8 Methodological note		
		8.1 Materiality analysis		
102-44	Key topics e concerns raised by the involvement of stakeholders and how	6.3 Customer Welfare and satisfaction		
	the organization has addressed those concerns, including in its reporting	8.1 Materiality analysis		
REPORTING				
102-45	List of entities included in the consolidated financial statements and those not included in the report on social responsibility	8.2 Scope of reporting		
102-46		8.1 Materiality analysis		

	Definition of the content of the report and limits of the topics	8.2 Scope of reporting		
102-47	List of topics main	8.1 Materiality analysis		
102-48	Explanation of the effect of any restatement of information provided in previous reports and the reasons for such redetermination	.	Not applicable as information provided in previous reports has not been redetermined.	
102-49	Significant changes in goal and limits	.	Not applicable as no significant changes have been made.	
102-50	Period to which the report on the social responsibility	8.2 Scope of reporting		
102-52	Reporting cycle	8.2 Scope of reporting		
102-53	Contacts and addresses for questions about the report on social responsibility and its contents	.	CFO	leonardo.mori@dispensaemilia.it
102-54	Choice of option "in accordance with"	8. Methodological note		
102-55	Explanation table of the report index	9. GRI index		
102-56	External Assurance Policies and Practices report on social responsibility	.	Such a relationship it was not object of activity insurance.	

Standard d GRI	Information	Chapter / Paragraph	Note	Omission
MAIN TOPICS				
ECONOMIC PERFORMANCE INDICATORS				
ECONOMIC PERFORMANCE				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
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GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
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103-2	The management approach and its components	6.1 Responsible supply chain		

103-3	Evaluation of the management approach	6.1 Responsible supply chain		
GRI 204: Procurement practices 2016				
204-1	Share of spending on local suppliers	6.1 Responsible supply chain		
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GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
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		8.2 Scope of reporting		
103-2	The management approach and its components	4.2 Work ethics		
103-3	Evaluation of the management approach	4.2 Work ethics		
GRI 205: Anti-corruption 2016				
205-3	Corruption cases confirmed and actions taken		No accidents of corruption confirmed during the period of reference.	
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GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
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103-2	The management approach and its components	4.2 Work ethics		
103-3	Evaluation of the management approach	4.2 Work ethics		
GRI 206: Anti-competitive behavior 2016				
206-1	Lawsuits for behaviors anti-competitive, antitrust and monopolistic practices	.	No action confirmed for behaviors anti-competitive, antitrust and practices	

			monopolistic in the period of reference	
ENVIRONMENTAL PERFORMANCE INDICATORS				
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GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	7.2 Green Dispensa		
103-3	Evaluation of the management approach	7.2 Green Dispensa		
GRI 301: Materials 2016				
301-2	Use of recycled input materials	-		No data available on the percentage of input materials recycled materials used to produce primary products and services of the organization. Dispensa is committed to providing information on this indicator for years to come.
POWER				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	7.1 Reduce our environmental impact		
103-3	Evaluation of the management approach	7.1 Reduce our environmental impact		
GRI 302: Energy 2016				
302-1	Energy consumption within the organization	7.1 Reduce our environmental impact		
EMISSIONS				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		

103-2	<i>The management approach and its components</i>	7.1 Reduce our environmental impact		
103-3	<i>Evaluation of the management approach</i>	7.1 Reduce our environmental impact		
GRI 305: 2016 Emissions				
305-1	Direct (Scope 1), GHG emissions	7.1 Reduce our environmental impact		
305-2	Indirect energy (Scope 2), GHG emissions	7.1 Reduce our environmental impact		
305-3	Other indirect energy (Scope 3), GHG emissions	7.1 Reduce our environmental impact		
305-5	Reduction of GHG Emissions	7.1 Reduce our environmental impact		
DOWNLOADS AND WASTE				
GRI 103: Management Approach 2016				
103-1	<i>Explanation of the main aspects and their limitations</i>	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	<i>The management approach and its components</i>	7.2 Green Dispensa		
103-3	<i>Evaluation of the management approach</i>	7.2 Green Dispensa		
GRI 306: Waste 2016				
306-1	Waste generation and significant waste-related impacts	7.2 Green Dispensa		
306-2	Impact management significant waste-related	7.2 Green Dispensa		
306-3	Waste generated	.		No data available on the total weight of waste generated in tonnes metrics, and a breakdown of this total by waste composition. Dispensa is committed to providing information on this indicator for years to come.
SOCIAL PERFORMANCE INDICATORS				
OCCUPATION				
GRI 103: Management Approach 2016				
103-1	<i>Explanation of the main aspects and their limitations</i>	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	<i>The management approach and its components</i>	5.1 Our employees		
		5.2 Employee health, safety and welfare		
		5.3 Training, development and remuneration		

103-3	Evaluation of the management approach	5.1 Our employees		
		5.2 Employee health, safety and welfare		
		5.3 Training, development and remuneration		
GRI 401: Employment 2016				
401-1	New hires and employee departures	5.1 Our employees		
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GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	5.2 Employee health, safety and welfare		
		5.3 Training, development and remuneration		
103-3	Evaluation of the management approach	5.2 Employee health, safety and welfare		
		5.3 Training, development and remuneration		
GRI 403: Employee health and safety 2018				
403-1	Employee health and safety management system	5.2 Employee health, safety and welfare		
403-2	Hazard identification, risk assessment and accident investigation	5.2 Employee health, safety and welfare		
403-3	Occupational medicine services	5.2 Employee health, safety and welfare		
403-4	Participation, consultation and communication of workers on health issues e job security	5.2 Employee health, safety and welfare		
		5.3 Training, Development and Compensation		
403-5	Worker training on occupational health and safety	5.2 Employee health, safety and welfare		
403-6	Promotion of workers' health	5.2 Employee health, safety and welfare		
403-7	Prevention and mitigation of impacts on occupational health and safety directly related to trade relations	5.2 Employee health, safety and welfare		
403-9	Accidents at work	5.2 Employee health, safety and welfare		
TRAINING AND EDUCATION				
GRI 103: Management Approach 2016				

103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	5.3 Training, development and remuneration		
103-3	Evaluation of the management approach	5.3 Training, development and remuneration		
GRI 404: Training and education 2016				
404-1	Average number of training hours per year per employee, divided by category and gender	5.3 Training, development and remuneration		No data available on average training hours per year by category and gender. Dispensa is committed to providing information on this indicator for years to come.
404-3	Percentage of employees who undergo regular performance and career development reviews.	5.3 Training, development and remuneration		
DIVERSITY AND EQUAL OPPORTUNITY				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	4.1 Our Governance		
		5.1 Our employees		
103-3	Evaluation of the management approach	4.1 Our Governance		
		5.1 Our employees		
GRI 405: Diversity and equal opportunities 2016				
405-2	Ratio between basic salary and remuneration of women and men	4.1 Our Governance		
		5.1 Our employees		
LOCAL COMMUNITIES				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	4.3 Our support to the local community		
103-3	Evaluation of the management approach	4.3 Our support to the local community		
GRI 413: Local communities 2016				

413-1	Operations with local community involvement, impact assessments and development programmes	4.3 Our support to the local community		
CUSTOMER HEALTH AND SAFETY				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	6.2 Quality, transparency and innovation		
		6.3 Customer welfare and satisfaction		
103-3	Evaluation of the management approach	6.2 Quality, transparency and innovation		
		6.3 Customer welfare and satisfaction		
GRI 416: Customer Health and Safety 2016				
416-2	Cases of non-compliance concerning the impact on the health and safety of products and services	6.2 Quality, transparency and innovation		
MARKETING AND PRODUCT LABELING				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	The management approach and its components	6.2 Quality, transparency and innovation		
103-3	Evaluation of the management approach	6.2 Quality, transparency and innovation		
GRI 417: Marketing and product labeling 2016				
417-1	Information requirements and labeling of products and services	6.2 Quality, transparency and innovation		
417-2	Cases of non-compliance concerning information and labeling of products and services	-	No case confirmed not compliance concerning the information and the labeling of products and services in the period of reference.	
CONFIDENTIALITY OF CUSTOMER DATA				
GRI 103: Management Approach 2016				
103-1	Explanation of the main aspects and their limitations	3.2 Path to sustainability		

		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	<i>The management approach and its components</i>	6.3 Customer welfare and satisfaction		
103-3	<i>Evaluation of the management approach</i>	6.3 Customer welfare and satisfaction		
GRI 418: Customer data privacy 2016				
418-1	Detailed complaints relating to breaches of customer privacy and leaks of customer data	6.3 Customer welfare and satisfaction		
NO GRI DISCLOSURE				
INNOVATION				
GRI 103: Management Approach 2016				
103-1	<i>Explanation of the main aspects and their limitations</i>	3.2 Path to sustainability		
		8.1 Materiality analysis		
		8.2 Scope of reporting		
103-2	<i>The management approach and its components</i>	6.2 Quality, transparency and innovation		
103-3	<i>Evaluation of the management approach</i>	6.2 Quality, transparency and innovation		



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