

BATAILLY

SUSTAINABILITY
REPORT

2023

E A T A L Y

E A T A L Y

—
S U S T A I N A B I L I T Y
R E P O R T
2 0 2 3

EATALY S.p.A.
Ed. I - October 2024

in collaboration with





SUMMARY

LETTER TO OUR STAKEHOLDERS	7
1. WHO WE ARE	8
Where we are	12
Business and company data overview	16
We are Eatalians	18
Our values	20
Eat, shop, learn: our business model	24
Our Eataly-branded products	26
Business and Sustainability Governance	28
2. OUR SUSTAINABILITY STRATEGY	32
Our sustainability timeline	36
Our pillars	38
3. CRAFTSMANSHIP “Il nostro mestiere”	42
Product diversity, innovation and transparency	44
Food safety and quality	50
Responsible supply chain	52
Education and empowerment	58
4. ENVIRONMENTAL IMPACT	60
Biodiversity and nature positive agri-food chain	62
Our pledge to achieve net-zero carbon emissions and enhance energy efficiency	70
Towards zero food waste	74
Our commitment to sustainable packaging solutions	76
5. SOCIAL IMPACT	78
Diversity, equity and inclusion	80
Health and safety	86
Employee attraction and retention	88
Community engagement	100
METHODOLOGICAL NOTE	104
GRI CONTENT INDEX	107



LETTER TO OUR STAKEHOLDERS

“

To our Stakeholders,

As we reflect on 2023, we are both proud of and deeply grateful for the progress we have made together. Eataly continues to affirm its role as a global ambassador of Italian food and wine excellence, redefining how “Made in Italy” is represented both internationally and within our own borders. Through our unwavering commitment to quality and authenticity, we not only preserve our heritage but also create new opportunities to share it with the world.

Sustainability remains at the core of our journey. It is more than a commitment; it is a guiding principle that influences many facets of our business. Over the years, Eataly worked towards reshaping perceptions of food production and consumption, to demonstrate that economic growth can go hand in hand with environmental and social responsibility.

Rooted in our holistic “Eat, Shop, Learn” business model, our sustainability strategy extends beyond food excellence. Our customer experience is thoughtfully designed to inspire a culture of environmental and social stewardship, fostering a more sustainable future for all.

This past year has been a landmark for Eataly. We strengthened our presence in Europe, continued investing in international growth and proudly launched our first Eataly-branded products,

each representing our dedication to bringing the finest Italian craftsmanship to a global audience. With over 50 stores worldwide, Eataly has solidified its position as a beacon of Italian excellence.

Our ongoing success is driven by new directly managed and franchise store openings, as well as the multi-category expansion of our line of Eataly-branded products. Our mission remains unchanged: to raise global appreciation of Italian food, wine and culture through La Scuola di Eataly and to offer a unique platform for exceptional regional Italian producers to showcase their unique products around the world.

Together, we are building a future where Italian food and wine traditions thrive on the global stage, driven by sustainability, innovation and an unwavering dedication to quality.

While we have undertaken a long journey and made great strides, we are aware that much work remains ahead.

By prioritizing sustainability, we are not only strengthening our business but also contributing to a healthier, more resilient future for all.

Thank you for your continued support on this journey.

Andrea Cipolloni
Group CEO Eataly

”



1.

WHO
WE ARE



At Eataly, we champion the art of Italian living by promoting the rich history, food culture and natural beauty of Italy's 20 regions and celebrating tradition in innovative ways. **Our founder Oscar Farinetti conceptualized Eataly to promote the country's small-scale producers, sustainable agricultural methods and broad biodiversity provided by the land and sea.** He created a marketplace — combining Eat and Italy — that brought together restaurants, cafés, retail experiences and schools under one roof. The customers were invited to “**eat, shop, learn**”.

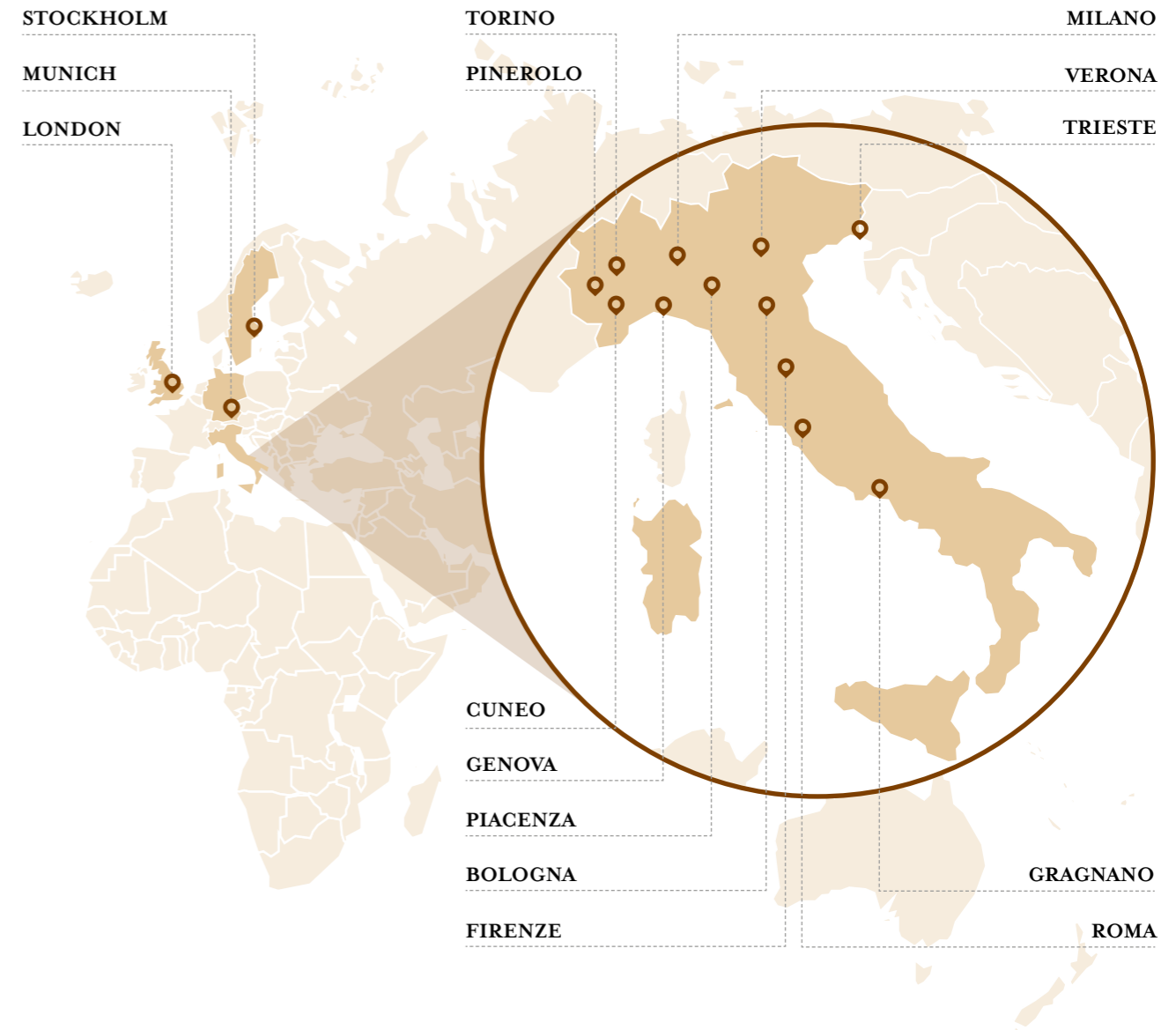
The first Eataly opened in 2007 in a historic former vermouth factory. In a way that had never been done before, Eataly Torino Lingotto showcased a market of regional cheeses, fresh pastas, seafood, wine, bread and pastries, while also offering several dining options and a cooking school to learn about authentic Italian recipes. Today, our presence is on a global scale, with many more openings planned as we embark on a new chapter of expansion.

We recognise that there is still much to do to make our operations, products and value chain more sustainable; but, with our first Sustainability Report, we aim to introduce Eataly's projects and philosophy and explore how sustainability is embedded in our business model and relentless approach to quality.

WHERE WE ARE*



The Eataly Group is present in 6 countries through directly managed shops and restaurants (Italy, United Kingdom, Germany, Sweden, USA and Canada).



	STORE
	RESTAURANT
	EXPERIENCE**
	WAREHOUSE
	OFFICE
	PASTA PRODUCTION

- | | | |
|---------------------|--------------------------|------------------------------|
| USA | | |
| Boston | Dallas | |
| Chicago | | |
| Los Angeles | | |
| San Jose | | |
| New York - Downtown | | |
| New York - Flatiron | | |
| New York - Soho | | |
| New York - Office | | |
| CANADA | | |
| Toronto - Yorkville | Toronto - Sherway Garden | Toronto - Shops at Don Mills |

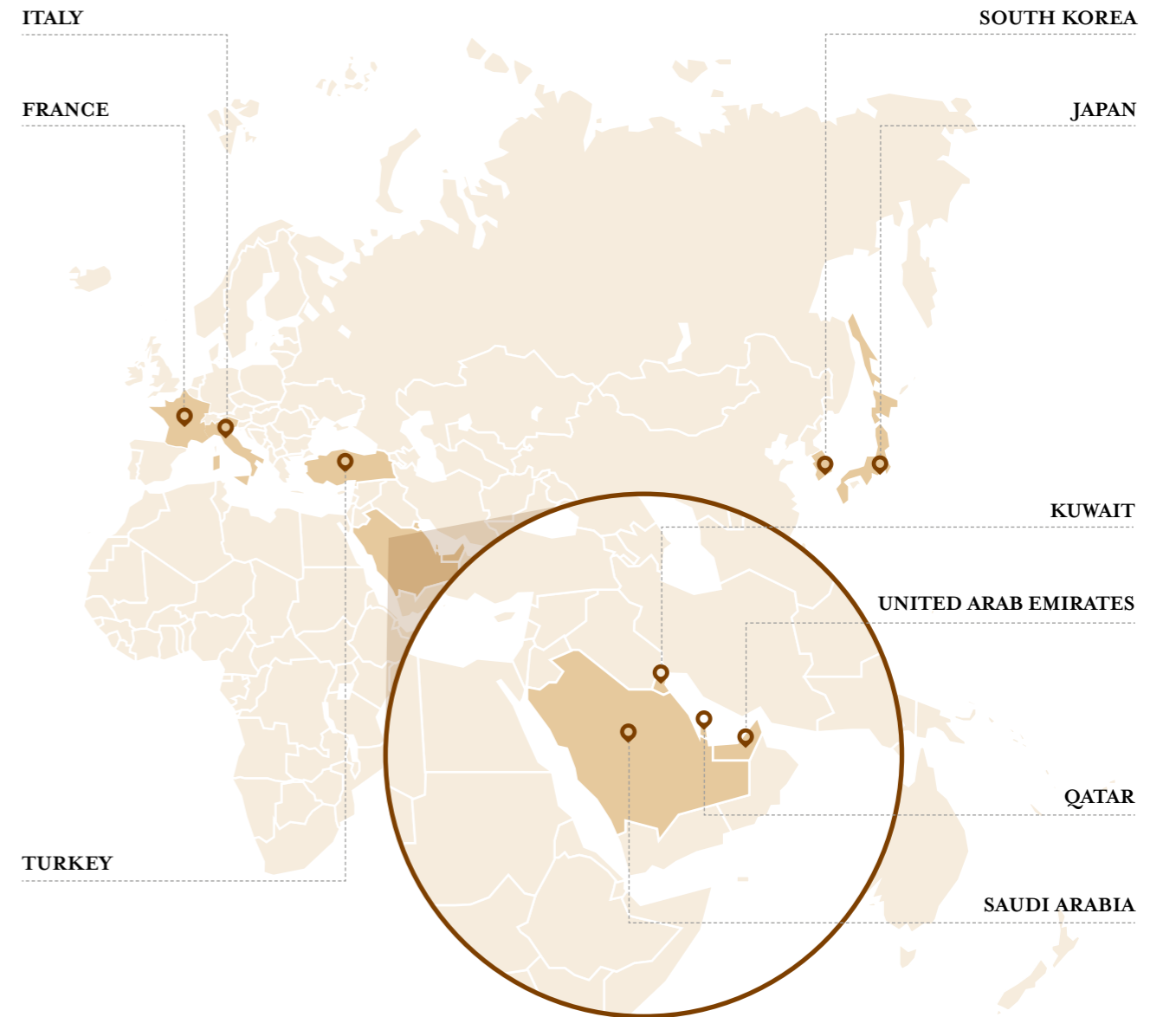
- | | | |
|-----------------------|-----------------|--|
| GERMANY | | |
| Munich | | |
| SWEDEN | | |
| Stockholm | | |
| UNITED KINGDOM | | |
| London | | |
| ITALY | | |
| Gragnano - Afeltra | Genova | |
| Torino - Lingotto | Milano Smeraldo | |
| Torino - Lagrange | Piacenza | |
| Pinerolo | Roma Ostiense | |
| Bologna | Roma Termini | |
| Cuneo - Monticello | Trieste | |
| Cuneo - Bra | Verona | |
| Firenze | | |

* Although the Report refers to 2023 data, since it was published in October 2024, here we want to represent our current geographical presence at the time of publication.
 ** These categories refer to Eataly's business model "Eat, Shop and Learn"

EATALY FRANCHISEE STORES



The Eataly Group is present in 9 additional countries through franchisee locations (United Arab Emirates, Qatar, Kuwait, Saudi Arabia, France, Turkey, South Korea, Brazil and Japan).



USA

Las Vegas

BRAZIL

São Paulo

FRANCE

Paris

ITALY

Dorno Highway A7

Fiumicino Airport T1

Fiumicino Airport T3

Orio Al Serio Airport

Serravalle Scrivia

Secchia Ovest Highway A1

TURKEY

Istanbul

SAUDI ARABIA

Riyadh

KUWAIT

Kuwait City

UNITED ARAB EMIRATES

Abu Dhabi

Dubai - Dubai Festival City

Dubai Hills

Dubai Mall

Dubai - At The Beach

QATAR

Doha - Doha Festival City

Doha - Place Vendome Qatar

SOUTH KOREA

Pangyo

Seoul

Seoul - Jungdong

JAPAN

Tokyo - Harajuku

Tokyo - Marunouchi

Tokyo - Nihonbashi

Tokyo - Ginza

Shonan

BUSINESS AND COMPANY DATA OVERVIEW



5,394
"EATALIANS"
Employees in 2023



9%
GROWTH
compared to 2022



over
50
STORES
in 2023



over
25,000
PRODUCTS



5
NEW OPENINGS
Serravalle, Orio al Serio,
Roma Termini, Toronto and
Soho, NYC opened in 2023



50 million
annual
VISITORS



656 million
EUROS
revenues in 2023



more than
2,300
selected
PRODUCERS



WE ARE EATALIANS



5,394*
EMPLOYEES
in 2023



3,038
MEN



2,356
WOMEN



*Senior Executives, General Managers & Directors



1,892
EUROPE



3,502
NORTH AMERICA



*The numbers refer to headcount employees as of December 31, 2023.

OUR VALUES

We, as Eatalians, want to make high quality Italian food accessible to everyone and globally share the traditions, food culture, quality of life and biodiversity that make Eataly famous worldwide.

Both our everyday operations and collaboration with our stakeholders are driven by the values that are shared by every Eataly employee. Respect, Responsibility, Renaissance and Relationships are the beacons that guide our approach and are embedded in everything we do.

RESPECT

We strongly believe in respecting Mother Earth and the four fundamental elements of nature: soil, water, air and living creatures. **We are committed to respecting the environment through sustainable agriculture, fishing and breeding practices.** We collaborate with and promote suppliers who share our environmental consciousness and we encourage others to join in the same direction.

We also emphasize respect for people. Our employees are encouraged to pursue enriched lives, supported by benefits and wellness programs, as well as merit-based professional growth opportunities. We respect our suppliers with fair compensation and by providing guidance for continually improving their products' quality. We respect our customers by providing only high-quality products created in harmony with nature and offering transparent information so they can make the best informed decision possible.

Finally, **we promote respect by being open to feedback.** Acknowledging our imperfections creates a symbiotic relationship where we can always strive to be better for our employees, customers and suppliers. We hope to foster respect by welcoming constructive criticism, valuing doubt and embracing imperfection to create a harmonious space for all.





RESPONSIBILITY

We feel a responsibility to promote Italy's agricultural biodiversity, culinary heritage and culture. We aim to showcase the unique variety of Italian food and wine without compromising on quality and we strive to set an example for other Italian food businesses operating abroad by emphasizing the importance of authentically preserving tradition.

Additionally, Eataly takes on the responsibility of fighting the imitation of Italian products by providing education about authentic Italian excellence.

RENAISSANCE

As a company, we aim to contribute to a new Italian renaissance by showcasing the wonders of Italy and promoting the country as the premier destination for authentic experiences. **We want to be ambassadors of the country's beauty in all its forms by collaborating with organizations and associations promoting this shared goal.** We believe in fostering positive sentiments among Italians by cultivating trust, pride and a desire to pursue the best for the country. We are Eatalians!

RELATIONSHIPS

The Italian agricultural industry comprises numerous micro-, small- and medium-sized companies. While some may see this as fragmented, **we consider it to be a true strength of Italy and a result of its biodiversity.** These treasured smaller companies can face challenges in dealing with bureaucratic practices, especially when exporting, as well as in building a network amongst themselves

We regularly act as the venue for producers to expand both their industry network and consumer reach. We build relationships with local businesses — in food and other industries — to promote the cities in which we have our stores. We firmly believe that supporting small, quality producers transcend industry and we act as the bridge to showcase all that our cities have to offer.

EAT, SHOP, LEARN: OUR BUSINESS MODEL

We build stores with stories. In our 54 stores worldwide, you won't just discover what you love, you will also learn about what you love.

Eataly is more than a standard marketplace; each location offers an immersive experience where **we are focused on offering the best quality products that can be bought in our shops and enjoyed in our restaurants.** We prize not only knowing everything about what we are selling and serving, but also sharing this knowledge with our guests by telling the stories of the people and places behind our choices.



EAT

at our restaurants and quick-service counters guests can enjoy authentic dishes from all regions of Italy, each recipe created with quality, seasonality and craftsmanship in mind.

SHOP

our marketplaces offer thousands of products from carefully sourced, high-quality Italian and local artisans. Through tastings, events and producer highlights we aim to have our customers experience the products they buy.



LEARN

through our cooking schools, product storytelling and in-house experts, we share our knowledge about Italian cuisine with audiences of all ages.



OUR EATALY-BRANDED PRODUCTS

In 2023, Eataly marked a milestone by launching its first-ever line of Eataly-branded products. These products are a direct reflection of our commitment to responsible sourcing, sustainability, quality and food safety.

We ensure that each Eataly-branded product delivers authentic Italian flavors and embodies our core values, from selecting the finest ingredients to supporting local producers and promoting ethical practices.

All suppliers of this product line must undergo a **rigorous qualification process that guarantees adherence to the brand's high-quality standards**. Our on-site audits evaluate fundamental operations such as production practices, food safety and social responsibility. We only collaborate with suppliers that demonstrate full compliance with these requirements, thus ensuring high-quality products for consumers.



2023

- 11** PASTA SHAPES LAUNCHED
- 4** HOLIDAY BREADS:
 - 3 UNIQUE PANETTONE FLAVORS
 - 1 PANDORO

2024

40
NEW PRODUCTS LAUNCHED
between January and May

- COLOMBA AND EASTER EGGS
- 7 COFFEE PRODUCTS
- 9 CHOCOLATE PRODUCTS
- 4 BALSAMIC VINEGAR PRODUCTS
- EXTRA VIRGIN OLIVE OIL
- SANDWICHES (TRAMEZZINI) Italy only
- 3 NUT SPREADS



BUSINESS AND SUSTAINABILITY GOVERNANCE

We are guided in pursuing our mission, goals and values through our sustainability program. With these indicators, we can focus on building strong relationships with our stakeholders and balancing their interests, as well as creating great experience for our customers.

We adopt the traditional administration and control system, abiding by rules and procedures compliant with applicable laws to ensure efficiency, trust and transparency.

Our corporate governance system is composed of the Shareholders' Meeting, the Board of Directors, the Board of Statutory Auditors and, in accordance with Italian law, the Supervisory Board (Organismo di Vigilanza).

The overall goal of our corporate governance is to guarantee the management of activities and information with the appropriate decision-making balance among the corporate elements.

The Shareholders' Meeting, joined since 2023 by Investindustrial, one of Europe's leading independent investment groups, elects the members of the above-mentioned boards, except for the supervisory board, which is appointed by the Board of Directors. The Board of Directors is called to provide strategic direction to our company, activities coordination and approval, with the goal of balancing good business performances for our investors and shareholders with the appropriate risks, opportunities and impact management.

The **Board of Directors** drafts the annual financial statement that is approved by the Shareholders' Meeting. Our Chief Executive Officer, a member of the Board of Directors, has reviewed and approved this first sustainability report.

BOARD OF DIRECTORS as of December 31, 2023

Chairman of the Board of Directors	Nicola Farinetti
Chief Executive Officer	Andrea Cipolloni
	Alessandra Gritti
	Luca Sebastiano Baffigo Filangieri
	Luca Sabadin
Member	Roberto Ardagna
	Federico Andrea Fasciolo
	Emanuela Cisini
	Francesco Farinetti

The **Board of Statutory Auditors** monitors the company's activities compliance with laws, regulations and statutory provisions; the application of correct management principles; and the presence of appropriate organizational structure and functions. This board is composed by 3 members and 2 alternates.

BOARD OF STATUTORY AUDITORS as of December 31, 2023

Chairman	Massimo Gallina
	Fabio Pasquini
Statutory Auditor	Mara Vanzetta
	Massimo Boidi
Alternate Auditor	Andrea Fasan

The **Supervisory Board** “Organismo di Vigilanza” is part of a broader application of the Italian Organizational and Management model, introduced in Italy with Legislative Decree 231/01 and implemented in the company since 2019.

This model (informally named as “Model 231”) supports the company in preventing the risks in operational activities that could hold the company liable of certain crimes. Model 231 set-up identifies Eataly’s areas and functions in which the potential crimes may be committed, defines specific controls and procedures aimed at preventing the offences, with a disciplinary system and an internal reporting channel.

The Supervisory Board is an internal yet autonomous and independent body that oversees the application and effectiveness of the Model 231.

SUPERVISORY BOARD “Organismo di Vigilanza”
as of December 31, 2023

President and External Member	Camilla Cravetto
External Member	Matteo Pagani
	Manuel Coppola

The Supervisory Board additionally collects any concerns raised through our Whistleblowing reporting channels. These channels, introduced in 2023, provide our internal and external stakeholders with tools to anonymously submit potentially unethical behaviors that could be harmful for the company.

SUSTAINABILITY GOVERNANCE

In 2024, we established a global, cross-functional and multi-level sustainability governance.

Eataly’s sustainability governance is structured around a dedicated Sustainability Steering Committee that reports directly to the Board of Directors, emphasizing the company’s commitment to sustainable practices at the highest levels of leadership.

The Group CEO serves as a key member of this committee, ensuring that sustainability initiatives are aligned with the overall corporate strategy and organizational goals.

To further bolster this governance framework, Eataly engages a network of Sustainability Champions at the store level.

Our local champions play a crucial role in driving sustainability initiatives at the ground level, translating global objectives into actionable plans that address the unique needs and circumstances of each location.

This approach ensures that sustainability efforts are effectively implemented across all functions and remain responsive to local contexts.

EATALY

*Mangi meglio,
vivi meglio.*

2.

—
OUR
SUSTAINABILITY
STRATEGY



Sustainability has been at the heart of our business model and values since Eataly's founding. **Our long-standing partnership with Slow Food is a representation of our holistic approach to the topic. Together we support local communities and their unique products.**

Further, Slow Food Presidia products aim to protect the traditional techniques used by the local communities in their production, including sustainable agriculture methods and ethical breeding practices. These products showcase the best of "Made in Italy" and provide social value by giving a commercial platform to showcase our producers and their care for the biodiverse landscapes.

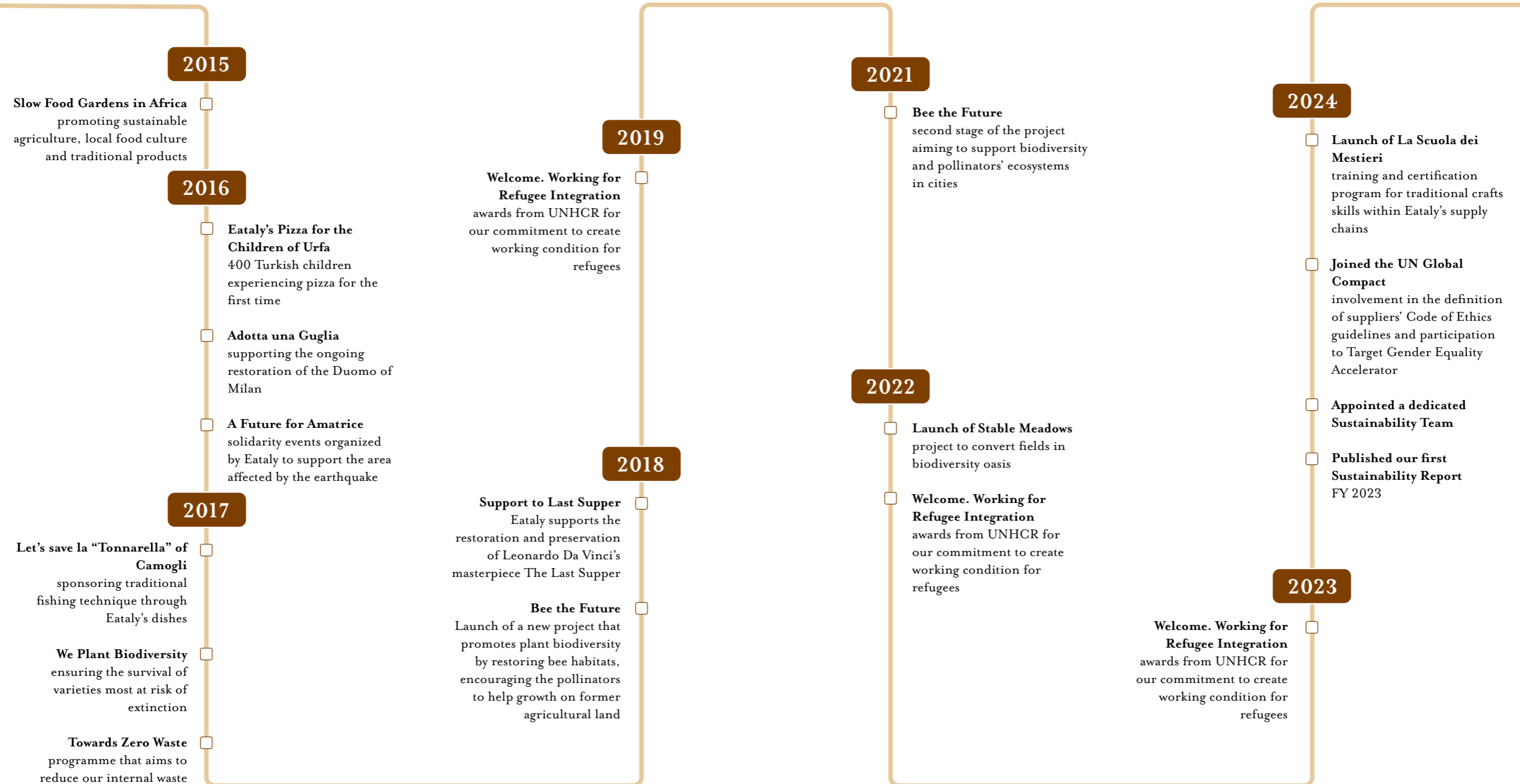
We are also committed to measuring and tackling our environmental impact, through energy efficiency projects, sustainable packaging research and initiatives towards zero food waste. Our overall approach is described in detail in our Sustainability Strategy.

Slow Food is an international movement of local communities and advocates that share the mission to ensure everyone has access to food that is good, clean and fair.

Established in Italy in 1986, the movement now operates in over 160 countries, defending cultural and biological diversity and promoting food education.



OUR SUSTAINABILITY TIMELINE



OUR PILLARS

Sustainability is deeply rooted in our DNA and brand purpose. Our Sustainability strategy lies on three main pillars.

1.

CRAFTSMANSHIP “Il nostro mestiere”

through which we want to preserve high-quality Italian tradition and local products while fostering innovation.

2.

ENVIRONMENTAL IMPACT

to preserve nature and improve our environmental performances throughout the whole agri-food chain.

3.

SOCIAL IMPACT

to invest in human capital, to support diversity and inclusion and to help local communities grow.

This holistic approach ensures our commitment to responsible business practices, aligning our growth strategy and operations with our core values.










To strengthen our objectives and frame them in a global lens, we joined the UN Global Compact Initiative in 2024 and aligned our action plan with the 17 global sustainable development goals.

CRAFTSMANSHIP “Il nostro mestiere”

MATERIAL TOPICS	OBJECTIVES	SDGs
PRODUCT DIVERSITY, INNOVATION & TRANSPARENCY	Be recognized as the largest purveyor of high-quality Italian and local products in any of our given market, preserving tradition while fostering innovation Strive for excellence and transparency in everything we do	 Direct Impact
FOOD SAFETY & QUALITY	Build a best-in-class Food Safety, Quality & Sustainability Assurance Program by strengthening oversight, certifications, audits and training standards	 Direct Impact
RESPONSIBLE SUPPLY CHAIN	Ensure that the products we provide respect and support local communities, human rights and the environment in our supply chain Ensure animal welfare	 Influence through the value chain
EDUCATION & EMPOWERMENT	Empower customers and be a leader in food education across our market for a more responsible and conscious society	 Influence through the value chain

ENVIRONMENTAL IMPACT

MATERIAL TOPICS	OBJECTIVES	SDGs
BIODIVERSITY & NATURE-POSITIVE AGRI-FOOD CHAIN	Support regenerative agriculture, biodiversity and nature-positive initiatives in our supply chain	 Direct Impact
NET-ZERO CARBON EMISSIONS & ENERGY EFFICIENCY	Measure, reduce and compensate the carbon footprint of our organization and value chain Reduce energy consumption in our stores, warehouses and offices, increase energy-efficiency, switch from fossil fuels to renewable alternatives	  Direct Impact
TOWARDS ZERO FOOD WASTE	Set-up a food waste management system to reduce food waste throughout our supply chain and in our stores and restaurants	   Influence through the value chain Direct Impact
SUSTAINABLE PACKAGING COMMITMENT	Minimize the use of single-use plastics and promoting recyclable, biodegradable or reusable packaging options to reduce the environmental impact	 Direct Impact

SOCIAL IMPACT

MATERIAL TOPICS	OBJECTIVES	SDGs
DIVERSITY, EQUITY & INCLUSION	Support a diverse workplace that incorporates a variety of perspectives, background and expertise and commit to zero-tolerance for acts of discrimination and harassment	 Direct Impact
HEALTH & SAFETY	Provide a safe and healthy working environment	 Direct Impact
EMPLOYEE ATTRACTION & RETENTION	Invest in employees to enhance skills and empower individuals within the company	 Direct Impact
COMMUNITY ENGAGEMENT	Act as a responsible and engaged member of the local community, with a shared-value approach	   Influence through the value chain



3.

CRAFTSMANSHIP “Il nostro mestiere”

PRODUCT DIVERSITY, INNOVATION AND TRANSPARENCY

For us, craftsmanship is the perfect union between traditions, local excellence, knowledge and variety. Promoting craftsmanship is a guiding framework; it informs our supplier choices, our menu and recipe development and the care we give to the customer experience.

Craftsmanship is embedded in our very way of being. **Some of our Eatalians come from generations of butchers, cheese makers, bakers and fishermen: a background where know-how is transferred from parents — the artisans — to the next generation and combined with technical and professional skills.** These are the people that choose the meat we offer, train every baker to guarantee the same high-quality products in our stores and select the fish on the counter. In short, they have a deep understanding of what we look for when selecting Eataly products.

While we want to preserve tradition, we don't forget the importance of innovation and transparency. We are committed in offering our customers products that meet certain standards and certifications that recognize quality, place of origin and production standards:



BIO certifications signify that productions follow organic farming practices, enhancing environmental sustainability by restricting the use of synthetic chemicals and pesticides;



IGP certifications guarantee regional and local origins of products;



DOP certifications validate the use of traditional methods in addition to regional and local product origins;



DOCG certifications ensure the origin and quality of Italian wines.

OUR CERTIFIED ITALIAN PRODUCTS



nearly **20%** of our **beverage product** assortment has **BIO or DOCG certifications**



285 IGP, BIO and DOP certified products in our **meat and cheese** selections



more than **24%** of our **grocery product** assortment has **DOP, BIO and IGP certifications**

We know that preserving Italian craftsmanship, authenticity and tradition comes from supporting of small and local productions in the country. Our commitment is to provide our suppliers adequate market access for them to be seen by our customers, in Italy and abroad, without distorting their artisanal production.

ITALIAN LOCAL SUPPLIERS



represent **97%** of the total sales in our Italian stores



provide roughly **90% of our product*** assortment available in our stores worldwide

**Fresh products excluded from this information.*



PREMIATO PASTIFICIO AFELTRA

With its centuries-old traditions and unique natural elements, Gragnano has always been the capital of “The White Art.” Representing passion, dedication and excellence, pasta-making is the lifeblood of the local economy.

Premiato Pastificio Afeltra was founded in Gragnano by the Afeltra family in 1848.

It is still located in the same historic building where everything started, a majestic structure of three floors and over 4,000 square meters. In the 1970s, the Afeltra family sold the factory and, after changing hands, it was included in the Eataly Group in 2024.

The new management led to a radical transformation from the industrial productions of the past, Pastificio Afeltra took a step back towards tradition.

Today, Pastificio Afeltra produces between 50 and 80 quintals of pasta per day, almost ten times less than in the past but in favor of quality, added value and artisanal dedication, with a team of 20 people working according to demand.

The Pastificio Afeltra produces about 30 pasta shapes in their authentic form. The production follows strict guidelines to receive the “**Pasta di Gragnano IGP**” designation; all raw materials entering our production facility must have a certificate of conformity with chemical-physical and microbiological analyses.

The semolina used by Premiato Pastificio Afeltra is 100% Italian semolina from Puglia.

From this semolina three lines of products are obtained, each preserved in different silos:

- **100% Italian line;**
- **100% organic line;**
- **100% Italian organic integral line.**

The groats are coarse, allowing them to best express their organoleptic properties. The water used to make the pasta comes from the Lattari Mountains surrounding the Gragnano area. The same type of water has been used for more than 400 years to produce the Gragnano pasta, carrying the ideal characteristics (low calcium, low residual fixed, balanced pH) particularly suitable for pasta making. The dough is then passed through bronze dies, which give each shape a signature rough surface.

In the beginning of the eighteenth century in Gragnano, pasta was dried everywhere, from the streets to the roofs of houses.

Today, the pasta is dried in our static cells, with the exact same procedure to ensure organoleptic properties and preserve ancient flavors long forgotten from industrial productions. In these static cells, we replicate the same external climate; this slower and more gradual drying method preserves the quality of the pasta.

With this attention to ingredient details and strict process discipline, Premiata Pastificio Afeltra is part of the Gragnano IGP Consortium. Its pasta has earned IGP recognition, as well as BIO and BRCS certifications.

Global demand for the artisanal pasta is growing, from Korea and Qatar to the Emirates and United States. Eataly's growing reach has answered this call and helps spread the excellence of Italian pasta around the world.



FOOD SAFETY AND QUALITY

Eataly's food safety management system is a cornerstone of our commitment to providing authentic and high-quality Italian culinary experiences, both in our marketplace and restaurants. Recognizing that food safety is essential for customer trust and brand integrity, our quality team has established a robust and comprehensive framework to ensure the safety and quality of our products, from sourcing to sale.

Through process analysis using the HACCP (Hazard Analysis and Critical Control Points) method, we have defined specific operational procedures aimed at maximizing the safety of the food we sell and serve. These procedures include stringent hygiene practices, cleaning programs, management of storage conditions at all stages, allergen management and more.

Additionally, advanced traceability systems enable us to monitor every product from its origin to the point of sale, allowing for swift action in case of any issues.

To ensure the application of these procedures, we define annual training plans for our staff. **In 2023, for Europe alone, this included 4,800 hours of classroom training and 2,400 hours of practical training. Similarly, in the US, 500 hours of classroom training and 200 hours of practical training were implemented.**

We also conduct thorough supplier evaluations to measure their reliability and their ability to provide healthy food that meets our desired standards. For suppliers whose products will be exported to the US and other non-European countries, we also assess their compliance with local regulations. Given the small size of some of our producers, we provide support to help them comply with the requirements of the countries where their products will be sold.

The quality team continuously evaluates the effectiveness of trainings, the actual application of procedures and the functionality of the systems through a detailed audit plan. In 2023 alone, the European audit plan resulted in more than 400 documented checks. In the US, the audit plan has resulted in more than 75 documented checks.

To measure the effectiveness of the system and validate the defined procedures, we implemented an analytical verification plan. In 2023, we sampled more than 200 supplier products with nearly 800 parameters analyzed, 329 samples of products prepared in our kitchens and laboratories, totaling more than 2,000 parameters measured.

The implementation of cleaning plans and Good Manufacturing Practices (GMP) was also verified through more than 1,400 analyses in European stores.

In 2023			
	CLASSROOM TRAINING	4,800 HOURS	500 HOURS
	PRACTICAL TRAINING	2,400 HOURS	200 HOURS



RESPONSIBLE SUPPLY CHAIN

In the Eataly stores, consumers easily get to know the farmers, breeders, fishermen and manufacturers creating for the products found on our shelves, counters and restaurants. This is possible because our business model is deeply interconnected with the supply chain and celebrates retaining artisanal, small-scale methods, even with growth at an international scale.

We are committed to responsible sourcing through a series of programs and partnerships that focus on providing opportunities for our suppliers to reach new markets. With our partnership, even micro-scale farmers have the possibility to reach large distribution and export.

We are committed to prioritizing the health and welfare of animals throughout our entire value chain for meat, fish, eggs and dairy products. As part of our ongoing improvement journey, we are actively working to enhance and integrate stringent animal welfare standards into our supplier qualification process.

Lastly, in the first months of 2024, we joined the Advisory Board of the Smart AgriFood Observatory of the Polytechnic of Milan and the University of Brescia, aimed at spreading knowledge about digital innovation along smart agrifood supply chains.





OUR QUALITY MEAT

In 2022 Eataly signed the European Chicken Commitment (ECC), a comprehensive set of science-based criteria, developed in 2017 by a coalition of European NGOs, that would significantly improve the welfare of chickens.

The commitment includes:

- The adoption of *slower growing breeds and genetics* that ensure a better quality of life;
- The availability of living space in terms of light, room and structures to enable the expression of natural behaviors; and
- The adoption of efficient slaughter methods that avoid animal pain.

As part of this pledge, we commit to collaborating with stakeholders to identify the best methods of applying the ECC for small farmers and their protection and to monitoring and reporting our progress on an annual basis.



Our partner *La Granda* supplies 95% the bovine meat in our Italian stores. This company was created by an association of breeders in 1996 that believed in relaunching the Piedmontese cattle breed and reinvigorating the consumption of quality meat.

La Granda embraces “**Symbiotic Agriculture**”, an agri-food production system that uses crop rotation and microorganisms to create a natural symbiosis with the plants. The result is a resilient and rich soil that can be used to produce fodder and food for the animals. A key component of cattle’s diet is hay from stable meadows, which contains no ingredients derived from industrial processing waste.

La Granda’s policy provides labels allowing transparent traceability at every moment of production, including information both about the breeder and the animal: where and how it was raised, the breed, the sex, the age and date of slaughter.

SUSTAINABLE FISHING: BLUEFIN TUNA

As our modern society becomes more resource-intensive, natural spaces are shrinking and wildlife numbers are declining. Many animals are still endangered, mostly due to unsustainable human-led activities.

At Eataly, we closely follow the conservation status of the different species we carry. The bluefin tuna, for example, was identified by the scientific community over a decade ago as being at risk of extinction due to overfishing. As a result, Eataly stopped carrying bluefin tuna until there were indications of a recovery. Because of these kinds of choices, recent stock assessments have indicated the species is returning. As a result, Eataly has reintroduced it at some of its locations, while continuing to monitor updates on its sustainability.

Collaboration with suppliers that fish exclusively by longlines has been crucial for this decision, as this approach limits the accidental capture of other marine species. **We prioritize suppliers certified under certification programs for sustainable fish farming such as Friend of the Sea and Marine Stewardship Council.** Freshly caught tuna is processed on board with the ancient Japanese Ikejime technique, considered the most respectful method of fish slaughter. Our restaurants in Italy that feature bluefin tuna work to maximize the use of the animal, using both the premium cuts and parts such as at the buzzonaglia (dark red scraps near the bone) in order to minimize or eliminate waste.

SLOW FOOD PRESIDIA

In 2023, Eataly hosted more than 40 Slow Food Presidia in our Italian stores. Slow Food Presidia are designed to protect small-scale, traditional and high-quality food producers from the risk of disappearing because of more convenient and profitable industrialization or biodiversity challenges.



By supporting Presidia, we aim to preserve culinary traditions, protect biodiversity and promote artisanal products that provide economic opportunities for local communities.



EDUCATION AND EMPOWERMENT

“Learn” is the third fundamental pillar of our business approach. Through our educational programs, we further promote the discovery, appreciation and overall experience of Italian food. At Eataly, we believe that the more you know, the more you enjoy.

At La Scuola di Eataly, our guests enjoy hands-on experiences led by our chefs and experts. Our programs range from Italian regional recipes to special thematic dinners and wine-pairing courses. Each store offers a catalog of core classes as well as unique, market-specific courses; our audiences range from school children to curious adults and corporate clients.

LA SCUOLA NUMBERS



over
4,800
COURSES
offered per year



more than
68,000
PARTICIPANTS
annually



23
CLASSROOMS
and LEARNING
SPACES

In Italy, many of these events have been organized in collaboration with Slow Food, our long-standing partner that shares our goal of supporting small and local producers and increasing public awareness about how food is made. **In 2023, we reached more than 4,000 people with courses organized with Slow Food experts,** covering topics ranging from specific products (such as extra virgin olive oil or beer) to recipes focused on using kitchen scraps and reducing food waste.

Eataly has always supported and collaborated with the **University of Gastronomic Sciences (UNISG)** to promote a sustainable food culture, fostering educational initiatives focused on gastronomy and responsible consumption. Every year, we welcome UNISG students and interns on educational trips to our stores and facilities, while also offering internships and career opportunities.





4.

ENVIRONMENTAL IMPACT

BIODIVERSITY AND NATURE POSITIVE AGRI-FOOD CHAIN

We believe the culinary experience is enhanced when one knows more about the origins of our food: the history of a place, the way it was made and the ingredients used. This knowledge is also essential to protecting nature, as the appreciation for a product's origin drives us to protect it.

SAVE THE STABLE MEADOWS AND PASTURES

Save the Stable Meadows and Pastures is a program from Slow Food that allows nature to flourish while also supporting business goals. Stable meadows are left to spontaneous vegetation for at least ten years, with no chemical intervention or artificial sowing. Species propagate naturally and the only agricultural practices used are mowing, irrigation and organic manure fertilization. Their keepers are animals: cattle, sheep, goats and insects.

These practices result in natural areas rich in dozens of different plants, insects, birds and other small wild animals. They starkly contrast the meadows we usually see around us, sown with a single crop.

Stable meadows are:

- **important for human health:** milk from animals that are grass and hay-fed from stable meadows is rich in vitamins and other antioxidants, especially omega-3;
- **good for animals:** grazing on their favorite herbs, lying down to digest improves their well-being;
- **carbon reservoirs:** these meadows do not release carbon easily, even with fires, because it is retained in the root system;
- **economic opportunity:** the crops grown in this soil are of the highest quality;
- **beneficial for local culture:** they offer a beautiful landscape for the local community.



In the last sixty years, the Italian territory has lost many stable meadows with mountainous areas being abandoned for urban development; monocultures and cement have invaded the plains. At Eataly, we do our best to save these areas by bolstering shepherds and prioritizing grass and hay-based livestock farming in the Italian Alps and Appennines. We have been supporting the Slow Food Save the Stable Meadows and Pastures project since 2022, when it was first launched during the global event “Terra Madre Salone del Gusto” in Turin.

The initiative impacts two points in the supply chain. First, farmers are encouraged to convert lands previously exploited by monoculture farming with the help of expert technicians. Then, the dairy products from these farms enter the Eataly value chain and are sold at our stores, with a robust communication plan to educate our customers about where these products originate.

Concretely, through this project, we have:

- Engaged with breeders, cheesemakers, dairies and cooperatives willing to tackle the environmental transition process to stable meadows according to specific guidelines;
- Visited and supported farmers with an effective policy for the management of stable grassland and the production of milk and cheese from animals grazing on stable grass;
- Connected farmers and producers with expert technicians for assistance;
- Aided in the installation of apiaries, creation of hedges and sowing of attractive plant species for pollinators;
- Promoted the resulting products in our stores to our wide customer base; and
- Dedicated educational spaces and conferences at sector-specific events such as Terra Madre 2022 and Cheese 2023.





WE PLANT BIODIVERSITY

Biodiversity is being threatened by industrial agriculture, which often homogenizes production and increases yields without considering pollution, soil impoverishment and energy consumption. The agro-industrial changes of the last 70 years have drastically reduced diversity to the point that countless varieties are now irretrievably lost. Of the thousands of edible species that can be consumed, only a few are cultivated today.

As the farming communities teach us, seeds are a symbol of life and bearers of hope: they are the first link in the food chain, the basis of the planet's survival. Selecting and producing seeds ensures the possibility of a good harvest the following year; it naturally conserves biodiversity while guaranteeing food sovereignty and economic independence. Seeds tell the story of a place, what it has produced in the past and what it can yield in the future.

For all these reasons, we believe that seeds must remain widely available to farmers, rather than a system controlled by few. We Plant Biodiversity is our ambitious project that, since 2017, spreads information about seeds from a political and cultural point of view.

We help small businesses and farmers register varieties of vegetables at risk of extinction, allowing them to independently sell their seeds and guaranteeing the survival of highly endangered varieties. This initiative stems from our partnerships with Arcoiris, the only exclusively organic Italian seed company; Francesco Sottile, a member of the Slow Food executive committee and professor of the Departments of Agricultural and Forestry Sciences of the University of Palermo; and the non-profit Slow Food Foundation for Biodiversity.

Cataloging seeds is the first step to farmers reaching the market and bringing the colors, shapes and flavors of horticultural varieties back to our tables that today run the risk of being lost. We Plant Biodiversity is our effort towards a new production paradigm; little by little, the biodiversity which can no longer be found in most seed shops is returning to farms.

BEE THE FUTURE

Bees are essential to biodiversity. Pesticides, drought, habitat destruction, nutrition deficit, air pollution, global warming and other human-driven factors are driving extinction of bees.

In 2018, in partnership with Slow Food, we launched our **Bee the Future** project that promotes ecological transition through the restoration of bee habitats in areas where bees are disappearing due to agricultural methods based on high yields.

Specifically, we are focusing on areas dedicated to corn in Piedmont, Prosecco in Veneto, table grapes in Puglia, hazelnuts in Lazio and intensive cattle breeding in the Po Valley.

We called the farmers of the project “Resisters,” as they are determined to go ahead with models of virtuous agriculture in areas that are badly impacted by the death of insects.

In its first phase, the project enabled the environmental regeneration of 100 hectares in Italian areas destined to intensive agriculture. This was achieved with the support of more than 50 resisters who, by sowing a special organic mixture of seeds on their land, have created ecological corridors for bees and restored biodiversity.

In 2021 the project entered its second phase: extending the commitment to protect the pollinators’ ecosystem to green areas in cities by donating 10 million bee-friendly organic seeds to a network of citizens, schools and public institutions involved in urban reforestation, biomonitoring and environmental education initiatives.

In Eataly’s Italian stores, people can buy *Bee the Future* seed sachets and grow bee-friendly plants in their garden. Since the beginning of the project, in the weeks leading up to World Bee Day on May 20, we organize specific educational activities in our stores, together with producers.



OUR PLEDGE TO ACHIEVE NET-ZERO CARBON EMISSIONS AND ENHANCE ENERGY EFFICIENCY

A key objective of Eataly's Sustainability Strategy is to reduce our carbon footprint in our organization and value chain. **We are following the three-step approach of "Measure, Reduce and Compensate"** to evaluate our current environmental impact and understand our main drivers. As part of the first step, we are committed to continuously measuring our energy consumption to best inform our action plan.

Our Scope 1 and 2 Greenhouse Gas (GHG) emissions focus on electricity and gas used in our stores, restaurants, warehouses and offices for lighting, heating and cooking. In every building, we have been adopting energy-saving solutions, such as LED lighting and various remote controls and monitoring equipment.

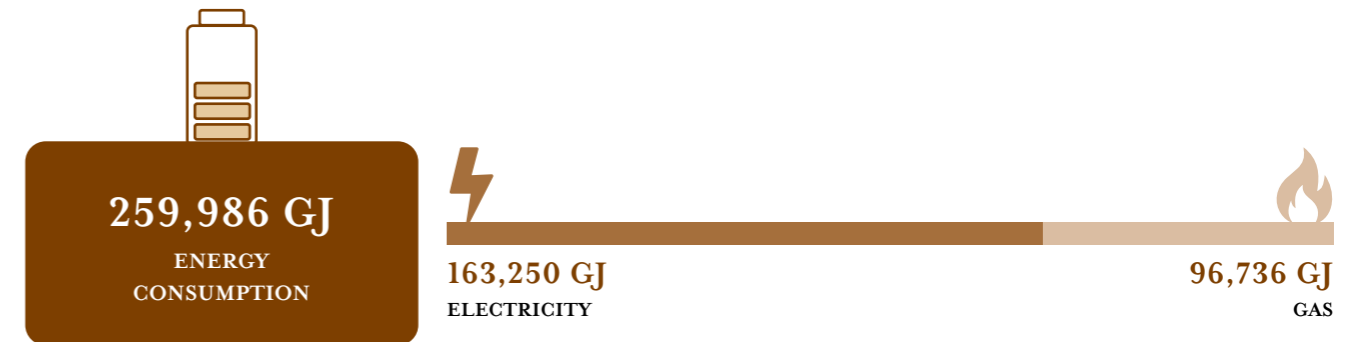
To further reduce our GHG emissions, we have selected renewable electricity sources for our buildings. During 2023, we purchased over 21,000 MWh of Renewable Electricity Guarantees of Origins Certificates, cancelled in the Italian Energy Certificate System powered by GSE. 45% of our Italian electricity consumption comes from renewable sources, specifically wind power sources.



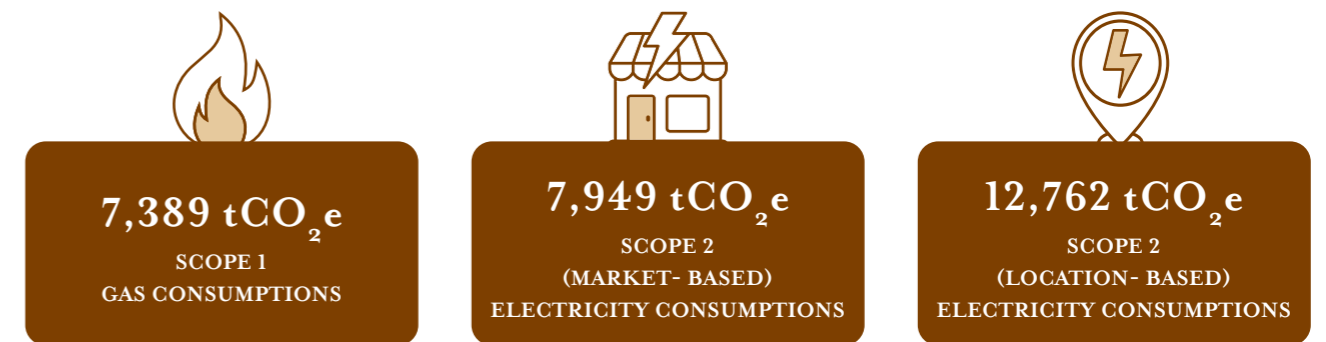
45%
OF ELECTRICITY CONSUMPTION
COMES FROM RENEWABLE SOURCES

Eataly recognizes that most of its GHG emissions lie in its supply chain; we plan to perform a comprehensive Scope 3 assessment in 2025 as a baseline for the decarbonization of our value chain.

OUR 2023 ENERGY CONSUMPTION



OUR 2023 GHG EMISSIONS



Scope 1 emissions are those directly generated by the company, mainly associated to gas burned in boilers; Scope 2 emissions are those indirectly generated by the company, mainly associated to electricity, that is produced by a supplier. Location and market-based are two emissions calculation method; the first reflects "the average emissions intensity of grids on which energy consumption occurs" while the second "reflects emissions from electricity that companies have purposefully chosen". In our case the market-based includes the choice of Guarantees of Origins.

OUR LONGSTANDING PARTNERSHIP WITH PLENITUDE

Through the Sentieri Sostenibili project, launched in 2020 in partnership with Plenitude and supported by EOT - Energy of Things, we have made significant strides in enhancing the energy efficiency of all Eataly stores across Italy. This initiative is a vital component of our broader sustainability strategy, aimed at reducing the environmental impact of our operations while promoting responsible energy use.

In recent years, we have prioritized energy efficiency improvements across our stores, starting with targeted interventions in key locations, including Turin, Milan, Rome, Piacenza and Pinerolo. These interventions have focused on upgrading lighting systems to energy-efficient LED technologies, optimizing heating and cooling systems and implementing smart energy management solutions to monitor and reduce energy consumption in real time.

All these initiatives are based on a data-driven process and on continuous measurement and acquisition of both electricity consumption and environmental conditions, measuring indoor temperature, relative humidity and the amount of CO₂ present in the air.

With data, it is possible to define and feed a Digital Energy Twin, provided by the Energy of Things platform, that allows both monitoring, simulation and design of efficiency initiatives and measurement, in accordance with IPMVP standards, of the results achieved.

Through the Digital Energy Twin, various interventions were then activated to reduce HVAC (Heating, Ventilation and Air Conditioning) consumption and to control, in continuous, the individual areas of the shops, which have different needs, such as:

- Optimizing air conditioning systems in the butcher shop.
- Installing an advanced system in the bakery to maintain optimal temperature and comfort year-round.
- Enhancing the regulation of temperature, humidity and CO₂ levels in the charcuterie and cheese shop.
- Monitoring humidity in the wine shop to ensure the best conditions for wine storage.

In parallel, we are promoting a culture of energy efficiency in our kitchens, raising awareness among both staff and customers through educational campaigns, workshops and training programs.

The progress made so far has resulted in substantial energy savings, contributing not only to reduced operational costs but also to lowering the overall carbon footprint of our stores.

By integrating energy efficiency into both our physical spaces and culinary practices, we are aligning with global efforts to combat climate change and driving long-term sustainability across our business. These achievements highlight the tangible benefits of combining innovation and sustainability in our daily operations, laying the foundation for even more ambitious goals in the future.



LEED CERTIFICATION BUILDING MANAGEMENT SYSTEM STANDARDS



In North America, four stores have achieved the **Leadership in Energy and Environmental Design (LEED) Certification**, a globally recognized green building classification system that certifies their sustainability level through various criteria such as energy and water efficiency, type and quality of materials used and indoor environmental quality.

The certified stores are **New York (World Trade Center), Los Angeles, Chicago and Boston**; three of them have achieved Gold level while the other has achieved Silver.

In tandem, Eataly in North America operates under a comprehensive guideline containing building design criteria useful for all the stores to reduce their energy use. The guidance describes how each piece of equipment (e.g. HVAC, Refrigeration, Lighting, etc.) should be selected, installed and controlled.

TOWARDS ZERO FOOD WASTE

Minimizing food waste within our operations is a key tenet of our Sustainability Strategy. Our emphasis on highlighting the tradition, quality and efforts of every product we offer naturally leads to ensuring that as much food as possible is used, redistributed, or repurposed from our stores and restaurants.

With our ongoing expansion, we aim to set-up a food waste management system targeted at reducing food waste throughout our supply chain to best optimize and potentially redistribute items. We will continue tracking and reporting food waste reduction metrics to evaluate our progress overtime.

One of our main strides towards Zero Food Waste is a **global partnership with Too Good To Go, a platform** that connects customers, stores and restaurants with unsold food. The partnership launched in 2019 in Italy, followed by Canada in 2021 and subsequently our US stores.

With Too Good To Go, we apply a proactive strategy, so high-quality surplus food is not wasted. We educate old and new consumers about the importance and value of food products that otherwise would be disposed of.

At the local level, many stores worldwide are tackling retail and restaurants food waste by **giving back to the community**: in 2023, several community initiatives have supported **local food banks, associations and charities with donations of quality surplus food, allowing more than 23,000 kg of food to be saved and redistributed to those in need.**



EATALY

ITALIAN
STORES



21,850
SURPRISE BAGS
sold in 2023

NORTH AMERICAN
STORES



43,600
BAGS
sold in 2023

OUR COMMITMENT TO SUSTAINABLE PACKAGING SOLUTIONS

Packaging is essential in preserving products in all their forms throughout the supply chain. Since we use a significant amount of packaging in our operations, we aim to promote the use of recyclable, biodegradable, or reusable packaging, to minimize the use of single-use plastics and source new sustainable options without compromising product protection.

To achieve this ambitious goal, we have defined guidelines to promote sustainable packaging, to help minimize our environmental impact and promote sustainable choices among our suppliers and consumers.

The main criteria can be summarized as follows:

- Preference for **recyclable material**, such as paper, cardboard and specific types of plastic;
- Introduction of **compostable materials for food packaging**, such as compostable bioplastics and paper treated to resist fats;
- Replacement of traditional packaging materials in Italy with **bio-based materials** derived from renewable sources such as corn starch and sugar cane; introduction of similar options in North America as the management of these materials continues to evolve;
- Preference for material with **internationally recognized certification**, such as FSC, for paper and cardboard;
- Continuous investment in **research and development** to improve existing packaging solutions and find new ones;
- Selection of **suppliers who share our commitment to sustainable packaging**;

The criteria have all been applied to most of our departments (restaurants, bars, bakery, butcher, produce, fish market), in the production of our Eataly-branded products and for delivery services.

Starting from 2024 we are committed to purchase only PEFC and FSC certified paper coming from responsibly managed forests. For our restaurants, we have chosen compostable cotton tablecloths, which can be disposed of as compost.

To strengthen our commitment, in 2024 we joined the working group of the Italian Packaging Consortium (CONAI), which supports companies in improving the environmental performance of their packaging.





5.

SOCIAL IMPACT

DIVERSITY, EQUITY AND INCLUSION

We strive to promote a culture of inclusion and empowerment. We want to build a workplace where diversity can thrive, following the principles of Eataly's Code of Respect and Manifesto.

We envision Eataly as a workplace where employees feel safe, respected and appreciated for their competences and merits and where their opinions are valued without fear of prejudice.

EMPOWERING REFUGEES

In recent years, Eataly has collaborated with UNHCR to create job opportunities for refugees and asylum seekers.



In 2020, we joined the Welcome. Working for Refugees Integration initiative. In 2023, in partnership with the Adecco Foundation, we hired six refugees and asylum seekers for our Genoa, Turin and Rome stores.

In 2019, 2022 and 2023, UNHCR rewarded our commitment to refugees' integration through employment with the *Welcome. Working for Refugees Integration 2023 Award*.



SUPPORTING GROWTH IN HOSPITALITY

We are invested in several Italian projects supporting job placement for people with disabilities. We strive to build strong partnerships with local social cooperatives and non-profits that play a pivotal role in highlighting and fulfilling the potential of disabled people.

We collaborate with Cooperativa Il Brugo in Milan, Cooperativa Patchanka and Forma-Re-Te in Turin, Cooperativa il Girasole in Florence, Arci Solidarietà in Genoa and both Centro di Accoglienza San Saba and Centro Astalli in Rome.

In addition to local initiatives by our stores, in January 2024, we signed the National Memorandum of Understanding of CoorDown, the Italian national committee of people with Down syndrome that gathers more than 60 non-profit organizations. With coordination through national-scale cooperation, we aim to create consistent internships and job opportunities for people with Down syndrome.

Our North American stores have forged partnerships with critical community organizations serving under-resourced groups get the necessary skills for a career in hospitality.

In New York City, we have worked with Hot Bread Kitchen, a non-profit that creates economic opportunities for women and gender-expansive people, immigrants and people of color. Their programs offer job skills training with a focus on breadmaking. Through this partnership, our teams at Eataly Downtown and Eataly Flatiron provided first-hand experience through mock interviews, tours and even job placement in our stores.

Another New York partner is the Careers through Culinary Arts Program (C-CAP), a culinary workforce development non-profit that provides underserved teens, the formerly incarcerated and

asylum seekers a pathway to success through jobs in the food sector. Our contributions have included financial support, product donations and meetings with participants to share insights on careers in the culinary sector.

In Chicago, we have worked with organizations providing work experience and services to Chicagoans experiencing homelessness or poverty, including Inspiration Kitchens and Cara Collective. Partnering with these organizations, we offer first-hand kitchen experience, interview training, resume support and job placements.

Toronto has a longstanding partnership with George Brown College and its culinary school. Their program Augmented Education supports individuals who have struggled with mental health or addiction and are looking to pursue a career in hospitality. The free program helps participants cope with their histories, as well as prepare for and maintain employment in the food service industry.

INCREASING ACCESSIBILITY OF OUR EATALY-BRANDED PRODUCTS

We have launched an innovative packaging solution designed to make our Eataly labelled products more accessible to blind and visually-impaired people.

The TQ Braille® QR code has been added to our labels, allowing customers to easily access Eataly-branded products information in five different languages through the Braille writing system.

This initiative was sponsored by the Italian Union of the Blind and Visually Impaired (UICI) and implemented in cooperation with Arti Grafiche Parini.

OUR JOURNEY TOWARDS GENDER EQUALITY

In 2023, about 44% of Eatalians are women. Since the beginning of our journey, we have been working to tackle gender equality issues by providing our colleagues with skills on how to set-up an inclusive workplace, use an inclusive language and empower our female decision-makers. Women in managerial positions represent more than 40% of the total decision-makers in the company.



about 44%
OF EATALIANS ARE WOMEN
in 2023

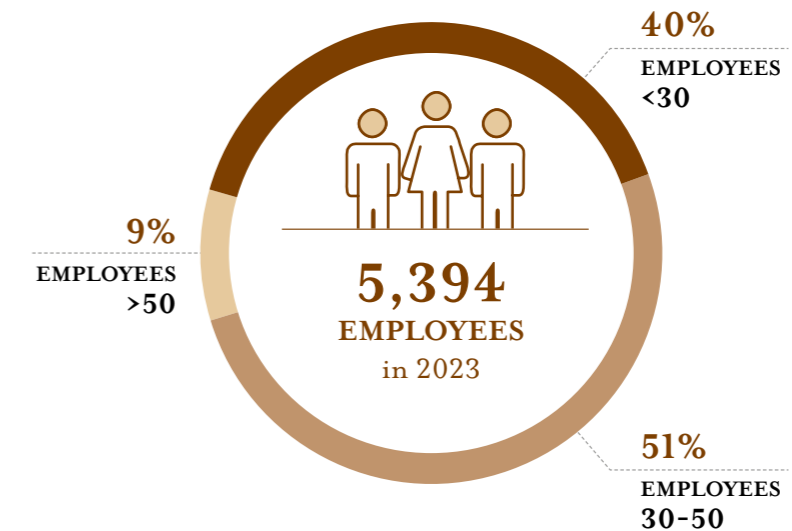
2023 EMPLOYEE GENDER REPRESENTATION

	MEN	WOMEN	TOTAL
Senior Executives, Directors & General Managers	20	8	28
Managers	301	215	516
Clerical	91	162	253
Workers	2,626	1,971	4,597
TOTAL	3,038	2,356	5,394

Beyond gender diversity, we value our people by fostering a working environment where Eatalians with different races, ethnicities, religions, backgrounds and ages are equally respected and given the same opportunities to grow.

2023 EMPLOYEE AGE BREAKDOWN

	years old	<30	30-50	>50	TOTAL
Senior Executives, Directors & General Managers		1	16	11	28
Managers		108	369	39	516
Clerical		42	192	19	253
Workers		2,011	2,160	426	4,597
TOTAL		2,162	2,737	495	5,394



HEALTH AND SAFETY

Eataly's occupational health and safety program is designed to create a safe and healthy working environment for all, reflecting our commitment to employee well-being and operational excellence. While each system is structured differently depending on the countries, in accordance with local legislation, it always includes comprehensive risk assessments to identify and mitigate potential hazards in both the market and restaurant areas.

We implement strict safety protocols, including the proper handling and storage of equipment, regular maintenance checks and the use of personal protective equipment (PPE) where necessary.

Employee training is key, with ongoing instruction on safety practices, emergency procedures and the importance of maintaining a safe workspace. **In 2023, more than 16,000 hours of basic and specialized training were provided.** See more details in "Our Training".

We also promote a culture of safety through open communication, involving our technical staff in safety processes and by encouraging employees to report hazards or suggest improvements without fear of retaliation.

Our safety team conducts regular audits to ensure compliance with safety standards, helping to prevent accidents and injuries.

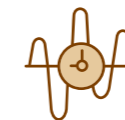
The efforts made in recent years to improve safety have significantly reduced the incidences of injuries, which stand at approximately 10.4 injuries per million hours worked.



6,729,972.4
WORKED HOURS



70
INJURIES



10.40
FREQUENCY INDEX

This proactive approach to occupational health and safety not only protects our employees but enhances productivity and supports the overall success of the brand.

EMPLOYEE ATTRACTION AND RETENTION

The success of every Eataly is because of our Eatalians, who, through hard work, passion and skills, have transformed the original vision into a reality of stores, restaurants and quality supply chains world-wide.

Our people are Eataly's strongest foundation. We aim to attract individuals that share our love for food, hospitality and great customer experience. We are committed to continue building a working community where employees are empowered to grow within the company and feel understood, valued and supported.

Through several welfare initiatives and development and learning opportunities offered, Eataly has attracted great talent and is invested into building an engaged and loyal workforce.

EMPLOYEES SENIORITY - 2023

YEARS OF WORK	MEN	WOMEN	TOTAL
20≤30	0	0	0
10≤20	197	219	416
5≤10	469	328	797
2≤5	627	432	1,059
≤2	1,745	1,377	3,122
TOTAL	3,038	2,356	5,394



OUR WELFARE INITIATIVES

Over 85% of the European employees are covered by national collective bargaining agreements. In many countries, we have adopted additional company agreements to offer additional benefits to our employees:

SUPPORTING FAMILIES AND COUPLES

In **Italy**, we support every wedding and/or civil union by gifting Eatalians with a €200 Euros shopping voucher to spend in any Eataly shop. Also, in Italy we offer extended paid leaves for certain family events to unmarried and live-in partners. Bereavement leave is extended by three days compared to current Italian legislation in the case of relatives up to the second degree.

Our **North American** employees, too, have up to three days bereavement when there is a death in their immediate family. The company provides every employee access to an Employee Assistance Program (EAP) that offers various resources and support for all of life's challenges. This includes free counseling for the employee and qualified dependents, legal and financial advice at reduced pricing and a variety of articles and webinars for common concerns.

All employees are eligible to make discounted purchases for their personal groceries and shopping and at our restaurants.

BENEFITS TO HELP NEW PARENTS

In **Italy**, we have introduced benefits specifically around welcoming new lives and allowing new parents to be present in this experience:

- We celebrate the birth or adoption of employees' children by offering parents a €300 shopping voucher per newborn to spend in any Eataly shop.

- Workers on the five-month obligatory maternity leave receive 100% of the annual salary, including the two additional monthly salaries envisaged by the national collective agreements for a total of fourteen monthly salaries, which would normally be subject to a partial reduction.
- Fathers are entitled to an extended paternity leave that is three days longer than what is provided by current legislation.
- Once the parental leave is over, both mothers and fathers can benefit from a 12-month unpaid leave upon request. This measure is meant to support parents in this new phase of their life while assuring job preservation.
- Working parents have the right to 16 hours of paid leave to facilitate the child's introduction into nursery school.

In **North America**, employees who have been with the company for a minimum amount of time are eligible to receive paid parental leave for up to 8 weeks. This applies to parents of all genders and their biological or adopted child.

HEALTHCARE COVERAGE

In **North America**, Eataly offers comprehensive health insurance plans to employees that include medical, dental and vision, allowing employees to review and select coverage that best fits their needs and to care for themselves and their families.

Supplemental programs cover employees who may be involved in an accident, hospitalized or be diagnosed with a critical health complication. In addition, our program includes optional disability and life insurance coverage, which ensures they and/or their families have monetary benefits and security.

In **Italy**, employees are offered integration of public health services with additional insurance plans.

PLANNING FOR RETIREMENT:

In **North America**, Eataly has several programs designed to support employees in saving for their retirement depending on their position and the country they work in. For each program the company matches contributions to a 401(k) or RRSP up to a certain percentage.

SOLIDARITY HOURS BANK

In 2015, we introduced the Solidarity Hours Bank program to allow our Italian employees who have not used all their paid leave hours to donate part to a solidarity bank for colleagues in need who have no remaining hours. Employees can request solidarity hours in situations where their health conditions require constant care or to fulfill caregiving duties for a close relative (child, spouse, parent, etc.).

REMOTE WORKING

In Italy and some North American offices, we are experimenting with remote working opportunities to guarantee a better work-life balance and build a working environment based on trust, loyalty and sense of responsibility.



OUR TRAINING PROGRAM

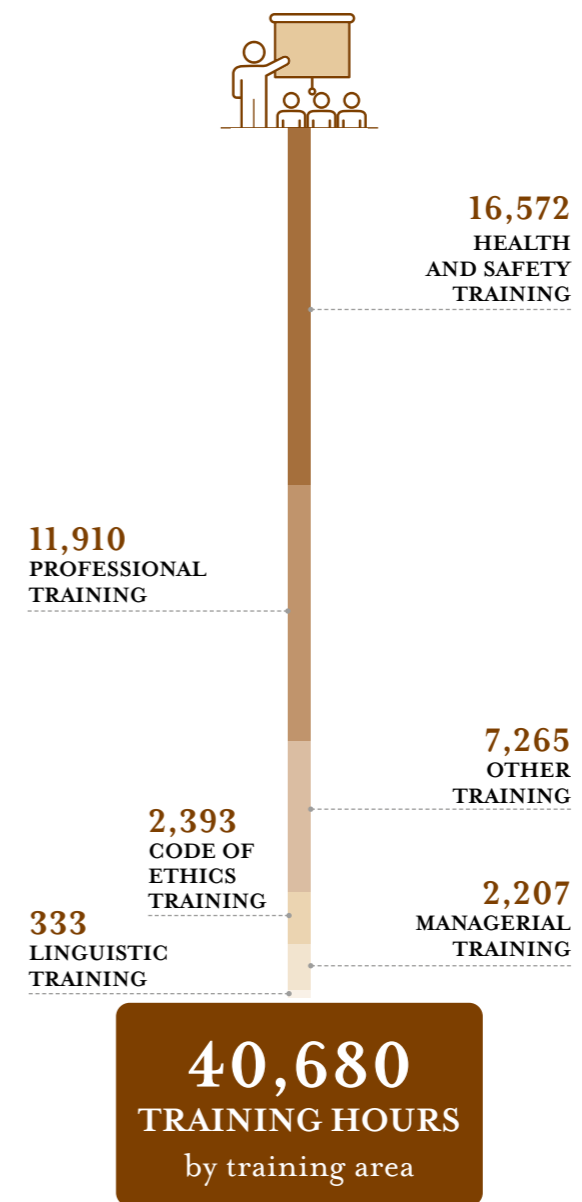
At Eataly, we have several initiatives both in Europe and North America for onboarding activities, trainings and leadership and skills development. Those activities cover several training areas with more than 40,000 hours offered, including specific professional (almost 12,000 hours), managerial training (more than 2,200 hours) and more than 16,000 hours of mandatory health and safety training have been provided in 2023.

Our training courses involve every employee category to foster skills development at every career stage, with an average of 7,54 hours of training offered in 2023 to all Eataly employees.

In Italy every new employee is welcomed with a two-hour **onboarding training** covering our history, values, product, objectives and partners. This theoretical half is complemented by an experiential half: lunch featuring Eataly's signature spaghetti.

Restaurant training is delivered daily by managers, with brief training sessions before restaurant opening covering technical subjects, such as plate presentation and wine service, to always guarantee the best customer experience.

We also have access to practical **training with partners**. This allows workers to more deeply know the partners while enriching and diversifying their skills, as well as also strengthening the bond between Eataly and our partners. Additionally, employees are welcome to attend our campaign trainings, such as webinars highlighting Eataly's products according to thematic monthly schedules, aimed at sharing knowledge about specific culinary traditions.



We constantly invest in our workers' technical, managerial, language-based and interpersonal skills. In Italy, corporate and operational employees have access to several **funded trainings**, including language, communication and Office tools courses, to enhance their professional and personal development.



In our Italian stores workers are also encouraged to enroll in **Scuola dei Mestieri**, a two-week training program aimed at mastering specific skills related to the Butcher, Fishmonger, Bakery and Cured Meat and Cheese areas. Students who successfully pass the final exam earn a nationally-recognized certificate issued by Eataly in collaboration with established Italian training institutions Poliedra and Fondimpresa.

We also cooperate with LUISS Business School, one of Italy's most prestigious private universities, to give employees the opportunity to attend a **master's program** to deepen their understanding of the three following topics:

- Strengthening the retail management culture of the store manager and managerial team;
- Increasing awareness of current challenges and exciting opportunities in the retail world;
- Enhancing the ability to engage with colleagues to disseminate best practices and foster innovation within the company.



EATALY NORTH AMERICA TALENT DEVELOPMENT PROGRAM

LIEVITARE

Launched in 2023 as a leadership cohort, Lievitare is a 6-month program where a group of aspiring leaders learn and grow both individually and as a group. **The objective of this leadership program – named for the Italian word meaning ‘to rise’ – is to empower high potential managers with the tools needed to develop their leadership skills.** Team members that show promise as future leaders are selected to join the intensive 6-month program.

The curriculum includes weekly group-facilitated classes to develop and achieve the key takeaways and prepare for the next level of leadership. Topics include financial acumen, behavioral self-assessments and managing people to help develop 360° skills, as well as learning from Eataly experts. Participants create individual development plans targeted to their personal growth and are paired up with an internal mentor, with whom they meet regularly for coaching on growth and assistance on a capstone project presented at the end of the term.

The program launched in 2023, successfully training 15 future leaders at Eataly and building a foundation for expansion in 2024 with two tracks: one focused on leaders who manage managers and the other on early-career managers in training.

LEADERSHIP HUB

In 2023, we have launched the **Leadership Development Hub, an online site for Eataly managers to access internal resources for leadership development.** The self-guided platform allows managers to select courses on topics ranging from Active Listening to Executive Presence, selecting their preferred date and time to take the hour-long classes. Since its launch, the Leadership Development Hub has provided a variety of programs on different topics to more than 100 people with around 150 hours of instructor-led lessons.

STORIES OF EATALY

At Eataly, we care about stories; they are a core part of our identity. This recognition program, launched in 2022, celebrates the stories of Eataly employees who exceptionally em-

body our belief in quality, passion, authenticity and hospitality. In addition to being recognized for their exceptional work, the program offers participants opportunities to continue learning about Eataly and to share their achievements with senior leaders and their peers.

Honorees are nominated by their managers and local HR teams and, upon selection, are invited to share their stories for the online recognition platform. The highlight is Celebration Day, where the honorees have a day-long experience at their respective store that includes a roundtable discussion with leaders, a ‘show and tell’ to share their expertise with the group and several learning events that allows them to experience the breadth of Eataly’s departments and production.

In 2023, we celebrated nearly 40 employees across eight markets.



COMMUNITY ENGAGEMENT

In Eataly, we choose to be an active player in the mission to improve quality of life for the communities that host us. Every day, we take responsibility for generating a positive impact on the life of people surrounding us. As a business that operates in the food industry, we hold ourselves accountable for contributing meaningfully to food security and health issues through a variety of charity initiatives. We are also committed to contributing to the employability of marginalized people through training and shared expertise.

DONATIONS: OUR EVERYDAY COMMITMENT TO ENDING HUNGER AND WASTE

Each of our locations around the world interacts with its local community and selects non-profit organizations to work with, local initiatives to support and relevant causes to advocate for.

In our vision, the fight for food security directly involves eliminating food waste. We refuse to accept healthy and nutritious food resources going to waste, while people have limited access to food due to poverty and distress. Day after day, we donate Eataly products to do our part to end both food waste and starvation.

Our shops consistently donate unsold, close to expiry and excess goods, including bakery products, meats and cheeses, to reliable non-profit organizations. This happens daily, with specific focus around holidays like Christmas and Easter. The quantity varies significantly depending on the amount of available goods and on the organization's capacity to receive, sort and distribute at any given moment. As an example, our Florence shop alone averages donating 50 kg of unsold bread every week to Caritas.

The receiving organisations are usually non-profit organizations involved in the collection and distribution of food to homeless people and those in need. We have a longstanding partnership with charity organizations on Italy, including **Caritas**, **Progetto Arca**, **Pane Quotidiano**, **ACLI (Christian Association of Italian Workers)**, **Orme and Romamour**. We also donate to hospitals and healthcare nonprofits, such as **Cottolengo**, **ANT (National Cancer Association)** and the **ABC Association for Child Surgeries of Burlo at the Burlo Garofolo** pediatric hospital in Trieste. In some cases, such as for ANT, we provided products that are later given as gifts to those making a donation.

SUPPORT IN JOB PLACEMENT FOR THE MOST VULNERABLE

We are aware of the complexity of today's job market. Specific training and experience are often necessary to acquire the knowledge and skills needed to be employable. It is well-known that people in a condition of socio-economic marginalization have difficulty accessing this type of training. We want to do our part to respond to the need for education, support in job placement, inclusivity and empowerment. We believe that together we can unlock the potential of individuals and give them the tools to break the vicious circle of social fragility.

In 2023, our Milan shop sponsored an event with **Il Brugo**, an organization promoting the inclusion of disabled people, for the launch of their platform offering companies training on disability management. With five of our employees belonging to this organization, we were thrilled to have taken part in this initiative and we trust that this platform is a valuable tool for other employers to learn about disability in the workplace.

SOLIDARITY GOES GLOBAL: EATALY AND THE WORLD FOOD PROGRAMME

Eataly supports the World Food Programme Italy-ETS Foundation and the World Food Programme (WFP) School Feeding program.



For each Christmas gift box sold, a portion of the proceeds will support the WFP's school feeding program, helping children in the world's poorest schools gain access to education, health and nutrition. For a world free from hunger and poverty. The WFP, awarded the Nobel Peace Prize in 2020, is the United Nations humanitarian organization dedicated to saving and improving lives globally. The WFP reaches an average of 160 million people in over 120 countries, providing food assistance during emergencies caused by conflicts, natural disasters and climate events.

Additionally, the WFP offers logistical services to the entire humanitarian community. Every day, 6,500 trucks, 20 ships and 140 planes operated by the WFP deliver life-saving food and other assistance to those in need. The WFP is entirely funded by voluntary contributions and does not promote any products or services.



METHODOLOGICAL NOTE

This document contains the first sustainability report of the company Eataly S.p.A (hereafter and in the document 'Eataly'), that will be published annually.

Eataly follows the guidelines and principles of the Global Reporting Initiative (GRI) Standards, choosing the reporting option 'with reference'. The reporting period is the financial year 2023 with some anticipation of relevant events in the first months of 2024.

The disclosing perimeter of this report includes Eataly S.p.A. and the following controlled consolidated companies, with their offices, stores, restaurants and warehouse:

- Eataly Boston LLC
- Cantina LLC
- Eataly Chicago LLC
- Eataly Financial District LLC
- Eataly NET USA LLC
- Eataly NY LLC
- Birreria LSEBG LLC
- Eataly Stockholm AB
- Eataly wine LLC
- Eataly Silicon Valley LLC
- Eataly Lafayette LLC
- Eataly Toronto LP
- Eataly Sherway LP
- Premiato Pastificio Afeltra SRL
- Eataly retail UK Limited
- Eataly Distribution DE GMBH

2024 openings and franchisee stores are excluded by the disclosing perimeter except for:

- the social data (employees and training information) that includes Las Vegas franchisee
- the information disclosed in the paragraph "Where we are" in Chapter I that includes also 2024 openings and the franchisee stores.

Financial data are not included in this document and please refer to the 2023 consolidated financial statements for details.

Environmental data reported are referred to energy consumptions and related greenhouse gas (GHG) emissions.

GHG emissions were calculated according to the GHG Protocol (WBCSD/WRI, 2004. Greenhouse Gas Protocol: a Corporate Accounting and Reporting Standard). Specifically, Scope 1 emissions consider the impacts generated by the use of fuel for cooking and for heating/cooling buildings. Scope 2 emissions consider the impacts deriving from the electricity used in buildings for lighting and cooking.

For both Scope 1 and Scope 2, the emission factors used for the calculation of emissions come from the Ecoinvent 3 database and, when available, from the specific mix of the electricity supplier.

The factors also include the share of indirect emissions that are not under the control of the company and that should otherwise be reported in Scope 3 (fuel production and network losses).

Data referred to employees are expressed in head count.

The disclosures and indicators reported in the document are listed in the GRI Content Index, with an indication of the location (paragraph) in which they are discussed.

This document has been prepared in good faith for illustrative purposes only and includes information and data available to Eataly as at October 2024 which have not been audited nor subject to third-party verification. Eataly thus disclaims any liability in case of third-party misuse of the information provided herein.

For any queries on the information contained within this document, the reader should contact sustainability@eataly.it.



GRI CONTENT INDEX

STATEMENT OF USE: Eataly Spa has reported the information cited in this GRI content index for the period 1.1.2023-31.12.2023 with reference to the GRI Standard.

GRI 1 USED: GRI 1 - Foundation - version 2021

	GRI STANDARD	LOCATION
GRI 2: GENERAL DISCLOSURES 2021		
2-1	Organizational details	Methodological note Where we are
2-2	Entities included in the organization's sustainability reporting	Methodological note
2-3	Reporting period, frequency and contact point	Methodological note
2-4	Restatements of information	-
2-5	External assurance	-
2-6	Activities, value chain and other business relationships	Where we are Business and Company Data Overview Eat, Shop, Learn: Our Business Model
2-7	Organizational details	We are Eatalians
2-8	Workers who are not employees	-
2-9	Governance structure and composition	Business and Sustainability Governance
2-10	Nomination and selection of the highest governance body	-
2-11	Chair of the highest governance body	Business and Sustainability Governance
2-12	Role of the highest governance body in overseeing the management of impacts	-
2-13	Delegation of responsibility for managing impacts	Sustainability Governance
2-14	Role of the highest governance body in sustainability reporting	Business and Sustainability Governance

GRI STANDARD		LOCATION
GRI 2: GENERAL DISCLOSURES 2021		
2-15	Conflicts of interest	-
2-16	Communication of critical concerns	-
2-17	Collective knowledge of the highest governance body	-
2-18	Evaluation of the performance of the highest governance body	-
2-19	Remuneration policies	-
2-20	Process to determine remuneration	-
2-21	Annual total compensation ratio	-
2-22	Statement on sustainable development	Letter to Our Stakeholders
2-23	Policy commitment	Values
2-24	Embedding policy commitments	Sustainability Governance
2-25	Processes to remediate negative impacts	-
2-26	Mechanisms for seeking advice and raising concerns	Business and Sustainability Governance
2-27	Compliance with laws and regulations	-
2-28	Membership associations	Our Pillars
2-29	Approach to stakeholder engagement	-
2-30	Collective bargaining agreements	Our Welfare Initiatives
GRI 3: MATERIAL TOPICS – 2021		
3-1	Process to determine material topics	-
3-2	List of material topics	-
3-3	Management of material topics	-
GRI 201: ECONOMIC PERFORMANCE 2016		
201-1	Direct economic value generated and distributed	Business and Company Data Overview

GRI STANDARD		LOCATION
GRI 203: INDIRECT ECONOMIC IMPACT 2016		
203-2	Significant indirect economic impacts	Product Diversity, Innovation and Transparency
GRI 204: PROCUREMENT PRACTICES 2016		
204-1	Proportion of spending on local suppliers	Product Diversity, Innovation and Transparency
GRI 302: ENERGY – 2016		
302-1	Energy consumption within the organization	Our pledge to achieve net-zero carbon emissions and enhance energy efficiency
GRI 305: EMISSIONS – 2016		
305-1	Direct (Scope 1) GHG emissions	Our pledge to achieve net-zero carbon emissions and enhance energy efficiency
305-2	Energy indirect (Scope 2) GHG emissions	Our pledge to achieve net-zero carbon emissions and enhance energy efficiency
GRI 403: OCCUPATIONAL HEALTH AND SAFETY – 2018		
403-1	Occupational health and safety management system	Health and Safety
403-2	Hazard identification, risk assessment and incident investigation	Health and Safety
403-5	Worker training on occupational health and safety	Health and Safety Our Training Program
403-6	Promotion of worker health	Our Welfare Initiatives: Healthcare
403-9	Work-related injuries	Health and Safety
GRI 404: TRAINING AND EDUCATION – 2016		
404-1	Average hours of training per year per employee	Our Training Program
404-2	Programs for upgrading employee skills and transition assistance programs	Our Training Program
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY– 2021		
405-1	Diversity of governance bodies and employees	Business and Sustainability Governance Diversity, Equity and Inclusion: Our Journey Toward Equality

E A T A L Y

All rights reserved
2024

EAT ALY