

EATALY



SUSTAINABILITY
REPORT

2024

E A T A L Y

E A T A L Y

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S U S T A I N A B I L I T Y
R E P O R T
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EATALY S.p.A.

Sustainability Report
Ed. II - August 2025



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LETTER TO OUR STAKEHOLDERS

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To our Stakeholders,

Since our founding, Eataly has demonstrated that economic growth and sustainability can not only coexist but also create a platform for each of our partners to grow responsibly. These efforts continued in 2024 and found new purpose in an increasingly complex international landscape. We have long opened doors for small-scale producers and their products to reach new markets without compromising their identity, working with more than 600 small-scale producers last year and collaborating with key institutions such as ITA, the Italian Trade Agency. Many of the world's best agri-food producers, especially the smallest ones, struggle to keep pace with evolving markets and regulatory dynamics. Eataly stands beside them as a strong and resilient partner. To do this, we have structured our **sustainability strategy** around three key pillars that support both our business goals and our network.

Striving for **authenticity and innovation** remains our core focus. As we grow, we are unwavering in our commitment to preserving authentic products, artisanal methods, and traditional recipes. What changes are the ways in which we do this. After launching the Eataly Icons line globally, we added 125 new products this year. Our approach, rooted in close collaboration with local producers, is to co-develop a selection that meets our high standards of quality and sustainability. To uphold these standards, we introduced a sustainability risk assessment program for our suppliers, which

we will continue to refine and expand in the coming years. And as many of our suppliers work within the animal agri-food chain, animal welfare remains an important priority. That's why we developed a dedicated assessment tool, created with industry input, which we plan to roll out to new markets in the coming year.

Our **environmental commitment** extends beyond our stores around the globe to every step of our value chain. Energy and emissions are a key focus. After measuring our Scope 1 and 2 emissions, we are now calculating Scope 3 to solidify our decarbonization path. Store-level efficiency efforts support this work, including increasing our use of renewable energy and undertaking targeted projects such as the LEED-Silver certified renovation of our global flagship store, Milano Smeraldo. Tackling food waste is one of our key strategic priorities. Through partnerships with charities, local food bank chapters and our long-standing collaboration with Too Good To Go, we take concrete action to fight food waste, reduce our footprint and support communities in need.

Our **social impact** centers on both our people and the communities we serve. In 2024, the Eataly Group employed over 5,300 people worldwide, with women representing 44% of the workforce and 48% of corporate roles, reinforcing the commitments made through our achievement of the UNI/PdR 125:2022 Gender Equality Certification in Italy. We also piloted the first Mercato Solidale, a market hosted in

our stores in collaboration with non-profit organizations that offer training and access to marginalized groups who produce food and related services. These markets, which we will expand to more stores in 2025, provide space for these organizations in our marketplace and help give them a platform to reach broader audiences.

Looking ahead, Eataly has entered a new era of growth. We are introducing innovative concepts, such as Eataly Caffè and expanding into new formats like travel retail, where we can meet our customers at various touchpoints from train stations to international airports to cruises. Each of these new and future locations represents an opportunity for us to continue delivering the Eataly experience, connecting the world to the Italian culture of food through quality ingredients, seasonality, education and awareness.

At the same time, our roots remain the same. The support we give to our network of producers as they join us on this journey is perhaps more important than ever. Together with all our stakeholders, we have the opportunity to ensure that this growth amplifies our positive impact.

We are committed to continuing to build this future, together.

Andrea Cipolloni
Group CEO Eataly

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1.

WHO
WE ARE, TODAY



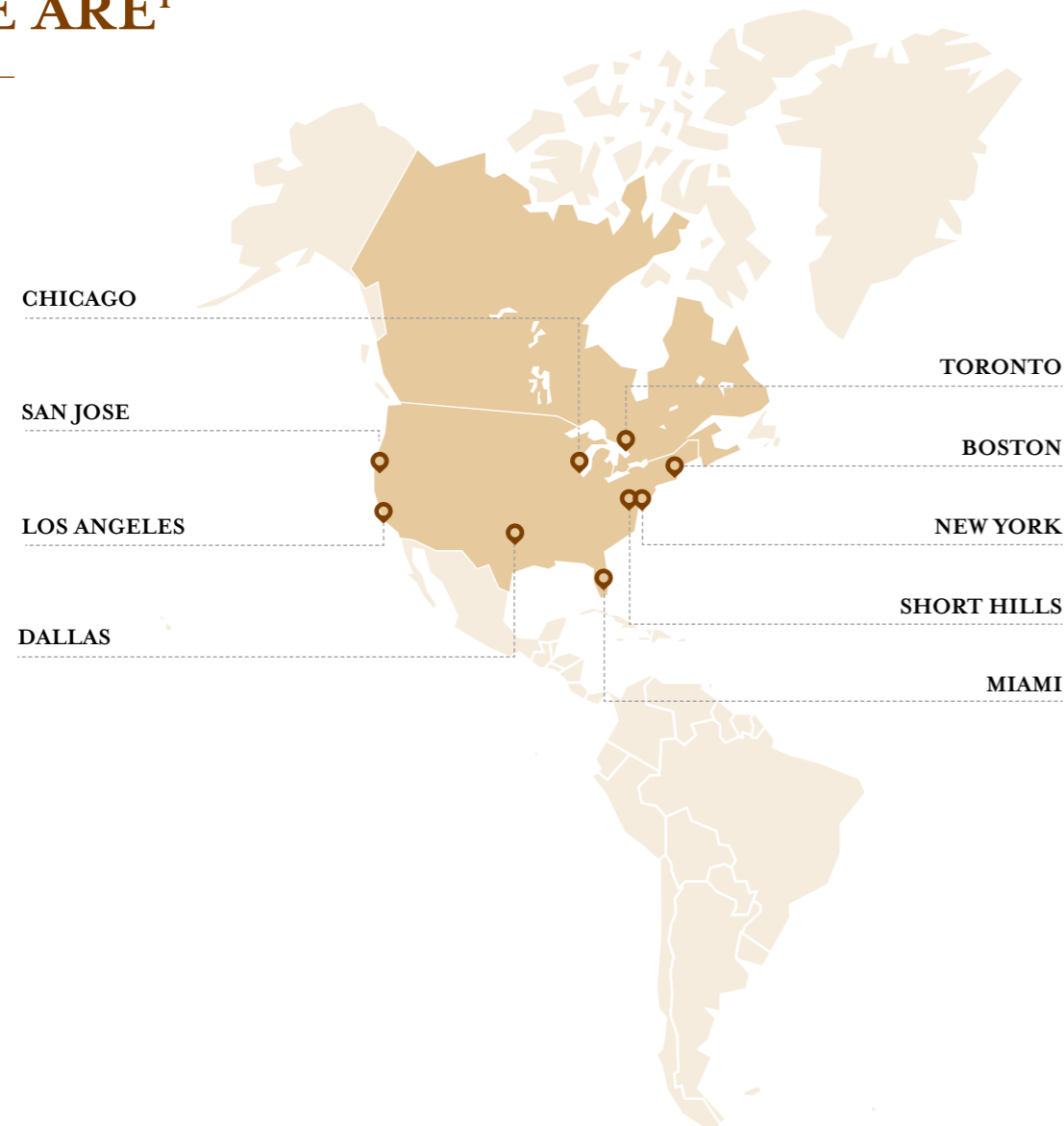
Eataly was born from a simple yet powerful idea: to share the Italian food culture with the world, not just through taste, but with history, traditions and a deep respect for the land and those who cultivate it. Our founder, Oscar Farinetti, had in mind a place where small-scale producers could be celebrated and the connection between extraordinary Italian biodiversity and sustainable agriculture could be in the spotlight.

That vision took shape in 2007, when the first Eataly store opened in a former vermouth factory in Turin. It was unlike anything seen before: a vibrant space where markets, restaurants, and a cooking school came together, inviting people to *Eat, Shop, Learn* and discover the authentic flavors of Italy in a new, immersive way.


In almost twenty years, Eataly has expanded across the globe, bringing Italian excellence to new communities while staying true to its roots. As we grow, so does our awareness of the responsibility we carry to ensure that our products, practices and supply chains reflect a sincere commitment to sustainability.


This new Sustainability Report marks another step in that journey. Building on our first report, we aim to share how sustainability is becoming a more integral part of our business model and how the pursuit of quality continues to guide us forward.

WHERE WE ARE¹



USA

-  STORE - RESTAURANT EXPERIENCE²
- Boston
- Chicago
- Los Angeles
- San Jose
- New York - Downtown
- New York - Flatiron
- New York - Soho
- New Jersey - Short Hills
- Dallas
- Miami - Aventura

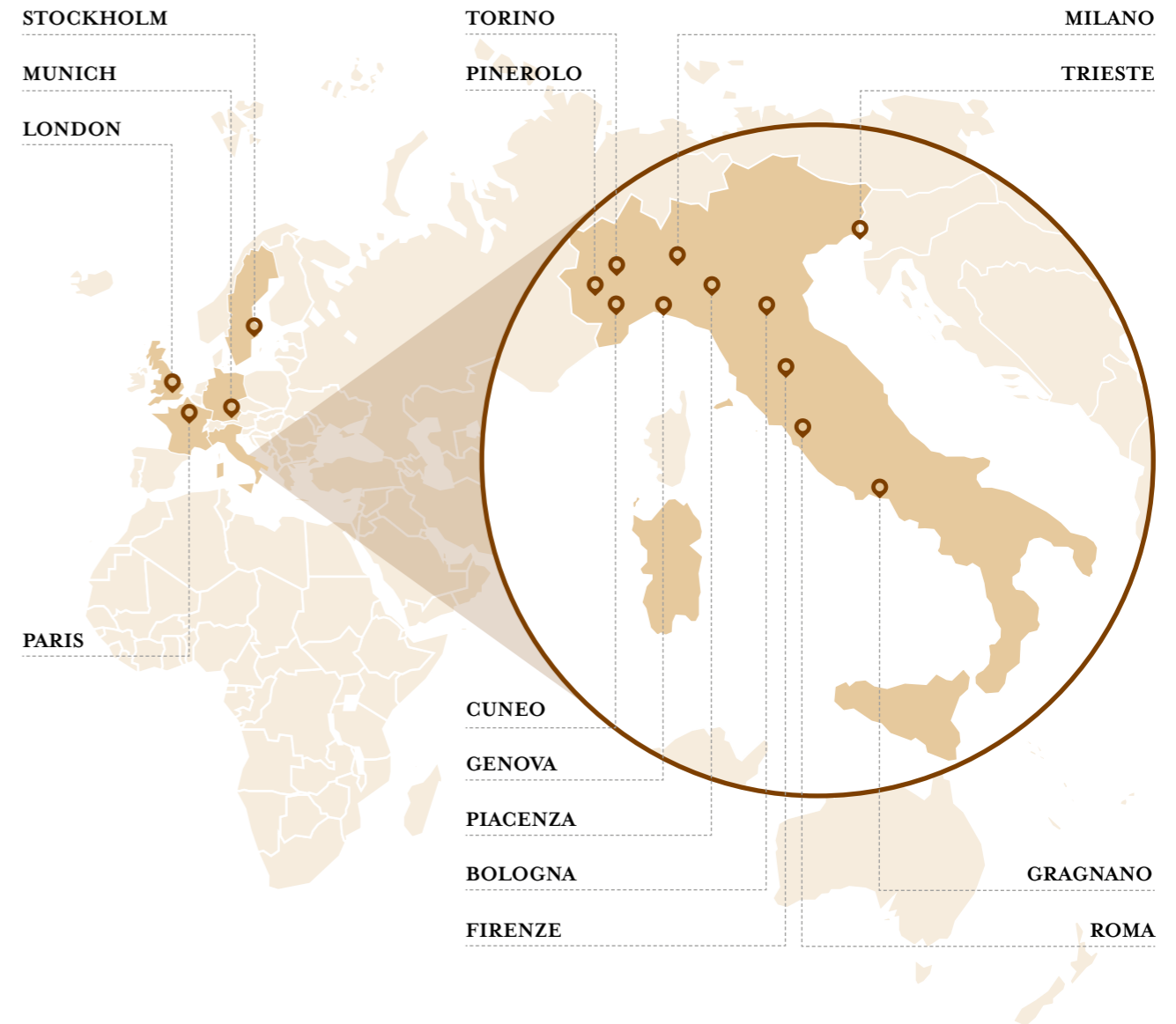
-  OFFICE
- New York - Office

-  EATALY CAFFÈ
- New York - Rockefeller Center
- New York - Hudson Yards

CANADA

-  STORE - RESTAURANT EXPERIENCE²
- Toronto - Yorkville
- Toronto - Sherway Gardens
- Toronto - Don Mills

¹ In this paragraph we represent our current geographical presence at the time of publication (August 2025)
² These categories refer to Eataly's business model "Eat, Shop and Learn"



GERMANY

-  Munich

FRANCE

-  Paris


SWEDEN

-  Stockholm

UNITED KINGDOM


-  London

ITALY

-  STORE - RESTAURANT EXPERIENCE²
- Torino - Lingotto
- Torino - Lagrange
- Pinerolo
- Bologna
- Cuneo - Monticello
- Firenze
- Genova
- Milano Smeraldo
- Piacenza
- Roma - Ostiense
- Roma - Termini
- Trieste

-  OFFICE
- Milano - Office

-  PASTA PRODUCTION
- Gragnano - Afeltra

-  WAREHOUSE
- Cuneo - Monticello
- Cuneo - Bra (Pollenzo)

OUR FRANCHISEE STORES³



USA

Las Vegas



CARIBBEAN REGION

MSC WORLD AMERICA

GERMANY

Dresden

NETHERLANDS

Amsterdam Schiphol

ITALY

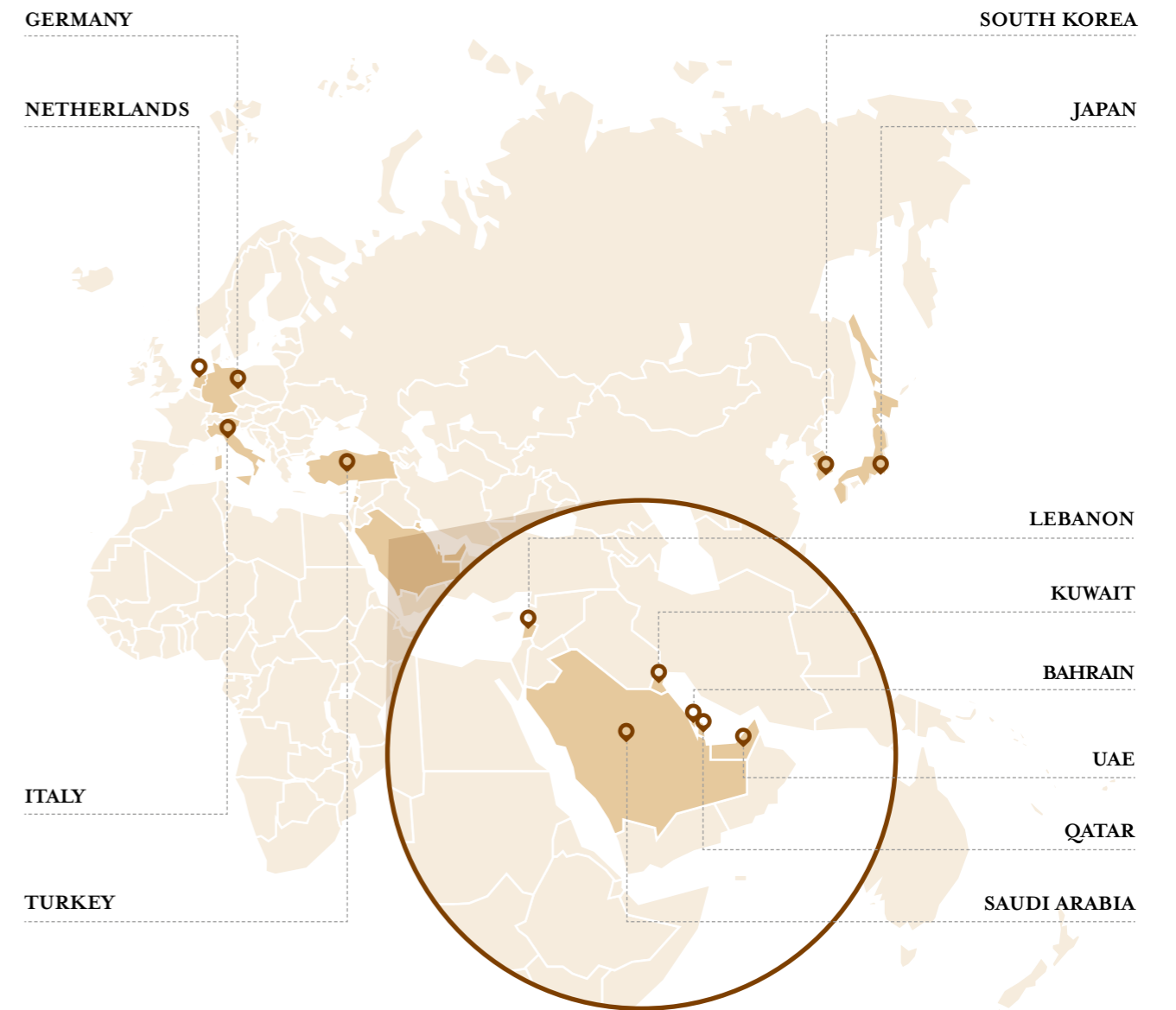
Dorno Highway A7
Fiumicino Airport T1
Orio Al Serio Airport
Serravalle Designer Outlet
Secchia Ovest Highway A1

TURKEY

Istanbul

LEBANON

Beirut



SAUDI ARABIA

Riyadh

KUWAIT

Kuwait City

BAHRAIN

Marassi Al Bahrain

QATAR

Doha - Doha Festival City
Doha - Place Vendome Qatar

UAE

Abu Dhabi
Dubai - Dubai Festival City
Dubai Hills
Dubai Mall
Dubai - At The Beach

SOUTH KOREA

Pangyo
Seoul
Seoul - Jungdong

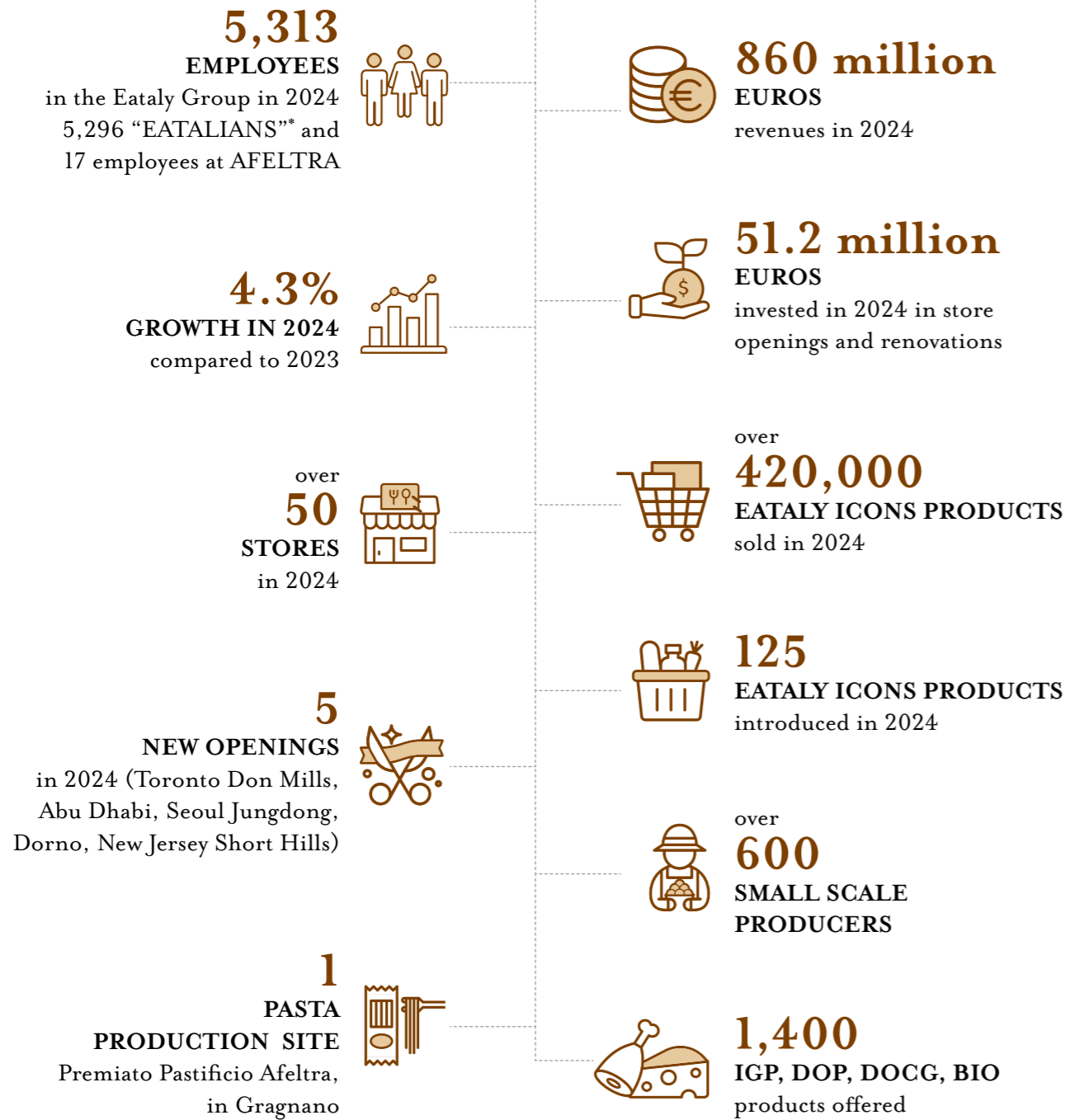
JAPAN

Tokyo - Harajuku
Tokyo - Marunouchi
Tokyo - Nihonbashi
Tokyo - Ginza
Shonan
Osaka - Italy Pavilion at Expo 2025

³ In this paragraph we represent our current geographical presence at the time of publication (August 2025)

BUSINESS AND COMPANY DATA OVERVIEW

EATALY Group



*At Eataly, we refer to our employees worldwide, across corporate offices and stores, as "Eatalians": a community of people who embody and advance our values every day.



OUR PEOPLE



5,313⁵
EMPLOYEES
in 2024



2,956
MEN



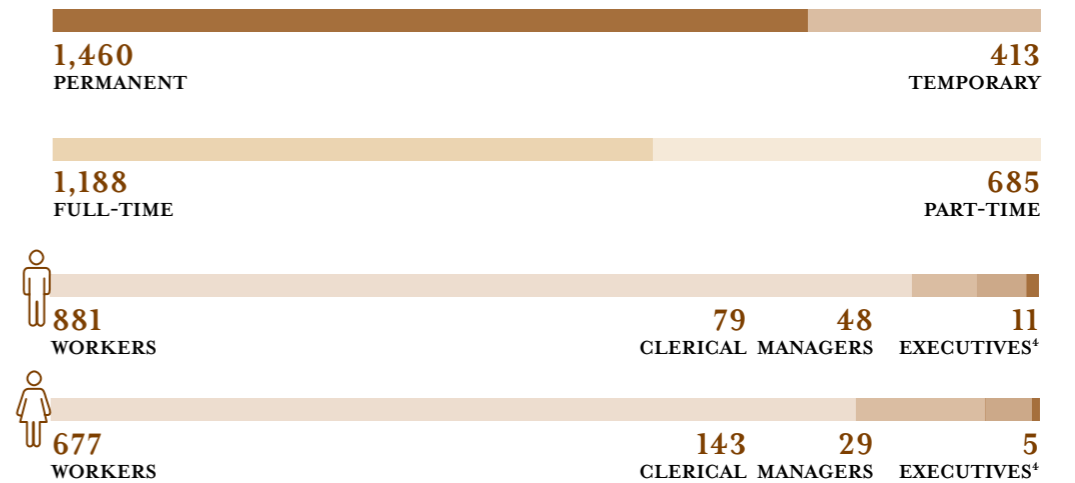
2,357
WOMEN



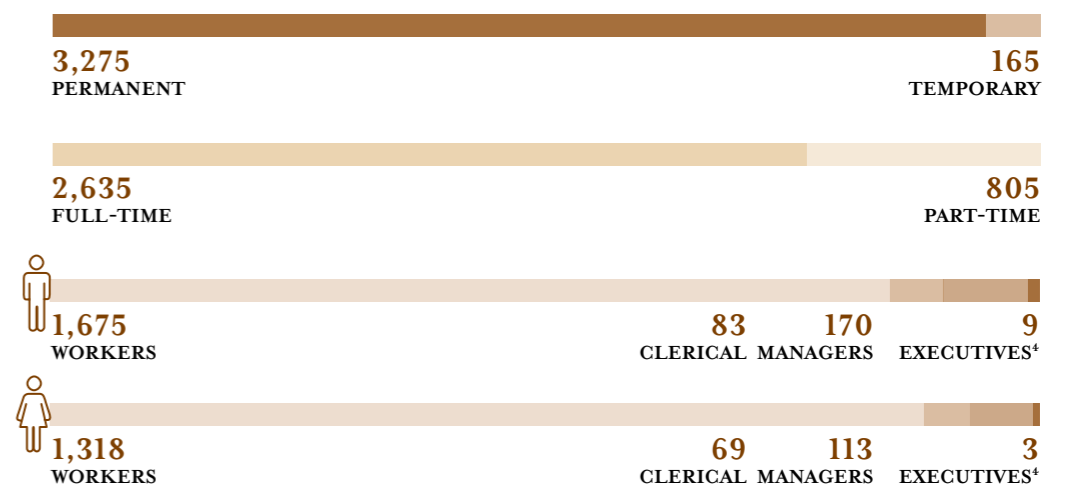
⁴ Senior Executives, General Managers & Directors



1,873
EUROPE



3,440
NORTH AMERICA



⁵ The numbers refer to headcount employees as of December 31, 2024.

OUR GUIDING PRINCIPLES

At Eataly, we champion the Italian art of living by **creating an authentic experience** for each person who walks through our doors.

Quality is paramount. Many of our products represent small-scale producers who use artisanal methods that have stood the test of time, and through the Eataly experience we uphold these traditions while balancing them with **innovation**. Our approach to this experience is unique, each visit is a new invitation to **Eat, Shop, and Learn** about the world of Italian cuisine.

In each store, we **celebrate Italy's extraordinary biodiversity**. The country's 20 regions are brought together under one roof where their **differences exist in harmony**.

We welcome others to join us at the table creating shared experiences that connect food, drink, and **curiosity**. Our events, activations and cooking classes gather those who share our passion for a **continuous journey of learning**.

This openness means we embrace new challenges with enthusiasm, ultimately understanding that this **agility** leads us all to new opportunities.

We take **pride** in our place as an ambassador of the Italian culture. Through the partnerships we develop, in Italy and abroad, we are humbled to break bread with some of Italy's greatest culinary talents and other innovators that have put the country on the world stage.





Our restaurants are open spaces that share their energy and liveliness with our marketplace, and vice versa. You are immersed in a meeting place, a community, **where everyone is welcome**. These values are deeply rooted in our identity and operations, from sourcing and product development, to supply chain management and customer experience.

Our long-standing collaboration with **Slow Food** exemplifies our holistic commitment to this mission. Together, we champion local communities and their distinctive products.

In addition, Eataly maintains a long-standing partnership with the **University of Gastronomic Sciences of Pollenzo (UNISG)**, sharing the common goal of promoting a sustainable and conscious food culture.

Together, we foster educational initiatives that emphasize gastronomy, biodiversity and responsible consumption. Each year, we welcome UNISG students and interns to our stores and production sites as part of their educational journeys, while also offering internship programs and career development opportunities.

EAT, SHOP, LEARN: OUR UNIQUE BUSINESS MODEL

Every Eataly store is more than a marketplace: it's a journey into Italian culture. We bring together restaurants, market counters, and learning experiences to offer something truly immersive, where guests can discover that behind every product there is a story, a place, a family and a strong passion for quality.

People can connect more deeply with what they eat and where it comes from. Our experience is built on three complementary elements:



EAT

We focus on sharing the very best to create dishes that bring together tradition, history and high-quality ingredients.

SHOP

Our selection involves thousands of Italian goods, from handcrafted staples to unique, hard-to-find specialties, all chosen for their exceptional quality and story.



LEARN



Through cooking classes, wine tastings, producer events and cultural experiences in-store, we offer several ways to create a deeper connection with Italian food and tradition and love what you eat.



EXPANDING THE EATALY EXPERIENCE

As Eataly continues to grow and evolve, our unique customer experience expands beyond the foundational pillars of our business model. While these principles remain at the heart of our identity, we continue to shape new ways to deliver this experience in line with our vision. The goal remains to share Italian food culture and traditions but with a broader audience and different needs, keeping a focus on quality, authenticity and innovation.

TRAVEL RETAIL

In recent years we have expanded our footprint to include **Travel Retail Stores**, a specific format customized for airports and train stations. Eataly Travel Retail Stores are smaller than flagship locations and offer a selection of products and a quicker service experience more favorable to travelers, while keeping intact the core elements of quality and authenticity that made us famous worldwide.



ITALY

- 2016 Secchia Ovest highway A1 (*Eataly for Autogrill*)
- 2022 Roma Fiumicino Terminal 1
- 2023 Roma Termini
Aeroporto Orio al Serio Bergamo
- 2024 Dorno highway A7 (*Eataly for Autogrill*)

GERMANY

- 2025 Dresden

NETHERLANDS

- 2025 Amsterdam Schiphol



EATALY TAKES FLIGHT: REDEFINING AIRPORT DINING

Eataly's expansion in the travel retail strategically brought us into major airports, creating new opportunities to connect with millions of travelers every year, starting in 2022 with the debut at **Rome Fiumicino Airport**, where travelers can enjoy **over 2,000 square meters** dedicated to authentic Italian gastronomy. This milestone was further strengthened in 2023 with the opening of **Eataly Orio al Serio** inside the **Milan Bergamo** airport terminal, one of Italy's busiest hubs with more than **15 million passengers a year**. In 2024, the launch of **Terrazza Eataly at Fiumicino** marked another innovation: the first open-air Eataly in an Italian airport, offering a unique space immersed in greenery, where passengers and visitors alike can enjoy high-quality seasonal dishes, charcuterie, and a curated wine and cocktail selection.

By entering airports, Eataly transformed transit spaces into gateways to Italian culture, redefining how travelers experience food on the move. Each opening became a platform to experiment with new formats and services, blending tradition with innovation and bringing a sense of place to global travel hubs. This approach not only elevated the quality of airport dining but also reinforced Eataly's role as a pioneer in shaping a more conscious, enjoyable, and culturally rich travel retail experience.





**DISCOVER THE ONLY EATALY AT SEA
WITH MSC WORLD AMERICA**

In 2024, Eataly reached a new milestone through the partnership with MSC Cruises with the opening of its first restaurant onboard a cruise ship, **MSC World America**.

This further expansion into the travel sector marks a strategic step in Eataly's international growth, bringing Italian culinary excellence to new audiences and contexts. On board MSC World America, **travelers experience an authentic Eataly journey celebrating Italian food culture** through iconic recipes from our tradition, alongside exclusive dishes created specifically for this unique setting and available only on board.

More than just a restaurant, Eataly at sea is a cultural showcase: **a welcoming design and open kitchen that allows guests to witness production processes live, reinforcing transparency and the connection to Italian craftsmanship.**

With this opening, we further strengthen our role as an ambassador of Italian cuisine worldwide, while staying true to our mission of promoting innovative channels of food consumption.





EXPO 2025 OSAKA: EATALY BRINGS ITALIAN FOOD EXCELLENCE TO THE ITALY PAVILION

In 2024, Eataly was awarded the public tender to manage the restaurant of the Italy Pavilion at Expo 2025 Osaka, located on the rooftop in front of the Italian garden. After a year of preparation, the restaurant opened on April 13, 2025 and, at the time of publication of this report, continues to welcome visitors from all over the world during the six months of the Expo. The restaurant offers an authentic journey into Italian food culture through regional menus, workshops, and educational activities on healthy eating and nutrition, complemented by thematic sessions dedicated to the richness of Italy's local products. Eataly promotes a model of sustainable food education, grounded in respect for raw materials, short supply chains, and biodiversity. Visitors experience the essence of Made in Italy and discover the diversity of regional traditions, as Italy's territories take center stage in a narrative that highlights local specialties and their cultural significance.

The program involves 18 Italian Regions, which take turns on a weekly basis to present their culinary heritage. Guests not only enjoy iconic dishes prepared with high-quality ingredients, but also engage in storytelling that brings to life the unique flavors, traditions, and biodiversity of each region. **Overlooking the Italian garden, the Pavilion's rooftop restaurant has become a vibrant stage for celebrating Italian gastronomy:** a place where tradition meets sustainability, and where food serves as a tool for education, cultural exchange, and connection.

The Italy Pavilion itself embodies the theme "Art Regenerates Life" and is designed by architect Mario Cucinella (MCA – Mario Cucinella Architects). The Pavilion aims to enrich the world's perception of Italy by showcasing its excellence in technology, scientific research, art, design, craftsmanship, music, and live performances. Eataly's contribution reinforces this objective by combining gastronomy, sustainability, and cultural storytelling, further strengthening Italy's role in fostering dialogue and exchange on the global stage.



EATALY CAFFÈ: NEW FORMAT, SAME MISSION

Eataly continues to **innovate in retail** by expanding its presence and launching new, dynamic formats tailored to the needs of customers on the move.

In 2024 we developed a new concept, inspired by the renowned Italian coffee bar culture. **In Spring 2025, we opened our doors to two Eataly Caffè in New York City, at Rockefeller Center and Hudson Yards.** Born from the desire to bring Eataly closer to brand lovers throughout the different moments of the day, from breakfast to lunch or aperitivo, Eataly Caffè was designed as a dynamic and accessible format suitable for condensed city centers, airports, and other high foot traffic areas. Customers can experience an offer of products built around the key pillars of Italian cuisine: *pizza alla pala*, *panini*, *tramezzini*, salads, pasta dishes and pastries. The coffee is 100% arabica blend, roasted in Italy.

The introduction of Eataly Caffè marks a **significant step in our growth strategy**, offering a true and unique café experience while preserving the authenticity and quality of traditional Italian coffee shops. Eataly Caffè combines high-quality service with welcoming, functional spaces, perfect for quick breaks without compromising the experience of artisanal and fresh Italian products. This new format complements traditional Eataly stores with a more flexible and fast-paced environment where **sustainability and responsible sourcing remain central**, reflected in **supplier selection, production chains, and responsible packaging choices**, ensuring that every offering meets the standards of quality and craftsmanship synonymous with Eataly.

COFFEE SELECTION

The same commitment we have always had to sourcing the highest quality suppliers and products carries over at Eataly Caffè. Our coffee menu exclusively uses Eataly's own blend, made with **100% Arabica beans** sourced from high-altitude sites in Central America, South America, and Ethiopia and then roasted to perfection in Italy, combining tradition, expertise, and innovation.

RESPONSIBLE PACKAGING

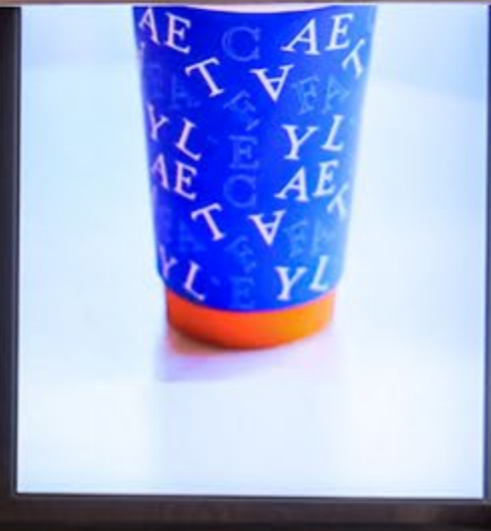
With this strategic concept a new design was born too, and the signature Eataly Caffè blue, pattern and logo is featured on a suite of compostable packaging introduced exclusively for its launch. From hot and cold coffee cups to cutlery and plateware, close attention to detail was paid on ensuring sustainability was at the forefront of not only the culinary offering but the way we serve it. **The signature coffee cups in particular are made with BioPBS, a certified compostable material, and feature Forest Stewardship Council (FSC) chain-of-custody certification**, combining a focus on design with our goals to promote a circular economy.

TACKLING FOOD WASTE

As part of Eataly's overall strategy to reduce its food waste, Eataly Caffè has partnered with organizations such as **OneLove Community Fridge and Too Good to Go**. Through these third-party partnerships, we aim to minimize any surplus food going to waste by giving it a second life to our communities and new customers.



il CAFFÈ



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CORPORATE AND SUSTAINABILITY GOVERNANCE

A strong governance framework and the synergy of sustainability with our goals allow us to align diverse stakeholders' interests and priorities.

We operate under a traditional governance model, designed to maintain a clear balance in decision making processes among corporate elements and to ensure transparency and responsible management of both our operations and information generated.

This structure complies with national and international regulations and includes the Shareholders' Assembly, the Board of Directors, the Board of Statutory Auditors and, as required by Italian law, the Supervisory Board (Organismo di Vigilanza).

Since 2023, our governance has been further strengthened by the entry of Investindustrial, one of Europe's leading independent investment groups, into the Shareholders' Assembly that 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 plays a central role in guiding the company, overseeing strategy coordination and approval, ensuring responsible risk-taking decisions and delivering value for investors and society. It is also responsible for the approval of the annual financial statements and strategic plan.

Our Group Chief Executive Officer, who sits on the Board, has reviewed and approved this Sustainability Report.

BOARD OF DIRECTORS as of December 31, 2024

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

The **Board of Statutory Auditors** is responsible for overseeing the company's compliance with law, regulations and statutory requirements by ensuring that proper management practices are followed and adequate organizational and operational structures are in place. This board is composed of 3 members and 2 alternates.

BOARD OF STATUTORY AUDITORS as of December 31, 2024

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

The **Supervisory Board** (Organismo di Vigilanza) is a key element of the implementation of the Italian Organizational and Management model, which was adopted in 2019 in accordance with Italian Legislative Decree 231/01. This model (informally named “Model 231”) supports the company in identifying areas where there might be legal risks related to operational activities and potential crimes committed, outlines the procedures, monitoring process and measures to prevent misconduct. It also includes an internal reporting mechanism.

The Supervisory Board controls the correct application of the Model 231. Due to its independence it manages the whistleblowing channel, introduced in 2023 to allow employees and stakeholders to anonymously report any unethical or potentially harmful behavior.

SUPERVISORY BOARD “Organismo di Vigilanza”
as of December 31, 2024

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

SUSTAINABILITY GOVERNANCE

The Sustainability Steering Committee is chaired by our Head of Sustainability and includes members of the C-Suite, among them our Group Chief Executive Officer. Its role is to guide, oversee and support the implementation and development of the sustainability strategy.

While sustainability is embedded in every decision we take, our Sustainability Strategy is also integrated in our store operations and in our processes.

We have established our sustainability governance at store level through a lean approach by involving our people according to their specific responsibilities and the projects we are developing, in order to create the best synergy between specific skills and best practices, combining know-how with our sustainability goals.



2.

OUR SUSTAINABILITY STRATEGY



Sustainability has been a fundamental element of Eataly's mission and identity since its inception.

Eataly's **Sustainability Strategy** was co-created in early 2024 through cross-functional workshops involving the Senior Leadership Team and key representatives from across the organization, ensuring strong alignment, engagement, and collective ownership.

Fully embedded in our distinctive Eat, Shop and Learn business model, the strategy guides our efforts to promote conscious food choices, reduce environmental impact, and generate positive outcomes across our entire value chain, from producers to local communities.

WE SUPPORT

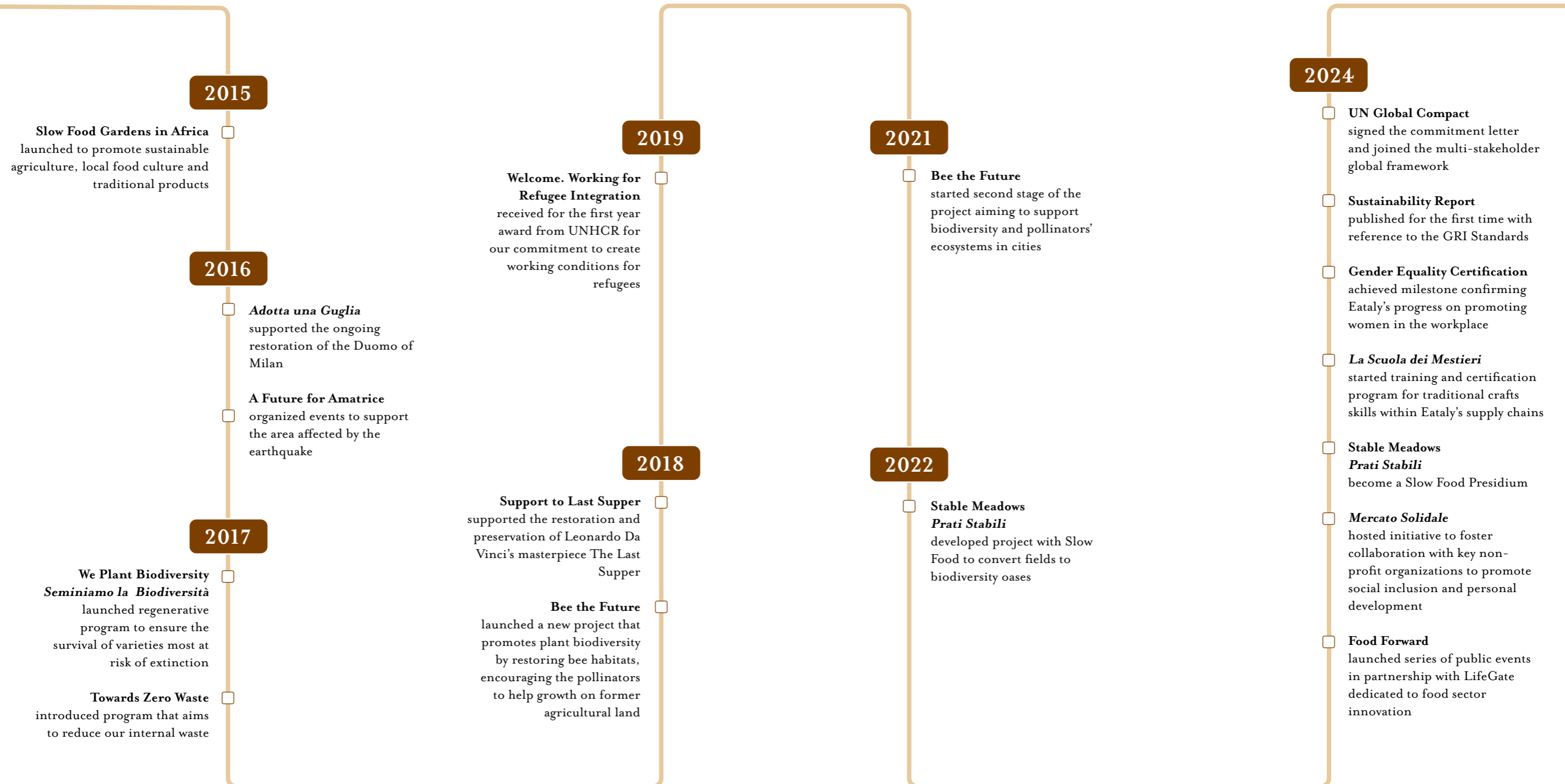


In 2024, as Eataly continued to expand its global presence, we strengthened our commitment to sustainability by joining the **United Nations Global Compact (UNGC)** and aligning our strategy with the **17 Sustainable Development Goals (SDGs)**.

Strategic partnerships like the one with the UNGC enhance the implementation of our Sustainability Strategy through collaborative efforts and policy co-development within a global, multi-stakeholder community.

We firmly believe that healthy and sustainable food systems are vital to achieving all the SDGs. Social, environmental, and economic progress are deeply interconnected and, together, they create long-term value and shared prosperity,

OUR SUSTAINABILITY TIMELINE



OUR PILLARS

Our **Sustainability Strategy** is built around three core pillars, each of which defines our key priorities, goals, and actions.

These **pillars** serve as a framework for translating our commitments into tangible projects and measurable impact.



AUTHENTICITY AND INNOVATION

to preserve the excellence of Italian tradition and local products, while fostering innovation.



ENVIRONMENTAL COMMITMENT

to reduce our ecological footprint along the value chain.



SOCIAL IMPACT

to invest in people development and to support local communities.



AUTHENTICITY AND INNOVATION

MATERIAL TOPICS

OBJECTIVES

PRODUCT DIVERSITY,
INNOVATION AND 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

QUALITY AND FOOD SAFETY

Build a best-in-class Food Safety, Quality & Sustainability Assurance Program by strengthening oversight, certifications, audits and training standards

RESPONSIBLE SOURCING AND
SUSTAINABLE 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



ENVIRONMENTAL COMMITMENT

MATERIAL TOPICS	OBJECTIVES
BIODIVERSITY AND REGENERATIVE AGRICULTURE	Support regenerative agriculture, biodiversity, and nature-positive initiatives in our supply chain
DECARBONIZATION AND ENERGY EFFICIENCY	<p>Measure, reduce, and compensate the carbon footprint of our organization and value chain</p> <p>Reduce energy consumption in our stores, warehouses, and offices; increase energy-efficiency; and switch from fossil fuels to renewable alternatives</p>
TACKLING FOOD WASTE	<p>Set-up a food waste management system to reduce food waste in our stores and restaurants</p> <p>Create new partnerships with charities to repurpose surplus food</p>
INTEGRATED PACKAGING AND WASTE REDUCTION INITIATIVES	<p>Minimize the use of single-use plastics and promote recyclable, biodegradable, and reusable packaging options to reduce the environmental impact</p> <p>Collaboration with partners to disseminate internal guidelines and to implement new recycling initiatives</p>



SOCIAL IMPACT

MATERIAL TOPICS	OBJECTIVES
INCLUSION AND BELONGING	Support a workplace that incorporates a variety of perspectives, background, and expertise and commit to zero-tolerance for acts of discrimination and harassment
HEALTH AND SAFETY	Provide a safe and healthy working environment
TRAINING AND PROFESSIONAL DEVELOPMENT	Invest in employees to enhance skills and empower individuals within the company
SUPPORT FOR LOCAL COMMUNITIES AND PHILANTHROPY	Act as a responsible and engaged member of the local community, with a shared-value approach

AGRO-FOOD: THE CROSS-CUTTING VALUE CHAIN FOR THE SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Food is much more than nourishment: it is a powerful connector across all dimensions of sustainable development. At the 2016 EAT Stockholm Food Forum a groundbreaking perspective on how food systems intricately link to all 17 Sustainable Development Goals (SDGs) was presented.

The Forum launched an integrated model illustrating food as the foundational thread weaving together health, environmental integrity, economic prosperity, and social equity.

This model, now widely referenced in science and policy, highlights the agro-food value chain as a core driver that can enable or hinder progress across all goals. It vividly shows how food production and consumption are embedded within the planet's biosphere boundaries (the natural systems that support life and sustainability worldwide).

From addressing hunger and malnutrition (SDG 2) to combating climate change (SDG 13), conserving water (SDG 6), protecting terrestrial ecosystems (SDG 15), and fostering responsible consumption and production patterns (SDG 12), food systems lie at the heart of sustainable development.



HOW EATALY CONTRIBUTES

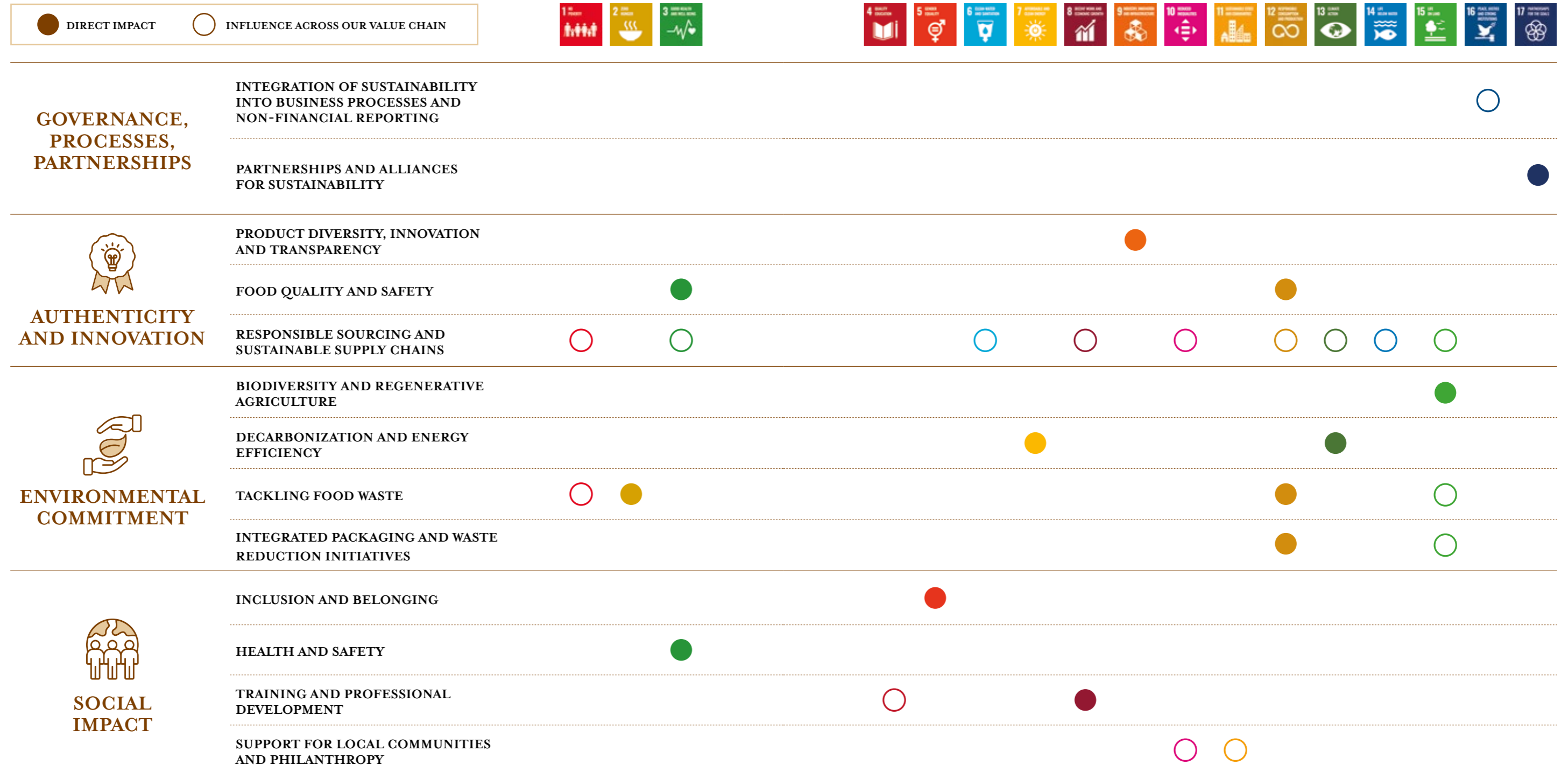
At Eataly, we embrace this holistic vision of food as pivotal for sustainability. Our commitment goes beyond offering quality Italian food; it is about reshaping the agro-food value chain with responsibility and innovation:

- **Supporting sustainable agriculture:** we partner with producers who prioritize regenerative farming, biodiversity and animal welfare, thus promoting ecosystem health and reducing environmental impacts.
- **Promoting healthy and sustainable products:** through education and curated product selections, we encourage consumers to choose foods that are both nutritious and responsible.
- **Reducing food waste:** our operational practices and customer engagement programs aim to minimize food loss and promote circular economy principles within the supply chain.
- **Empowering local communities:** by supporting smallholder farmers and artisans, we foster economic inclusion and preserve cultural food heritage.
- **Transparency and accountability:** we actively monitor environmental and social indicators across our value chain, aligning with frameworks that support the 2030 Agenda.

By integrating this comprehensive approach, Eataly not only contributes to individual SDGs but drives systemic change that reflects the interconnectedness emphasized by Rockström and Sukhdev's model.

Our goal is to be a catalyst for transforming food systems—delivering positive impacts for people, the planet, and future generations.

OUR IMPACT ON THE SDGs





3.

AUTHENTICITY AND INNOVATION

PRODUCT DIVERSITY, INNOVATION AND TRANSPARENCY

We believe that **authenticity is a good balance between tradition, local excellence, expertise, and diversity**. It serves as a guiding principle that influences how we choose our suppliers, develop our menus and recipes. Our goal is to design a customer experience that reflects our identity.

Many of our team members come from families of artisans, butchers, cheesemakers, bakers and fishermen, where knowledge is passed down through generations and enriched with technical and professional skills. These individuals are the ones who select our meat, train bakers to ensure consistent product quality across our stores and choose the fish we offer. Their deep expertise helps define the standards we apply when selecting products for Eataly.

While we are committed to preserving tradition, we also recognize the importance of innovation and transparency. We aim to offer products that meet certified standards of quality, origin, and production methods, including:



Organic (BIO) certification, indicating adherence to sustainable farming practices that limit the use of synthetic chemicals and pesticides.



PGI (Protected Geographical Indication, IGP in Italy), ensuring the regional and local origin of products.



PDO (Protected Designation of Origin, DOP in Italy), certifying both the origin and the use of traditional production methods.



DOCG (Denomination of Controlled and Guaranteed Origin), guaranteeing the quality and origin of Italian wines.





**Mangi meglio,
vivi meglio**



Moreover, we supply products that embody strong cultural, territorial, and artisanal identity, often rooted in traditional methods and local heritage, even if not formally certified like DOP or BIO: these are the **Slow Food Presidia**.

We know that preserving Italian craftsmanship, authenticity, and tradition comes from supporting small and local productions in the country.

Our commitment is to provide our suppliers adequate market access for them to reach our customers, in Italy and abroad, without altering their artisanal production.



OUR CERTIFIED PRODUCTS

As part of our ongoing commitment to promoting quality, transparency, and cultural heritage, we continuously map and assess the certifications across our product categories.

CERTIFIED PRODUCTS IN OUR MARKET



FOCUS ON BIO CERTIFIED PRODUCTS IN OUR MARKET



CERTIFIED PRODUCTS IN OUR RESTAURANTS

As of 2024, our assortment includes:



This classification reinforces our mission to offer food that is rooted in identity and origin, ensuring greater transparency and value across our supply chains. In addition:

- We offer a wide **selection of BIO beverages and juices**, and nearly all **wines are DOC, DOCG, or IGP**
- Our selection of **cheese has a strong presence of DOP certifications**, highlighting our focus on excellence and tradition;
- Cured meats feature a mix of DOP, IGP, and Slow Food Presidia, reinforcing traceability and artisanal methods;
- The bulk of **our meat supply comes from La Granda**, a recognized Slow Food Presidium, supporting ethical breeding and biodiversity;
- All flours used in our recipes are organic, and so is the bread served in our restaurants;
- Our **nuts and dried fruits are 100% organic**, ensuring purity and sustainable sourcing;
- Key pantry staples like pasta and balsamic vinegar are IGP, while the olive oil served at tables is DOP
- Among fresh products, our most frequently used item, the **potato from Terra e Sole is BIO**, reflecting our ongoing efforts to prioritize organic and local suppliers

IL PANE EATALY: IDENTITY, CULTURE AND SUSTAINABILITY IN A DAILY STAPLE

After joining the **Slow Bread Manifesto**, promoted by Slow Food Italia and Slow Grains in October 2024, Eataly introduced **Il Pane Eataly**, a new organic bread that marked a significant milestone in our commitment to **biodiversity and artisanal production**.

Il Pane Eataly celebrates the biodiversity of Italian grains, the centuries-old craft of baking, and the cultural value of bread as a daily ritual and symbol of community.

Developed through extensive research into Italian regional traditions, this bread combines a variety of local baking styles and is made from a blend of organic flours sourced exclusively from Italian-grown grains, including soft wheat, durum wheat, and wheat bran.

Handcrafted daily in Eataly's in-house bakeries, the dough is naturally leavened with sourdough starter and stone-baked to achieve a light, aromatic texture and a crisp crust, thanks to the use of bran as a finishing touch.

CUSTOMER ENGAGEMENT AND FOOD EDUCATION

To accompany the launch of **Il Pane Eataly**, we developed a wide-ranging educational program to promote awareness and appreciation of artisanal bread-making among our customers. To further engage them and encourage home baking, Eataly also offered for sale the same blend of flour used in our bread, with a QR code linking to the official recipe developed by our master bakers.



EATALY ICONS

Currently⁶, **162 Eataly Icons** are available across **14 food categories***:

- 17** PASTA SHAPES
- 14** PASTA SAUCES**
- 10** COFFEE PRODUCTS
- 42** CHOCOLATE PRODUCTS AND COLLECTIONS
- 26** HOLIDAY PRODUCTS (Panettone, Colomba, Easter Eggs, holiday chocolates & pralines)
- 3** EXTRA VIRGIN OLIVE OILS
- 6** NUT SPREADS
- 4** BALSAMIC VINEGARS
- 6** SOFT DRINKS**
- 13** FRUIT JUICES**
- 6** TRUFFLE RELATED PRODUCTS**
- 7** SANDWICHES (TRAMEZZINI)
- 4** BEERS
- 4** GIFT BOXES



⁶ Referring to August 2025

* Not all these products are available globally

** These products were inserted in 2025

As we continue to grow, we look for new ways to expand the Eataly experience, not only innovating in our locations and spaces but also in the product offer itself.

In 2023, we introduced Eataly Icons: a new line of products across a variety of food categories, each of them representing our core values, embodying quality, tradition, and excellent taste. This selection of products is born from the finest raw ingredients and carefully selected with respect for the land and time-honored traditions. Eataly Icons marked a new chapter for the company. The selection began with 11 pasta shapes and an assortment of Christmas products.

In 2024, we expanded our range by introducing **8 new food categories**, each of them representing our core values, embodying quality, tradition, culture and excellent taste. As of today⁶, Eataly Icons offers a product range spanning **14 food categories**, for a total of **162 products offered**.

We work in close collaboration with our suppliers to transform the finest ingredients into authentic, high-quality products that follow a rigorous qualification protocol to guarantee the highest standards for our consumers. This list is growing, and numerous launches are planned for 2026 and beyond. Indeed, after debuting with pasta and panettone, the Icons line now includes a suite of equally iconic Italian products. They are available globally and are staple items at all Eataly locations, from Eataly Caffè to airports to our flagship stores. Equally appealing to both everyday grocery shoppers and travelers looking for souvenirs, the line serves a broad customer base and will continue to reach into new markets as Eataly expands.

The methodology, as always, is meticulous. Our procurement, research & development and Icons product teams work in close collaboration with suppliers with an emphasis on three key areas: **research, selection and co-creation**. The result is a carefully crafted range of items, enabled through the deepening of producer relationships, a shared commitment to quality, and a vision to bring the Eataly brand to growing audiences globally.

PASTA & SAUCES

All Icons pasta shapes are made with **100% Italian wheat** and are bronze-drawn then slowly dried in low-temperatures, according to traditional methods. These drying techniques help to preserve its nutrients and unique flavor, while the extrusion through bronze dies creates a rough texture perfect for pairing with any flavor of the Icons sauces.

To complement this selection, Eataly has developed a collection of sauces and condiments inspired by Italy's culinary heritage, crafted with locally sourced ingredients and designed to convey the genuine flavors and traditions of each region. **Each tomato sauce uses 100% Italian tomatoes or Italian pulp.**

COFFEE

Eataly's coffee is selected from high-altitude sites and crafted from Arabica beans in Central and South America and Ethiopia. Procured through a controlled supply chain, selected **from the finest plantations at high altitudes**, with each batch tasted, cleaned and roasted to promote its best natural traits. Thanks to our partners, we ensure respect and excellence in the way the coffee is sourced and treated, which allows us to deliver a high-quality product that purveys taste and culture to the customer.

EXTRA VIRGIN OLIVE OIL & BALSAMIC VINEGAR

Regional differences and uniqueness are celebrated with the cold-pressed extra virgin olive oil product range. **The IGP certification ensures our olive oil originates from a specific geography region** and adheres to strict quality standards and traditional production methods, which helps to guarantee authenticity and traceability.

The Sicilia IGP oil is cold-pressed using Sicilian varieties such as Biancolilla and Nocellara del Belice, while Toscano IGP is crafted in the hills of Val d'Orcia and Maremma in collaboration with local producers. The Puglia IGP oil is made with the prized Cima di Mola and Coratina olives, exclusively blended for Eataly with local producers.

Our Icons Balsamic Vinegar of Modena IGP features two different blends, Intense and Delicate, differing based on the amount of grape must and wine vinegar they contain as well as the aging time in wooden barrels. Each bottle is lab-inspected for quality before going to market in order to guarantee excellence.



DEVELOPMENT OF TECHNICAL SUSTAINABILITY STANDARDS FOR EATALY ICONS PRODUCTS

Eataly is currently developing a set of **technical sustainability standards** for its Icons products and their supply chains. These standards cover the entire value chain from primary production to processing, packaging, and labeling, with the aim of promoting responsible use of natural resources and enhancing social and cultural capital.

Each standard sets clear sustainability criteria along the entire production process, in line with current regulations and aligned with international sustainable development principles. The objective is to transparently highlight the key attributes of Eataly Icons products such as **quality, environmental respect, traceability, and identity**.

The standard is structured into **two main sections (primary production and food processing/preparation)** and is organized across **four thematic pillars (climate, water, land and identity)**, each comprising measurable and verifiable technical requirements.

In addition, the standards incorporate a **transparent communication system** for consumers, including a dedicated logo, digital storytelling label, in-store educational materials, and online content. Icons products are meant to become an **active communication tool**, offering accessible and verifiable insights into its origin, identity, and sustainability journey.

The project will be launched with a pilot implementation on the supply chain of a flagship Icons product in the third quarter of 2025.



PASTIFICIO AFELTRA: A LEGACY OF SUSTAINABILITY, CRAFTSMANSHIP AND CULTURAL IDENTITY

Founded in 1848 by the Afeltra family in Gragnano, the historic center of Italian pasta-making, Premiata Pastificio Afeltra carries forward centuries-old traditions of artisanal craftsmanship. Gragnano's unique environmental and cultural conditions, pure mountain water, sea breezes, and a legacy of pasta-making that dates back to Roman times have long made it the undisputed capital of so-called "white art".

Operating in its original **4,000 m² facility**, the Afeltra pasta factory has endured wars, economic disruptions, and natural disasters, always staying true to its roots. After becoming part of the Eataly Group in 2004, **Afeltra shifted from producing up to 1,000 quintals of pasta per day to a much slower pace of just 50 to 80**, favoring quality, artisanal methods, and traceable ingredients over mass production. **Around 30 traditional pasta shapes are crafted by a skilled team using 100% Italian durum wheat semolina from Puglia stored in dedicated silos for Italian, organic, and whole wheat organic lines and spring water from the Lattari Mountains**, prized for its low mineral content and softness, used for over four centuries in local pasta-making.

Production at Afeltra follows the strict requirements of the "Pasta di Gragnano IGP" designation. The coarse-ground semolina ensures minimal damage to starches and proteins, enhancing the final product's flavor and integrity. **The dough is extruded through traditional bronze dies**, which give the pasta its rough texture, and then slowly dried in static cells for 2 to 3 days at low temperatures, replicating the natural drying process once done in the open air. **Afterward, the pasta is stabilized for 12 hours and packed within 24 to maintain its optimal moisture and texture.** This attention to detail and craftsmanship is supported by state-of-the-art equipment and constant quality control, resulting in a gourmet product recognized for excellence around the world.

Today, Afeltra's pasta is found globally, from Korea to the UAE, from Qatar to the United States, also thanks to Eataly's network, which promotes food education in emerging culinary markets. Afeltra's choice to prioritize tradition, innovation, and

quality over industrial-scale production is indeed perfectly aligned with Eataly's values. Our shared commitment to authenticity, sustainability, and respect for raw materials has created a strong and prolific synergy. Together, we strive to preserve and promote the richness of Italian food culture, bringing the excellence of artisanal pasta to tables around the world.

With a small workforce composed of **17 people in total**, Afeltra is also on a journey to strengthen its social impact. Afeltra is also progressively reducing its environmental impact, **having reduced its thermal energy consumption by 8% in 2024**. Last, shedding light on the importance of local sourcing and attention to supply chain responsibility, the company carefully selects nearby, highly qualified suppliers for its high-quality semolina. This approach aligns closely with Eataly's principles of responsible sourcing, emphasizing transparency, territorial connection, and respect for raw materials.



CELEBRATING ITALIAN CULINARY HERITAGE ACROSS BORDERS

In 2024, Eataly took part in *I Racconti delle Radici* (“**Tales of the Roots**”), a cultural project promoted by Italy’s Ministry of Foreign Affairs and International Cooperation together with the historic magazine *La Cucina Italiana*. The initiative aimed to celebrate the role of food in preserving cultural identity during the Great Italian Emigration of the past century, and how cuisine helped maintain ties to Italy while building new connections abroad.

As part of this effort, Eataly launched *Le Radici della Cucina Italiana* (“The Roots of Italian Cuisine”), a **series of 15 educational tasting events** held across Eataly stores in Italy, the UK, Germany, USA, Canada, and the UAE during the week of Italy’s Republic Day (June 2nd). Each session explored iconic Italian recipes reinterpreted abroad, such as spaghetti with meatballs in the United States and Ñoquis del 29 in Latin America, showing how Italian migrants adapted and reinvented culinary traditions in new contexts.

The recipes featured were drawn from the materials created by the Ministry and *La Cucina Italiana* in support of **Italy’s candidacy for UNESCO recognition of Italian cuisine as an Intangible Cultural Heritage of Humanity**.

Through this project, Eataly honored the legacy of Italian communities around the world, highlighting how their culinary knowledge, creativity, and resilience helped transform Italian food into a global cultural treasure deeply rooted in tradition, yet constantly evolving through exchange and adaptation.



PROMOTING THE VALUE OF MADE IN ITALY GLOBALLY: EATALY AND ITA JOIN FORCES

Eataly is partnering with ITA, the **Italian Trade Agency** for the promotion and internationalization of Italian enterprises in a high-impact campaign dedicated to enhancing global visibility for Made in Italy products. The initiative, developed in coordination with the Italian Ministry of Foreign Affairs and International Cooperation, aims to reinforce the positioning of authentic Italian food in **seven key international markets**: the United States, Canada, the United Kingdom, Sweden, Germany, France, and the United Arab Emirates.



As part of this strategic collaboration, Eataly is introducing over **100 new Italian suppliers** across these markets, many of whom are entering their target countries for the first time, selected in partnership with ITA for their quality, authenticity and craftsmanship.

At the heart of the campaign is a celebration of the unique excellence of Italian products, with a focus on their origin, traditions, and distinct characteristics that make Made in Italy renowned worldwide. A cornerstone of the initiative is a series of cultural and educational events hosted across **18 Eataly stores in the participating countries**. These events are timed to coincide with major international trade fairs and other flagship moments in the global food industry calendar, creating powerful synergies between in-store storytelling and sector-wide promotion.

These activations serve as a resonance chamber for both existing and newly introduced Italian products, enhancing their

visibility and offering customers a fully immersive experience. Through seminars, tastings, and authentic Italian meals served in Eataly's restaurants, consumers are invited to explore the richness of Italian culinary heritage. They are also encouraged to recreate iconic recipes at home by purchasing high-quality ingredients and wines curated to complement traditional pairings.

At its core, the initiative is rooted in the belief that a deeper understanding of the quality and values behind Made in Italy products fosters more conscious consumer choices.

Through this partnership, Eataly and ITA actively promote Made in Italy in a sustainable way, supporting small and medium-sized enterprises and fostering the international growth of the Italian agri-food sector.



FOOD SAFETY AND QUALITY

At Eataly, ensuring food safety is not only a priority but is an essential part of maintaining customer trust and product integrity. To support this commitment, we have implemented a structured and extensive food safety and quality management system that monitors every phase of our supply chain—from the origin of the ingredients to the product consumption in stores and restaurants.

A major component of this framework is employee training, which plays a crucial role in guaranteeing the correct application and implementation of food safety practices. In 2024, we delivered **6,050 hours of classroom training and 2,900 hours of hands-on training to our teams globally.**

To further reinforce our controls, we use advanced traceability tools that allow us to track each product throughout its entire lifecycle. This enables quick, targeted actions in the event of any food safety concerns.

FOOD SAFETY TRAINING IN 2024



CLASSROOM
TRAINING

6,050
HOURS



PRACTICAL
TRAINING

2,900
HOURS

Our procedures strictly follow HACCP principles (Hazard Analysis and Critical Control Points), which guide us in identifying and mitigating food safety risks. These protocols include rigorous hygiene routines, detailed cleaning schedules, control of storage and temperature conditions, and comprehensive allergens management.

Regular audits are carried out to assess how well procedures are being followed and how effectively our systems are operating. **In 2024, our audit plans led to over 400 documented inspections across our European locations, and more than 100 were performed in North America.**

We also maintain an analytical verification plan designed to test the effectiveness of our food safety management processes. Last year, **we analyzed more than 200 products from suppliers nearly 740 parameters in total.** Additionally, **326 samples** prepared in our kitchens and laboratories were tested, accounting for over **2,000 parameters.** In European stores, more than **1,200 tests** were conducted to confirm the application of cleaning protocols and Good Manufacturing Practices (GMP).

Supplier evaluation is another important aspect of our quality assurance process. We carefully assess our partners' ability to meet our food safety standards and deliver products that are consistent with our expectations. For suppliers exporting to the U.S. or other non-EU countries, we also check compliance with local regulations. Also, we offer dedicated support to help our small business suppliers to align with international requirements.

RESPONSIBLE SOURCING

At Eataly, transparency and close relationships with our producers are foundational to how we do business. In our stores customers are offered an immersive experience where they can connect with the people behind the food they eat, thanks to a business model that is closely linked to our supply chain. As we grow globally, we continue to value and support traditional, small-scale production methods.

We believe that sourcing responsibly is fundamental to ensuring the long-term sustainability and integrity of our value chain. For this reason, we actively pursue responsible sourcing by implementing dedicated initiatives and building strategic partnerships that support our suppliers — including micro-scale farmers — in gaining access to broader markets, such as international distribution and export.

These actions are guided by leading international standards, including the **United Nations Global Compact (UNGC)**, the **OECD Guidelines for Multinational Enterprises**, and the UN Guiding Principles on Business and Human Rights, which shape our expectations for supplier behavior across environmental, social, and ethical dimensions.

Our approach is based on three core pillars: contractual sustainability commitments, structured risk assessment and on-site verification.





1. CONTRACTUAL COMMITMENTS

We have implemented sustainability-specific clauses in our supplier contracts across the EMEA region, ensuring that all partners — particularly those involved in Eataly Icons products — formally commit to respecting environmental standards, human rights, fair labor practices, and ethical governance. These clauses are already systematically applied to all private label suppliers, reinforcing our shared responsibility for sustainability and compliance.



2. SUSTAINABILITY RISK MONITORING AND ASSESSMENT

In 2025, we launched our first structured environmental and social risk monitoring process for direct suppliers across EMEA and North America, utilizing the **Synesgy platform**, developed by **Cribis – Dun & Bradstreet**. The entire Eataly supplier database, comprising over **4,500 companies** (including existing partners, former suppliers, and those under evaluation) have been invited to join the platform.

As of today, **1,132 companies** have enrolled:

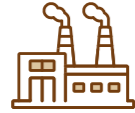
- **26%** have already completed the process and obtained an official certification score.
- An additional **39%** are actively progressing through the evaluation.

The platform gathers sustainability data through a structured questionnaire aligned with **GRI Standards**, the **European Sustainability Reporting Standards (ESRS)**, and key EU regulatory frameworks such as the **EU Taxonomy**. The assessment covers a broad range of topics, including:

- **Governance** (e.g. ethics, compliance, anti-corruption)
- **Environmental impact** (e.g. emissions, energy use, waste and water management)
- **Social responsibility** (e.g. diversity, worker safety, stakeholder engagement)
- **Resource efficiency and circular economy practices**

The platform provides a standardized score that allows Eataly to evaluate supplier performance and risk exposure based on objective criteria. While currently used for **risk-mapping purposes only**, this initiative sets the foundation for future engagement strategies and supplier development programs.

Particular focus is given to companies flagged as high-risk or operating in sectors/regions with known social and environmental vulnerabilities, which may be subject to further verification or targeted interventions.



3. ON-SITE AUDITS

To complement digital monitoring tools, we have launched a program of **on-site audits** for all food suppliers undergoing qualification for Eataly Icons products in Italy. These audits, conducted by our quality team along with our sustainability team, now include specific social and environmental requirements alongside traditional food safety criteria. A dedicated checklist has been developed and integrated into our audit protocols, covering topics such as environmental management systems, labor conditions, health and safety standards, and ethical practices.

We are currently assessing the **progressive rollout** of this enhanced audit model to all Eataly-branded suppliers, including non-food categories and international partners. This will allow for a more comprehensive and direct assessment of supplier sustainability practices and strengthen our ability to monitor and support responsible conduct throughout our supply chain.

SUPPLIER PROTECTION THROUGH PRODUCT LIABILITY INSURANCE

As part of our broader commitment to responsible sourcing and supplier support, in **September 2024 Eataly launched a dedicated Product Liability Insurance scheme** in collaboration with **Willis Towers Watson (WTW), a global advisory, broking and risk management solutions company**. Through this initiative, **all suppliers included in Eataly's vendor database automatically benefit from civil liability coverage against damage caused by defective products**, limited to the turnover they generate with Eataly.

The insurance covers claims related to personal injury, material damage, and consequential losses — including disruptions to industrial, commercial, or service activities — resulting from product defects.

The policy applies globally and provides protection for products distributed anywhere in the world.

By activating this collective policy, Eataly not only strengthens risk management across its supply chain but also supports especially **small and micro-enterprises** that may not otherwise have access to similar insurance tools. This initiative contributes to fostering a culture of shared responsibility, transparency, and care throughout our sourcing ecosystem.



ANIMAL WELFARE

Respect for animals, the environment, and the people who produce our food has always been central to Eataly’s philosophy.

In 2024, we significantly strengthened our commitment to animal welfare by launching a structured and in-depth assessment of our **meat and dairy supply chains**, following guidelines and tools developed with one of the world’s leading NGOs dedicated to improving farm animal welfare.

This initiative represents a key milestone in our journey toward a more ethical and transparent food system. It reflects our belief that animal welfare is not only a matter of ethics but also an essential component of food quality and consumer trust.

Guided by technical expertise and internationally recognized benchmarks, in 2024 we initiated a **comprehensive review of all suppliers involved in the production of meat, fish and dairy products** (specifically, cattle, rabbits, laying hens, farmed fish, dairy sheep, dairy goats, broiler chickens, pigs, calves). **40 suppliers** received the invitation to join this Eataly initiative, and **85% of them** have already completed the survey. The assessment is based on the **Five Domains Model** of animal welfare (nutrition, environment, health, behavior, and mental state) and evaluates the full lifecycle of farm animals: from breeding and rearing conditions to transport and slaughter practices.

The questionnaire investigates the following key focus areas:

1. FARM REGISTRATION

In the Classyfarm platform, developed by the Italian Ministry of Health, ensuring transparency and compliance with welfare regulations.

2. LIVING CONDITIONS

To map farms that avoid cages and offer animals enriched environments, such as solid flooring with deep bedding instead of fully slatted floors.

3. ACCESS TO OUTDOORS

For companies that provide **access to pasture for at least 100 days per year**, with adequate nutrition, shade, shelter, and clean water. Outdoor exercise areas during winter months are also encouraged.

4. SPACE AND DENSITY

Promoting comfort that allows natural behaviors, particularly when animals have access to pasture.

5. USE OF ANTIBIOTICS

Understanding if suppliers avoid unnecessary treatments while still ensuring animal health through preventive care.

6. ANIMAL HANDLING PRACTICES

Defining if painful procedures like dehorning and castration are avoided when possible or at least executed with pain relief. Moreover, the questionnaire investigates if transport is managed to minimize stress, with attention to travel time, temperature, and handling methods.

7. SLAUGHTER PROCEDURES

Mapping the presence of humans trained in this area.

8. REGULAR MONITORING OF WELFARE INDICATORS

Such as animal health, behavior, and cleanliness—is encouraged, as well as the participation in traceability and certification systems.

BUILDING A SHARED IMPROVEMENT PATH

Eataly has a goal to **map current practices**, identify critical gaps, and **support suppliers in making continuous improvements** toward higher welfare standards. The collaboration with NGOs and technical experts ensures that we are aligned with **evidence-based best practices** and it reinforces our role as a catalyst for positive change within the Italian agri-food sector.

We have already conducted **baseline assessments with a representative group of suppliers** and the results are informing the development of a **step-by-step improvement roadmap**, tailored to the specific contexts and product categories. This roadmap includes support tools, technical guidance, and training opportunities to engage producers and help them evolve alongside us.

TOWARD GREATER TRANSPARENCY AND ACCOUNTABILITY

Looking ahead, we plan to expand this animal welfare assessment to **cover 100% of Eataly meat, fish and dairy products** by the end of 2025.

We are also exploring **public reporting mechanisms** and updated sourcing policies to **strengthen accountability and communicate transparently with our customers**.

By taking this structured and collaborative approach to animal welfare, Eataly reaffirms its commitment to being not only a retailer, but a responsible actor in shaping a more ethical and sustainable food culture where respect for animals is a shared and measurable value across the entire supply chain.





PROGRESS ON THE EUROPEAN CHICKEN COMMITMENT (ECC)

In February 2022, Eataly signed the **European Chicken Commitment (ECC)** for its Italian operations, pledging to meet its full set of animal welfare standards by **2026**. This commitment covers **100% of our fresh, processed, and ingredient-based chicken offering, including products used in our restaurants.**

As of **November 2024**, for the first time, we have publicly disclosed our progress on a dedicated ECC webpage on our corporate website, in line with our commitment to transparency and continuous improvement.

ECC Progress Overview as of November 2024

Scope: Whole chickens, fresh and frozen cuts, processed chicken, and chicken used as ingredients, including in food-service.

ECC Requirement	Progress % of purchased volume
Compliance with all EU animal welfare laws (regardless of country of production)	100%
Stocking density (max. 30 kg/m ² , max. one thinning per cycle)	90%
Approved breeds (as per ECC/RSPCA standards)	80%
Lighting (min. 50 lux including natural light)	90%
Environmental enrichment (2 meters of perches and 2 pecking substrates per 1,000 birds)	90%
Air quality (minimum in line with Annex II.3 of Directive 2007/43/EC)	100%
Controlled Atmosphere Stunning (CAS) or effective electrical stunning without live inversion	70%
Third-party verification and public annual reporting	Suppliers are working to activate third-party verification processes



4.

ENVIRONMENTAL COMMITMENT

BIODIVERSITY AND REGENERATIVE AGRICULTURE

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.

SAVE THE STABLE MEADOWS AND PASTURES *SALVIAMO I PRATI STABILI E I PASCOLI*

In 2024, the project *Stable Meadows and Pastures*, supported by Eataly since its launch, entered a new phase of growth and recognition. After two years of groundwork, research, and awareness-building, the initiative officially became a Slow Food Presidium in May 2024, with the approval of its logo and operational guidelines by the national assembly of Slow Food members.

This project is unique in the Slow Food network: it does not focus on a single product, but on an entire ecosystem. Stable meadows are permanent grasslands rich in biodiversity, shaped by centuries of pastoral knowledge. They are not cultivated or chemically treated but maintained through grazing and mowing. These meadows are essential for producing high-quality milk and cheese, supporting pollinators, storing carbon, and preserving cultural landscapes.

Throughout 2024, the project expanded its reach through training sessions, public events, and collaborations with producers and institutions.

The project was also featured prominently at **Terra Madre 2024**, with a dedicated conference, tasting events, and a national showcase of stable meadow products. Educational and promotional events continued into the autumn, with workshops hosted at Eataly stores in Milan, Turin, and Rome, and local awareness campaigns in areas like Val d'Ossola.

Behind the scenes, the technical and scientific work continued. Over **230 producers** were surveyed, nutritional analyses were conducted on cheeses, and new academic collaborations were launched.





WE PLANT BIODIVERSITY SEMINIAMO LA BIODIVERSITÀ

Seeds are more than agricultural inputs—they embody life, culture, and resilience. Eataly’s We Plant Biodiversity initiative, launched in 2017, aims to safeguard endangered vegetable varieties. In partnership with Arcoiris, the University of Palermo, and the Slow Food Foundation, the project supports small farmers in registering and distributing these seeds. The initiative promotes a sustainable agricultural model based on diversity. Eataly actively offers these seeds to consumers, helping revive forgotten flavors and varieties. Seed cataloguing and distribution are central to protecting biodiversity. This work supports food sovereignty and strengthens the resilience of our food systems. Through this project, Eataly champions a richer, more inclusive agri-food future.

BEE THE FUTURE

Bees are vital to biodiversity, yet their populations are declining due to human-driven factors like pesticide use, drought, pollution, and intensive agriculture. In response, Eataly and Slow Food launched the Bee the Future project in 2018 to support ecological transition by restoring bee habitats in high-impact farming areas. Local farmers regenerated **100 hectares** by planting organic seed mixes that created ecological corridors for pollinators. In 2021, the project entered its second phase, expanding efforts to urban spaces by donating bee-friendly seeds to schools, citizens, and public institutions. This second phase reached its goal of **10 million seeds** and was completed in 2024, involving major cities such as Milan, Turin, Rome, and Genoa.

Eataly stores also offer seed bags for home planting and educational activities are held each year leading up to *World Bee Day* on May 20, in collaboration with producers.

DECARBONIZATION AND ENERGY EFFICIENCY

One of the priorities of our Sustainability Strategy is to minimize our carbon footprint across both our operations and value chain. In 2024, we began measuring our direct greenhouse gas emissions, specifically Scope 1 and Scope 2, as a first step toward understanding and reducing our climate impact.

Our Scope 1 and Scope 2 Greenhouse Gas (GHG) emissions primarily stem from the electricity and gas used in our stores, restaurants, warehouses, and offices for lighting, heating, and cooking. To address this, we are implementing energy-efficient solutions across all our buildings, including LED lighting and a range of remote control and monitoring systems.

We have selected renewable electricity sources for our buildings with the objective of further reducing our GHG emissions. In 2024, we have purchased over 21,000 MWh of Renewable Electricity Guarantees of Origins Certificates, cancelled in the Italian Energy Certificate System powered by GSE⁷. With this, 44% of our electricity consumption comes from renewable sources (considering only Italian entities, the share goes up to 92%, specifically wind power sources), specifically wind power sources. We are currently refining our data collection, upgrading our systems to gather the most precise data for the environmental impact calculation.



44%
OF ELECTRICITY CONSUMPTION
COMES FROM RENEWABLE SOURCES

⁷ Gestore dei Servizi Energetici, is an Italian public entity with the mission to promote renewable energy and energy efficiency in Italy.

Therefore, the present values for Scope 1 and Scope 2 emissions increased with respect to the previous year, since we improved the quality of our data collection, reducing the overall assumptions. In addition, we opened two new stores⁸ in North America, increasing total energy consumption.

ENERGY CONSUMPTION

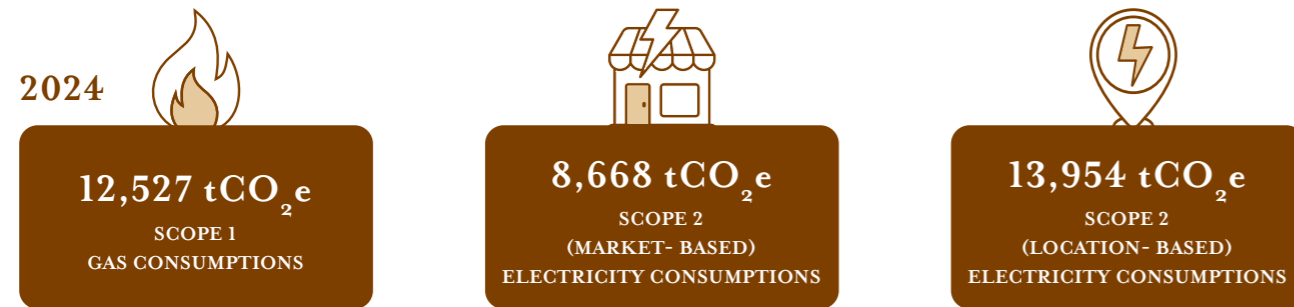
Our energy consumption is related to the Eataly shops, offices and restaurants. The main energy sources are electricity and natural gas, where this last source is mainly employed for heating and cooking. The table below shows the results for electricity and gas consumption for 2024.



In the cities of Trieste and Milan we own, respectively, a thalassothermic plant and a geothermic pump utilized for self-production. These are mainly designed to use natural energy to cool down the food refrigeration motors.

⁸ Referring to the perimeter of 2024 data consolidation. More information on this topic in the methodological note at the end of the report.

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.

The direct emissions (Scope 1) from stationary and mobile combustion, fugitive emissions and indirect emissions (Scope 2) related to purchased electricity, steam and cooling for own use are presented in table above. As mentioned in the previous paragraph, the comparison with 2023 elaboration needs to be taken carefully due to the quality improvement of the data collection and the overall reduction of estimations in the calculation of the scopes.

Above we present the intensity of Scope 1 and Scope 2 emissions, measured in tons of CO₂e per million euros. While Scope 1 emissions have increased compared to 2023, the intensity of Scope 2 emissions (both market-based and location-based) has seen a slight rise, remaining substantially consistent with the previous year’s results.

GHG EMISSION INTENSITIES ON REVENUES



We recognize that most of Eataly’s GHG emissions lie in our supply chain, which comprises the raw material purchased, their origin, the means of transport used for raw material supply, the product shipments and many other aspects. Therefore, in 2025 we have activated a comprehensive Scope 3 assessment in order to map the impact of our supply chain, identify the main hotspots which contribute the most to our indirect environmental impact and set a baseline for the decarbonization of our value chain.

The Scope 3 calculation will be performed in accordance with the GHG Protocol⁹ and extends the current assessment of Scope 1 and Scope 2 emissions, giving a complete overview of Eataly’s carbon footprint. The results of this extended analysis will be reported in our 2026 sustainability disclosures, in line with our commitment to transparency and continuous improvement in climate performance.

⁹ <https://ghgprotocol.org/>

DRIVING ENERGY EFFICIENCY ACROSS OUR STORES: A STRATEGIC COMMITMENT TO SUSTAINABLE OPERATIONS

At Eataly, we believe that true sustainability begins with the spaces where we welcome our customers every day. That is why we have embarked on a comprehensive journey to transform the energy performance of our stores throughout Italy, placing efficiency, innovation, and environmental responsibility at the heart of our operations.

This ongoing transformation is a key part of our wider sustainability agenda, designed to cut emissions, reduce energy consumption, and promote conscious resource use across the entire business. Our energy optimization program focuses on both technological improvements and behavioral change. On the technical front, during 2024 we strengthened the development of our integrated energy management approach, through a Twin Transition strategy that combines Energy transition goals with the Digital Transformation opportunities. In partnership with EOT – Energy of Things, 2024 focus has been on two technological pathways:

Digital tools for energy demand reduction, including:

- Smart management of HVAC systems to maintain in-store comfort while optimizing energy use, through real time monitoring of temperature, humidity and CO₂ levels.
- Voltage regulation to reduce energy waste caused by grid fluctuations.

Upgrading store systems with more efficient equipment, such as:

- The whole renovation of the Milano Smeraldo store.
- Expansion of advanced energy monitoring infrastructure.

In addition, broader initiatives were launched to extend the impact beyond store operations:

- **Supplier engagement:** Pilot initiatives are being evaluated to promote energy-efficient practices across the supply chain, forming part of a structured plan to reduce Scope 3 emissions.
- **Demand-side flexibility:** Eataly has begun testing the ability of its stores to support energy grid stability. Notably, the Rome store now operates as a Flexibility Resource in city grid distribution within the RomeFlex project, leveraging ther-

mal storage to reduce energy demand during peak time and help prevent grid overloads.

But efficiency is not just about technology, it is also about people. That is why we are empowering our teams and engaging our customers through workshops, training sessions, and awareness campaigns. These initiatives are building a shared culture of sustainability, helping everyone play a role in reducing our environmental footprint.

Our actions have already led to substantial energy savings, lowered operational costs.



EATALY SMERALDO ACHIEVES LEED CERTIFICATION, JOINING OUR NETWORK OF SUSTAINABLE STORES



As part of the renovation works launched in 2024, **Eataly Milano Smeraldo store has achieved the LEED Interior Design and Construction (ID+C) for Retail Certification** at the Silver level.

LEED (Leadership in Energy and Environmental Design) is a globally recognized certification that promotes sustainable building design, construction, and operation. It

helps reduce environmental impact, improves energy and water efficiency, and enhances the well-being of occupants.

The LEED certification was issued by Green Business Certification Inc. (GBCI) and the certification process was administered by DNV Business Assurance Italy S.r.l., based on the LEED v4 ID+C for Retail Standard, updated to reflect the 2024 energy efficiency requirements.



The project earned 57 out of 110 points, securing top scores in categories such as Location and Transportation, benefiting from excellent access to public transit (Walk Score 99) and Energy and Atmosphere, where **the store achieved a 23.8% reduction in energy costs and a 19.3% reduction in greenhouse gas emissions* through high-efficiency systems and enhanced commissioning practices**. Other key contributions included a **30.4% indoor water use reduction****, the use of environmentally preferable materials supported by Environmental Product Declarations (EPDs), and the implementation of a Construction Indoor Air Quality Management Plan to safeguard indoor air quality during the build-out.

The project also earned full credits in the Innovation category by piloting advanced practices such as an occupant comfort survey, integrative analysis of building materials, and achieving exemplary performance in access to quality transit and reduced parking footprint.

* For the energy costs and greenhouse gas emission reduction the reference is ASHRAE 90.1-Appendix G, LEED reference energy standard for reduction calculation.

** The baseline for reduction is defined by the LEED certification system according to credits prerequisites.

This certification is part of Eataly's broader sustainability strategy to create more sustainable retail spaces, reduce its environmental footprint and deliver healthier, more efficient and resilient places for communities.

This milestone confirms Eataly's ongoing dedication to reducing its environmental footprint and promoting responsible retail development.

Eataly Smeraldo joins the four other Eataly stores already LEED certified in North America further strengthening the Group's commitment to sustainable building practices.

The **certified North American locations**, in order of certification, include:

- **Eataly Chicago** – LEED 2009 ID+C: Retail, Silver level, certified on October 1, 2014
- **Eataly New York WTC** – LEED 2009 ID+C: Retail, Gold level, certified on September 26, 2016
- **Eataly Boston** – LEED 2009 ID+C: Retail, Gold level, certified on June 7, 2017
- **Eataly Los Angeles** – LEED 2009 ID+C: Retail, Gold level, certified on July 2, 2018

As one of the brand's flagship stores, Eataly Smeraldo now stands as a benchmark for future green store developments across the network.



OUR MOBILITY PLAN: SUPPORTING URBAN SUSTAINABILITY THROUGH SMARTER COMMUTING

As part of our commitment to sustainable mobility and employee well-being, **in 2024 Eataly developed and implemented Home-to-Work Travel Plans (PSCLs) for its main offices in Milan, Turin, and Rome.**

These initiatives not only aim to reduce the environmental impact of commuting and improve travel efficiency for employees, but are also fully aligned with the Sustainable Urban Mobility Plans (SUMP) promoted by local municipalities.

Designed in accordance with Italy's Law 77/2020, the plans contribute to broader public efforts to reduce traffic congestion, cut urban emissions, and improve air quality. To coordinate their implementation, Eataly appointed a dedicated Mobility Manager, tasked with encouraging sustainable commuting practices such as public transport, carpooling, cycling, and remote working.

Key measures include the introduction of flexible working hours and remote work options, helping to reduce peak-hour travel and ease pressure on urban transport systems. By embedding mobility planning into our broader sustainability strategy, Eataly reaffirms its role as a responsible corporate citizen, actively contributing to the creation of more livable, climate-resilient cities.



TACKLING FOOD WASTE

Reducing food waste is not only a key pillar of our Sustainability Strategy but also a concrete expression of **our belief that food is a valued resource of high social and environmental value**. We honour the quality, tradition and care that go into producing every ingredient and are deeply committed to maximising its value across our global network of stores and restaurants. This means optimising food use, repurposing surplus, and redistributing unsold goods in line with the principles of a **circular and inclusive food economy**.

For several years, we have partnered with local charities to donate our surplus food to those in need, fostering a culture of **solidarity and mutual support**. As of today, **we manage over 25 active donation partnerships across Italy, and since 2024 we have donated products worth more than €550,000 (at cost value), including over €250,000 in the first quarter of 2025 alone**. All donations are transparently tracked and verified through our internal accountability systems.

In 2025, we further strengthened this effort by expanding our collaboration with local chapters of **Banco Alimentare**, a leading Italian food bank network. Today, these partnerships¹⁰ support our major stores and the warehouse in Italy, particularly in Milan, Rome and Monticello d'Alba and improve both the scale and effectiveness of our redistribution efforts.. Banco Alimentare's model allows surplus food to be allocated based on the real needs and capacity of local organisations, ensuring greater **traceability, suitability and food safety**.

In parallel, **Eataly has been an active partner of Too Good To Go since 2019**, being one of the first companies in Italy to recognize the value of this initiative in the daily fight against waste.

¹⁰ Eataly donates surplus products from the Milano Smeraldo store and the Monticello warehouse to Banco Alimentare della Lombardia "Danilo Fossati" Onlus, while surplus from the Roma Ostiense store is donated to Banco Alimentare del Lazio Onlus.





EAT ALY

ITALIAN STORES



43,583
SURPRISE BAGS
sold in 2024

NORTH AMERICAN STORES



73,572
SURPRISE BAGS
sold in 2024
of which:
• in US: 44,141
• in Canada: 29,431



In addition, through our cooking schools (*La Scuola di Eataly*), we have extended our partnership with Too Good to Go to increase awareness on the topic: in 2024 classes were hosted in our stores in Dallas and Silicon Valley and Toronto, followed by New York City and Los Angeles in 2025. In total, **more than 150 students had the chance to learn new recipes to minimize food waste.**

In 2024, Eataly launched a partnership with an Italian animal feed company to be able to repurpose non-edible leftovers from our Italian stores into animal feed. This project is aligned with the EU Waste Hierarchy, according to which where food waste cannot be prevented or minimized, it shall be reused, recycled, or recovered – as in this case.

Our journey towards zero food waste took a significant step forward in 2024 with the launch of a dedicated Food Waste Management System.

The system is being developed to map and analyze all key operational processes, identify major sources of waste, and implement targeted actions for continuous improvement. It encompasses the entire food chain from the receipt and storage of goods, to processing and sales, to catering operations and the management of unsold products. Core elements include waste monitoring, traceability, and staff training and engagement.

The goal is to establish a robust, auditable framework that reinforces Eataly's commitment to reducing food waste across all operations, with the aim of achieving certification by the end of the year.

Our target is not only to reduce waste but to contribute to more **equitable food systems** aligned with global frameworks and grounded in our daily operations. By treating food as the precious resource it is, we reaffirm our responsibility as a business and as a community member, working to nourish both people and the planet.



INTEGRATED PACKAGING AND WASTE REDUCTION INITIATIVES

Packaging plays a crucial role in protecting our products across every stage of the supply chain. Given our significant use, we are committed to adopting packaging solutions that are recyclable, biodegradable or reusable. At the same time, reducing overall waste, particularly food and packaging waste, is a key priority in our sustainability strategy. We aim to minimize our reliance on single-use plastics and explore innovative, sustainable alternatives that not only preserve product integrity but also help lower our environmental footprint. **In 2024, we launched a comprehensive packaging waste assessment program aimed at improving waste sorting and reducing the use of non-recyclable materials.** As part of this effort, detailed waste management audits were conducted across our Eataly stores.

The audits focused on assessing current waste separation practices, the utilization of compostable materials and identifying opportunities to improve staff awareness and waste infrastructure. While all stores demonstrated commendable efforts to minimize environmental impact such as the use of compostable tableware and effective separation of recyclables challenges remain in optimizing front-of-house waste sorting systems and enhancing staff training. Based on these insights, we are implementing targeted measures to strengthen internal communication on waste management and better align store-level operations with our overarching goals for sustainable packaging and waste reduction.

Moreover, in 2024, we have strengthened our commitment to sustainable packaging also by actively collaborating with the CONAI Prevention Working Group (Italian National Packaging Consortium). Through this partnership, we have begun the internal dissemination of dedicated guidelines aimed at reducing the environmental impact of packaging across all areas of operation, from procurement and design to disposal and customer interaction.





5.

SOCIAL IMPACT

INCLUSION AND BELONGING

We are committed to fostering a culture of belonging, creating a work environment where differences are not only welcomed but actively encouraged. We strive to ensure that every employee feels safe, respected, and recognized for their skills and contributions.

Our vision is to cultivate a workplace where individual voices are heard and valued, and where people can express their ideas without fear of bias or discrimination.

OUR JOURNEY TOWARDS GENDER EQUALITY

In 2024, **women make up approximately for 44% of all our Eatalians**. From the start, we have been committed to addressing gender equality by equipping the team with the proper tools to foster an inclusive work environment and supporting our female leaders who now **represent around 48% of our corporate workforce¹¹**.



about 44%
OF EATALIANS ARE WOMEN
in 2024

¹¹ Including Senior Executive, Directors, Managers and Clerical employees.

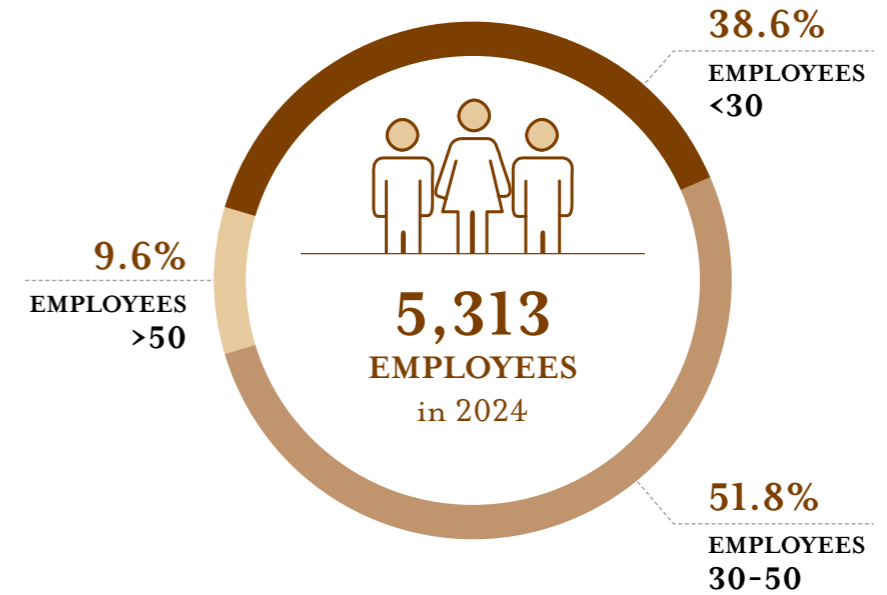


EMPLOYEE GENDER REPRESENTATION - 2024

	MEN	WOMEN	TOTAL
Senior Executives, Directors & General Managers	20	8	28
Managers	218	142	360
Clerical	162	212	374
Workers	2,556	1,995	4,551
TOTAL	2,956	2,357	5,313

EMPLOYEE AGE BREAKDOWN - 2024

years old	<30	30-50	>50	TOTAL
Senior Executives, Directors & General Managers	0	14	14	28
Managers	56	274	30	360
Clerical	72	268	34	374
Workers	1,925	2,194	432	4,551
TOTAL	2,053	2,750	510	5,313



In 2024, Eataly obtained the **Gender Equality Certification** in Italy, a milestone that confirms our commitment to promoting an equitable workplace for all. It reflects our dedication to transparency, equal opportunities, and constant progress.

The Gender Equality Certification is a voluntary one first enabled by the **Italian Law n. 162/2021** and defined by the **UNI/PdR 125:2022**.

OUR POLICY ON GENDER EQUALITY

The commitment toward fair opportunity is formalized in the Gender Equality Policy, aligned with the UNI/PdR 125:2022 guidelines, which define key performance indicators to monitor and improve equity-related initiatives. The key areas of focus are:

- **Recruitment and selection:** transparent hiring processes based solely on merit, competence and potential, free from discrimination based on gender, age, nationality, or belief systems.
- **Career management:** promotions and development are based on performance evaluations and merit. Inclusive training programs address gender bias and promote inclusive language and culture.
- **Pay equity:** commitment to fair and transparent compensation, aiming to eliminate gender pay gaps and ensure equal access to financial rewards.
- **Parenthood and care:** support for shared parenting and caregiving responsibilities through flexible policies and tailored initiatives based on employee feedback.
- **Work-Life balance:** promotion of flexible work arrangements, including smart working for head office staff, to ensure a healthy balance between professional and personal life.
- **Prevention of harassment and abuse:** zero tolerance for physical, verbal, or digital harassment. Secure channels for anonymous reporting are available, with measures to protect whistleblowers and ensure a safe work environment.

A dedicated **Gender Equality Steering Committee** oversees the implementation and continuous improvement of this policy. The committee ensures alignment with the strategic plan, monitors KPIs, manages internal audits, and supports the organization in addressing critical issues. We adopt **inclusive and non-stereotypical communication** internally and externally, aiming for balanced gender representation in public events and corporate messaging.

Eataly commits to ongoing review and enhancement of its **Gender Equality Strategic Plan**. The approach is data-driven and long-term, aiming to progressively close the gender gap and improve performance across all related KPIs.



ENABLING REFUGEE OPPORTUNITIES

In recent years, Eataly has partnered with UNHCR to support employment initiatives for refugees and asylum seekers. In 2020, we joined the *Welcome - Working for Refugees Integration project*. Then in 2023, through a collaboration with the **Adecco Foundation**, we welcomed **six refugees and asylum seekers** into our teams in Genoa, Turin, and Rome stores. Our continued dedication to fostering refugee integration through work was recognized by UNHCR which honored us with the *“Welcome. Working for Refugees Integration”* Award in 2019, 2022 and 2023.



In 2024, we have once again received the UNHCR recognition for our commitment to integrating refugees and asylum seekers into the workforce. Over the year, **31 individuals of various nationalities** were hired through the UNHCR program (27 employment contracts and 4 internships).

Additionally, in 2024, Eataly participated in the **DIRECT project promoted by the Italian Red Cross**, funded by the European Commission's AMIF Fund, and delivered by ELIS. Through this initiative, we provided **an opportunity for 15 young women and mothers** who are victims or potential victims of human trafficking, helping them build an independent future through training as assistant chefs.



A WORKPLACE FOR ALL

We actively support various Italian initiatives focused on promoting job placement for people with disabilities. Our goal is to **foster meaningful and long-lasting collaboration with local social cooperatives and NGOs to empower individuals with disabilities and recognize their professional and personal potential.**

We work alongside organizations such as *Consorzio Socio-Assistenziale Alba-Langhe-Roero*, *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.



Consorzio
Socio-Assistenziale
Alba Langhe Roero



IL GIRASOLE
COOPERATIVA
SOCIALE



PATCHANKA



IL BRUGO
COOPERATIVA SOCIALE O.N.L.U.S.



forma-re-te




centro
astalli
JRS SERVIZIO DEI GESUITI
PER I RIFUGIATI IN ITALIA



arci
solidarietà
GENOVA



In addition to local stores initiatives, we took a significant step in January 2024 by signing the **National Memorandum of Understanding of CoorDown**, the Italian national committee of people with Down syndrome which unites **over 60 non-profit organizations**. This partnership aims to provide structured internships and employment opportunities for people with Down syndrome.

 **over 70**
EMPLOYEES IN ITALY
registered under the *collocamento mirato*
program (Law 68/99, Article 1)

As of today, Eataly employs **over 70 individuals in Italy** who are registered under the *collocamento mirato* program in accordance with Law 68/99, Article 1. This designation applies to individuals with a recognized disability equal to or greater than 46%. **Between 2024 and 2025, Eataly has already hired 14 individuals under this initiative.**

These employment efforts are complemented by various programs, including internships and school-to-work transition initiatives. These initiatives are developed in partnership with third-sector organizations and associations that specialize in training and job placement for people with disabilities or those in vulnerable situations.

At a national level, Eataly is committed to continuing building networks and partnerships with both large and small organizations, with the aim of supporting inclusion pathways and, above all, recognizing and empowering individual potential.

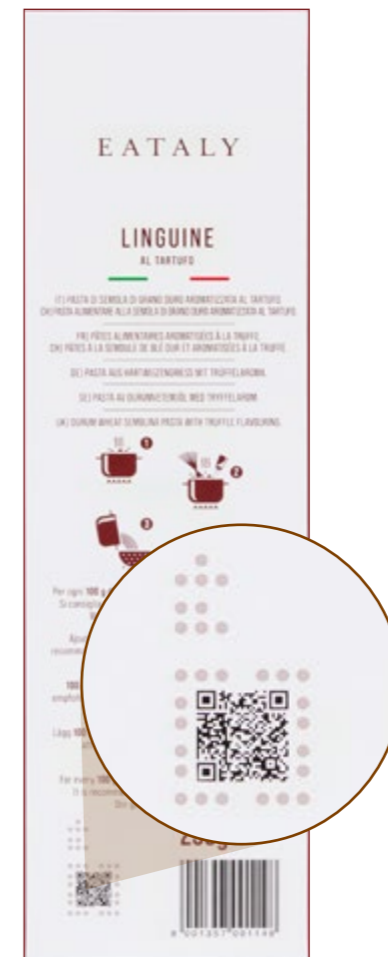
INCREASING ACCESSIBILITY OF OUR EATALY ICONS PRODUCTS

In 2024, we introduced a pioneering packaging solution aimed at improving accessibility for the sight loss community.

Our Eataly Icons product labels now include the **TQ Braille® QR code**, enabling users to access product information in five different languages through the Braille system. This initiative

was developed in collaboration with **Arti Grafiche Parini** and supported by the **Italian Union of the Blind and Visually Impaired (UICI)**.

As part of our ongoing commitment to accessibility and inclusion, in North America Eataly collaborates with key organizations such as **Canadian National Institute for the Blind (CNIB)** and the **National Federation of the Blind (NFB)**. With CNIB, we reviewed braille and QR code integration for Eataly Icons products to ensure alignment with North American standards and we are actively engaged in the CNIB Come to Work employment program for the sight loss community.

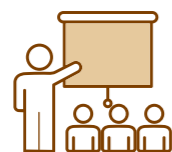


HEALTH AND SAFETY

Our occupational health and safety program is built to **ensure every employee works in a secure and healthy working environment**, reflecting our commitment to employee well-being and operational excellence.

Despite every country having a different organizational system compliant with national laws, Eataly's risk assessment is implemented with a global approach to identify, map and mitigate the potential hazards in both market and restaurant areas, in accordance with local legislation.

The creation of a safe working environment starts with employee training: **in 2024, more than 14,000 hours of basic and specialized training were provided**. In addition, Eataly is committed to maintaining strict safety protocols including regular maintenance checks, providing personal protective equipment (PPE) where necessary, and ongoing training on the handling of store equipment. We guarantee compliance with safety standards through periodic audits. Furthermore, we aim to promote a culture of work safety awareness by offering communication channels that allow employees to report safety hazards.



14,068

HOURS

of health and safety training

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

HEALTH AND SAFETY INDICATORS

	2024
WORKED HOURS [H]	7,292,020
INJURIES [N.]	208
LOST DAYS FOR INJURIES	6,228
FREQUENCY INDEX	28.5

In accordance with **GRI 403-9**, the **frequency index** of work-related injuries is calculated as the number of injuries multiplied by 100,000,000 and divided by the total number of worked hours.

TALENT ATTRACTION AND RETENTION

At Eataly, our journey from vision to global reality has been possible with our passionate team worldwide: our Eatalians. Their dedication, skills and love for great food and hospitality have shaped who we are today. We deeply value all the Eatalians who worked for the company in 2024, and we aim to foster a workplace where every individual feels supported, appreciated, and encouraged to grow.

We seek those who share our deep respect for food culture and a commitment to delivering exceptional experiences.

At less than 20 years old, Eataly is a relatively young company and one that is rapidly expanding, with a focus on growth in the North American market.

Talent retention to support new stores and markets is a priority. **More than 1/3 of the company workforce (37%) have been with the company for more than two years, and nearly 20% have been with the company for 5 years or longer.**

The company also **invests in opportunities for Eatalians** in all roles to grow by working in other countries where we are present, supported by a robust internal transfer system that fosters skill building and cultural immersion.





EMPLOYEES SENIORITY - 2024

YEARS OF WORK	MEN	WOMEN	TOTAL
>20 ¹²	0	1	1
10≤20	206	238	444
5≤10	329	220	549
2≤5	557	417	974
<2	1,864	1,481	3,345
TOTAL	2,956	2,357	5,313

¹² Eataly as a legal entity has been set-up earlier than the actual first store opening in 2007. For this reason there are employees with a 20+ years seniority.

OUR WELFARE INITIATIVES

At Eataly, we are committed to supporting our employees across Europe and North America with comprehensive **welfare programs** that go beyond legal requirements. **Over 85% of our European employees are covered by national collective bargaining agreements** and in many countries we have adopted additional company agreements to further extend benefits.

SUPPORTING FAMILIES AND COUPLES

In **Europe**, we celebrate important life moments by gifting employees who marry or enter a civil union with a €200 shopping voucher redeemable at any Eataly shop. We also provide a **range of measures to help employees welcome and care for a newborn child**:

- A **€300 shopping voucher** for each birth or adoption.
- Full salary during the five-month obligatory maternity leave, rather than the partial reduction typically applied.
- Paternity leave **extended by three additional days** beyond legal minimums.
- The option for either parent **to take up to 12 months of unpaid leave after parental leave ends**, with guaranteed job preservation.
- **16 hours of paid leave** to help introduce a child to nursery school.

In **North America**, eligible employees are entitled to up to **eight weeks of paid parental leave**, available to parents of all genders for both biological and adopted children.

Bereavement leave is also offered above the national standard: Italian employees receive three extra days compared to Italian legislation when the loss involves a relative up to the second degree. We also extend paid leave for significant family events to unmarried and live-in partners. In the **U.S.** our employees also receive up to three days of bereavement leave for the death of an immediate family member. Additionally, **all North American employees have access to an Employee Assistance Program (EAP)**, which offers free counseling, reduced-rate legal and financial advice, and educational resources to help navigate life's challenges.

HEALTHCARE COVERAGE

In **Italy**, employees can supplement public healthcare with **additional insurance coverage** to protect themselves and their families. **North American** employees have access to **comprehensive medical, dental, and vision insurance plans**, along with optional programs for disability and life insurance. Additional supplemental plans provide financial support in the event of accidents, hospitalization, or critical illness.



PLANNING FOR RETIREMENT

To help employees prepare for the future, Eataly offers **several retirement savings options depending on role and location**. In North America, the company matches **contributions to 401(k)** or RRSP plans up to a set percentage to help employees grow their savings.

SOLIDARITY HOURS BANK

Launched in 2015, the **Solidarity Hours Bank** allows employees who have unused paid leave to donate hours to a collective pool. Colleagues in need can access these donated hours when caring for a seriously ill relative or managing their own health issues that require constant care.

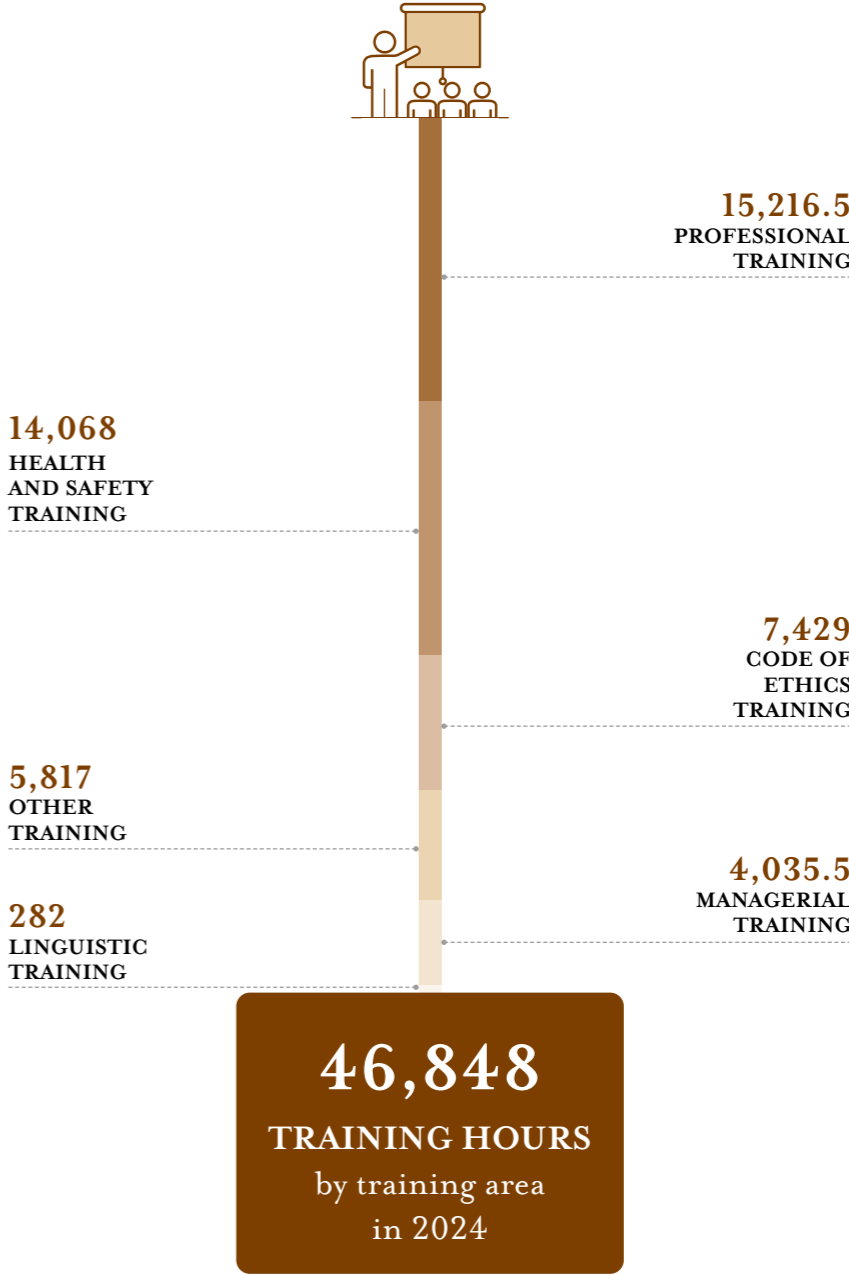
OUR TRAINING PROGRAM

Eataly is committed to fostering growth and development through a range of initiatives across Europe and North America. These include onboarding programs, professional training, and leadership and skills development, collectively amounting to over **46,800 hours of training delivered, an increase of 15% growth** compared to 2023. Of these, over **15,200 hours focused on specialized professional development (+27%)**, while **more than 14,000 hours were dedicated to supplementary health and safety training**, underscoring our dedication to a safe and enriching workplace. In 2024 there has also been a **significant increase of Code of Ethics training hours that are 3 times higher than last year**.

Every new team member begins their journey with a structured onboarding experience. This includes an orientation outlining company history, core values, objectives, products, and partners.

Training continues daily in our restaurants. Before service begins, managers lead short sessions on technical topics like plate presentation and wine service to help ensure a complete customer experience.

Beyond the daily routine, employees have access to practical training with our partners and suppliers, which helps them expand their knowledge of products, broaden their skill sets, and strengthen relationships within Eataly’s ecosystem. They are also encouraged to participate in campaign-focused trainings, such as webinars designed to share knowledge about specific culinary traditions.



LA SCUOLA DEI MESTIERI AND RETAIL MANAGEMENT EXECUTIVE MASTER

Our *Scuola dei Mestieri* was created in Italy to enhance and develop skills for our people. We believe in the value of continuous learning and in providing the right tools to support every member's growth in order to reach their full potential. We believe this is especially true for those artisans' professions in our stores that value and preserve Italian biodiversity and quality products.



With *La Scuola dei Mestieri*, our Eatalians working in stores are encouraged to enroll in a two-week training program dedicated to refining specific skills regarding butcher, fishmonger, bakery, cured meat and cheese area. Each store department provides **80 hours of training on soft skills, practical techniques and HACCP regulations**. At the end of the course after passing the final exam created by different experts, the candidate receives a professional training certificate valid in Italy for working in the food sector. The *Scuola dei Mestieri* is rapidly growing, as demand for enrollment is increasing and more than **30 certificates** were distributed in 2024. In addition, Eataly recently enlarged the training for different positions such as Retail Manager, Executive Chef and Food and Beverage Manager, and soon will organize a 6-month training project for new hires.

During the year, **27 people among our best performing store and corporate managers had the chance to participate in the Executive Master in Retail Management organized in collaboration with the LUISS Business School**. The master program kicked off in April 2024 with **7 teaching modules held in different European cities**. The graduation took place on May 6th, 2025.



EATALY NORTH AMERICA TALENT DEVELOPMENT PROGRAM

LIEVITARE

Lievitare means to rise and at Eataly we train future leaders and early-career managers through two dedicated leadership development programs.

The first program is *Rise to Leadership* and it is 3 months long. Here, participants such as Assistant General Managers and recently promoted General Managers have the opportunity to attend weekly group-facilitated classes to develop, 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 second program is *The Leadership Recipe*, where first-time managers learn and grow together over 8 weeks. Over the whole experience, participants create individual development plans targeted to their personal growth and are paired up with an internal mentor.

LEADERSHIP HUB

The Leadership Development Hub is a digital platform designed to give managers access to a range of self-guided learning resources, from Active Listening to Executive Presence.

This online space, expanded in 2024, allows leaders to choose from a variety of one-hour courses and schedule sessions at their convenience. Since its inception, the Hub has **offered over 150 hours of instructor-led training to more than 100 Eataly managers.**

STORIES OF EATALY

At Eataly, we believe that leadership development, recognition, and continuous learning are essential to nurturing talent and fostering a strong company culture. **The Stories of Eataly program celebrates employees who embody the company's core values of quality, passion, authenticity, and hospitality.** Nominated by their managers and local HR teams, designated team members are invited to share their experiences on an internal recognition platform. Each story culminates in Celebration Day, a full-day event at their local store that includes learning sessions across departments, a roundtable with company leaders, and a chance to showcase their expertise through a dedicated "show and tell." **In 2024, we honoured 48 employees across ten markets through this initiative.**



COMMUNITY ENGAGEMENT AND PHILANTHROPY

In Eataly, we recognize and embrace our role as a community actor to support local organizations that align with our commitment to quality, craftsmanship, the planet and its people. For this reason, we forge partnerships with non-profits and charities in our local markets through our community giving program, in which our stores directly contribute through in-kind donations to causes, events and fundraising initiatives.

SOLIDARITY GOES GLOBAL: EATALY AND THE WORLD FOOD PROGRAMME



In 2024, Eataly reaffirmed its commitment to the **World Food Programme Italy-ETS Foundation** and the **World Food Programme (WFP) global School Feeding programs**. The WFP is the United Nations humanitarian organization – awarded with 2020 Nobel Peace Prize – focused on building resilience, facing climate change and providing a better future for millions of children through food support. Just in 2024 WFP targeted **over 139 million people in over 120 different countries**. Through the simple yet powerful act of providing a school meal each day, Eataly helped deliver approximately **45,000 meals** in 2024, enough to support an entire academic year for about **225 children** living in extreme vulnerability, in South Sudan and the Democratic Republic of Congo. As these meals are prepared locally, this process involves local farmers and workers, creating new opportunities, community development and economic growth.

In addition, on World Food Day (October 16, 2024), Eataly committed to donating €0.60 to the WFP Italy Foundation for every meal served in its directly managed Italian restaurants, registering more than **3,300 meals** on that day. Additionally, Eataly financially contributed to sell over **23,000 holiday gift boxes** raising more than **€13,000** for WFP Italy.



LA SCUOLA DI EATALY FOR ALL AGES

One of the fundamental pillars of our business strategy is Learn. This is because we strongly believe in knowledge and education as an important component in understanding the value of high-quality ingredients and as a means to elevate the culinary experience.

In **La Scuola di Eataly**, under the guidance of chefs and experts, our audience immerses itself in the vastness of Italian cuisine, learning how to pair wines, prepare traditional dishes and distinguish typical products.

The classes, which we offer in our schools, restaurants and marketplaces, are not only about the recipes but about how certain dietary choices can positively impact one's health. To support these efforts, we work closely with Slow Food and the University of Gastronomic Sciences (UNISG) to support educational initiatives that emphasize gastronomy and responsible consumption.

We believe this power of food knowledge extends to all ages, and it's a goal of ours to empower young minds with this information and inspire the next generation of food ambassadors.

As such, we offer programming that serves everyone from new parents to summer camps. One of our cornerstone programs is the weekly tours and classes we offer to school groups throughout the year. This initiative began in Italy, where a youth-focused curriculum covers topics from seasonal vegetables to the history of chocolate.

In 2024, a similar program was developed in North America called 'Food for Thought', rolling out to select stores in early 2025 and set to expand its footprint throughout the year. Tasting tours and hands-on workshops are available for local school groups to book at special rates, with dedicated times held at each location for at least one class per week.



over
5,800
COURSES
offered per year



more than
68,000
PARTICIPANTS
annually



23
CLASSROOMS
and LEARNING
SPACES

As part of our commitment to food education and community engagement, Eataly launched a new edition of its Summer School for children aged 5 to 11. Held in our Italian stores, the initiative offers a week-long program of hands-on culinary workshops, creative activities, and educational support.

The Summer School features different themes: *Becoming a Chef*, *Green Mission* and *World Cuisine*, allowing children to explore food culture in an engaging and playful way. Daily activities include preparing healthy snacks and enjoying themed games and lunches cooked by our chefs. Eataly believes in fostering food education from an early age, to spark both awareness and a lifelong passion for good, sustainable food.

SPACE FOR INCLUSION: MERCATO SOLIDALE

In November 2024, we launched our first *Mercato Solidale* in Milan, an initiative replicated in January 2025 in Turin Lingotto for Eataly's 18th anniversary, then in June 2025 in Trieste and now a recurring format aimed at fostering continuous dialogue with key non-profit organizations that **promote social inclusion and personal development**.

With the *Mercato Solidale* Eataly provides market spaces free of charge to non-profit organizations, allowing them to sell their products directly. **Sales are managed by volunteers from the non-profit associations, and 100% of proceeds go entirely to the organizations themselves.**

The items sold at the *Mercato Solidale* are made by the people at the heart of the participating non-profit organizations: young individuals on the autism spectrum, incarcerated women involved in training programs aimed at social reintegration, young people facing vulnerability and enrolled in educational and employment orientation programs, and individuals with cognitive or physical disabilities who are engaged in sports initiatives.

Through their commitment, **the non-profit organizations provide valuable opportunities for dialogue and interaction with educators, tutors, and researchers.** All are united by a shared goal: to activate processes of social regeneration and offer opportunities for personal growth and empowerment through learning and community experiences that create new value.



COMMUNITY GIVING

In each Eataly location we **partner with local non-profit organizations to support communities** in need and establish connections in the local network.

We aim to deliver excellent food experiences: we care about people, culture, education and innovation.

CHICAGO COMMUNITY AND THE INSPIRATION KITCHEN

Our Eataly store in Chicago connected with the local community when in June 2024 we organized a free two-day community program event on the *Magnificent Mile* where Eataly chefs led free demonstrations with the support of *Inspiration Kitchen*, a non-profit organization operating for more than 30 years that offers housing, nutrition and foodservice training programs to formerly homeless individuals and families in an atmosphere of dignity and respect.



Eataly and *Inspiration Kitchen* have a long-lasting collaboration aim to create opportunities and foster community connection. In total, the event saw **more than 800 people** join in the workshops.





**PROTECTION OF LOCAL CULTURAL AND GASTRONOMIC HERITAGE:
PRESERVATION OF BOLOGNA'S TWO TOWERS**

From October 1, 2024, to February 28, 2025, Eataly Bologna ran a fundraising campaign at its Trattoria located in the heart of the city, donating 1 euro for every traditional Bolognese dish sold to support one of the city's most iconic landmarks: Garisenda and Asinelli Towers. This initiative was aimed to strengthen ties with the local community while contributing to the conservation along with maintenance work of the two historic symbols of the city. Through this project, we reinforce our ongoing mission to protect local heritage and actively participate in the preservation of significant historical and cultural sites.

EATALY SUPPORTING FONDAZIONE VERONESI FOR SCIENTIFIC RESEARCH

In October 2024, during Breast Cancer Awareness Month, Eataly Milano Smeraldo hosted a prestigious charity dinner attended by **more than 200 guests**. **The event raised a total of €38,520 donated to the Umberto Veronesi Foundation**. The full amount was allocated to fund a research project focused on personalized medicine, reaffirming Eataly's commitment to promoting science innovation.

FOOD FORWARD EVENT SERIES

In 2024, Eataly, in partnership with LifeGate, launched *Food Forward*, a series of free public events with the goal to inform and create awareness about food consumption.

This initiative aims to explore emerging food and agricultural trends, promoting **sustainability and food education** through workshops and conferences. The first three events took place in the newly renovated space at Eataly Smeraldo in Milan and involved food experts and scientific communicators to discuss the food role in health prevention and general well-being, the climate change impact on food systems and the Mediterranean diet. We hosted chefs, food activists, business representatives and innovative start-ups who all shared their expertise with us.

This project, set to continue in 2025, allows us to spread our know-how on how food and sustainability intertwine to both our customers and our peers in the industry.



METHODOLOGICAL NOTE

This document contains the second 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 2024 with some anticipation of relevant events in the first months of 2025.

The disclosing perimeter of this report includes Eataly S.p.A.¹³ 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
- Eataly Century CITY LLC
- Eataly Dallas LLC
- Eataly Short Hills LLC
- Eataly Don Mills LP

Vivitaly SAS, 2025 openings and franchisee stores are excluded by the disclosing perimeter except for:

- the social data (employees, health and safety and training information) that includes Las Vegas franchisee;
- the information disclosed in the paragraph "Our Stores" in Chapter I that includes also 2025 openings and the franchisee stores until July 2025.

¹³ the 2024 disclosing perimeter of Eataly S.P.A includes Verona store, not present in the geographical representation at pages 12-13

Financial data are not included in this document, and please refer to the 2024 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). For the present year, the Scope 1 results do not account for emission derived from fugitive emissions (f-gases) and from mobile combustion. Moreover, due to missing data, the energy consumption related to district heating for the Torino Lingotto shop and the electricity consumption for Eataly Los Angeles and Eataly Silicon Valley stores has been considered the same as for 2023. The same hypothesis has been used of the gas consumption for Stockholm shop. 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 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 curiosity or additional information, please write to sustainability@eataly.it



GRI CONTENT INDEX

STATEMENT OF USE: Eataly Spa has reported the information cited in this GRI content index for the period 1.1.2024-31.12.2024 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 unique business model Expanding the Eataly experience
2-7	Employees	Our people
2-8	Workers who are not employees	-
2-9	Governance structure and composition	Corporate and Sustainability Governance
2-10	Nomination and selection of the highest governance body	-
2-11	Chair of the highest governance body	Corporate 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	Corporate 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	Our Guiding Principles
2-24	Embedding policy commitments	Sustainability Governance
2-25	Processes to remediate negative impacts	-
2-26	Mechanisms for seeking advice and raising concerns	Corporate and Sustainability Governance
2-27	Compliance with laws and regulations	-
2-28	Membership associations	Our Pillars Our Sustainability Timeline Integrated Packaging and Waste Reduction Initiatives
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	Our Pillars 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	Decarbonization and energy efficiency
GRI 305: EMISSIONS – 2016		
305-1	Direct (Scope 1) GHG emissions	Decarbonization and energy efficiency
305-2	Energy indirect (Scope 2) GHG emissions	Decarbonization and 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	Corporate and Sustainability Governance Inclusion and Belonging

E A T A L Y

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2025

EATALY