



SUSTAINABILITY



REPORT



2022

SUMMARY

Letter to stakeholders

Dear readers,

In the history of our company, 2022 will remain a milestone: this was the year of inauguration of the CIRFOOD DISTRICT, a project to which we have dedicated extensive energy. For us, it is an achievement, satisfaction, but above all a starting point for the new phase in which CIRFOOD intends to increasingly stand out due to its innovation in the field of nutrition and food service.

This is a concept that gives our approach and our vision concrete form.

This is not just an area designed according to high level sustainability standards (receipt of Leed Gold certification is specifically pending), but most of all it is a new concept of co-innovation and cooperation, which, through the exchange and sharing of different approaches, can give rise to ideas and projects for the future of food service.

The significant appreciation of this project exceeded our highest expectations, and we cannot wait to harvest the fruits.

The CIRFOOD DISTRICT will be the location where our 2022-2025 Strategic Plan will be elaborated, as reflected in the new structure of the Sustainability Report.

The main results achieved in the social arena, despite the difficult economic trend, included our continued investment in the growth and well-being of our people, with €1.2 million dedicated to training, up by 19%.

We also made continued significant investments in welfare initiatives, of almost €2 million.

Another highly important area of effort regards environmental sustainability, with numerous actions

to reduce greenhouse gas emissions, such as extending the ISO 14064-1 certification to measure the carbon footprint of the entire organisation.

It is also important to note that we reached a share of 56% of renewable energy, both through procuring a supply of clean energy and by increasing self-production (in 2022 the photovoltaic plan produced +29% of energy).

Our commitment also extends to menus: by participating in the projects SU-EATABLE LIFE and Life Climate Smart Chefs, which are illustrated in detail in these pages, we intend to reduce the environmental footprint of the dishes we offer.

We do have to face the fact that we are still dealing with a difficult period: as the pandemic eased, it was followed by the outbreak of the Russia-Ukraine conflict. The sharp inflation deriving from this, especially in commodities and on energy costs, directly impacted our income statement results.

Nonetheless, we have not changed the strategies planned. Instead, we intend to respond by focusing on those projects that can help us improve efficiency, standardise processes and continue digitisation, which also provides environmental benefits.

Our sharp focus on innovation, which the CIRFOOD DISTRICT has expressed for us, will assist in identifying the most promising areas of development to satisfy the trends in energy consumption and the best energy efficiency solutions.

This, in the certainty that sustainability, in all its connotations, will be the driver of our growth.

Chiara Nasi - President





WE FEED THE FUTURE WITH DELICIOUS, HEALTHY AND AFFORDABLE FOOD.

EVERYONE HAS THE RIGHT TO PROPER NUTRITION. FOOD IS NOT JUST ABOUT NUTRITION; IT IS ALSO A QUESTION OF TRADITION AND INNOVATION, HEALTH AND WELL-BEING, ETHICS AND RESPONSIBILITY. WE PROMOTE A HEALTHY LIFESTYLE TO NURTURE WHAT WILL BECOME OUR AND YOUR FUTURE.

ONLY BY IMPLEMENTING SUSTAINABLE DEVELOPMENT POLICIES CAN WE MAKE THE PLEASURE AND QUALITY OF GOOD FOOD ACCESSIBLE TO THE WHOLE OF SOCIETY.

About us

CIRFOOD is one of the leading businesses operating in the sectors of collective catering, commercial catering and employee welfare for businesses. As a Group, we served our customers 86 million meals thanks to the work of 11,400 people.

2022 REVENUE

538.1

MILLION EURO

2022 NET EQUITY

123.7

MILLION EURO

MEALS SERVED

86 MILLION

MILLION A YEAR

NUMBER OF EMPLOYEES

11,400

WHERE TO FIND US

We are close to our customers, employees and shareholders. Our company has deep roots all across the country.



REGGIO EMILIA (registered Head Office)

REGIONAL OFFICES

Genoa, Milan, Padua, Reggio Emilia, Modena, Florence, Rome

FORIEGN OFFICES

The Netherlands, Belgium



REGIONAL AREAS

- NORTH WEST** Aosta Valley, Piedmont and Liguria
- LOMBARDY**
- NORTH EAST** Trentino-Alto Adige, Veneto, Friuli-Venezia Giulia and Romagna
- WEST EMILIA REGION** Reggio Emilia, Parma, Piacenza, Mantua, Cremona and Lodi
- EAST EMILIA REGION** Modena, Bologna and Palermo
- CENTRE** Tuscany, Umbria and Marche
- CENTRE SOUTH** Lazio, Apulia, Abruzzo, Molise, Campania, Sicily and Sardinia

Our business areas

In line with the evolution of the CIRFOOD corporate brand, we enhanced the distinctive and specific nature of our business units, identifying a special brand for each segment.



We believe that **food** is not only nourishment, but **also an integral part of any treatment**.

That is our philosophy when it comes to **hospital catering**, a sector we lead in Italy: making good health the central ingredient of every dish we prepared.



We nourish the well-being of companies' employees. We offer **a highly personalised and top-quality catering service** designed for all those businesses that believe in healthy eating and in the well-being of their employees.



It is the company (completely owned by CIRFOOD) which handles the development of **commercial catering in Italy and abroad**.

It offers **various formats** and brands adapted to different contexts of development and specific target audiences, so it can cover all mealtimes.



In providing school meals we are among the biggest companies in Italy.

We believe that school mealtimes offer an opportunity to **appreciate diversity, share experiences** and contribute to the education of an evolved and aware populace.



Consisting primarily of the chain of self-service restaurants and bars under the brand name RITA, our commercial catering business can be seen as complementary to our corporate catering operations, **guaranteeing a customised offer for the lunch break**, of working people every day.



This is a CIRFOOD company created to meet the needs of all private and government run businesses, entities, social organisations and communities seeking **comprehensive and tailor-made welfare services**. VALYOUNESS goes beyond the canons of a mere welfare provider, promoting an all-embracing concept of welfare that brings people's needs and well-being back to the forefront with beneficial, quality proposals.

Our identity

Feed the future

Feed the future is the vision that has always inspired CIRFOOD in how we do business and look to the future **to improve people's lifestyles with respect for the environment.**

We have always been committed to nourishing the future with ideas and perspectives to guarantee the sustainable economic, environmental, social and cultural development of our society as a whole.

Our way of catering and feeding the future is based on food, culture, and people.

FOOD

Food is our real passion. Food as a whole, to be experienced to the fullest, promoting conscious consumption and a healthy lifestyle that can nurture what will become our and your future.

CULTURE

We believe that nutrition is a universal right and that food is not only nourishment, but also tradition and innovation, health and well-being, ethics and responsibility.

In one word: culture.

PEOPLE

Our 11,400 employees are the heartbeat of our business.

Thanks to them, we can share the enjoyment and quality of proper nutrition with all of society through sustainable development policies.

Our values, our uniqueness

How we do business has to include a set of unique, distinctive values that can help us in every decision we make, guiding our behaviour and therefore setting the direction for our future development.

Because it is only from understanding who we currently are that we can build what we want to become tomorrow.

COOPERATION

Results are the contribution of all.

DYNAMISM

Change is an opportunity for growth.

IMAGINATION

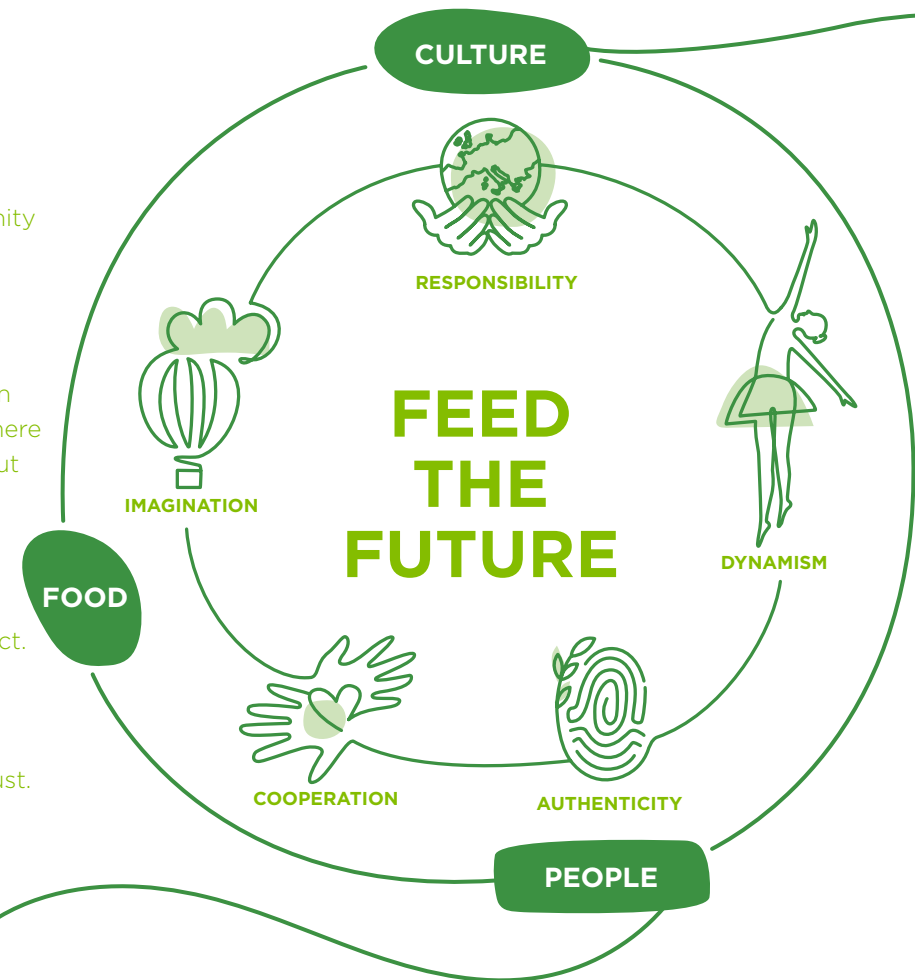
There is no imagination without culture, and there is no innovation without imagination.

RESPONSIBILITY

Awareness of the value of every single act.

AUTHENTICITY

A business you can trust.



2022-2025 Strategic Plan

The internal engagement process

In creating the Strategic Plan, we adopted an internal participation model, which involved over **90 colleagues**, from all geographic areas, with varying roles.

We believe that the path that will mark CIRFOOD's pace for the next four years must be conceived, designed and lived by the people that will have to implement it.

The 2022-2025 Strategic Plan is a comprehensive, consistent response to these four questions:

- **Who are we, and what is the company's current situation?**
- **How can we react to the shock deriving from the pandemic?**
- **Where do we want to go?**
- **What steps can we take to reach this milestone?**



THE CIRFOOD GROWTH MODEL

This is how we decided to visually represent our **growth model** that will guide us and transform our vision into results. **Business Culture** permeates all of CIRFOOD. The 4 Pillars of the Strategic Plan form the drivers of growth: **People and Organisation, Customer Focus, Digital Evolution** and **Excellence in Operations**. **Sustainability** is transversal to all of this, permeating all aspects of business.

BUSINESS CULTURE

CIRFOOD's **Business Culture** defines our uniqueness and our value proposition on the market. **Feed The Future** is the vision that inspires our way of doing business and looking towards tomorrow. **Food, Culture and People constitute the foundation of CIRFOOD's identity.**

Cooperation, Imagination, Dynamism, Responsibility, and Authenticity are the values that guide our organisational behaviour every day to achieve our strategic goals.

1. PEOPLE AND ORGANISATION

CIRFOOD's values are put into action every day by **our 11,400 people**, who are our fundamental assets.

3. DIGITAL EVOLUTION

Consumers and companies **are increasingly connected** and technological investments **are strategic for businesses.**

2. CUSTOMER FOCUS

Focusing on customers means guaranteeing **unique, personalised experiences with high value added.**

4. EXCELLENCE IN OPERATIONS

Excellence in operations means **simplifying and streamlining** our organisation and internal processes.

Growth and Sustainability

Sustainability is one of the founding elements of CIRFOOD.

To do business in today's world, we cannot neglect sustainability. It is a sign of responsibility, of social commitment and of love for our planet and those who live on it.

The commitments and programs set out in our Plan will contribute to achieving various UN Sustainable Development Goals (SDGs) and, specifically, will impact:



For CIRFOOD, real development can be achieved only if all the areas of **Sustainability** are balanced with each other: **Cultural, Social, Environmental and Economic**. There are four areas of action that will guide us.

BUSINESS CULTURE

Ethics and accountability

Well-being of people

Research and innovation

SOCIAL SUSTAINABILITY

Proper nutrition and food safety

Sustainable supply chain

Community engagement

ENVIRONMENTAL SUSTAINABILITY

Circular economy

Decarbonisation

Responsible production and consumption

ECONOMIC SUSTAINABILITY

Growth and profitability

Efficient management and organisation

Technologies and digitisation



Stakeholder engagement

Identifying and engaging our stakeholders is essential and something to which we dedicate our attention and resources. The company's constant commitment to stakeholders influences our choices, strategies and goals with regard to economic, but also environmental, social and cultural issues.



CLIENTS



MEMBERS



EMPLOYEES



BUSINESS PARTNERS



SUPPLIERS



TRADE ASSOCIATIONS AND TRADE UNIONS



MEDIA AND OPINION LEADERS



COMMUNITY

INFORMATION

FOOD EDUCATION
Informational videos

CIRFOOD community
Company magazine
Budget document
Financial report
Informational videos

CIRFOOD community
Company intranet
Informational videos

Suppliers portal

Press releases
Press meetings

LISTENING AND RESPONDING

Customer surveys

Surveys
Corporate counter
Cash offices

Corporate counter
Surveys

Sentiment analyses in the press

Suppliers' questionnaire
Reputation surveys

Reputation surveys
Interviews

ENGAGEMENT

Open days
Canteen committees

Corporate meetings
Shareholders' committees
Corporate initiatives
Meetings via streaming

In-house meetings
Safety meetings
SA 8000 meetings

Strategy committees

Supplier audits

Meetings with trade unions
Pricing committees
Strategy committees
Meetings

Conferences

Conferences
Focus group

CIRFOOD DISTRICT

On 22 October, we inaugurated the CIRFOOD DISTRICT, a research and innovation centre where new solutions in the field of nutrition and food service can be designed and tested.

This is a **space dedicated to sharing and spreading a cultural and social perspective on the future of food**, based on the principles of **sustainability** and **accessibility**.

Taste the future is the philosophy that underpins all activities and areas of the building.

The multi-purpose, sustainable structure with an innovative design makes it possible to simulate various catering environments, so that we can observe consumers' behaviour, provide training, work on recipes, cooking techniques and packaging alternatives, test lunch solutions with companies and share the culture of cuisine with schools.

This is a high-energy efficiency building, for which we have started the process of applying for **LEED GOLD certification**.

In brief

- Where: in Reggio Emilia, the heart of the food valley
- Project: lotti + Pavarani Architetti e Studio LSA
- Surface area: 1,600 m²
- Green area: 7,000 m²
- External services: 1,800 m²
- Green areas: 620 m²
- Exhibit Design: Giò Forma



Mission

The CIRFOOD DISTRICT has been created to imagine, test and design the future. It will make room for an annual public program, a calendar of events that will be held using mixed methods - in person and via streaming - to reduce the environmental impact of the events. The CIRFOOD DISTRICT also comprises an **Observatory**, composed of a team of professionals, created to observe the changes and needs of consumers, guiding the planning activities to new solutions that improve food models.

Aware of the benefits that the CIRFOOD DISTRICT can bring to local areas, we intend to measure its social impacts using scientific methods.

For more information, see www.cirfood.com.



CIRFOOD DISTRICT LOVES IDEAS

We launched "CIRFOOD DISTRICT LOVES IDEAS", our first call for startups, to search for solutions on the market that can bring value to the business.

The call closed in November with over **100 applicants**, assessed by CIRFOOD's Innovation "Ambassadors" to find the startups that are most consistent with the company's business, in order to carry out pilot projects with them on real, concrete cases.

The final day reserved to the 10 companies selected was held in February 2023: the winner will be able to develop its project in the CIRFOOD DISTRICT, together with CIRFOOD.

For more information, see www.cirfood.com.

BUSINESS CULTURE



OUR NUMBERS IN BRIEF

61.6%
MUTUALITY RATE

€1,978,368
INVESTMENT
IN WELFARE INITIATIVES

10,896
NUMBER
OF EMPLOYEES

106,911
HOURS OF TRAINING

91.7%
OPEN-ENDED
CONTRACTS

88
STARTUPS ADMITTED TO
THE CALL4STARTUP

CIRFOOD S.C. data 2022

ACHIEVEMENTS IN 2022

+46.5%
3,107
NEW HIRES

+153%
432
PROMOTIONS

+46%
106,911 HOURS
OF TRAINING

-16%
0.58
ACCIDENT SERIOUSNESS
INDEX

+19%
€ 1,165,143 IN INVESTMENTS
IN TRAINING

+12%
85.23
RETENTION RATE
FOLLOWING LEAVE

CIRFOOD S.C. data 2022



REFERENCE
GOALS

Material topics

Our DNA is defined in our form as a cooperative: our **people** are our fundamental assets.

We intend to increasingly satisfy the needs of our members, employees and customers, and their future needs, innovating ethically and responsibly.



Ethics and accountability

At CIRFOOD, Corporate Social Responsibility (CSR) is **fully integrated in the business and its governance**. We believe that the overall performance of a company and the efficacy of its actions have close ties with the well-being of the society where it operates and with the impact it generates on the environment.

In 2015, we created the **Social Performance Team**, which brings together the functions primarily involved in managing CSR, which is tasked with assessing risks in the area of human resources.

Moreover, in 2017, the Governance and Sustainability Committee was established, which was transformed into the Strategic Oversight Committee in 2021. This Committee reports to the Board of Directors and is assigned responsibilities regarding the governance of sustainability. In 2022, also with a view to aligning with the new requirements set out in the GRI Standards 2021 for the materiality process, the first **impact analysis** was carried out. This analysis will increasingly be an **integrated company management tool**.



Well-being of people

Also in 2022, we focused on the well-being of our people, redesigning the **“NoixNoi” welfare program**, which is becoming more sustainable, attractive and engaging, participatory and personalised to respond in a targeted manner to various needs.

Believing in our people also means continuously promoting their development. In 2022 the **CIRFOOD Academy** implemented a new **learning and development model** that is welcoming, personalised and continuous. The training topics range from technical and specialised topics to other, more transversal topics, such as the digital transformation, environmental culture and sustainability. Thanks to our **personalisable, inclusive digital training platform**, we have extended the possibility to make use of the content also to the families of our employees.



Research and innovation

The inauguration of the CIRFOOD DISTRICT was undoubtedly the emblem of the focus that our company attributes to innovation. In the second half of 2022, this area hosted a specific event on the **future of food**, held in December 2022, with **Carlo Petrini**, the founder of Slow Food and **Maurizio Martina**, the Assistant Director-General of the FAO.

The CIRFOOD DISTRICT also hosts a 5.0 Area dedicated to the exposition and experience of highly innovative projects designed by CIRFOOD. The demonstration versions of these solutions can be used by visitors to the centre to test the effectiveness and benefits they bring to the business: these include smart scales, Smart Trays with connected cash registers and the Qubi services comprising lockers and a food re-heater, which can be booked using the Appetie app. The CIRFOOD DISTRICT also hosts **educational laboratories** for children, to help them discover the value of food through sensory experiences.

From ideas to projects

FAMILY AUDIT

In 2022 we continued the process undertaken for Family Audit certification for facilities in the province of Trento. This is a managerial tool that will identify initiatives and actions to develop the **work-life balance** of employees. Certification includes a **three-year action plan**, composed of **24 actions**.

COLLABORATION WITH NONDASOLA

The collaboration with the association NONDASOLA continued, to hire women at the company who are getting out of violent situations, placing them both in office roles and operating roles in the kitchens. To assist these women in their induction process, **training on the job** activities have been planned.

ASSOCIAZIONE
NONDASOLA

onlus

LIBERE SEMPRE

DONNE IN RELAZIONE
CONTRO LA VIOLENZA

WELCOME ROAD

The project targets young people doing **internships** who are living their **first work experience**, to **facilitate the insertion of young people into the working world**.

COLLABORATION WITH CIDAS

In 2022 a collaboration was begun with the **CIDAS association** and a transgender colleague was successfully hired at a **highly complex hospital facility**. The positive outcome of this test is linked to the availability of an HR contact on site, and to the management of the process **respecting the gender identity** of the person interested.



CULTURE IN SMALL DOSES

The Culture in Small Doses project continued in 2022, dedicating significant room to **issues of sustainability**: a good **two months** of the calendar. In April and May 2022, numerous **social and environmental aspects** were handled in the area of **snippets of training**.

AWARENESS-RAISING

A webinar was organised in cooperation with the **Fondazione Umberto Veronesi (FUV)** entitled **"Cucina Sana e Sostenibilità"** (Healthy, Sustainable Cooking), which was viewed by over 130 people, to provide clarifications on health foods and diets, with a view to fighting food waste. Also with FUV, we organised a second webinar on the issue of the **prevention of men's cancers**.

BUTTERFLIFE

We have made available to all employees of the headquarters "ButterfLife", a device that assesses five primary vital signs in 90 seconds: heart rate, respiratory rate, blood pressure, body temperature and oxygen saturation, for a free, preventive check up.



GROW AT CIRFOOD

Project dedicated to **new hires under 30**, which provides for a program composed of various **training and experience-based sessions**.



WE4FUTURE

In 2022 the training program for a group of young people continued, which will be completed in the second half of 2023.

SOCIAL

SUSTAINABILITY



OUR NUMBERS IN BRIEF

77.9 million
MEALS SERVED

878
ACTIVE SUPPLIERS

18,733
SELF-CONTROLLED ANALYSIS
CHECKS

63,708
MEALS DONATED

1,532
INTERNAL
INSPECTIONS

14.3 million
TOTAL VISITS
GIORNALE DEL CIBO

CIRFOOD S.C. data 2022

ACHIEVEMENTS IN 2022

98.1%
COMPLIANT SELF-CONTROLLED
ANALYSIS CHECKS

+9.7%
SUPPLIERS INVOLVED IN
ASSESSMENTS

48
COMPANIES INVOLVED
IN DUE DILIGENCE

+11.5%
FISH PRODUCTS
FROM SUSTAINABLE FISH

+0.6%
PURCHASES CENTRALISED
ON THE QUANTA STOCK
AND GO PLATFORM

+30.3%
ARTICLES IN THE MEDIA
ABOUT CIRFOOD

CIRFOOD S.C. data 2022



REFERENCE
GOALS

Material topics

We intend to create processes for sharing to continue **creating value** for future generations. For this reason, also in selecting our suppliers, we verify that workers' **human rights** are respected. We focus on families undergoing difficulties through charity and donations, starting with unsold food products. We attempt to disseminate our idea of nutrition by organising and participating in **numerous events** on this issue.



Proper nutrition and food safety

In 2022 we obtained **UNI 11584 certification** for the Spinea site, for the design of menus for school catering, demonstrating our dual commitment: **balanced menus in terms of nutrition and reduction of food waste**, while meeting our customers' needs. Our goal is to extend this initiative also to other facilities.

Activities such as the process of **risk assessment of raw materials and analysis of materials and objects that come into contact with food (MOCA)** further strengthened our oversight regarding food health and safety.

At the same time, we continued to promote the importance of **food education** through centrally-coordinated initiatives (such as the publication of several **e-books** in cooperation with *il Giornale del Cibo* magazine) and local on-site activities (such as visits to schools by nutritionists and the delivery of anti-waste food bags).



Sustainable supply chain

In 2021 we began developing a project of **due diligence to verify the working conditions along the supply chain**, in compliance with the requirements of CAM 2020.

In 2022 the **tomato supply chain** was analysed and in 2023 we will assess other significant supply chains.

During 2022 we increased our **knowledge of local supply chains**, also entering into national sector agreements with Filiera Agricola Italiana and Federbio Servizi.

As part of responsible management of logistics, we continued the process of research to identify **methods for tracking fruit and vegetable crates, to be provided** in collaboration with the University of Bologna, CPR and CONOR.



Community engagement

In our opinion, collective catering incorporates a mission of inclusion and awareness-raising. Children at school canteens can acquire food habits that will contribute to their well-being. The research project **"La mensa del Futuro"**, conducted for the **Osservatorio CIRFOOD DISTRICT**, showed that meals at school represent an **opportunity for education and fun for small children**. This positive value was also confirmed by a survey conducted by Nomisma on customers of company canteens, i.e., on a more adult target. The survey, conducted on a panel of **1,000 interviewees** throughout Italy, investigated the need for Italian workers to develop new ideas and solutions for their lunch breaks, focusing on changes introduced by remote working.

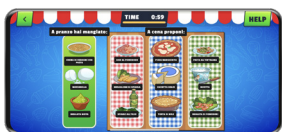
For years we have donated any excess raw materials through agreements with various associations, to avoid waste and to support families in difficulty.

In 2022, the introduction of the **Regusto** platform made this process more efficient, allowing us to donate **4,696 meals**.

From ideas to projects

FOOD&FUN APP

Launch of a **game app** for smartphones to have fun learning about issues linked to **healthy eating**, the **origin of raw materials**, the discovery of **different cultural identities**, up to the **reduction of food waste**. The application contains various mini-games that kids and young people can use to learn while having fun and testing themselves by winning trophies, outperforming their personal records and completing all the levels available.



RITA PIEVE

The **futuristic project of an inclusive restaurant**, opened in 2021, obtained excellent consensus in 2022, receiving **awards** and recording a higher number of guests than expected, with the constant presence of people with disabilities, demonstrating that the objective of accessibility was fully achieved.



BEBA APP

We participated in the design of **BeBa (Benessere Bambini - Children's Well-being)**, an app for **children's health** that aims to assist parents (and grandparents) in raising children, providing advice for their well-being.

As CIRFOOD, we participated in the **workgroup on food** to propose ideas to include in the app, making recipes (validated by the Food and Nutrition Health Services - SIAN) and suggestions for meals.

MALNOURISHED PATIENTS

In 2022, a multidisciplinary workgroup continued working on the project "Malnutrition, Focus on Dysphagia", which intends to provide a response to the phenomenon by creating a **CIRFOOD protocol for feeding patients suffering from malnutrition**.

A dedicate area for this has been reserved in the CIRFOOD DISTRICT.



ERO MALATO... PROJECT FOR ACCESSIBLE, SUSTAINABLE HEALTHCARE IN THE LOWER FARAHONY - MADAGASCAR

We have worked on this project since 2019, to guarantee equal access to treatment for the Madagascanian people, making available our skills to design a kitchen/canteen that has generated numerous **social and environmental benefits**.



COLLABORATIVE KITCHEN

As part of the Collaborative Kitchen project, during 2022 the projects "**Ce.s.a.re**" and "**Widespread Canteens**" were developed.

A cooperation agreement is being structured, which will entail our involvement through:

- **training** for Caritas volunteers in managing the kitchen and distributing meals;
- **donation** of equipment and furniture no longer used;
- **procurement** of raw materials.

ENVIRONMENTAL

SUSTAINABILITY

OUR NUMBERS IN BRIEF

334,224 GJ

ENERGY CONSUMPTION
TOTAL

3,052 t CO₂ eq

EMISSIONS PREVENTED
THROUGH RENEWABLE ENERGY

11,736,983 kWh

RENEWABLE ENERGY
PURCHASED AND SELF-PRODUCED

289 ML

WATER CONSUMPTION

6,847 KJ

ENERGY
TO MAKE A MEAL

6.4 L

WATER
TO MAKE A MEAL

CIRFOOD S.C. data 2022

ACHIEVEMENTS IN 2022

-3%

REDUCTION OF ENERGY
CONSUMPTION

-19.4%

LITRES OF WATER
USED PER MEAL

56%

SHARE OF RENEWABLE
ENERGY

-2%

CONSUMPTION OF

+29%

ENERGY FROM
PHOTOVOLTAIC PLANT

90.4%

FSC PAPER FOR
PUBLICATIONS

CIRFOOD S.C. data 2022



REFERENCE
GOALS

Material topics

Responsibility to the environment plays a central role in our work. We are increasing our focus on monitoring our environmental performance, and dedicate significant time to training and awareness-raising on these issues.



Decarbonisation

We are committed to guaranteeing **company energy security** and intervening with great force on increasing **energy efficiency**. In 2022, the entire company was involved in the process of optimising and saving on consumption. Numerous audits and inspections were conducted to intervene on the most energy-intensive structures. A relamping operation was carried out and the thermal power plant of Cinisello Balsamo (MI) was requalified.

For several facilities we have set up the **BMS system** (Building Management System) to **supervise plants and control electrical and mechanical equipment**.

In 2022 we extended the **ISO 14064-1** certification to the entire organisation, with the goal of obtaining a complete carbon footprint that can represent our reference baseline to define a future mitigation plan. It was found that the greatest percentage of total greenhouse gas emissions is attributable to the **raw materials purchased** (62.4%). For this reason, we have committed to choose food items with a reduced environmental impact.



Responsible production and consumption

Water consumption is **one of the biggest environmental impacts** for our company. With the investment in **water- and energy-efficient washing systems**, we obtained savings in terms of man-hours, energy and water consumption and detergent consumption, due to the possibility of remote control of the equipment used to prepare meals.

Given that many regions of Italy were impacted by a serious **drought** in the summer period, we internally circulated a document containing suggestions to **reduce water consumption**.

We are highly attentive to **the responsible use** of materials, limiting waste and selecting types of materials with lower impact.



Circular economy

In 2022, we continued to work on **combating food waste**, which is high priority for us. Specifically, we continued **monitoring the waste** of the single customer facilities, also due to the continuation of the project of smart scales.

Moreover, with the Hera Group, one of the leading Italian multiutilities, we entered into a three-year memorandum of understanding to collaborate on circular economy projects that entail the recovery and transformation into energy of organic waste and waste oils. The waste will be used to produce **hydrogenated biofuel** to fuel our **vehicles** used to **deliver meals**.

Lastly, we continued to work with **Too Good To Go**, the anti-waste app that restaurants can use to offer Magic Boxes with a selection of products that were unsold at the end of the day. In 2022, this initiative was extended to the new RITA points of sale. To date, at 31 CIRFOOD locations, **more than 24,000 meals** have been saved, equal to 60,875 kg of CO₂ saved.

From ideas to projects

SU-EATABLE LIFE

We participated in the community project developed by the **Barilla Foundation** to promote a model of **low-impact food consumption** by highlighting meals with a reduced carbon and water footprint, obtaining excellent results.



LIFE CLIMATE SMART CHEFS (LCSC)

We have joined the European project that intends to contribute to the **fight against climate change**, actively involving our **chefs** to promote **low emission, nutritious and affordable diets** that reduce their environmental impact, improve public health and combat food waste.

HOVE PROJECT

CIRFOOD and the Hera Group, one of the leading Italian multiutilities, entered into a memorandum of understanding to collaborate on projects for the recovery and transformation into energy of organic waste and waste oils.

COLLABORATION WITH ESOSPORT

In 2019 we defined agreements with the Benefit Corporation **ESO** to recovery PPE (safety shoes, boots and gloves) and include them in a virtuous recycling process, transforming them into new items. In 2022, we collected **477 kg** of products from **9 facilities**, including work shoes, gloves and masks.

SCALIBUR

Scalibur project, begun in 2018 as a project financed by the EU, was completed in 2022. CIRFOOD was involved by **UNIMORE** as a supplier of **organic raw materials** for breeding **black soldier flies**.

BIKE TO WORK 2022

We participated in the regional initiative **Bike to Work 2022**, in partnership with the **Municipality of Reggio Emilia**.

Employees that bike to work can **report their trips using an app** and avail of regional subsidies. From June to October 2022, **326 trips** by bike (**1,452 km covered**), contributing to savings of **202 kg of CO₂**.

COLLABORATION WITH UP2GO

To raise awareness of our employees about sustainable mobility, in 2023 we will launch a **pilot test** at the headquarters to promote **car pooling** to commute to work. Thanks to a partnership with **Up2Go**, we will provide an app to our employees to agree on a plan their rides to work in advance.



RITA GREEN

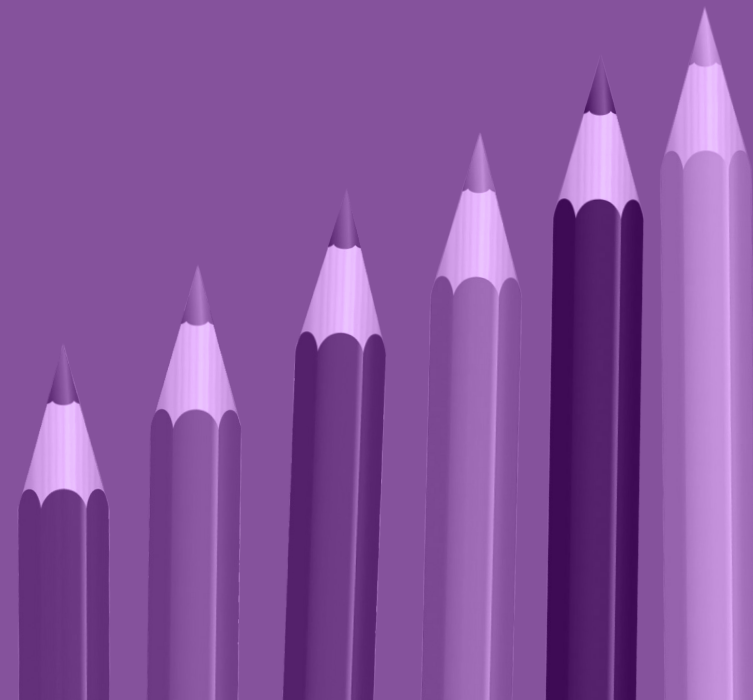
In 2022 we **restyled** the communications materials of the **RITA Santa Maria** restaurant in Reggio Emilia to announce the use of **sustainable solutions** in the facility.



EC NO

MIC

SUSTAINABILITY



OUR NUMBERS IN BRIEF

€458.5 million
REVENUE

€150.9 million
NET WORTH

€473.6 million
VALUE
OF PRODUCTION

€38.6 million
LIQUIDITY

€14.1 million
INVESTMENT

€24.2 million
CAPITAL SUBSCRIBED

CIRFOOD S.C. data 2022

ACHIEVEMENTS IN 2022

95.3%
VALUE ADDED
DISTRIBUTED

18.6%
SHARE OF INVESTMENTS
DEDICATED TO
CIRFOOD DISTRICT

+5.3% 
REVENUE

64%
NEW CONTRACTS ACQUIRED
ON TENDERS AWARDED

+33% 
INVESTMENTS

88%
RETENTION OF
CONTRACTS HELD

CIRFOOD S.C. data 2022



REFERENCE
GOALS

Material topics

Economic sustainability is a fundamental requirement in order to achieve social and environmental sustainability. Though in a difficult macroeconomic context that is undergoing continuous transformation, it is essential to continue with a plan of investment in technology and in simplifying and streamlining **our organisation and internal processes**.



Growth and profitability

In 2022, **out of the economic value generated by CIRFOOD** (around €473.6 million), 4.7% (around €22 million) was retained, while 95.3% (around €451.6 million) was distributed to stakeholders.

As a Group, CIRFOOD allocated a total of almost **€15 million** in investments, of which around €14 million relating to the cooperative alone and mainly destined to maintenance of facilities, development and innovation. The main actions regarded the **CIRFOOD DISTRICT** (18.6% of the total), the **Meal Centre in Finale Ligure**, the **Maggiore Hospital of Bologna**, the **café at the Santa Maria in Reggio Emilia Hospital and the Meal Centres of Grugliasco**.

In 2022 we make a significant effort also in terms of preparing bids. As a result of this commitment, we achieved a **historical record of commercial development** for our company, i.e. around **€38 million** year-on-year.



Efficiency and organisational management

The redefinition of several processes (purchasing, sales and distribution, administration and payroll) is continuing, with the goal of increasing the levels of efficiency, but also of digitisation and sustainability.

New projects are being designed for more efficient, **innovative** processes and models, in order to compete in the current and future scenarios, featuring margins compressed by inflation.

Specifically in the CIRFOOD DISTRICT, **automation initiatives** that make tasks that are currently fully manual more efficient and less burdensome on workers will be assessed, as well as **digitisation initiatives** that will bring a series of parameters and controls on cuisine directly to the cloud, streamlining and making the process more precise.

Due to the commitment to streamlining procedures and optimising production and organisational processes, **core revenues** came to **€460.9 million**, up by 11% on 2021.



Technologies and digitisation

The **digital transformation** is a challenge that we have accepted, in which we have been investing resources for some time. Specifically, we believe that technological innovation can help support the fight against waste.

For this reason, we are testing the application of **artificial intelligence in process optimisation**, with positive results already from the initial pilot projects.

We are also proud of our continuous commitment to satisfy customers' needs and innovate the user experience, also focusing on promoting health and well-being.

We designed the **CIRFOOD DISTRICT** as an **open innovation** hub, where studies can be conducted and the cooperation between the public system and the private sector takes shape to develop innovative solutions.

In the Education segment, we are designing the **dining hall of the future**, which aims to rethink spaces and methods that children use to consume their meal, by developing formats and languages in line with new needs and the results of recent market research that we have conducted.

From ideas to projects

DIGITISATION OF THE PROCUREMENT CYCLE

The digitisation of the procurement cycle is a project that impacts the entire company, and requires **changes to processes and the organisation**. This implementation will result in greater oversight of the processes linked to purchases and make administrative work more efficient.

MEASUREMENT OF THE IMPACT OF ARTIFICIAL INTELLIGENCE

Our company was the main player in a project for measuring the impact of using artificial intelligence in logistics, conducted by Ammagamma with the technical supervision of the Polytechnic University of Milan.

Specifically, the purpose of applying artificial intelligence is to optimise movements in stock through more precise prediction of demand, capable of reducing average stock and, thus, waste.



SMART TRAYS

Smart trays automatically read the contents of trays in self-service cafeterias, simplifying the **tracking of goods sold** and supporting the planning of the culinary offering.



APPETIE

In 2022 we developed an additional function in Appetie, "**Appetie Health**", thereby enriching the offering of services for the B&I segment. Due to this new functionality, users of Appetie can **monitor their diet and their exercise**, with a view to **comprehensive well-being**.



QUBÌ CAFES

QUBÌ is the smart, flexible catering service that can be used to book a meal, combining the use of technologies such as apps and smart lockers. During 2022, numerous customers adopted the service, with around 10 Lockers installed.

We are working on developing the **Qubi Café** format, where the Locker is part of a traditional café, in a flexible, modular environment to respect the logics of the space and meet the customer's needs.

LONG SHELF LIFE

Long Shelf Life is the project aimed at revolutionising the future of the organisation and the production processes in the restaurants, and is being developed in partnership with the Department of Food Science and Technologies of the University of Parma. The processes being researched include **cooking products sous-vide**, both at low temperatures (70°C) and at high temperatures (90°C), and quick cooling of products down to 3°C.

