

02

Our approach to the Environment

Sustainability and innovation:

an inseparable pair. To build sustainable growth has required a pioneering attitude, the courage to be innovation leaders and anticipate change in an evolving market.

That is why we propose continuous change, the ability to integrate cutting edge technologies and methodologies into our work.

The future continually presents new challenges and we have developed the necessary resources to overcome them. The secret is to never stop, to have the passion and foresight, the imagination and pragmatism to always aim for new horizons.



Learn
more



The climate won't wait: it requires commitment and innovative ideas

[ESRS E1 E1-2]

Climate change is one of our company priorities. In this regard, we have established and committed to a set of policies to steer us in managing our impacts, risks and opportunities in terms of climate change.

We are careful to integrate environmental considerations into our decision-making processes to help transition towards a more sustainable and resilient business model.



The Code of Ethics

We are committed to complying with environmental regulations, adopting sustainable technologies, monitoring processes and reducing our environmental impact at each stage of our operations.



Energy Policy

We are committed to respecting energy regulations, improving performance and considering the energy and economic impact throughout the entire life cycle of goods and services.



Environmental Policy

To comply with environmental regulations, we pursue a path of continuous improvement, integrating sustainability principles into all our services and purchasing processes. This strategy takes shape through the EMAS Statement and the pillars of our environmental policy: ongoing commitment, training of employees, responsible resource use and well-informed purchasing decisions.



Procedure for identifying environmental and sustainability aspects

In Italy and Austria we follow a common procedure that helps us to identify the most material environmental and sustainability matters, on which we base our targets and action plans. The Quality Health Safety & Environment Director of the respective companies is responsible for applying this procedure.



Integrated Management System

Since 2024, we have tackled climate change by developing solutions and integrating them into our management systems with the aim of reducing risks, seizing opportunities and reinforcing the company's resilience.

Two important affirmations: our ISO 14001 certified management system and our EMAS statement

In Italy, over time, we have developed significant expertise in line with the Minimum Environmental Criteria (CAM), integrating service quality with concrete measures to minimise our ecological footprint. To this end, we introduced an environmental management system (EMS), the goal of which is to monitor environmental aspects associated with services provided, to ensure legal compliance and to promote actions aimed at continuous improvement.

Achievement of ISO 14001 certification - Environmental Management System

2005



Markas Italy

2007



Markas Austria

2022



Markas Germany

Achievement of EMAS-validation

2008



Markas Austria

2017



Markas Italy

EMAS Registration is a demonstration of our commitment to environmental protection and requires the annual publication of our **Environmental Statement**, which we update regularly to communicate transparently the progress we have achieved and new targets we have set.

Through our Environmental Statement, we share with all our stakeholders the characteristics of our Environmental Management System, the results achieved and the strategies we adopt to reduce our environmental impact.

OUR GOALS

With the implementation and maintenance of our Environmental Management System, we set ourselves the following goals:

To safeguard our role and promote continuous innovation

We want to maintain high quality standards, while also limiting our environmental impact, especially regarding resource use and waste generation.

To make well-informed choices

When planning our future activities we take account of the changeability of the context in which we operate so as to make better informed, responsible decisions.

To continuously monitor our processes and environmental and occupational health and safety aspects

We work to avoid situations of risk that could damage the environment, the company or the health of people involved in our operations.



Our initiatives for managing impacts, risks and opportunities linked to climate change

[ESRS E1 E1-3]

[ESRS 2 MDR-a]

We pursue our environmental commitment through various initiatives. We are focused on progressively improving the company's approach to managing climate impacts, risks and opportunities and on promoting awareness and understanding of environmental issues among our employees.

In 2024, we optimised:

- energy consumption
- the installation of systems for on-site energy generation from renewable sources
- initiatives regarding the company fleet
- the mobility of our employees.



Sustainable mobility

To promote sustainable mobility we are improving the efficiency of our company fleet by increasing the proportion of low-environmental impact vehicles. We have worked on commuting initiatives, focused on our employees, aimed at improving their well-being and reducing the environmental impact of travel.

We are working on similar initiatives at our site in Austria, with the replacement of the fleet (planned for 2025) and a study on the introduction of electric vehicles for our employees in the field.

In Austria, we have launched a series of projects and initiatives aimed at promoting a more sustainable company fleet and at reducing the CO₂ emissions generated by employee travel.



Emission offsetting initiatives

Markas Austria annually offsets its emissions from air travel and from fuel used by its company fleet. A seminar was given on saving fuel and on driving safely to raise awareness among employees. At the same time, an information campaign was launched to raise awareness among our workers on the financing opportunities available and on the environmental benefits of electric mobility.



Making energy consumption more efficient

We have launched initiatives at various production sites to improve energy efficiency and cut consumption.

In Cervasca, in 2024, we improved thermal insulation.

In Bolzano, in 2025, we plan to optimise heat pump management with remote management systems to reduce electricity consumption.

In Vigasio, in 2027, we will upgrade the refrigeration circuits to improve temperature control and cut consumption.

We are also establishing an **Energy Management System (EMS)**, which will become operational in 2025 and enable us to monitor energy consumption, with the aim of obtaining ISO 50001:2018 certification.



In-house energy production from renewable sources

We have launched two initiatives regarding in-house renewable energy production, aimed at boosting our energy generation from photovoltaic installations and so cutting our dependency on electricity purchased from the national grid.

In Markas Italy, the first initiative, expected to be completed in 2025, involves **repowering** the photovoltaic system at the cooking hub in Cervasca. We will replace the existing inverters, to improve efficiency, and launch a remote monitoring system.

The **second initiative**, on the other hand, planned for 2026, entails the installation of a new photovoltaic system at the food production facility in Vigasio. We plan to co-finance this project by making use of funding mechanisms specific to energy efficiency.

At Markas Austria, in 2025, we plan to develop a concept to optimise the use of surplus energy generated by the photovoltaic system at the St. Pölten site. The initiative is part of the **Optimisation of Electricity Consumption** programme and aims to make the use of energy generated in-house more efficient.

Our commitment to reducing energy consumption and greenhouse gas emissions

[ESRS E1-4]

[ESRS E1-5]

[ESRS E1-6]

[ESRS E1-7]

[ESRS 2 MDR-M]

[ESRS 2 MDR-T]

Energy consumption is a key aspect in assessing our climate impact, in that it is directly linked to greenhouse gas emissions and to a dependency on fossil fuels. To understand, measure and gradually cut our energy consumption is, for us, a crucial component in the transition to more efficient operational models able to reduce our environmental impact.

We continuously monitor the key performance indicators (KPIs) regarding the environment through the Management Review and EMAS environmental statement.

OUR GOALS

For 2024, the monitoring targets achieved by Markas Italy were:

- to keep energy intensity below 2.1 MWh per worker at our offices;
- keep fuel consumption below 2,000 litres per company-fleet vehicle.

Our direct emissions (Scope 1: 928.2 tCO₂eq) mainly derive from the use of fossil fuels by the heating systems and by the vehicles under our direct control.

The main energy consumption takes place at administrative offices, plants and building sites, with energy sources such as natural gas (for heating), diesel and petrol (for production and transport), and electricity from **100% renewable sources with certification** (Guarantees of Origin or equivalent).

The use of such sources enables us to reduce our indirect emissions (Scope 2: 900.3 tCO₂eq) to zero, in line with the market-based approach.

<2.1_{MWh}
of energy intensity*

<2,000 litres per
vehicle
of fuel consumption

100%
of electricity from certified
renewable sources

We are committed to gradually increasing our monitoring of indirect emissions (Scope 3) over the coming years, including the major categories along our value chain. A path in line with the ESRS standards and with our business model, reinforcing our commitment to ever more comprehensive and accountable reporting.

* Per office worker.



More in tune with the planet: our fight against pollution

[ESRS E2]

The matter of pollution is especially significant for us in that high-impact materials – used to deliver our **Clean, Food, Housekeeping and Facility** services – include chemical products, the incorrect disposal and/or storage of which can cause pollution of the air, water or soil.

We recognise the significance of the potential environmental and health impacts, for the health of both our workers and our users, associated with the use of products containing substances of concern and substances of high concern in conducting our operations, especially in our cleaning and housekeeping services.

We have furthermore formalised the general principles of environmental protection, which are also reflected in the practices adopted for pollution and for managing substances of concern, within our **Code of Ethics** and our **Environmental Policy**.





MEASURES TO MANAGE OUR IMPACTS, RISKS AND OPPORTUNITIES LINKED TO POLLUTION

We adopt responsible practices for managing chemicals, complying with storage restrictions and keeping materials in secure containers, following the instructions on the safety data sheets. Each year, we conduct environmental emergency simulations and equip facilities with spill containment kits (anti-spill barriers, absorbent cloths and manhole covers).

In both our management of chemicals and our industrial washing processes, we use automatic dosing systems, checked and calibrated regularly, to cut waste, water consumption and emissions thanks to remote monitoring.

The dispensers, coated with silver ions, ensure high standards of hygiene.

In Italy, Austria and Germany, the whistleblowing system enables the reporting, including anonymously, of unlawful conduct regarding environmental pollution. Finally, we believe environmental management is a key criterion when selecting suppliers across our entire value chain.

Renewed environmental awareness: our best expertise in water management

[ESRS E3]

The Environmental Management System adopted, both ISO- and EMAS-compliant, also regulates the management of activities with a major impact on water resources.

We have formalised the general principles of environmental protection, which are also reflected in the practices adopted for managing water resources, included in our Code of Ethics, Code of Conduct (Austria) and Environmental Policy.

Furthermore, to minimise the environmental impact of discharging wastewater from cleaning, in Austria, specific **operating instructions** have been introduced aimed at ensuring the responsible management of wastewater and to limit its environmental impact.



MEASURES TO MANAGE OUR IMPACTS, RISKS AND OPPORTUNITIES LINKED TO WATER



The "Markas System" for cleaning services

The Markas System is a cleaning solution developed and optimised to minimise the environmental impact of cleaning services. It is currently in use in Italy, Austria and Germany and, through the use of preimpregnated microfibre mops and automated chemical-dosing systems, it enables the more efficient use of resources and reduces water and chemical consumption by 95% compared with traditional methods.

-95%

**in water and detergent use
compared to traditional
methods**



Initiatives to safeguard water resources

In our commitment to safeguard water resources, we launched two complementary initiatives to reduce our environmental impact by using water more efficiently.

In the Clean Division's launderettes, we follow the equipment's natural life cycle: when a washing machine needs replacing, we select models with lower water and energy consumption, carefully evaluating the efficiency of the entire washing cycle. In Italy, this practice has been well established for many years and is an integral part of our journey of continuous improvement.

At the same time, we are raising awareness of water saving among employees, through activities such as distributing information materials during the Markas Safety Week and publishing

a sustainable behaviour guide on our online channels. Each year, we also monitor water consumption at our sites and plants, in line with EMAS targets.

Within our Food Division, we use technologically advanced equipment and regularly replace obsolete devices to continually improve water consumption efficiency.

In Austria, we have created a filtering system to treat wastewater from washing machines. By intercepting and removing solid rinsed particles, it prevents them from going directly to the discharge point.

Circularity as a new idea for the future

[ESRS E5-1]

[ESRS 2 MDR-P]

We are committed to continuous improvement in our environmental performance, and to applying, where possible, the criteria and requirements for environmental compatibility, in terms of life cycle, service design and the purchase of goods.

We have formalised the general principles of environmental protection, which are also reflected in the practices adopted for resource use and waste management, included in our Code of Ethics, Code of Conduct (Austria), supplier qualification process and Environmental Policy.

Furthermore, considering the potential environmental impact of efficient resource use, waste generation and waste management, we have adopted specific operating instructions for managing separated waste. Instructions for the storage and dosing of detergents have also been established in all countries.





CHOICES THAT COUNT

At Markas, responsible resource use and sustainable procurement are central to our environmental strategy. We monitor water, energy and materials, selecting suppliers and products with environmental certifications, such as ISO 14001, and social ones, such as SA8000, to

guarantee quality and respect for human rights.

We work with customers to choose low-impact materials and equipment, focusing on continuous improvement in environmental performance along our entire supply chain.

Robotics in cleaning services

In 2024, we made an important step forward towards managing our cleaning services more sustainably by introducing robotics solutions into manual floor cleaning.

The project, launched in 2023 with a trial stage, is aimed at supporting the work of our employees with cutting edge technology that can reduce our environmental footprint and improve service quality.

The first trials took place in Austria, at Johannes Kepler University Linz and the Institute of Science and Technology (IST), where the robot's effectiveness, versatility and flexibility were evaluated in various operational scenarios.

It was first used at the care facilities for the elderly – GGZ (Geriatrischen Gesundheitszentren) – in Graz, Austria. In Germany, on the other hand, after an initial trial, over

20 robots are now operational at various facilities in Bavaria, such as Ohlstadtklinik and BG Unfallklinik Murnau.

In Italy, too, several trials have taken place at hospitals, including at Borgo Trento Hospital in Verona, Bolognini Hospital in Seriate and the Bambino Gesù Children's Hospital in Rome. Although the trials were short, they enabled the testing of innovative solutions, such as the recycling of wash water, providing valuable insights into possible future developments.

The project's success is the result of the work done by the Group's multidisciplinary Robotics Taskforce and of the active role of the key account managers, who promote the adoption of robotics by raising customers' awareness of its benefits in terms of sustainability and service quality.



CAREFULLY MANAGE WHAT WE THROW AWAY

Most of our waste is urban and dealt with by municipal waste collection. At the Bolzano site, we have introduced waste separation centres and infographics to improve separated waste collection, which we monitor continuously. Special waste, hazardous and non-hazardous, is handled by authorised suppliers, tracked by means of digitalised records on the RENTRI platform, and reported each year via MUD.

In Austria, we are working to gradually reduce waste generation and to optimise waste separation, focusing in 2024 on monitoring the main categories of waste at our headquarters, using an in-house system launched the previous year.

-25 tonnes
of plastic per year

The Upcycling project

In 2024, Markas Austria successfully completed the **Upcycling** project, launched the previous year on a trial basis. The initiative, aimed at significantly reducing the use of single-use plastic bags, provided about 700 cleaning trolleys with reusable bags for the collection of used mops and cloths.

Replacing single-use bags with reusable bags, manufactured by the GW company in St. Pölten, Austria, saved about 500,000 throwaway bags, the equivalent of nearly 25 tonnes of plastic per year.

In this way, Markas Austria took a further step forward towards a more mindful use of resources and a significant reduction in its environmental impact:

it both limits the purchase of single-use plastic and avoids the associated generation of waste.

TACKLING FOOD WASTE

At Markas Italy, we strive to manage food waste responsibly, respecting the environment, society and food safety regulations. Our Integrated Environmental Policy promotes oversight over service quantities and supports food donation, with a sustainable and social approach.

Food waste entails a loss of nutrition for users, the cost of disposal for us and an impact on the environment linked to the use of resources such as water, soil and energy.

Integral to our waste monitoring procedures are our customer satisfaction campaigns, aimed at identifying the level of customer and user satisfaction and the less popular menu items. Furthermore, in 2025, with a view to continuous improvement, we will launch the “smart scales” trial to weigh and monitor canteen waste more accurately.

We have a dual aim: to increasingly adapt our menus and our service to customers’ and users’ tastes and needs, optimising the process both from an environmental and economic point of view.

A partnership with Last Minute Market and the Free University of Bozen-Bolzano

Within the context of initiatives to tackle food waste, Markas Italy is offering its customers all the benefits of its partnership with **Last Minute Market**, which has been giving surplus food a second life since 1998 using a circular economy approach.

Last Minute Market facilitates the recovery of food that has not been distributed, yet is still in perfect condition for consumption. The initiative effectively combines tackling food waste and supporting vulnerable communities, helping to generate a positive social and environmental impact.

In partnership with a group of researchers from the University of Bolzano, we are involved in the Food Waste project, aimed at tackling food waste by using a ‘nudging’ approach, i.e. steering individual behaviour without being coercive, particularly in terms of raising awareness among young people.