

DESPAR
EUROSPAR
INTERSPAR



Il valore della scelta



**Sustainable
by choice.**

Abstract
2024

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DESPAR
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Il valore della scelta



Despar Nord

Despar Nord is active in the **wholesale and retail sale** of food and non-food products of all types and kinds, as well as in the promotion, construction and management of shopping centres and stores for the collection, storage, sorting and sale of products primarily intended for the food sector.

The company is committed to **sustainable growth**, combining business objectives with social and environmental goals, minimising its environmental impact and focusing on the well-being of people and the areas in which it operates.

It has four core values:



CUSTOMER FOCUS



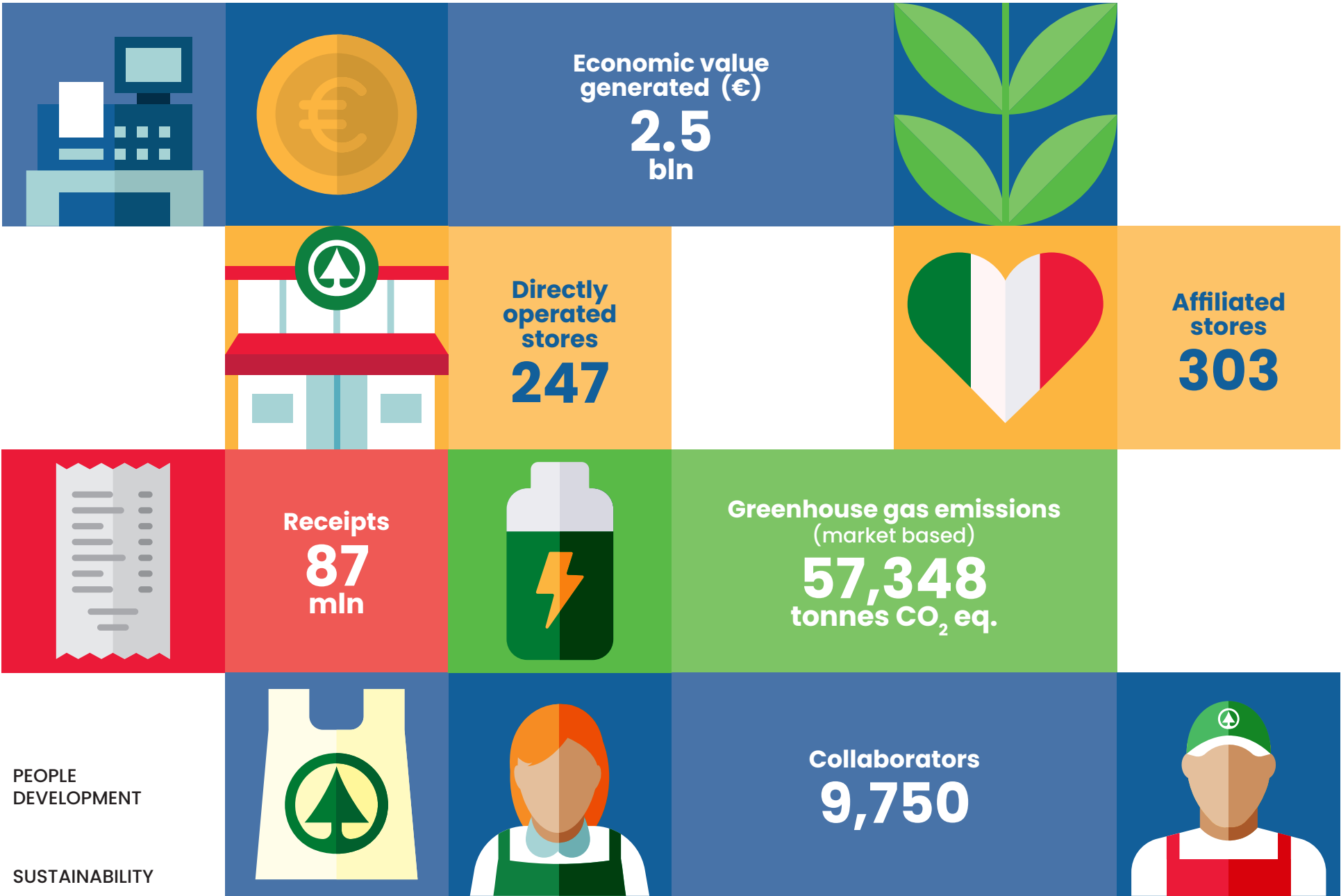
INNOVATION



PEOPLE DEVELOPMENT



SUSTAINABILITY





The market

Despar Nord’s stores are located in **Veneto, Friuli-Venezia Giulia, Trentino-Alto Adige, Emilia-Romagna and Lombardy**, together with the Regional Offices, headquarters and logistics platforms.

The stores – directly operated or affiliated – are structured in three signs, depending on the size and offer, to give customers a wider choice tailored to their needs.



+5

New directly operated stores



+12

New affiliated stores

Surface area and stores by region

■ Direct ■ Affiliates
 Total stores

LOMBARDY

TOTAL SURFACE AREA (M²)
5,136
■ 3,985 ■ 1,151

DESPAR		1
EUROSPAR	1	1
INTERSPAR	1	

EMILIA-ROMAGNA

TOTAL SURFACE AREA (M²)
65,740
■ 46,784 ■ 18,956

DESPAR	5	52
EUROSPAR	20	3
INTERSPAR	7	

Total surface area (m²)
431,675
■ 318,009 ■ 113,666

TRENTINO-ALTO ADIGE

TOTAL SURFACE AREA (M²)
95,048
■ 53,904 ■ 41,144

DESPAR	25	115
EUROSPAR	26	7
INTERSPAR	4	

FRIULI-VENEZIA GIULIA

TOTAL SURFACE AREA (M²)
103,768
■ 82,545 ■ 21,223

DESPAR	25	45
EUROSPAR	45	6
INTERSPAR	5	

VENETO

TOTAL SURFACE AREA (M²)
161,983
■ 130,791 ■ 31,192

DESPAR	22	62
EUROSPAR	36	11
INTERSPAR	25	



Spa Austria and Spa International

Despar Nord is managed by the sole shareholder **Aspiag Management AG** which is based in Widnau (Switzerland) and is part of the **SPAR Austria Group**, whose headquarters are in Salzburg. SPAR Austria Group is the largest SPAR organisation in the world, the market leader in Austria and present in other European markets such as **Slovenia, Croatia, Hungary and Italy**.

SPAR Austria's sustainability strategy moves on several fronts:

- range
- environment
- collaborators
- community

The various initiatives implemented included:

- investments in high-efficiency lighting technologies
- optimisation of heating and cooling systems in stores
- installation of photovoltaic systems on supermarket rooftops

SPAR AUSTRIA

€ TURNOVER (+4.5%)
21.43 bln

COLLABORATORS
93,998

STORES
3,307

SURFACE AREA OF STORES
2,699,186 m²

SHOPPING CENTRE SURFACE AREA
855,000 m²

SWITZERLAND
(Widnau)
Aspiag Management headquarters

AUSTRIA
(Salzburg)
SPAR Austria Group headquarters

SPAR Austria Group has entered the retail markets in: Slovenia, Croatia, Hungary and Italy

SPAR Austria is expanding into other areas with Ses and Hervis, including Germany and Romania

49
Countries where SPAR International is present

SPAR INTERNATIONAL

€ TURNOVER (+8.3%)
€47.1 bln

STORES
13,984

SURFACE AREA OF STORES
7.6 mln m²

SPAR International data referring to 2023.

Internationally, the SPAR brand is managed by **SPAR International**, present in 49 countries and with headquarters in Amsterdam. SPAR International is founded on values that combine international momentum with quality and service close to the many local communities.

As a global brand, it recognises its responsibility for promoting social and environmental prosperity for all, a duty at the heart of the **SPAR 'Better Together' strategy**, which is reflected in a series of objectives:

- health
- environment
- procurement
- climate
- community
- people

Despar Italia



In Italy, the Despar brand is managed by 6 different independent partners, the largest of which is **Despar Nord**, united in the consortium company based in Casalecchio di Reno (BO). Each member operates within a set geographical area. Despar Italia protects the brand, manages the direct contacts with SPAR International, and the development of the branded products and promotions.



Winner of Retailer of the Year Award 2024-2025 in the Supermarket category (5th consecutive year)


Sustainability projects




Bosco Diffuso Despar
+1,600 trees planted throughout Italy



Case delle Api Despar
35 new beehives hosting **50,000** bees



Carbon Footprint
calculation of the environmental impact of selected Despar-branded products



“Cambiamo il Domani”
Goals outlined in the Sustainability Manifesto consolidated



Our Story



In **1932** Adriaan van Well founded SPAR International in the Netherlands, uniting traders and wholesalers to form a company that still manages the brand internationally today.

The original name was 'Despar', an acronym of the Dutch phrase 'all benefit equally from harmonious cooperation'.

The 'Despar' brand was shortened to 'Spar' - 'fir' in Dutch - and spread around the world.

1970

In **1970** today's SPAR Austria (SPAR Österreichische Warenhandels AG) was founded in Austria in 1954 by Hans F. Reisch as the first SPAR organisation (the Handelsvereinigung SPAR Tirol/Pinzgau) and has maintained the same ownership structure ever since.



In the **1960s**, Spar International looked for partners in Italy: between 1959 and 1967, the companies Padis S.p.A. in Mestrino (PD), Scambi Commerciali S.r.l. in Friuli-Venezia Giulia, and Amonn Service S.r.l. in Bolzano were established in north-eastern Italy.

In **1962**, after two years of affiliation, Spar Centrale Italiana was founded, which took over the original 'Despar' brand and in 1968 became Consorzio Despar Italia.

1960

1980

In **1989**, through Aspiag Management AG, the Spar Austria Group founded what is now Despar Nord, taking over the branded companies in the Triveneto region and establishing them as regional headquarters and directorates (in Bolzano, Mestrino and Udine).



1990

Since the **1990s**, Despar Nord has been growing with acquisitions and expansions, combining the energies of international and local companies.



2000

In the **2000s**, Despar Nord obtained important certifications: OHSAS 18001 in 2010, which became ISO 45001 in 2020, ISO 14001 in 2013 (first company in the Modern Organized Distribution).

In **2021**, the Regional Headquarters in Emilia-Romagna opened, along with the distribution centre in Castel San Pietro Terme (BO). In 2022 Despar Nord opened the first store in Lombardy in Mariano Comense (CO).



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DESPAR
EUROSPAR
INTERSPAR



Il valore della scelta

Our business model

THE SUPPLY CHAIN

The Despar Nord supply chain spans several stages, such as supplier selection, **production in the Meat Centre, distribution** and **sale** to the customer.

Throughout the supply chain, **synergies are developed between company personnel and suppliers** to:

- maintain a strong professional relationship and a strategic approach geared towards collaboration and innovation
- contain costs
- reduce impacts
- guarantee customers adequate prices and quality in the processing phase and in the transportation of products

PURCHASES

Suppliers are selected based on their **customer-oriented** approach and adherence to key criteria:



PRODUCT QUALITY



COMPETITIVE PRICES



TRANSPARENCY IN BUSINESS RELATIONS

Procurement management is also supported by processes for sharing information between Company and supplier that speed up the flow between purchase orders and product delivery to the store.



Sapori del territorio

The red apple symbol highlights the Sapori del Territorio (Local Flavours) initiative—a brand dedicated to **celebrating and promoting excellent products from the regions where the company operates**. It also focuses on small, often lesser-known but highly valuable, food and wine producers. The goals include:

- listing products from some small, zero-km productions in the stores
- showcasing the territory
- recognising and promoting Italian traditions
- promoting sustainability

LOGISTICS

Logistics flows – thanks to **9 platforms, including 4 Regional Management Offices**– are optimised and monitored at every stage of the distribution process to ensure the freshness and safety of the products and constant supply to the stores every day.



245,312

Deliveries



96,989

Distribution trips



15,242.778

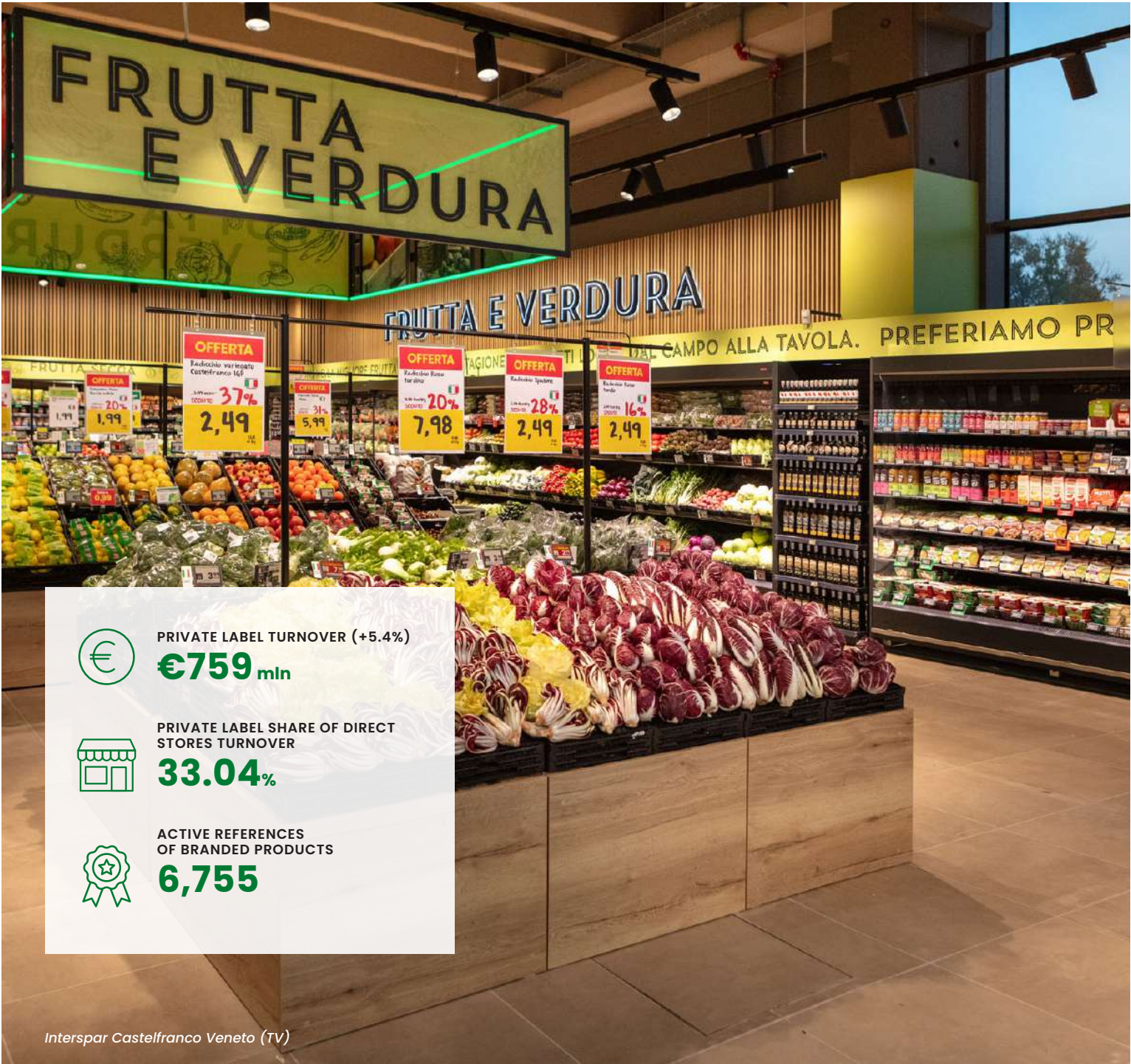
Reusable crates

Our products

Despar Nord manages a **broad range of private-label products** across all major product categories. A **selection of top-tier producers** is featured across different lines and brands, ensuring a **clear, visible, and comprehensive shelf offering** aligned with new market trends.

Brands:

- **Despar:** Leading brand in terms of sales revenue – continually evolving with an increasingly modern design. In 2024 alone, 176 product restylings introduced more contemporary and appealing packaging across all departments, from frozen foods to dairy products and fresh pasta.
- **Despar Premium:** The brand focused on discovering products with unique flavours, offering an authentic taste of Italian tradition. In 2024, 41 new products were launched, bringing the total selection to over 500 items, showcasing the best of Italian and international cuisine.



- **S-Budget:** A complete range of budget-friendly products, striking the perfect balance between affordability and quality. In 2024, the assortment expanded to offer a total of nearly 750 items.

THE MEAT CENTRE

The Tann Meat Centre in Monselice (PD), produces and manages fresh meat for our stores. The **selection** of carefully chosen **breeders**, and the strict **control, selection, and processing of the raw materials** in compliance with hygiene and food safety standards, makes it a centre of excellence. All the marketed products bear a **traceability code** on the label, while the entire supply chain of the main meat categories is controlled and bears the **Passo dopo Passo label**. The meat production stages and the production centre are **certified ISO 22000 and ISO 45001** respectively.

The importance of the territory

For years, beef production has been supported by projects such as 'Bovino allevato in Veneto', (Cattle raised in Veneto) 'Io sono Friuli Venezia Giulia', (I am Friuli Venezia Giulia) and 'Razza Piemontese', (Piemontese breed) highlighting the company's commitment to regional excellence.



Our stores



100–800 m²

Dimensions

16,909

Average number of products offered

True to its original identity, the Despar brand identifies **small neighbourhood supermarkets** (100–800 m²) which, in a typically family-friendly space offer an assortment aimed at **daily shopping** and specialising in fresh and extra-fresh products.



801–2,499 m²

Dimensions

34,356

Average number of products offered

It identifies **medium-sized** stores (801–2,499 m²) capable of serving a larger urban area with consumption needs directed towards **weekly or fortnightly shopping**, offering a wider choice with non-food products and some basic services.

TOTAL NET SALES (€) DIRECT STORES

1,944,522,903
1,909,075,588
1,799,065,718



>2,500 m²

Dimensions

52,500

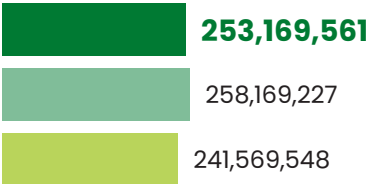
Average number of products offered

It identifies the **largest** stores (>2,500 m²), characterised by a wide assortment of **fresh and extra fresh** products and a **wide range of services and non-food products**, ranging from electronics to gardening and household appliances.

Net sales (€)

2024 2023 2022

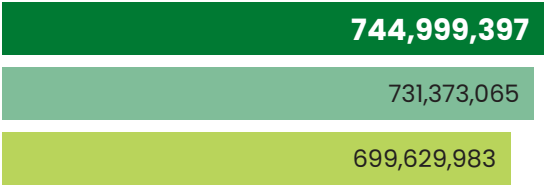
DESPAR



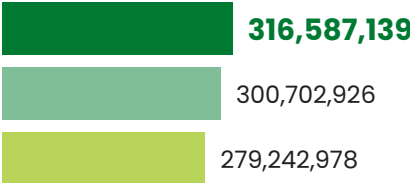
EUROSPAR



INTERSPAR



AFFILIATES



New openings in 2024

Five new stores opened in Emilia-Romagna and Veneto: quality and convenience with an eye toward the future.



Store Renovations

Recent renovations have upgraded the **Interspar in Rovigo**, located in the **La Fattoria shopping centre**, and the Interspar in **Adria, within the Il Porto shopping centre**. Both stores now feature an innovative layout and modern facilities, with a strong focus on sustainability. Key new features include the **sushi department, pizzeria corner**, and full-service **butcher counter**, along with a wide selection of **local and regional products**.

Interspar Rovigo s.c. La Fattoria

In 2024, five new directly operated stores were inaugurated: 4 in Emilia-Romagna and one in Veneto.

Additionally, several stores underwent renovations to ensure that customers always receive the best service. Both the new openings and the store renovations were designed with **sustainability in mind**.



Eurospar San Giorgio di Piano (BO)

A next-generation supermarket that prioritises **quality, affordability, and customer service**. A defining feature of the new store is its **focus on assortment and customer service quality**, with an emphasis on full-service counters in the deli, butcher, and fish departments.



Eurospar Spilamberto (MO)

A **new Eurospar format** and a symbol of Despar Nord's social commitment to the communities it serves: this store marks the first step in a larger development project that will transform the entire area, including the **future construction of residential spaces** and the **creation of an urban forest** for the community's benefit.



Eurospar Castelnuovo Rangone (MO)

A format designed to enhance the shopping experience, reminiscent of a **shop-by-shop** journey: starting from the fruit and vegetable section, moving through the cheese counters, and continuing to the bakery and pizzeria. Each department features distinctive graphics, including its own signage and wall displays. **Digital monitors showcase promotional offers** and enable **interactive communication** with customers.



Interspar Castelfranco Veneto (TV)

This store provides a **fast and intuitive shopping experience**, with a carefully designed layout that highlights different product categories and promotions. The goal is to make **shopping easier and more accessible**, while maintaining a strong focus on quality and affordability. One of the store's new features is the **Pizzeria Corner**, offering freshly made pizzas and focaccias prepared in-store.



Eurospar Guastalla (RE)

Located near the old town centre of Guastalla, the store offers not only a seamless shopping experience but also a **parking area with 83 spaces**, including dedicated spots for people with disabilities, expectant mothers, and electric vehicle charging. An electrified bike rack is also available for charging bicycles and scooters.



Affiliated stores

Despar Nord also enhances and supports the local territory through its **affiliated stores**. Affiliation with the brand envisages continuous involvement through **joint activities, working groups and discussions** so that affiliated customers are increasingly closer to the direct channel in terms of recognisability and quality.

In 2024 too, many initiatives were performed with a view to strengthening the connection between affiliated stores, local communities, and the territory.

Examples included:



MILAN
EUROSPAR MELEGNANO

In partnership with Coripet, an eco-compactor was installed, allowing customers to recycle PET plastic in exchange for points and discounts.



VENICE
EUROSPAR CHIRIGNAGO

Thanks to Despar's 'Scuola facendo' initiative, the store doubled the points awarded, and the school vouchers distributed increased from 7,145 to 14,290, contributing to the prize collection for local schools.



BOLZANO
DESPAR SELVA VAL GARDENA

A local artist donated a valuable artwork, displayed in the gastronomy area, offering a unique and appreciated addition to the shopping experience.



TRIESTE
DESPAR VIA PECENCO

In the period leading up to the Feast of San Niccolò, the store collects used toys that are then taken to the local parish, which distributes them to less fortunate children.



BOLZANO
EUROSPAR SAN VIGILIO DI MAREBBE

In addition to investments in energy consumption, which make it almost self-sufficient, this store undertook a series of actions that have made it a harmonious workplace: for example, the working week is organised over 5 days with continuous shifts, a choice that promotes a better work-life balance.



FERRARA
DESPAR CORSO CAVOUR

Since its opening 10 years ago, the store has offered home delivery using only a bicycle. The high demand has made this initiative a strong point, so much so that for the past two years, a collaborator has been primarily dedicated to bicycle deliveries.

AFFILIATE ACADEMY

In 2024, the second edition of 'Accademia Affiliati' took place, a high-quality **training programme aimed at future 'Despar entrepreneurs'** providing managerial skills, ideas, content, and tools usable and applicable to their specific work environments. Individual modules with specific focuses on topics related to store management were also activated.





Our stakeholders

We want to grow **together with the territory in which we operate and the communities that are part of it**: we consider the relationship with our stakeholders fundamental and strategic and we cultivate it through continuous dialogue. To the stakeholders, identified in the main categories, the Company **re-distributes the economic value generated** during the year.

Management

It includes partners and directors.

End consumers

Customers who make purchases at the stores.

Despar Consortium

The Consortium Company that brings together the six companies affiliated under the Despar brand.

Affiliates

Local entrepreneurs to whom we provide goods, services and support with an affiliation contract.

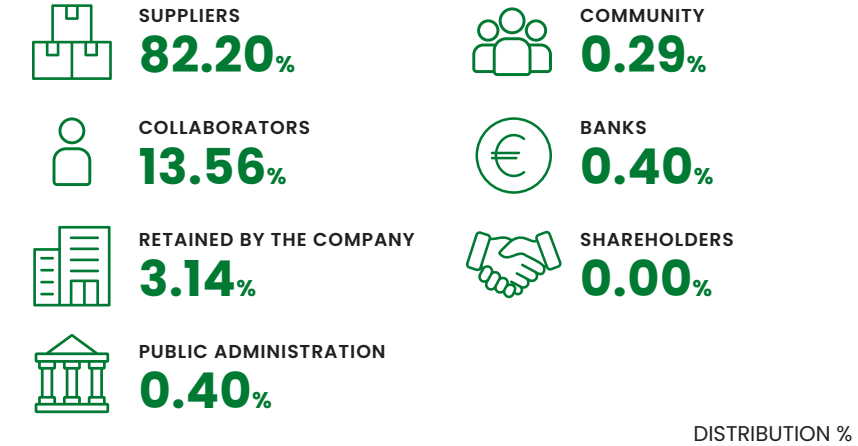
Suppliers

Business partners with whom we cooperate, in mutual interest, to satisfy customers.

ECONOMIC VALUE

€2.5 bln
Generated

€2.4 bln
Distributed



Collaborators

Fundamental resource that enables the achievement of goals through professionalism, competence and well-being.

Competitors

Companies that can affect the target market and our own results.

Banks

Financial partners that support the company financially.

Public Administration

Reference for the main authorisations and realities that are affected by the opening of a shop or other business activities.

Representative associations

Trade associations and trade unions offering opportunities for discussion and support in analysing the sector.

Universities

Universities with which Despar Nord collaborates for mutual dialogue and improvement.



The ESG strategy

For years, Despar Nord has made a concrete commitment to sustainability and this conscious choice has led to the pursuit of the **Sustainable Development Goals** most relevant to its business, prioritising 7 SDGs and their respective targets depicted on the right.

The ESG strategy is implemented through two groups of actions:

- **external actions** (such as paying attention to the market, consumers and the local community, choice of suitable economic partners, supply chain, environmental awareness)
- **internal** (actions such as innovation, consumer safety, occupational health and safety, human resources management and environmental impacts)





Despar is where the heart lies.

The sustainable soul of our enterprise

Like a fir tree.

Our Despar, just like a fir tree, has its roots in the territories in which we are present. And just like a fir tree's primary purpose is to spread oxygen, ours is to bring value to the community. We do this by increasing our responsibility towards communities, the environment, employees and suppliers on a daily basis.

Our 10 promises for a fairer, more inclusive and sustainable future

1 Care for the Planet

We are committed to reducing and monitoring the impacts of our supermarkets, locations and logistics centres on the environment.

2 Believe in people

We actively contribute to the enhancement and protection of each person's uniqueness and the well-being of our collaborators; we believe in the professional value of people, investing in their training and development.

3 Guarantee the quality and sustainability of our products

We are working on the optimisation of our private label lines to make them more sustainable and encourage good nutrition.

4 Give value to the community

We support local micro realities by embracing their principles and sharing their values.

5 Promote and ensure health and well-being

We spread knowledge about a healthy and responsible lifestyle through our primary prevention projects, magazines, blogs, courses and social channels, and we are committed to providing collaborators and customers with safer, more healthy environments.

6 Choose to be transparent

We show ourselves as we are, telling our story through what we do and what we state in our integrated report.

7 Support local producers

We forge a relationship of trust with them and organise courses and tastings to experience the charm of traditions at first hand.

8 Have confidence in local entrepreneurship

Our franchisee entrepreneurs are the meeting point between Despar and the communities; another way of being close to the people.

9 Invest in the territory

We reclaim disused urban areas, renovate historic buildings and open innovative and sustainable shops.

10 Fight food waste and promote a culture of recovery

We collaborate with local authorities to donate unsold goods to those who need them most and, in our shops, we adopt innovative systems to reduce food waste.

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Our commitment to the environment

For new openings, Despar Nord favours a **strategy of recovery and redevelopment** of historic buildings and disused urban areas, also thanks to major soil and subsoil reclamation works: the aim is to **re-turn inaccessible areas to the community**, avoid land consumption, enhance valuable buildings and architectural elements.

For example, among the new openings of 2024, the **Eurospar in San Giorgio di Piano** (BO) was built on the site of a former bowling alley that had been abandoned for decades, while the **Eurospar in**

Guastalla (RE) was constructed on land reclaimed from a portion of the historic SMEG factory building. The **Interspar in Castelfranco Veneto** (TV), on the other hand, features a photovoltaic system and electric charging stations for cars and bicycles. It uses electronic labels, and has an eco-compactor installed on-site.

Our stores are always functional, comfortable places, free of architectural barriers and unsightly architecture.

€76 mln
in total investments
(2024)

Credit Reputation Award 2024
established by Milano Finanza
and Class Editori for the careful
management of bank loans.

Some **key figures of the ISO 14001 audit** performed in May 2024:

100 auditing hours
15 sites audited
102 collaborators interviewed
0 non-conformities/comments

ENVIRONMENTAL MANAGEMENT SYSTEM

It complies with the **UNI EN ISO 14001** certification obtained in 2013, having been the first company in the large-scale retail sector in Italy to do so.

ADOPTION OF AN
'Environment and Work Safety Policy'

78 ISO 14001 certified sites

2024 2023 2022

+7

+9

+6

Travel sustainably and win!

We have a challenge for you!
From 15 May 2024
(if you can):

- come to work on foot, by bike or with public transport
 - download the **Wecity app**
 - enter the code **ASPIAG2024**
- try your hand at winning**
a bike or an e-bike!

*This initiative is exclusively for employees of Aspiag Service Srl and SES Italy Srl.



Scan the QR-Code to download the **Wecity app** and go to the "Noi di Despar" section of the **Despar Tribù app** for info and the rules.

Sustainable mobility

Despar Nord, in collaboration with Wecity Srl, has launched the 'Viaggia Sostenibile e Vinci' (Travel Sustainably and Win) campaign, aimed at reducing environmental pollution from the commute between home and work for its collaborators. The initiative encourages alternative, low-impact transportation modes, such as bicycles, scooters, public transport, or walking. For each commute, Wecity calculates the CO₂ saved: users can win assisted and muscle-powered bicycles as prizes.

Our choices for a greener world

Despar Nord has chosen to use **high-efficiency CO₂ food refrigeration systems** and to replace the refrigerant gas in some refrigeration systems with **gases with a lower environmental footprint**.

In addition, since 2014, we have been using green energy from renewable sources wherever possible.

Scope 2 greenhouse gas emissions (t of CO₂ eq) in 2024:



6,047

MARKET BASED



63,544

LOCATION BASED



95.1%

Certified green energy coverage (2024)



ISO 14064-1

Certification to quantify direct and indirect greenhouse gas emissions



Green energy

Despar Nord continues to develop projects and partnerships aimed at further enhancing and qualifying its environmental sustainability programmes: a path that has already achieved several milestones, significantly increasing the environmental certifications of its stores, headquarters, and logistics hubs. Its initiatives include the exclusive supply agreement between Despar Nord and Alperia for certified electricity sourced from renewable energy, valid from January 2025 to December 2031. For the next seven years, Despar Nord will receive certified green energy from Alperia's hydroelectric plants located in South Tyrol.

Despar Nord is committed to **waste reduction**, engaging suppliers (with audits and packaging reviews) and customers (with informative and awareness-raising activities).



80.6%

Waste sent for recycling (2024)



€8.3 mln

Environmental protection expenditure (2024)

'Closed loop' system for paper shopping bags

Despar Nord has launched a new circularity project based on the 'closed loop' system, where waste is transformed into a new resource. Through this initiative, paper and cardboard packaging waste collected at stores in Veneto is processed into recycled paper rolls, which are then used to create paper shopping bags for Despar Nord supermarkets in the regions where the company operates.



Dedication to our customers



533 k
monthly views
of the flyer on the
Despar Tribù app



+4.4%
increase in value
of electronic payments
(2024)

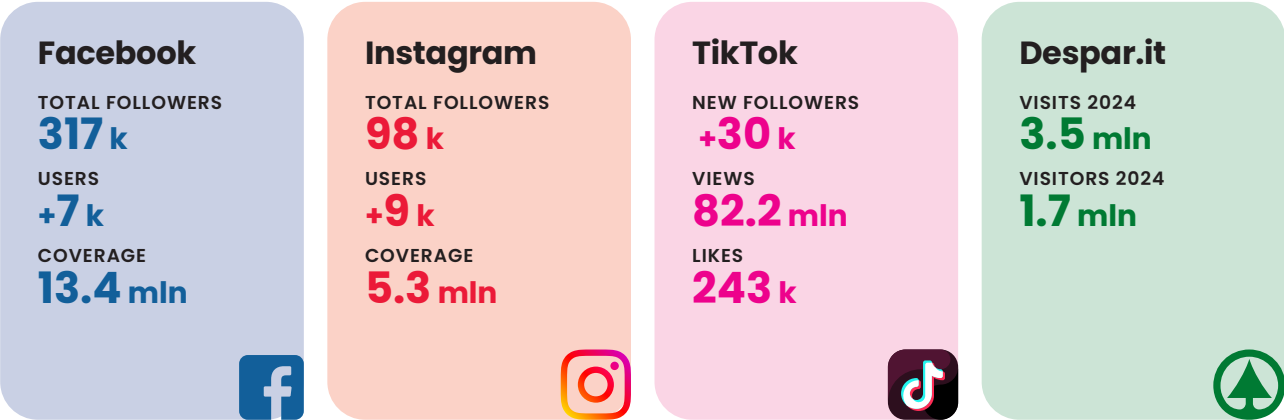


€1.5 mln
expenditure on food
quality and safety
(2024)

We love engaging our customers through both traditional channels (radio, TV, events) and digital tools (website despar.it, social media, and digital platforms). These include the **Despar Tribù app**, which provides discounts and updates on prod-

ucts, initiatives and events. Our collaborators can also read **company house organ** here. Starting in October 2024, the app will be completely redesigned, offering users a more intuitive, engaging experience in line with the latest digital trends.

Social & Web Data



The three colours of convenience

In 2024, the way convenience is communicated was renewed for an even more intuitive and accessible shopping experience. The new signage highlights the three colours of convenience:

- Green:** S-Budget, the most affordable line, the perfect guarantee of quality products at the best price
- Red:** Hundreds of products on promotion and discounted every day, easily identifiable through dedicated communication materials
- Blue:** Despar Tribù app, offering exclusive discounts, personalised coupons, and benefits for customers who collect points

CUSTOMER SATISFACTION

Following the two editions in 2023, a customer satisfaction survey was also conducted in September 2024, focusing on shopping experiences. Overall satisfaction remained stable at 88.9%, the same as at the end of November 2023.

FOOD QUALITY AND SAFETY

The Food Quality Department carries out checks at suppliers and platforms, verifying the requirements for the production, delivery and final quality of the product. In the stores, this task is entrusted to Food Safety, ensuring the highest standards of hygiene throughout the entire supply chain.



Initiatives for our collaborators

The **talent attraction strategy** goes beyond simply advertising job vacancies; it focuses on showcasing what it means to work at Despar Nord, highlighting the company’s values and the opportunities for cross-functional growth. In 2024, we welcomed **1,795 new colleagues in stores, 326 in logistics, 75 in our administrative offices, and 40 at the Meat Centre.**

People are the soul and the driving force of the Company. To ensure full and productive employment, a dignified job, and protect the right to work while promoting a healthy and safe working environment, the **Human Resources and Administration**

offices provide daily assistance to all collaborators. This occurs in various ways, including prevention activities, contractual activities, support services, and training/information initiatives. In 2024, Despar Nord reaffirmed its commitment to establishing healthy and long-lasting working relationships based on trust and collaboration, prioritising permanent contracts and aiming to stabilise current employment relationships.

Convention for the well-being of employees

In July 2024, Despar Nord signed an agreement with the insurance company **Unipol**. This project offers the company’s collaborators **discounts on insurance policies** related to mobility, **accidents, and the home**, favourable conditions for **life insurance products**, benefits for **toll payments, discounts for long-term vehicle rentals**, and additional promotions for **hotel and accommodation services**.



9,750

COLLABORATORS (6,072 WOMEN AND 3,678 MEN)



€1.9 mln

AMOUNTS ALLOCATED FOR INCENTIVES (2024)



TOTAL TRAINING HOURS

95,410



PARTICIPANTS IN THE LEADERSHIP TRAINING PROGRAMME

41



TOTAL HOURS OF NON-MANDATORY TRAINING (SEMINARS AND E-LEARNING)

47,983

Despar Nord maintains a **high safety standard** for employees and collaborators, and has a **Prevention and Protection Service** in place.

The safety of its stores, offices, warehouses and the Meat Centre, as well as machinery and equipment, is the subject of constant evaluation and improvement, thanks also to the combined efforts of different company functions. The company’s Prevention and Protection Service, in particular, **ensures a continuous analysis of health and safety hazards**, defining the most appropriate measures to be implemented in order to avoid or reduce any risks.



ISO 45001

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

39 HSRs

Health & Safety Representatives

8 HSEs

Health, Safety & Environment Officers

1 HSEM

Health, Safety & Environment Manager

Responsibility towards communities and the territory

Despar Nord has always actively supported the local community and territory, through **financial contributions** to initiatives and associations, as well as **spreading awareness of these organisations**.

For over 20 years, we have worked with:



Food collected and distributed equivalent to

2.5 mln meals



+1,000

Tonnes of waste saved
i.e.

4 mln tonnes of CO₂



We also engage the younger members of our society

Since 2006, Despar Nord has been supporting primary schools and families with **'Le Buone Abitudini'**, a free initiative designed to **educate people about healthy eating and healthy lifestyles**. In 2024, the project was expanded to all the regions in Italy where Despar operates, involving a total of **1,237 teachers, 2,500 classes, and over 55,000 students**.



90

Company sponsorships
to local organisations



€480,000

In economic support
to the local community



Our governance system



**CHRISTOF
RISSBACHER**

Chairman of the Board
of Directors, Managing
Director



**FRANCESCO
MONTALVO**

Managing Director



**MASSIMO
SALVIATO**

Managing Director



**PAUL
KLOTZ**

Board Member



**MARCUS
WILD**

Board Member



**MARKUS
KASER**

Board Member



**HANS KLAUS
REISCH**

Board Member



**ROBERT
SPIEGEL**

Board Member

The governance system is geared towards promoting the **stability of roles over time**, which allows for long-term planning and greater solidity for the company. At the pinnacle of governance is the Shareholders' Meeting, presided over by the Board of Directors.

The members of the Board of Directors serve on the governing body until the approval of the 2025 Financial Statement. The Directors' areas of responsibility are divided as follows:

- **Christof Rissbacher:** insurance business, taxation and fiscal matters, business process management, finance, purchasing, information systems, administration and control, Meat Centre
- **Francesco Montalvo:** regional management, public relations, marketing, affiliates, and sales; he also represents the company at the Despar Italia Consortium
- **Massimo Salviato:** supply chain management, auditing and corporate security, legal affairs and compliance, human resources, ESG-Safety, development, human resources development, construction, logistics.

The Management Committee performs proposal, preparatory, and technical and managerial support tasks for the Board of Directors. The President and all delegated Directors are automatically part of the Committee. The company has an external Data Protection Officer and a Privacy Committee. In 2005, the company adopted an **Organisational, Management, and Control Model**.

Since October 2023, the Company has established a new function called ESG-Safety, which brings together the environmental, food, and workplace safety departments, and incorporates the food

quality and ESG reporting offices. Additionally, the ESG-Safety Director also serves as the compliance officer, creating a cross-functional area focused on Environmental, Social, and Governance (ESG) aspects. To tackle current and future ESG challenges, it is essential to involve other company functions. To facilitate this interdepartmental exchange, a structure was introduced in 2024, consisting of **Sustainability Ambassadors** (all executives, as sustainability ambassadors for their respective business functions) and **Sustainability Practitioners**, operational ESG representatives for their functions, appointed by their respective ambassadors.

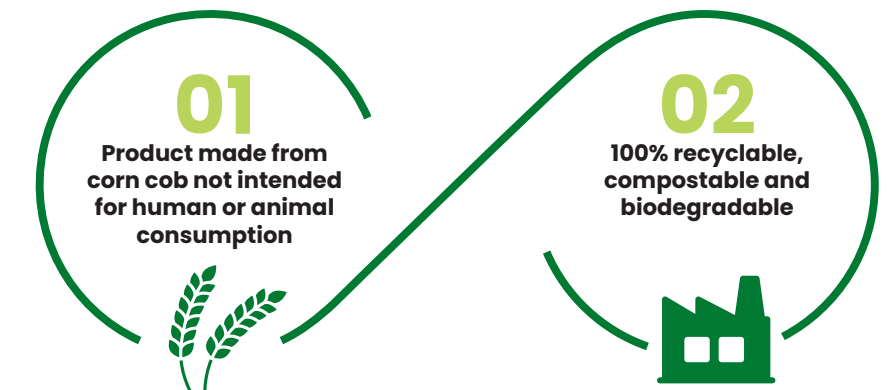
ESG Transparency Award

Despar Nord received the prestigious international recognition, the 'ESG Transparency Award' for the 2023 Integrated Report titled 'The Value of Sustainability', awarded by EUPD Research, a German institute that, for over twenty years, has been one of the most important research, analysis, and certification bodies at both national and international level in the field of sustainability. The award is presented, at European level, to organisations that have already consolidated sustainability practices within their operations and communicate these transparently through their reporting. The award attests to the pioneering journey undertaken by Despar Nord, which, since 2012, has chosen to objectively and transparently communicate its commitment and sustainability strategy by drafting the Integrated Report.

Crush paper:

giving a second life to agro-industrial waste

The paper of this Abstract is made from by-products of corn processing. These by-products can replace up to 15% of the cellulose derived from trees! And the rest? The other 40% is made of post-consumer recycled fibre and cellulose from responsibly managed forests. Crush is FSC™ certified, recyclable, compostable, and biodegradable!



FOR FURTHER INFORMATION PLEASE CONSULT THE
Integrated Report 2024



www.despar.it

