

# Empowering People to Power Business

Our commitment to drive growth. Sustainably. Responsibly

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# Letter to Stakeholders

If 2024 set out our direction, 2025 was the year we put it into motion. With this second Sustainability Report, I am pleased to share how Fortidia Group translated commitment into concrete progress across our operations, our People, and our governance.

The defining moment of the year was the formal adoption and public release of our Sustainability Strategy and 2025–2030 Plan – the framework that now guides every environmental, social, and governance decision we make. Built around three pillars and aligned with the United Nations Sustainable Development Goals, the Plan moves sustainability from intention to discipline: clear commitments, defined targets, and measurable progress over a six-year horizon. The initiatives described in this report are the first wave of that Plan in action, and they reflect a Group-wide effort to embed additional focus towards responsible practice into how we operate every day.

2025 was also a year of meaningful growth. Besides organic growth, we established a direct presence in Mexico, acquired a majority stake in Kwik Kopy Australia and full ownership of Parcel Value, and reinforced our footprint in Italy, Spain, and the United Kingdom through additional Direct Business Solutions Centers. As Fortidia continues to expand, our responsibility to lead with purpose grows alongside it — and the projects on the pages that follow show how that responsibility is being met across our three pillars.

## Reducing our environmental footprint

Decarbonization moved from ambition to delivery in 2025. We extended our fleet Transition Plan to two additional flagship

Italian Direct Business Solutions Centers, replacing legacy vehicles with cleaner alternatives, and signed a multi-year agreement to power our Italian headquarters and selected Direct Business Solutions Centers with certified green electricity from early 2026 onward. Together, these levers helped us cut our Scope 2 emissions by 15% versus 2024. On the circular-economy front, our decade-long collaboration with RAJA continues to reshape how we package and deliver: we are progressively replacing single-use items with recyclable or recycled-content alternatives across all of our key EU markets.

## A Group powered by its People

Empowering People, locally and globally, is more than a tagline at Fortidia – it is the reason why we exist and how we grow. In 2025 we deepened our commitment to diversity and inclusion through the launch of our Group Manifesto on Disability Inclusion, a public statement of intent backed by concrete actions inside our offices and our Network. We also raised the bar on family support by upgrading our Parental Leave Policy, establishing a consistent minimum standard that complements local legislation and ensures fair, equitable support for every new parent across the Group. Investment in skills accelerated as well: through the One Team Academy we opened up thousands of courses to our Corporate People and rolled out targeted programs such as the Leadership Development Program and the Power Up Program to strengthen leadership, capability, and confidence. For our wider community of Entrepreneurs, the iLearn platform delivered more than 3,600 courses and reached 77% of our active Centers – making continuous learning a daily, on-network practice.



## Governance you can rely on

Trust is built one decision at a time. In 2025, Fortidia recorded zero convictions and zero financial sanctions for violations of anti-corruption regulations – a result of consistent ethical practice across the Group. On the digital side, we continued to strengthen the resilience of our systems and the awareness of our people. Our ongoing Security Awareness program reduced the Group's phishing click-through rate to 9.95%, while a 99.9% system uptime rate exceeded our operational targets, ensuring that the Entrepreneurs and Customers who depend on our services experienced reliable, secure performance throughout the year.

To our Corporate People, Entrepreneurs, partners, customers, and investors: thank you for the trust you place in us. The progress described in these pages is yours as much as ours, and I look forward to building the next chapter of Fortidia's sustainability journey alongside you.

## Paolo Fiorelli

Chairman and CEO, Fortidia

# 2025 Highlights

## Environment

### ENERGY & EMISSIONS

-10% Greenhouse Gas emissions from **fossil sources**

-15% Greenhouse Gas emissions from **electricity**

**Direct Operations** account for just **3%** of our total emissions

### MATERIALS

**+10 years** of partnership with Raja in EU countries (Italy, France, Spain, Germany and UK)

**Long-term partnership** with EU packaging supplier to increase utilization of **recycled** and **recyclable packaging materials**

## Social

### D&I

Launch of a **new Parental Leave Policy** by ERGs

Launch of the **Corporate Manifesto On Disability Inclusion**

### TALENT

**+400 Training** courses for our **Entrepreneurs**

**77%** of our active Centers reached by our training platform **iLearn**

### COMMUNITIES

Supported the **opening of +158 Business Solution Centers worldwide**

**Third year** supporting **3Bee**, a company focused on biodiversity, nature, and climate protection

Provided **financial support** to communities affected by the **Valencia floods**

## Governance

### GOVERNANCE

**Global Code of Ethics training program** deployed for our Corporate People

**0 convictions and financial penalties** for anti-bribery/corruption violations recorded

### CYBERSECURITY AND DATA PROTECTION

**2 security incidents** recorded and fully resolved

**99.9% uptime rate**

**9.95% phishing click-through rate**

# Who we are

Fortidia is a global commerce platform providing ecommerce fulfillment, shipping, logistics, marketing and print solutions to Micro, Small and Medium-sized Enterprises

and Consumers. Our multi-brand approach enables us to multiply opportunities for businesses, helping them achieve their most ambitious goals.



WHO WE ARE

# Purpose, Manifesto and Values

## We empower People locally, to power Business globally.

We are one, to the power of many.

A unique platform of diverse people and technology. Here to uplift the world of business onwards, upwards, outwards.

Powered by talent, led by expertise, driven by empathy. Fuelled by a shared ambition to empower one another.

For our people and customers:

We magnify potential.

We multiply opportunities.

## Our Core Values

### UNITED IN PURPOSE

Our passion unites us. Driven by people, powered by people, we build a circle of expertise that strengthens every day.

### COURAGEOUS AMBITION

Bravery over perfection. Our relentless innovation pushes boundaries to achieve the best for our customers.

### POWER OF PERSPECTIVES

Diverse perspectives open doors. By embracing different viewpoints, we create endless possibilities.

### TENACIOUS MINDSET

A marathon, not a sprint. With focus and attention to detail, we make a lasting impact on people and businesses.



## WHO WE ARE

## Our Brands



**Mail Boxes Etc.** is one of the world's largest networks of Business Solutions Centers, who provides Shipping, Fulfillment, Marketing & Print Solutions to MSMEs and consumers



**World Options** offers logistics software solutions designed to optimize customers' resources and provide them with information to make smarter shipping decisions



**PACK & SEND** offers courier and freight services and value-add solutions for both outbound and inbound parcels in Australia, New Zealand and the UK



Local **PostNet** Centers serve their communities by offering a wide range of printing, shipping, design, and mail services, paired with a consultative approach



**ParcelValue** provides a multi-carrier platform specializing in international express services for business customers, ensuring comprehensive, end-to-end shipment support.



**Spedingo** is a trusted marketplace that connects individuals and businesses needing to transport bulky goods with hundreds of carriers who have available space on their trucks



**GEL Proximity** is a leading technology for out-of-home services, optimizing last mile logistics by connecting checkout directly with proximity solutions for parcel pickup and returns



**AlphaGraphics** offers custom print and marketing solutions – from ideas to execution – developing innovative solutions to drive their customers' business forward



**Kwik Kopy Australia** is a leader in the design, print, and signage industry, offering businesses nationwide a wide range of high-quality solutions that meet the needs of its diverse clientele



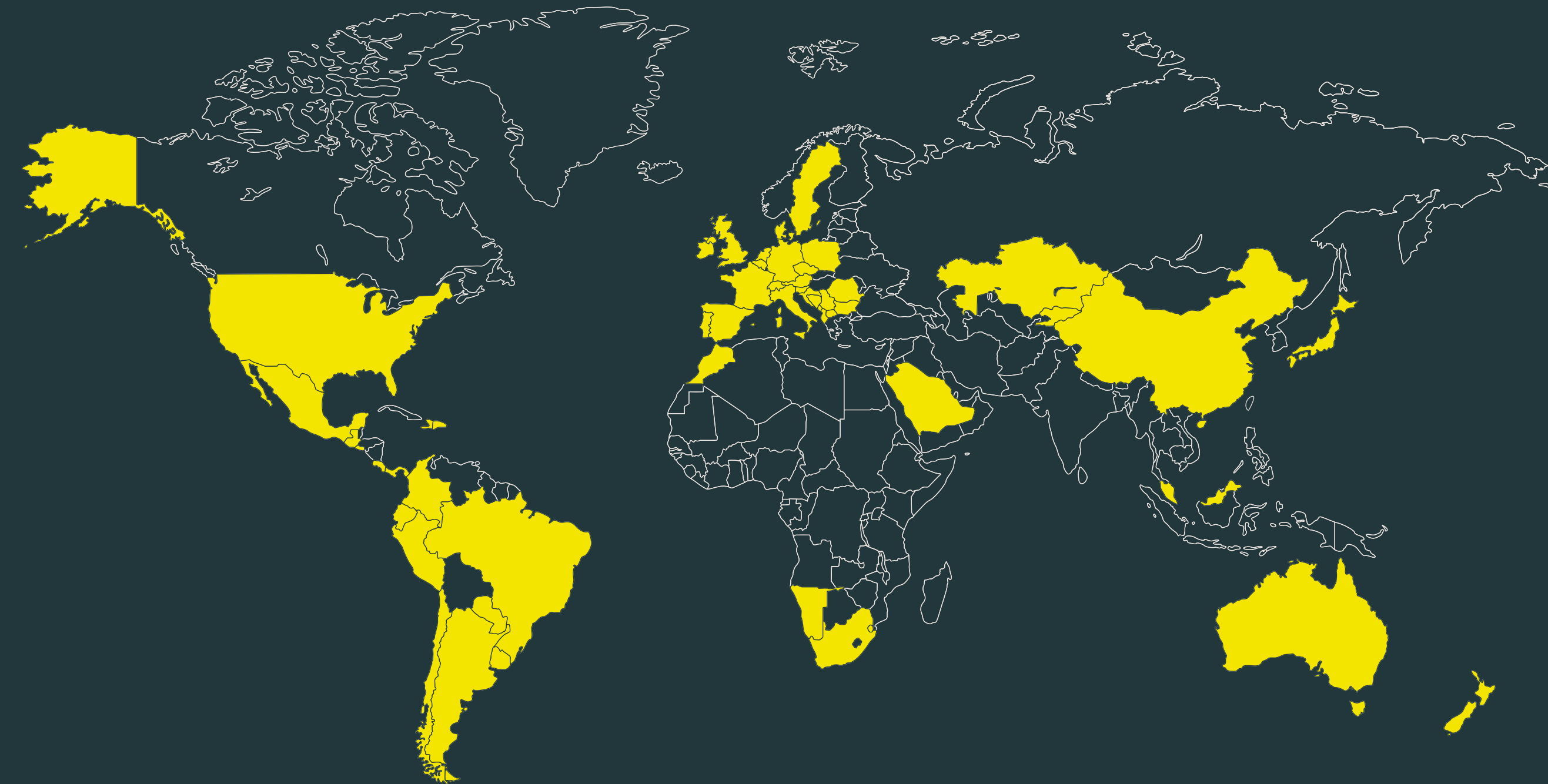
**Multicopy** provides communication solutions – from print and signs to websites and promotional products – helping clients strengthen their market position and stand out



**Print Speak** leverages AI, real-time data, proven best practice methodologies, templates and processes to drive constant and steady business growth

WHO WE ARE

# Our People and Presence



■ Business Solutions Centers

56  
Countries Worldwide

3,200+  
Business Solutions Centers  
(BSCs)

o/w 12  
Directly Operated Countries  
(DOC)

14,000  
Business Associates

o/w 44  
Indirectly Operated Countries  
(IOC)

969  
Corporate People

## 13 Offices

Milan (IT), Barcelona (ES), Berlin (DE), Paris (FR), Chiasso (CH), Accrington (UK), Warsaw (PL), Almere (NL), Denver (US), Sydney (AUS), Christchurch (NZ), Mexico City (MX)

Unless indicated otherwise for the remainder of the Report, all figures are as of December 31, 2025.

WHO WE ARE

# Our Governance

Our Group follows a traditional governance model, with the Board of Directors overseeing the Company's activities as the highest governing body within the Group.

The Board's decision-making processes, duties, tasks, composition, and procedures are guided by **principles of good governance and best practices**. Their operations and decisions follow responsible business practices, complying with **laws, international guidelines, and ethical standards**.

The Board is supported by an **Executive Leadership Team**, which plays a crucial role in **shaping the company's future**.

## Board of Directors

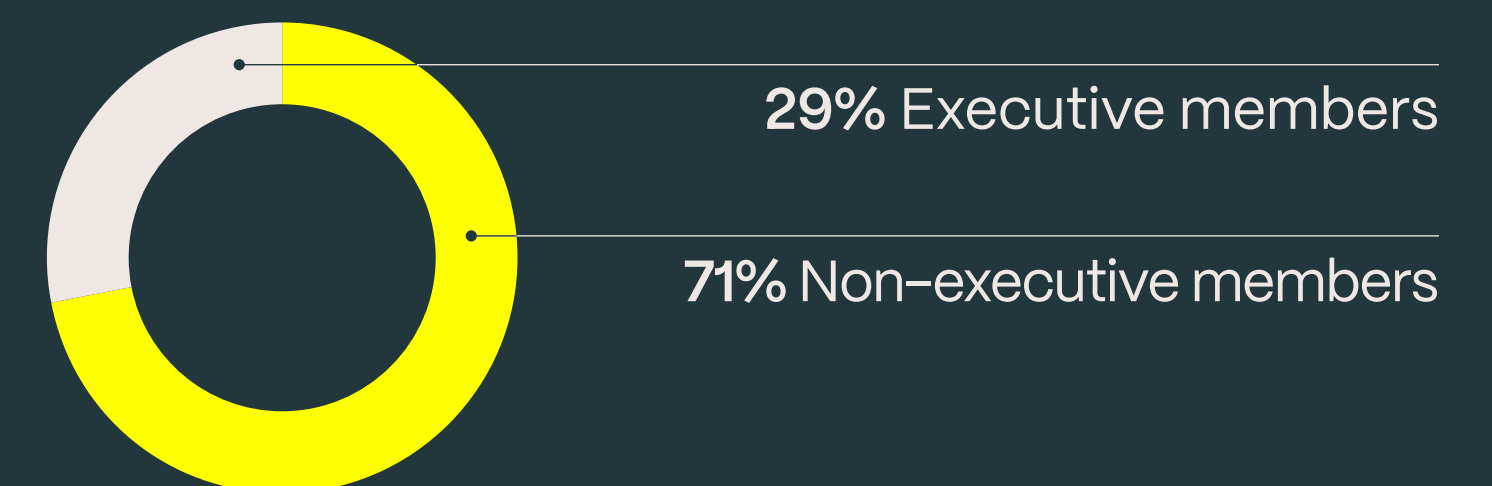
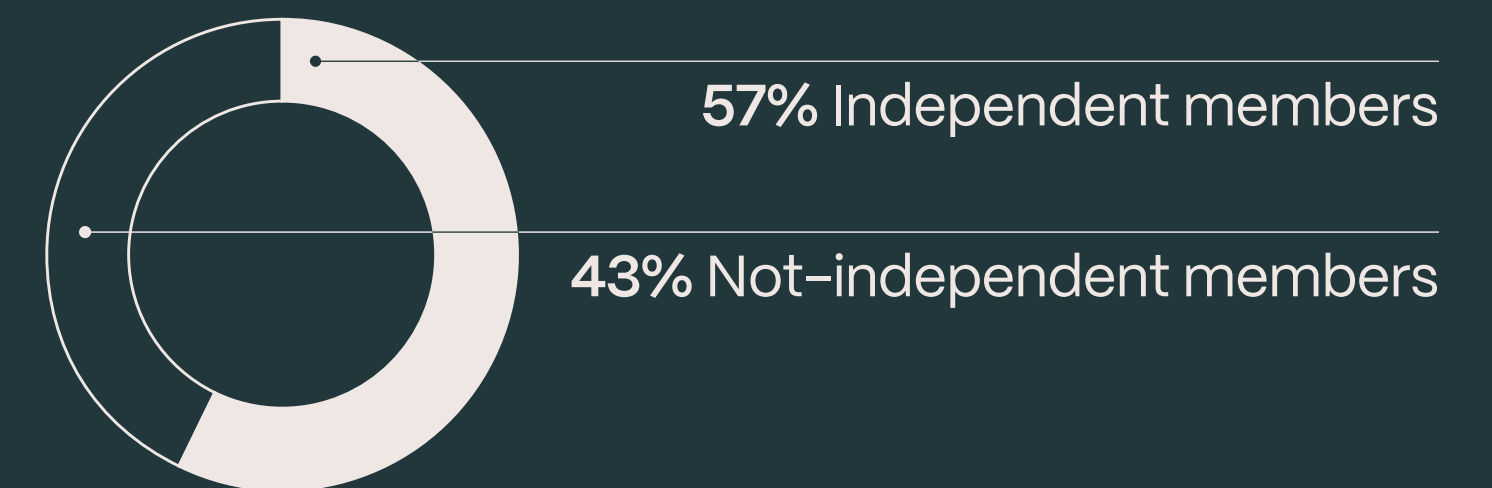
Our **Board** oversees the Group's organization and management. It provides **strategic direction** by developing and reviewing **governance policies, practices, and procedures** within an integrated governance, risk, and compliance framework. Board members are nominated and continue to serve based on their diverse skills, contributions, and prior experiences.

Our Board is composed of **71% non-executive members**, while the remaining **29%** are **executive members**. Additionally, **57%** of the Board consists of independent members.

## Executive Leadership Team

The **Executive Leadership Team** is responsible for **developing and implementing long-term strategic plans, making decisions on day-to-day business operations, managing the Group's results, communicating company strategy** across the organization and **participating in strategic discussions** to develop key initiatives and innovations.

The majority of the Board is represented by men (86%), with women making up the remaining 14%.



# Our Sustainability Approach

As a global enabler, we recognize our duty to uphold the principles of **Sustainability stewardship** for all our stakeholders. We firmly believe that earning the **trust** of our team members, Business partners, Customers, and the communities we serve

is not only essential for **fostering strong, enduring relationships** but also for **driving long-term value creation** and promoting **sustainable growth** for all our stakeholders around the globe.



## OUR SUSTAINABILITY APPROACH

# Sustainability Governance

We are committed to **embedding sustainability into our operations**, recognizing its critical role in our Group's strategy and long-term success. Our governance structure for overseeing sustainability issues consists of two tiers: **strategic leadership** and **operational management**.

## Strategic leadership

### Board of Directors

The **Board of Directors** plays a crucial role in shaping and overseeing our sustainability efforts. It's actively involved in setting, validating and monitoring overall and long-term sustainability strategies and objectives, in line with our Purpose, Mission and corporate Values. The Board is also responsible for **reviewing, providing feedback and approving the Sustainability Report** before publication.

### ESG Committee

The **ESG Committee**, a cross-functional group of key Group leaders, is in charge with **setting general strategy** relating to ESG, **developing, implementing, and monitoring policies, practices, and disclosures** based on that strategy, **overseeing communications** with all stakeholders concerning ESG and **monitoring and assessing developments** relating to, and improving the Group's understanding of ESG.

### ESG Program Manager

The person in charge of **driving the development** of our Sustainability Strategy and the **deployment of sustainable plans** into concrete projects.

## Operational level

### ESG Team

The **ESG team** is a **dedicated function** responsible for maintaining sustainability **focus and commitment** across the Group. Under the CFO's leadership, the function collaborates with **all other functions/companies** of the Group to align the entire organization around a **unified sustainability purpose, goals and action plans, integrate ESG** into our **business strategy** and foster a **shared corporate culture** that supports and promotes sustainability.

### ESG Working Group

The **ESG Working Group** is a **cross-functional team** that plays a vital role in **guiding, managing, and implementing** Fortidia's **sustainability initiatives**. This group is made up of Corporate People who are actively engaged in sustainability projects, ensuring that our efforts are well-coordinated and effectively executed across the organization.

## OUR SUSTAINABILITY APPROACH

# Sustainability Strategy



Our Group's activities have the capacity to **influence both the environment and society** through the services we deliver to our Customers.

This awareness pushes us to formally set out on a journey toward Sustainable Value defining a Group

Sustainability Strategy and Plan, where we identify the overall commitment to increasingly acting in a more sustainable ways, the main topics and related high-impact projects that positively contribute to the broader environment, society, and economy.

2022

The development of our path to a Sustainability Strategy began in 2022 with a **comprehensive impact assessment**, as well as direct stakeholder engagement.

This process enabled us to identify six key priorities that reflect our most significant challenges and opportunities areas.

2023

These priorities guided us in building our first draft of Sustainability Strategy in 2023. The strategy was organized around **three pillars** — **Environmental, Social, and Governance** aligned with the **Agenda 2030** and the **UN Sustainable Development Goals**.

To turn this vision into reality, define a list of projects designed to help us achieving our commitments, both within our organization and across our distributed sales network, as well as in the communities where we and our partners operate.

2025

In **2025**, we reached a pivotal milestone by integrating into the Sustainability Strategy of the **qualitative and quantitative targets**, providing structured, long-term guidance for our priorities. At the end of the year, we publicly **launch** our **2025–2030 Plan**, designed to embed sustainability into the Group's decision making and operational processes, driving continuous improvement in ESG performance.

This initiative represents a fundamental step in consolidating a sustainable development model capable of generating long-term value for both internal and external stakeholders.

## ENVIRONMENT

# Minimizing our environmental footprint

**Environmental protection and natural resources conservation** have become urgent global priorities. Climate change continues to cause significant environmental disasters that affect People around the world.

At Fortidia, we recognize the importance of environmental sustainability for the **survival of future generations**. For us, reducing environmental impacts is one of our **core objectives**.

ENVIRONMENT

# Our Strategy

GOAL	MATERIAL TOPIC	COMMITMENT	TARGET	TIME HORIZON
<p>We aim to reduce our global environmental footprint by reducing materials and energy consumption, including using increasingly sustainable technologies and fuels</p>	<p>Energy Climate Change Mitigation Pollution of Air</p>	<p>Enhancing Sustainable Energy Consumption Compensating and Reducing Direct and Indirect Emissions</p>	<p><b>Mobility</b> Reduction of emissions from mobility.</p>	<p>2030</p>
			<p><b>Buildings</b> Improve the environmental performance of our Group's buildings. Improve direct Network awareness of the environmental impact of Centers and buildings</p>	<p>2030</p>
			<p><b>Operations</b> Reduction of emissions from IT systems Increasingly sustainable shipping methods via our supply chain partners</p>	<p>2030</p>
	<p>Circular Economy</p>	<p>Exploring and adopting sustainable materials Adopting more sustainable measures for end-of-life management of assets and materials</p>	<p><b>Packaging</b> 90% Sustainable Packaging<sup>2</sup> purchased by Corporate partners through frame agreements. 95% Sustainable Packaging purchased by Direct Business Solutions Centers.</p>	<p>2030</p>
			<p><b>Materials</b> Promote the sustainable management of assets and materials end-of-life.</p>	<p>2030</p>

<sup>2</sup> With "Sustainable packaging" we intend a functional solution that protects a product using the minimum amount of material possible, is sourced responsibly, and/or is designed to be safely reused, recycled, or composted in practice, not just in theory.

ENVIRONMENT

# Our Carbon Footprint

## Energy Consumption

In 2025, the **total Group energy consumption**, which accounted for 8,987.12 MWh, was **lower** than in **2024 (-14%)**. This amount is the result of two main factors:

- A **decrease in natural gas consumption** (-44%), mainly due to enhanced data reporting in Germany and changes in office locations in France;
- An **increase in renewable energy consumption**, driven by a new renewable energy contract signed for our Headquarters in Milan.

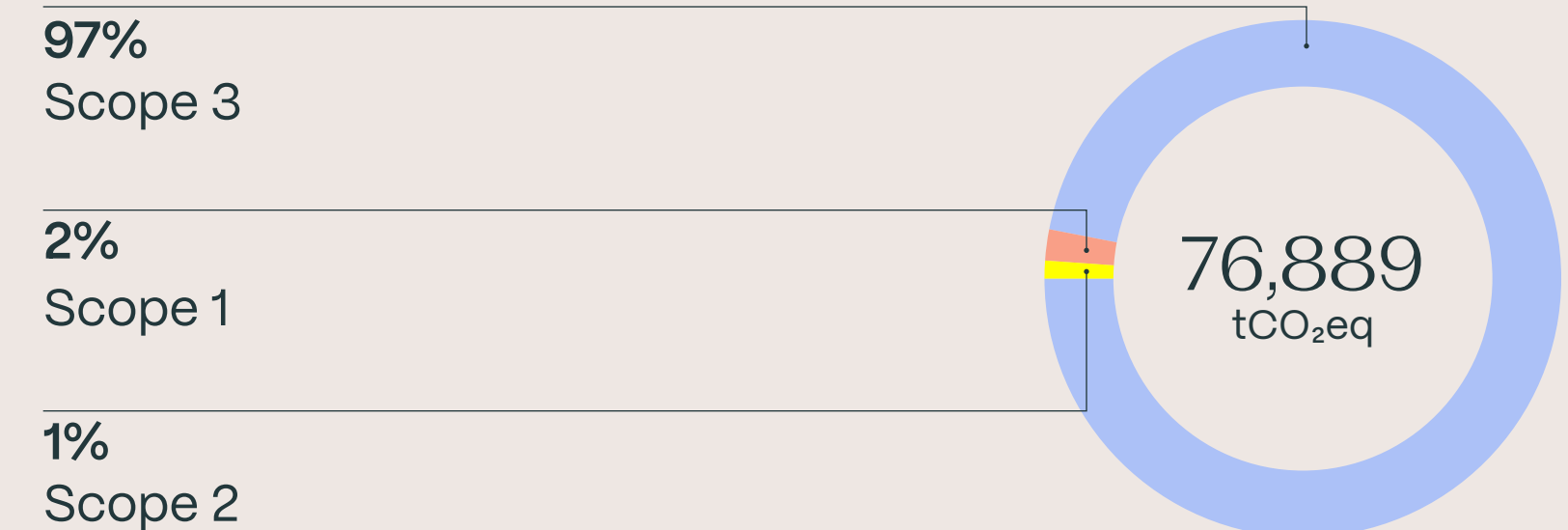
The energy mix consisted of **97%** from **fossil sources**, attributable to natural gas consumption for **heating (20%)**, fuel consumption of the **company vehicle fleet (48%)** and **electricity consumption (32%)**. The remaining **3%** came from **renewable sources**.

## GHG emissions Management

2025 marked our second year of calculating and reporting full GHG emissions generated by our direct activities (Scope 1), indirect activities (Scope 2), and activities along our entire value chain (Scope 3).

Considering the characteristics of the industry in which we operate, it's undeniable that the **emissions generated along the value chain – Scope 3** – represent **our main impact (97%** of the total). Our hotspots include "Upstream transportation and distribution" and "Franchises" categories. Particularly, the latter consider Scope 1 and 2 consumption for all our Group's franchises – approximately 3.225 locations across the globe as of the end of the reporting period.

**Direct emissions** attributable to activities under our control (**Scope 1 and 2**) account for only **3%** of our total emissions. Analyzing the trends, we noticed that they have reduced from 2024. Particularly, **Scope 1 emissions decreased by 10%** as a result of decreasing natural gas consumption. **Even Scope 2 emissions decreased**, due to a **reduction in the average emission intensity** of national emission factors.



## OUR CARBON FOOTPRINT

# Our Main Projects

## Green energy procurement

In December 2025, the Group signed a contract with an energy provider to **supply green electricity** to the Headquarters in Italy, the MBE 0001 Center in via Moscova, and part of Italian Direct Business Solutions Centers' buildings and Centers, with service commencing on February 1, 2026.

This initiative is designed to **avoid emissions from purchased electricity**, complementing our fleet initiatives and supports the broader energy-efficiency pillar of the Group's transition plan.

## Transition of corporate Fleet

Throughout 2024, after a comprehensive analysis of sustainable alternatives to gas or diesel models, we prepared and approved a Transition Plan aimed at **converting the fleet** of our Headquarters in Milan to more **sustainable models** – including full electric, full hybrid, and plug-in hybrid vehicles.

In 2025, in alignment with the Group's 2025–2030 Plan, **we furthered these efforts** by developing a dedicated Transition Plan for two additional leading Italian Direct Business Solutions Centers.



## ENVIRONMENT

# Circular Economy

As we are not a manufacturing Company, our **primary commitment** to the circular economy involves **minimizing the environmental footprint of our packaging**. We are **collaborating with our suppliers** to explore **more sustainable options** and aim to progressively shift towards **lower-impact solutions** across both operations (**inflows**) and franchise networks (**outflows**).



## CIRCULAR ECONOMY

# Our Main Projects

## Partnership with Raja

RAJA has been our strategic partner in various geographies for **more than 10 years**. Our collaboration began in France in 2012 and has progressively expanded in both scope and depth, reflecting a **shared commitment to reducing overall packaging consumption, redesigning materials** to minimize environmental impacts, and increasing the use of **renewable-content inputs**.

We are leveraging **stable frame agreements** with RAJA in **key markets** — including the UK, Italy, Germany, and Spain — to **gradually substitute** items currently in use **with alternatives**, which are recyclable or manufactured from recycled materials. Specifically, in 2025 we successfully achieved a purchasing rate for Raja sustainable products of **over 85% of total Raja expenditures** across our key market Networks. Italy and France led the way, both reaching a green purchasing rate of **91%**.

Our Entrepreneurs can find different Raja products also in our **MBE Shopping Center**. In 2025, the packaging mix we make available across the Network is largely based on **high recycled-content materials**: most fiber-based items (paper tape, cardboard boxes and wine boxes, paper envelopes and paper shopping bags) show **100% recycled content**, while **recycled PP tape** remains at **80%**, in line with 2024.

## Signatory of the Australian Packaging Covenant Organization (APCO)

As a signatory of the APCO, **PACK & SEND** is committed to achieving Australia's 2025 National Packaging Targets:

- **100%** reusable, recyclable, or compostable packaging
- **70%** of plastic packaging recycled or composted
- **50%** average recycled content in packaging
- **Phasing out** problematic and unnecessary single-use plastic packaging

Additionally, PACK & SEND is a member of the **Carbon Reduction Institute**, an Australian carbon consulting company committed to helping businesses and individuals take real and effective action to eliminate their impact on the climate.

## Reusing and recycling tips for Wine Shipments to the U.S.

In 2024, we launched a **customer awareness pilot** at our Direct Business Solutions Centers in Tuscany to promote the **reuse of wine shipping packaging**. By including flyers with QR codes in each wine box shipment to US, we provided customers with **practical guidance** on repurposing and **giving "new life"** to polystyrene packaging.

Between December 2024 and October 2025, the page recorded 179 accesses, 91 sessions, and 49 engaged sessions (visits lasting more than 10 seconds), with activity peaking in December during higher shipping volumes.

SOCIAL

# Empowering People around the world

At Fortidia, we power Business by **empowering People**, whether they are our **Corporate People**, our **Entrepreneurs**, or the **local communities** in which our **Entrepreneurs** operate.

We work with **passion** and **tenacity**, always maintaining **open dialogue** with everyone, being available to listen and **collaborate** with each other. These traits define us and fuel our sense of purpose.

SOCIAL

# Our Strategy

GOAL MATERIAL TOPIC COMMITMENT TARGET TIME HORIZON

<p>We are committed to ongoing value creation for our Corporate People and the communities we serve, by fostering an open and respectful workplace, enhancing skills internally and locally, and making entrepreneurship more accessible for all</p>	<p>Equal treatment and opportunities for all  Own workforce</p>	<p>Always striving to cultivate greater inclusivity and respect in our Group</p>	<p>Share of People Survey respondents rating inclusion unfavorably reduced to less than 10%</p>	<p>2030</p>	
		<p>Continuously improving Corporate People skills and capabilities</p>	<p>Alignment with EU Directive targets and commitments on gender pay gap</p>	<p>2027</p>	
			<p>For all open positions, other things being equal, give preference to and promote internal candidates</p>	<p>2030</p>	
	<p>Workforce along the value chain</p>	<p>Continuously improving Entrepreneurs employees' skills and capabilities</p>	<p>Increasing level of awareness of Network through specific and customized paths/programs</p>	<p>2030</p>	
	<p>Social inclusion of Consumers and / or end-users</p>	<p>Continuing to create value for and within local communities through the Business and social initiatives</p>	<p><b>Underrepresented Groups</b> Increasing communication to certain target categories (women, youth, traditionally underrepresented groups) in both Network development and new Entrepreneur identification</p>	<p><b>Products and Services</b> Promoting our solutions and expertise to facilitate access to services on specific categories (e.g., traditionally underrepresented groups, expats)</p>	<p>2028</p>
			<p><b>Local Communities</b> Creating economic and social value through the expansion of the Network</p>	<p>2030</p>	

## SOCIAL

# A Diverse and Inclusive Group



As a people-centric business, **Power of Perspectives** is one of our Core Values, and Cultural Integration is one of the pillars of our People Strategy.

With **over 960 Corporate People** with diverse **values, cultures, and backgrounds** across the globe, effective **integration** between teams on a human level is essential and contributes to a more **inclusive and supportive work environment**. For us, this means fostering international exchanges, connecting People to create cross-company bonds, creating opportunities for Corporate People to communicate and exchange views, and encouraging everyone to feel part of one unified Group.

A DIVERSE AND INCLUSIVE GROUP

# Diversity & Inclusion Program

To facilitate **cultural integration** and **promote inclusion**, in 2021 we established a **Diversity & Inclusion (D&I) Program** at Group level that serves as a guiding framework for implementing various initiatives and specific actions. This program is centered around **10 pillars**.



1. **GLOBAL CORE VALUES**  
Include Diversity & Inclusion in our Core Values.
2. **CONTINUE TO LISTEN**  
Rely on a secure line for reporting concerns. Address D&I topics with a dedicated section in the quarterly People Surveys.
3. **ADDRESS RECRUITMENT BARRIERS**  
Be conscious of reaching a larger demographic (e.g., recruit through job boards with diverse applicants). Train to overcome unconscious bias through targeted education sessions.
4. **REVIEW COMPANY WIDE BENEFITS**  
Constantly review benefits plans and leave programs to guarantee equal access to care and leave
5. **ENHANCE FRANCHISE DEVELOPMENT MARKETING EFFORTS**  
Work to attract a diverse set of potential Entrepreneurs.
6. **BUILD CULTURAL AWARENESS**  
Celebrate Global dates and recognize existing diversity initiatives worldwide.
7. **MULTICULTURAL WORKSHOPS**  
Hosting workshops addressing D&I and Fortidia Core Values.
8. **ENHANCE MARKETING**  
Ensure all marketing materials appeal to a diverse audience. Take into consideration dates of significance in marketing campaigns.
9. **TAKING ACTION INTERNALLY**  
Address any issue which may arise through education and additional action as needed.
10. **PARTNERS WITH OUR COMMUNITIES**  
Each country is encouraged to select a local Diversity focused organization to partner with and support, ensuring they align with our core values.

A DIVERSE AND INCLUSIVE GROUP

# Our Main Projects

## Employee Resource Groups (ERGs)

The opinions of our Corporate People are crucial for effectively managing impacts, risks, and opportunities within our Group.

In April 2024, we launched the **Employee Resource Group** (ERG) program at MBE Italy & Spain. The Employee Resource Groups are voluntary, Associates-led communities that focus on **addressing relevant diversity issues** identified in the People Survey, gathering ideas from Corporate People on perceived inclusion gaps and mitigation actions. ERGs provide a **platform** for Associates to **connect, support** one another, and **advocate** for **inclusive practices** or initiatives to be launched at Fortidia.

In 2025, thanks to the works of ERGs, we launched a **New Parental leave policy**, which establishes a clear and consistent **minimum standard** for all Corporate People worldwide who become parents, **complementing local legislation** and **ensuring fair support** across the Group. Particularly, under the new framework:

- Birthing parents, where not covered by social security, **up to 12 weeks of fully paid leave** after birth or adoption;
- Non-birthing parents receive **up to 4 weeks of fully paid leave**, with 2 weeks taken immediately and 2 additional weeks available within the first year.

## Incidents, complaints, and severe human rights impacts

All Corporate People can report **incidents of discrimination** or seek additional information through our whistleblowing channel.

In 2025, we recorded a total of **3 incidents**, of which 2 were related to discrimination and 1 was a harassment complaint.

We **promptly investigated each issue**, leading to the formulation and implementation of appropriate action plans. All the issues within the reporting period are considered closed.

## Corporate Manifesto On Disability Inclusion

With reference to our commitment to supporting Diversity and Inclusion, we adopted the **Corporate Manifesto On Disability Inclusion**, with the aim of creating an inclusive workplace for all Corporate People, free from discrimination. In this context, we are actively recruiting, welcoming, and supporting colleagues with disabilities.

## SOCIAL

# We are Committed to Talent Development

At Fortidia, each of us has a critical role to play in delivering an exceptional service level to our Entrepreneurs, and in turn, to final Customers.

For this reason, we **actively create opportunities** for **personal and professional growth**, supported by continuous feedback and open dialogue, and we encourage our Corporate People and Entrepreneurs

to nurture their own characteristics while growing their technical capabilities and managerial skills.

**Training plays a pivotal role** in the Group's success and growth by strengthening the skills, knowledge, and performance. It also fosters a **culture of continuous learning and development**, which supports morale and job satisfaction.



WE ARE COMMITTED TO TALENT DEVELOPMENT

# Main Initiatives for Our Corporate People

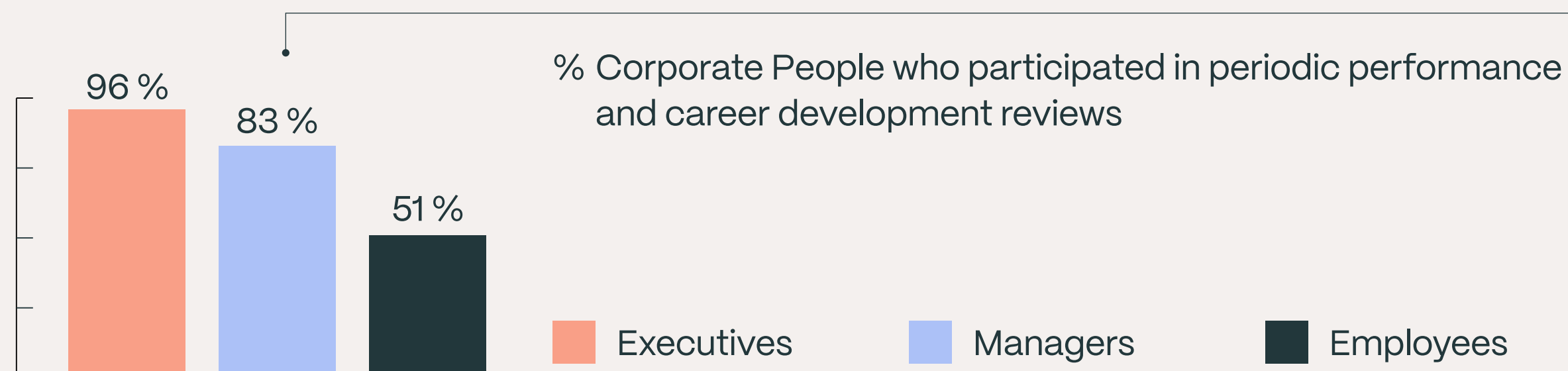
## PERFORMANCE AND CAREER DEVELOPMENT

### People Value Impact — PVI

We developed and implemented the People Value Impact (PVI) model to **foster performance management** by evaluating Corporate People not only through quantitative performance metrics but also by **assessing individuals' skills** in alignment with our Company's values and **promoting favorable behaviors**, attitudes, and values as observed by managers in daily activities.

Completion of the PVI process leads to development plans, which Corporate People complete throughout the year via both on-the-job and in-class training activities.

In terms of quantitative performance, the PVI process in 2025 covered 605 People\* (89%) and concluded with a global calibration session. This process included all companies in the Group, excluding employees in our Direct Business Solutions Centers.



### BENEFITS FOR THE CORPORATE PEOPLE

- **Clear understanding** of the company's and manager's **expectations**
- The ability to **actively participate** in one's own development
- A **well-defined development and career path**, shared with the line manager

### BENEFITS FOR THE MANAGER

- **Greater team clarity of expectations**, leading to increased team success
- Enhanced **understanding** of team members' **potential, needs, and future aspirations**
- Improved ability for managers to **effectively lead their teams**

### BENEFITS FOR OUR GROUP

- **Promotes** our Group **culture and Core Values**
- Establishes a reliable foundation for **feedback** and **career decisions**
- **Boosts engagement**
- **Maximizes performance** and enhances **business results**

\* This process included all companies in the Group, excluding employees in the Direct Business Solutions Centers

## PERFORMANCE AND CAREER DEVELOPMENT

## Leadership Development Program

In our fast-paced and dynamic environment, we believe that **nurturing talent** is a **key competitive advantage**. With this belief in mind, we developed a **Leadership Development Program (LDP)** that offers recent University graduates a **fast-learning path**. Over a period of slightly more than two years, participants work in various departments, aiming to discover their passions, develop their skills, observe different leadership

styles, and build connections with numerous colleagues within the organization. In 2024, we had a total of **6 LDP associates** in the Group, located at our offices in the U.S. and Italy.

### TWO 12-MONTH ROTATIONS

Discovering different functions and roles in the Group, acquiring depth and breadth of knowledge, exposure to leaders, to get a holistic understanding of our business

### HANDS-ON EXPERIENCE

The starting point of the program is a comprehensive hands-on experience in one of our stores, getting first-hand experience with customers and products

### EXPOSURE

During each rotation, LDP Associates get the opportunity to shadow one senior leader in the company, to get exposed to different leadership styles and build up a broad network within the Group

## TRAINING &amp; PERSONAL DEVELOPMENT

## Mentorship Program

Mentoring focuses on the **growth** and **development of individuals** through the sharing of experiences and perspectives, helping them **discover their abilities** and **reach their full potential**.

The Mentorship Program is a two-way, active learning exchange where a junior Associate (**mentee**) is paired with a senior figure (**mentor**) who **guides** and **supports** his/her development during his/her time at the Fortidia Group. The mentor provides a safe environment for the mentee to discuss **work-related issues** and **explore solutions to challenges**, while also sharing their own **personal experiences**.

To ensure confidentiality and offer and bring fresh, unbiased viewpoints, **mentors** are typically **outside the mentee's immediate team and reporting line**. Wherever possible, pairings also connect colleagues across geographies and brands,

enabling the informal sharing of best practices and broadening professional networks.

In 2025, we established **29 mentor-mentee relationships** through the PVI process.

## Power Up Program

The Power Up Program equips **newly promoted/hired managers** with training in **essential People Management skills**. It also educates more experienced managers who are new to our Group on our People Management processes, while **fostering a sense of community** and connection among colleagues from different brands within our Group.

The 2025 Edition consisted of a **3-day training program** which took place in Castelldefels, Spain, involving **28 colleagues** from across the Group.

## One Team Academy

This is an online platform that contains thousands of courses, which our Corporate People can use to improve both soft and hard competencies. Content is available in multiple languages and formats, making it adaptable to different learning styles.

## Ad hoc initiatives

Based on individual development needs, we deliver **tailored initiatives** either inhouse or through external providers. In 2025, we continued the internal **Negotiation Skills** course and the successful **Finance for Non Finance program** launched in 2023. In addition, we assigned professional coaches to selected high potential Corporate colleagues to support their growth and accelerate readiness for broader responsibilities.

WE ARE COMMITTED TO TALENT DEVELOPMENT

# Main Initiatives for Our Entrepreneurs



## Onboarding of new Entrepreneurs

The onboarding process is a crucial first step for new Entrepreneurs\* to **build the foundational capabilities** required to run their Centers effectively.

Following its launch in 2024, we proceeded in 2025 with the **New Franchisee Training (NFT)**, an 18-month **onboarding journey** that begins prior to a Business Solutions Center's opening. Known as the **Sales Accelerator**, this program utilizes a **modular framework** adopted by all Group brands and countries. Each region and brand has **customized** these modules to **align with local priorities** and operational capacities.

### MAIN STEPS

#### e-Learning

After registering on the Group LMS, iLearn, each new Entrepreneur is enrolled in an e-learning pathway covering the core skills required to operate a business for their brand. Successful completion is evaluated through structured assessments.

#### In-store training

Certified Training Centers (where available) provide 2 sessions of in-store training: the first session (1 week in duration) focuses on observation. While the second is hands-on, allowing new Entrepreneurs to engage in operational and commercial activities.

#### In person training

Where applicable, this training is delivered between the two in-store training sessions, lasts at least one week, and covers major brand-specific content, as well as Sales Training, Finance and P&L content. The in-person format is designed to enhance skills through role playing and practical experiences.

#### Group Coaching

Following the successful completion of the previous modules, new Entrepreneurs are enrolled in monthly group coaching sessions following the Business Solutions Centers opening. Based on the peer-learning methodology, these group coaching sessions are focused on sales and support the development the new Entrepreneurs' Customer base.

\* Franchisees, Master Franchisees/Licensees and their related franchisees

WE ARE COMMITTED TO TALENT DEVELOPMENT

# Our Main Projects



## iLearn — Learning Management System for the sharing of knowledge

For skill development, we created **iLearn**, a dedicated **online platform** to offer training courses for Group Entrepreneurs.

This platform supports our Entrepreneurs in enhancing their **entrepreneurial, sales, and operational skills**, while keeping them **informed** about the latest industry developments. The iLearn platform undergoes regular maintenance and improvements to strengthen the dissemination of know-how and keep it **constantly updated**.

### 2025 HIGHLIGHTS

3,600+  
courses offered on iLearn

77%  
of our active Centers reached

4,216  
active users in all Countries  
with a franchisee Network\*

In 2025, for the third consecutive year, we hosted a gamification program called iLeague. The primary objective of **iLeague** is to **encourage learner engagement** and increase skills among our Entrepreneurs by incentivizing participation in training sessions and rewarding learners for completing courses. The iLeague featured 2 competitions with opportunities to win prizes: the **Sprint**, a fast-paced quiz that tests general business knowledge, and the **Marathon**, an annual championship open to the most committed learners.

\* Franchisees, master franchisees/licenses and their related franchisees

## Strengthening the Network Through Specialized Training in Logistics, Print & Digital

As in the previous year, we implemented a specialized training programs for Entrepreneurs and their teams already part of the Network, covering ecommerce, shipping and logistics, digital marketing and print, with the objective of improving commercial performance by enabling an expanded service offering across participating Centers.

## Training program on economic-financial and employee management & sales skills

The program combines two complementary tracks to **reinforce end-to-end capability** in the Network:

- **Economic and financial management**, designed to strengthen governance and planning and thereby improve overall business management;
- **Sales skills** paired with **operations management**, tools, and process training, aimed at sharpening commercial execution and operational discipline to increase sales performance across participating Centers.

SOCIAL

# Our Value for Communities

As a Group, we seek to have a **positive impact** not only by enhancing the entrepreneurship of our Network, thus creating positive economic impacts,

but also by implementing initiatives that can lead to a positive social impact **within the communities where we operate.**



OUR VALUE FOR COMMUNITIES

# Our Main Projects

## Mail Boxes Etc. Loyalty Program & 3Bee

The MBE Privilege Program is a **loyalty initiative** currently active in Italy, Spain, and Germany, designed to reduce churn and cultivate long-term customer loyalty.

The primary goal of the Program is to reward our most loyal business enabling members to earn points and redeem them through an exclusive, carefully curated rewards catalogue. Members have the possibility to allocate their points to support **charitable initiatives** and **environmentally sustainable activities** promoted throughout the year.



In 2025, we maintained our collaboration with **3Bee** – a company dedicated to biodiversity defense, nature conservation, and climate protection. We renewed for the third consecutive year the **MBE Corporate Hive** and **MBE Oasis**. The project supports biodiversity by monitoring honeybee colonies with advanced technology that tracks bee health and pollination activity, providing information on environmental conditions and helping beekeepers keep their hives healthy.

In 2025, thanks to donations collected on the platform from our customers, we were able to protect **90,500 bees**.

## Continuing promoting Volunteering initiative

In 2025, we continued our **Volunteering Day initiative** as part of the Diversity & Inclusion (D&I) program pillar, which focuses on **contributing to local communities**. The program is intended to **promote personal development, well-being, and community engagement**, while supporting our wider D&I efforts in line with the tenth point of our D&I Program.

The initiative allows colleagues to dedicate **one Company-sponsored day per year to volunteering in their community**; this day is not deducted from annual leave. Participants may join Group organized local initiatives or volunteer with a charity or non-profit organization of their choice.

## Community support in Spain for Valencia flood

In October 2025, the Group donated €40,000 to **support the Spanish population** affected by the **flood in Valencia**. The contribution was directed to assist local needs in the immediate aftermath of the event and forms part of our commitment to providing targeted support to communities within its Spanish footprint.

## GOVERNANCE

# Being a Trustworthy and Reliable Partner

We believe that **Ethics, Integrity** and **Compliance** with our Values are fundamental in all interactions. We designed our compliance management system to promote ethical behavior and compliance with applicable laws.

GOVERNANCE

# Our Strategy

GOAL MATERIAL TOPIC COMMITMENT TARGET TIME HORIZON

<p>We conduct our business in adherence with national and international ethical and professional standards, and we are committed to enforcing the values and principles of ethics throughout our value chain.</p>	<p>Corporate Culture</p>	<p>Maintaining our Business in adherence to ethical and professional standards and in accordance with our own Values</p>	<p>Encouraging the spread of a culture of responsibility</p>	<p>2026</p>
		<p>Maintaining a sustainable approach to governance</p>	<p>Continue the evolution of our governance regarding Sustainability</p>	<p>2026</p>
		<p>Ensuring a high level of data security</p>	<p>Zero data leaks System uptime &gt;= 99,8%</p>	<p>2030</p>

## GOVERNANCE

# Ethics and Compliance

## OUR MAIN POLICIES

We have established a set of **policies** at both Company and regional levels to help **ensure compliance** with applicable law in the countries where we operate. These policies and procedures cover areas such as People, Environment, Health & Safety, and Privacy. To maintain **transparency**, each policy has been approved by the appropriate sub-group-level management or Supervisory Board, where required by law.

## Global Whistleblowing Policy

We foster an open culture and place significant emphasis on **encouraging** our Corporate People and other stakeholders to **voice** their **concerns**.

The purpose of our **Whistleblowing Policy** is to provide both internal and external stakeholders with support and guidelines to speak up and report any **potential or actual, unethical, unlawful, unsafe or discriminatory conduct** involving colleagues, external providers, or members of our Group Network, which violates any law, regulation or Fortidia Group or local policy, **without risking being subject to retaliation**.

The Whistleblowing **channel** is built on the principles of **accessibility, anonymity** and **confidentiality**. Reports can be made by contacting the channel hotline via the website, mobile, or landline. The hotline is available 24/7 with national contact numbers for Australia, France, Germany, Italy, the Netherlands, Poland, Spain, the United Kingdom, and the United States.

Whistleblowing reports are analyzed and escalated in accordance with local laws and regulations. The People Department **routinely investigates** reports it receives regarding violations of company policy or applicable law, in conjunction with the Legal Department.

## OUR MAIN POLICIES

## Global Code of Ethics

Implemented in 2024, the **Global Code of Ethics** formalizes our dedication to ethical, responsible, and legally compliant behavior, reflecting our **commitment** to achieving peak standards of **professionalism and ethical conduct** in all our operations and activities.

The Code addresses various topics, including Integrity (business integrity, dealings with Customers and business partners, confidential information, fair competition, slavery, human trafficking, forced labor, and conflicts of interest), Health and Safety (mutual respect, workplace harassment and violence prevention, equal opportunity, and fair treatment), and our commitment to Environmental and Social Responsibility. **Concerns** can be reported through the **Whistleblowing channels**.

To reinforce our values and commitments, at the end of 2024 we launched a **training program** related to the Code through our One Team Academy platform. The course is available in multiple languages in every country where we operate.

Completion was **mandatory** for all Corporate People by March 2025, except for Direct Business Solutions Centers' personnel, reinforcing our commitment to continuous ethical awareness and responsible conduct.

## Global Supplier Code of Conduct

In 2024, we implemented a **Global Supplier Code of Conduct** to reflect our commitment to **responsible sourcing** and the safety and well-being of workers across the global supply chain. It applies to any company, partnership, or individual providing goods or services to any Group Company, as well as their associates (including suppliers, vendors, agents, and subcontractors involved in our supply chain).

The Supplier Code sets **minimum standards** for any Business or entity supplying products or services to us, covering **workforce issues** (such as slavery, human trafficking, forced labor, human rights, equal opportunities, freedom of association and collective bargaining, working environment, wages, and remuneration), **information security** and **data protection**, **environmental responsibility**, **bribery** and **corruption**, **unfair business practices**, and the **sourcing** and management of Corporate People.

Violations of the Supplier Code by suppliers may result in the **termination** of the business relationship.

## Anti-corruption and Bribery policies

We take a **zero-tolerance approach** to **bribery** and **corruption**. We are committed to **acting professionally, fairly** and **with integrity** in all our business dealings and relationships wherever we operate, implementing effective systems to counter bribery and corruption.

To that end, in 2024 we adopted additional **policies** regarding corruption and bribery, including policies specific to and/or addressing legal requirements applicable to our UK, U.S. and PrestaShop operations. The implementation of these policies is also designed to promote adherence and compliance with local standards.

To support consistent understanding and application of these policies, we have begun rolling out **dedicated training programs**. In the UK, training has been deployed to all Corporate People and must be completed by mid-2025. Training plans for the US and PrestaShop are currently being defined to ensure that all relevant teams receive appropriate guidance.

In 2025, we recorded **no convictions** and **no financial penalties** for violations of anti-corruption laws.

## GOVERNANCE

# Cybersecurity and Data Governance

## OUR MAIN POLICIES

Cybersecurity is a vital component of our sustainability pledge. Cyberattacks and security breaches could **disrupt** our **core operations** and cause significant **harm**, including the destruction, modification, or unauthorized disclosure of personal data. We employ management strategies and **technologies**, modern practices, and processes designed to protect our business and sensitive data, often taking into account the criticality of each system and the sensitivity of the data stored.

Our **incident reporting** is currently managed through a **manual internal process** led by the **IT Security function**, which identifies, classifies, and documents all confirmed breaches. The scope of our measurement encompasses the entire Group perimeter, including all Corporate systems and digital assets. By establishing this baseline in 2025, we have created a **rigorous framework** to monitor trends and **evaluate the long-term impact** of our strategic

investments — specifically our Security Operations Center (SOC), centralized patch management, and enhanced Corporate People awareness programs.

In 2025, we recorded **two security incidents**, both of which were fully resolved within the reporting period through our incident response protocols. Despite these incidents, our infrastructure maintained **exceptional resilience** with a **99.9% uptime rate**, surpassing our operational baseline. Furthermore, our focus on human-centric security resulted in a **9.95% phishing click-through rate**, validating the **efficacy** of our ongoing **Security Awareness initiatives**.

The full remediation of our 2025 incidents demonstrates our **effective response capacity**, while also highlighting the importance of continuous investment in preventive and detection oriented measures.

## Generative Artificial Intelligence Use Policy

Today, **Artificial Intelligence** has become a **powerful** and **widely used tool**, capable of transforming work methods. While adopting new technologies can lead to increased productivity and innovation, it is crucial to be **diligent** in the **use** of all technology to **mitigate** the **risks** associated with misuse. The use of Artificial Intelligence tools can lead to issues related to intellectual property, confidentiality, and ethics.

In this context, in 2024, we implemented a **Generative Artificial Intelligence Use Policy** at Group level. The policy aims to guide Corporate People in adopting a **responsible approach** to AI use, adhering to **ethical principles** and contributing to the creation of an innovative, respectful, and forward-looking work environment. To this end, over the course of 2024 we have offered our Corporate People various **training programs** focused on the use of Artificial Intelligence.

## OUR MAIN POLICIES

## Policies and practices related to Privacy

Ensuring vigilant **management of personal data** gathered across our various business operations is a key commitment to our Customers. By adopting stringent measures, we strive to **enhance protection and security**, minimize the risk of data breaches, and **safeguard the privacy** of all individuals whose data we collect and process.

To identify and mitigate data security risks, we routinely conduct **security assessments**, including vulnerability scans of our most critical systems, to detect and address **potential weaknesses**. Additionally, we perform **informal internal reviews** of our processes, operational procedures, authorizations, disaster recovery plans, business continuity strategies, and backup plans. We also carry out **penetration testing** and continuous **vulnerability monitoring** for specific systems and environments within our technology infrastructure.

We also aim to **prevent human errors** and **challenge cognitive biases** that can lead to vulnerabilities. We are dedicated to enhancing the security risk awareness of our Corporate People through initiatives such as simulated phishing attacks, malware installation exercises, and targeted digital training sessions. These training sessions are triggered by incidents such as clicking on links in phishing simulations, helping to reinforce prudent practices and promote vigilance.

## User Privacy

We are dedicated to the responsible management of personal data in accordance with relevant laws, including the EU General Data Protection Regulation, the Data Protection Act 2018, the Privacy Act 1988, and other applicable data protection regulations in the countries where our Group operates. To maintain a high standard of data protection, Corporate People responsible for privacy compliance participate in regular **data protection and privacy training** sessions and receive updates to ensure they are well-informed and knowledgeable about best practices. Over the years, we launched several initiatives to reinforce our commitment to user privacy.

### EU Region

In **Europe**, we maintain the **Group Data Protection Policy** governing all privacy aspects in line with European compliance obligations. The policy applies to all Group companies operating in European territory (except for PrestaShop, which has implemented its own data Privacy Policy). To manage data retention effectively, we previously established a **Business Records Retention Policy** that addresses the retention of both personal and non-personal data. We conduct **regular training and updates** on data protection and privacy topics, supporting Corporate People in understanding prudent privacy practices. We also provide **dedicated channels for users** to exercise their rights, empowering them to manage their personal data. We also perform various assessments for any processing activities that may pose significant risks to the rights and freedoms of data subjects. These assessments enable us to identify and mitigate potential risks effectively.

### U.S. Region

Our U.S.-based companies collect personal information of Corporate People to administer benefits and compensation. This information may be disclosed to third-party services providers, government and law agencies. For this reason, internal procedures and controls have been implemented to help protect data against loss, misuse, accidental destruction, or unauthorized access in respect of the Applicable U.S. State Laws.

**AlphaGraphics** and **PostNet** maintain Privacy Policies aimed to inform consumers about how we handle their personal data when they visit our websites. Specifically, the policies detail how personal data is collected, how it is used, and the purpose of data collection. Additionally, both companies explain how this data is also used for commercial purposes to provide more personalized customer experience and to promote commercial initiatives aligned with our Customers' preferences.

### Asia-Pacific Region

The Privacy Policies of **PACK & SEND**, **Kwik Kopy Australia** and **Print Speak** outline the collection and protection of personal information, including contact details and transaction history, to deliver services, enhance the Customer experience, and meet legal obligations. All Companies use cookies to improve website functionality and implement security measures to protect data. They do not sell personal information and ensure that third parties comply with confidentiality requirements. Customers have the right to access and correct their personal data and can opt out of marketing communications.

# Methodological Note

## Reporting period and perimeter in scope

The report has an annual basis and covers the time horizon from 1 January 2025 to 31 December 2025.

The reporting scope includes all companies belonging to the Fortidia Group following the scope of the MBE Worldwide S.p.A. Consolidated Financial Statements. More specifically, in this Sustainability Report the following entities are included:

- MBE Corporate: MBE Worldwide Spa, Sistema Italia 93 Srl, MBE Deutschland GmbH, MBE France sarl, MBE Poland Sp.z.o.o., MBE Spain 2000 S.L., and Eurocubia Srl;
- Multicopy, meaning MultiCopy Netherlands B.V.;
- AUSBH, meaning Aus Business Holdings Co. Pty Ltd, Pack & Send Holdings Pty Ltd, Pack & Send Systems Pty Ltd, Pack & Send Online Pty Ltd, Kwik Kopy Australia Pty Ltd, and BF Maro Investments Ltd;

- PrestaShop, meaning PrestaShop SA;
- MBE Holding MX, S.A. de C.V.
- UKBH, meaning Mail Boxes Etc. (UK) Limited, World Options Holdings Limited, World Options Limited, World Options Systems Limited, World Options (Franchise) Limited, World Options, Inc., Pack & Send UK Limited, and Pack and Send Trading Limited;
- USBH, meaning U.S. Business Holdings, Inc., Print Speak Pty Ltd, AlphaGraphics, Inc., AGI Direct, Inc., PostNet International Franchise Corporation;
- MBE Direct Business Solutions Centers in Italy, Spain, UK.

During the reporting period, we expanded our operational perimeter through several M&A operations. As the integration process follows different timelines for each department, there are some exceptions and exclusions in the reporting scope, particularly:

Social Data: Vamp and its subsidiaries and stores (FR), Veloxcat and its store (ESP)

Training Data: Kwik Kopy Australia Pty Ltd, MBE Holding MX, S.A. de C.V.

On pages 5 "Our Brands", 6 "Our People and Presence", 19 "A

Diverse and Inclusive Group" PrestaShop has been excluded from the data presented, following its exit from the Group in January 2026.

Where possible, we also provide information regarding the Group's value chain, including an assessment of impacts, risks, and opportunities along the upstream and downstream value chain. The activities carried out by the Group's Entrepreneurs and Master Franchisees/Licensees not directly operated are, therefore, not included within the reporting boundary.

## Social Data

The data related to our workforce represents the situation as of December 31, 2025, and includes Corporate People and apprentice workers. Currently, we have data available for non-Corporate People in Italy, Spain, France, Germany, Poland, UK and US. The most common types of non-Corporate People in our Group include consultants, independent contractors (Co. Co.Co.), agency/temporary workers, and interns. All numbers are collected and compiled on a headcount basis via our HRIS tool, based on the values indicated for full-time and part-time status.

# Environmental data

For the year 2025, the calculation of Scope 1, 2, and 3 emissions marks the second comprehensive attempt at reporting comprehensive Greenhouse Gas ("GHG") emissions. The methodology employed for the Scope 1, 2 and 3 emissions involves calculating the Group's Greenhouse Gas emissions (GHG) in terms of CO2 equivalent (CO2e). Scope 1 and 2 emissions have been calculated considering the perimeter as reported in the 'Reporting Scope' paragraph.

## SCOPE 1

The approach used to calculate Scope 1 emissions, known as "direct emissions," was based on the effective consumption data.

For the first part of Scope 1 – Stationary combustion – the data considered was collected from the natural gas consumption expressed in kWh/MWh or square meter (sqm). To calculate the emissions, the data was multiplied for its relative Emission Factor provided by DEFRA<sup>4</sup> 2025. The second part of Scope 1 – Mobile combustion – is related to the Fortidia Group's vehicle fleet, considering fuel consumption expressed in liters, or km travelled by cars and trucks. To calculate these emissions, the collected data was multiplied by its relative Emission Factor provided by DEFRA 2025.

We also collected data related to refrigerant gases, which cause emissions from leakage over the operational life of the air conditioning and refrigeration equipment.

4 DEFRA is a database developed by the UK Department for Environment, Food and Rural Affairs which provides environmental policy guidance and greenhouse gas emission factors

5 The GHG Protocol is a framework developed by WRI and WBCSD, which provides the world's most used greenhouse gas accounting standards and guidance

## SCOPE 2

The calculation of Scope 2 emissions, categorized as "indirect emissions" since they derive from the electricity purchased by the Group, was conducted using both methodological approaches outlined in the GHG Protocol<sup>5</sup>: the location-based method and the market-based method. The reporting boundary for Scope 2 is described in "Reporting Scope" paragraph. The calculation was primarily based on actual consumption data obtained from energy bills.

The data for the Italian Direct Business Solutions Centers, which account for 22% of Fortidia Group's total consumption, were estimated based on surface area using the following approach. Specifically, the estimation was conducted by considering the surface area of the Direct Business Solutions Centers (expressed in sqm) and the average energy consumption based on geographical location (expressed in kWh/sqm). This factor was analyzed using the CURB Database, published by the World Bank, which provides energy consumption per square meter for retail stores in 491 major cities worldwide.

For the Location-based method, the emission factor used was provided by International Energy Agency (IEA<sup>6</sup> 2025) for both non-EU countries and for EU countries.

For the Market-based method, the emission factor used was provided by IEA 2025 for non-EU countries and the AIB<sup>7</sup> (Residual Mix, 2024) for EU countries.

6 The IEA is a database developed by the International Energy Agency which provides annual GHG emission factors for World countries including energy mix, electricity and heat generation

7 Association of Issuing Bodies (AIB) is an international organization which ensures the reliable and standardized issuance of Guarantees of Origins (GOs) for electricity and other energy carriers. When calculating Scope 2 emissions, it is used for the Market-based method because it reflects the impact of GOs within the reporting company

### SCOPE 3

As for Scope 3 emissions, the whole perimeter of Fortidia Group entities was considered. For the calculation of Scope 3 emissions, the main phases of the project were:

- identifying relevant categories for the Group based on a Significance analysis, which also considers benchmarking against key peers;
- the feasibility of data collection with direct involvement of data owners;
- evaluating the methodologies proposed by the GHG Protocol;
- and finally, selecting the most appropriate methodological approaches based on available data, following the technical report "Technical Guidance for Calculating Scope 3 Emissions."

The categories of Scope 3 reported by Fortidia Group are shown in the table below:

SCOPE 3 CATEGORY	METHODOLOGY	DATABASE OF EMISSION FACTOR
1. Purchased Goods and Services	Spend-based method	DEFRA 2025 SIC
2. Capital Goods	Spend-based method	DEFRA 2025 SIC
3. Fuel and Energy-related Activities not included in Scope 1 or 2	Average-data method	DEFRA 2025 + IEA 2025
4. Upstream Transportation and Distribution	Hybrid method (Distance-based method + Spend based)	GLEC <sup>8</sup> 2024
5. Waste Generated in Operations	Average-data method	DEFRA 2025
6. Business Travel	Spend-based method	DEFRA 2025 SIC
7. Corporate People Commuting	Distance-based method	DEFRA 2025
14. Franchises	Average-data method	CURB <sup>9</sup>

Such categories were selected as relevant and applicable following a benchmark analysis of Fortidia Group peers and a significant analysis of all the categories. This last analysis was based on certain aspects such as magnitude, level of influence, business sector, stakeholder engagement and data accessibility.

Regarding the two most impactful categories, Category 4 and Category 14, the following provides a detailed description of the methodological approaches applied.

For Category 4, a hybrid method was used, combining an activity-based approach with a spend-based approach. The activity-based approach relied on a sample comprising multiple suppliers of the Group. The tCO2e emissions were calculated by considering factors such as distance travelled, weight transported, and the different modes of transportation (air or ground vehicles) used by the considered suppliers. Based on this analysis, emission intensity was estimated using economic values for each specific supplier. Following, such emission intensity factors were integrated into the spend-based approach to extrapolate the results. This methodology was then extended to the Group's total expenses related to the transportation and distribution activities carried out by all its suppliers.

As for category 14, the energy consumption of each retail location ("Business Solution Center" or "BSC") was calculated considering the specific square meter area, the Country energy mix and the fuel and electricity consumption based on the geographical proximity of the shop, based on a sample of franchises accounting for 67% of the total number. The results of the sampled BSC were extended to the rest of the Fortidia franchises across the Countries where the Group operates.

<sup>8</sup> The Global Logistics Emissions Council (GLEC) Framework is a globally recognized method for calculating and reporting logistics-related greenhouse gas emissions.

<sup>9</sup> The Climate action for URBan sustainability (CURB) is a powerful data-driven scenario planning tool that helps cities make decisions about the future of their energy, transport and waste systems, which will ultimately result in higher greenhouse gas (GHG) emissions reductions.