



BORGO EGNAZIA
NOWHERE ELSE



2024 SUSTAINABILITY REPORT

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SUSTAINABILITY REPORT





COMPANY OVERVIEW AND
ECONOMIC PERFORMANCE

TOTAL REVENUE

€ 75.0 MILLION

79,810
OVERNIGHT STAYS

AWARDS: **7**



CARING FOR THE
ENVIRONMENT

2024 ENERGY CONSUMPTION

20,631.84 GJ

ENERGY GENERATED
BY PHOTOVOLTAIC SYSTEMS

847.52 GJ

4 ELECTRIC CAR
CHARGING
STATIONS



IMPACT AND
SOCIAL CONTRIBUTIONS

481 employees
WOMEN IN

TOTAL STAFF: 55%

Annual average number of employees

CERTIFICATIONS

**TOP EMPLOYER 2024
& GREAT PLACE
TO WORK 2024**

85% ITALIAN
SUPPLIERS
OF WHICH 40%
BASED
IN PUGLIA



THE PURPOSE OF THIS REPORT

This 2024 Sustainability Report is an essential step forward in Borgo Egnazia's journey towards a deeper integration of environmental and social responsibility and good governance principles (ESG).

Now in its second edition, this report builds on the foundations laid by the first, highlighting the progress achieved and the evolution of our sustainability strategy.

This report is an accountability and transparency tool that goes beyond mere regulatory compliance and reputation management. It allows us to measure our progress, identify impact areas, and share our ambitions with our employees, partners, stakeholders, community, and guests.

In particular, this report details our environmental, economic and social performance throughout 2024, based on solid data. Where possible, it also includes comparisons with the years 2022–2023 to show where we're at in our journey and our areas of improvement. In this edition, you will also find our updated carbon footprint analysis (Scope 1 and 2) according to the GHG Protocol.

Here at Borgo Egnazia, sustainability is an integral part of every operation, from energy efficiency to circular economy and from inclusive recruitment and employee wellbeing to cultural heritage promotion.

We see hospitality as a positive force that creates extraordinary experiences while generating long-lasting value for people and the planet. This report refers to the activities of Egnazia Iniziative Turistiche E.I.T. S.p.A., Borgo Egnazia S.r.l., and Egnathia Golf Società Dilettantistica, in accordance with the operational control principle. We continue our journey towards a more sustainable future with greater awareness, higher ambitions, and a deeper sense of purpose.

HOW THIS REPORT IS STRUCTURED

This report complies with the revised GRI Universal Standards (launched on 5 October 2021), adopting an approach “with reference to the GRI Standards”. It offers a comprehensive overview of Borgo Egnazia’s sustainable development practices, combining strategic vision and operational detail.

This report begins with a letter to our stakeholders and an introduction to the current background, the method used, and Borgo Egnazia’s values and sustainability strategy. The main sections illustrate our environmental, social, and governance (ESG) initiatives carried out in 2024, demonstrating how sustainability is integrated into our daily activities and long-term planning alike.

The main chapters are structured as follows:

- The group’s structure and economic performance
- Sustainability strategy and planning
- Social impact and results
- Environmental responsibility

The “governance” section highlights the organisational structure, business transparency, the Sustainability Committee’s role, and the addition of new partners.

The “social” section focuses on corporate responsibility, employee wellbeing, workplace safety, and commitment to the community.

The “environmental” section addresses greenhouse gas emissions, resource use, and environmental management. This report ends with the GRI Content Index.

This document is publicly available to all stakeholders on www.borgoegnazia.com and is distributed internally to all employees through the company’s official app.

PRIORITIES (MATERIALITY)

According to GRI Standards, material topics are those that reflect significant economic, environmental, and social impacts or influence stakeholder decisions. As part of its first sustainability reporting cycle, Borgo Egnazia has carried out a materiality assessment based on impacts, using a structured method aligned with the GRI principles.

This process, developed in close collaboration with management, has enabled the identification of the most significant impact areas, taking into account both internal priorities and stakeholders’ perspectives.

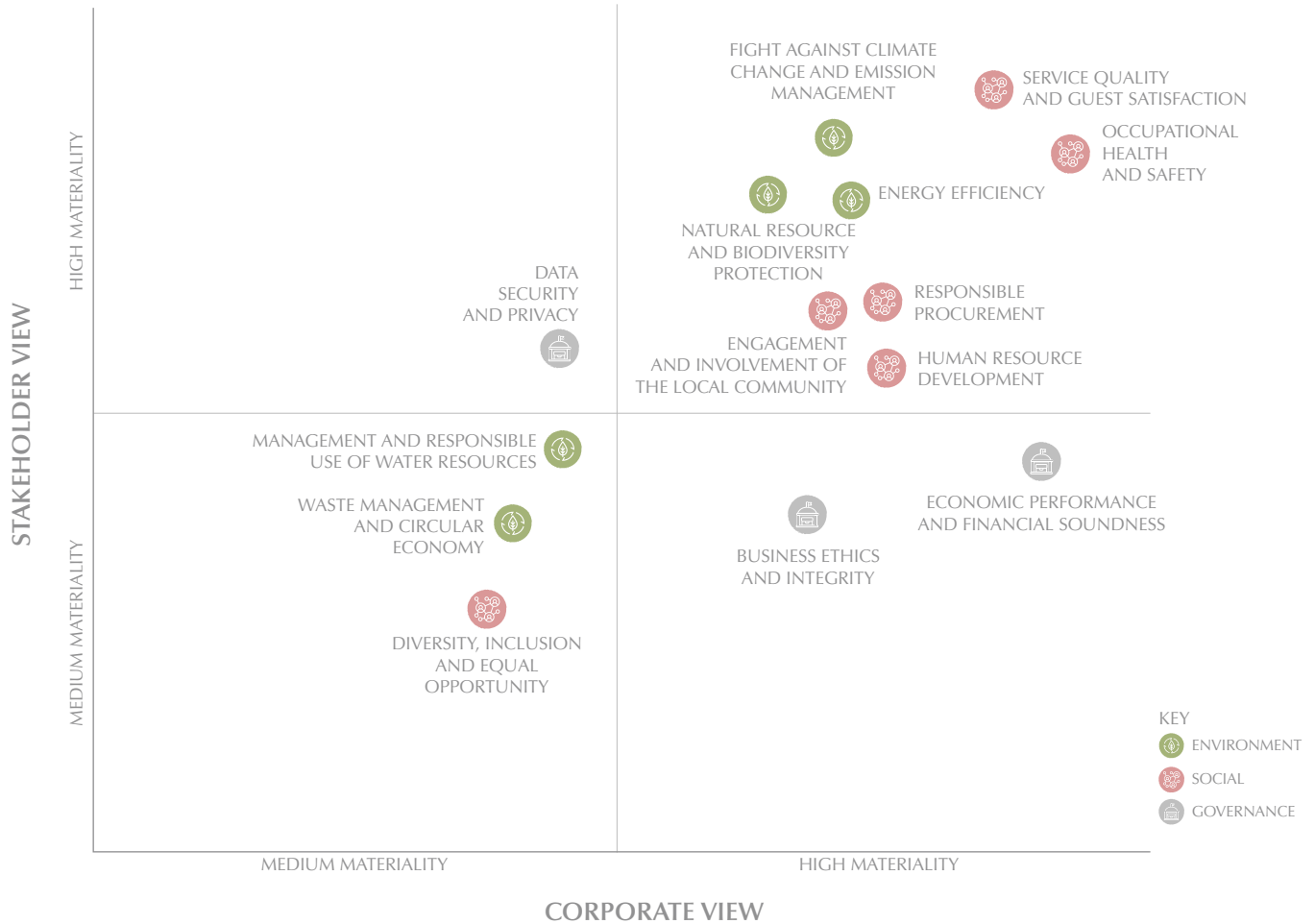
The analysis also includes insights into the main global and national ESG megatrends that provided context and relevance. Several international frameworks, including the GRI Standards, the European Sustainability Reporting Standards (ESRS), the IFRS Sustainability Standards, and the SASB Materiality Map, were also used as references.

A comparative analysis was conducted with six peer organisations, reviewing their sustainability reports to assess market expectations and best practices.

This approach was inspired by the ISO 26000 standard and other well-known guidelines, allowing for a comparative view of Borgo Egnazia’s sustainability governance.

This process resulted in a list of material topics, which was subsequently refined and validated to develop the materiality matrix presented in this report. The management played an active role in every stage, ensuring that the material priorities were fully integrated into strategic planning. Looking ahead, Borgo Egnazia is committed to strengthening its relationship with stakeholders through an increasingly systematic and inclusive approach and to promoting ongoing dialogue and alignment with ever-evolving expectations.

MATERIALITY ASSESSMENT



Observing the matrix, the following can be noticed:

- the 14 topics assessed are highlighted in a different colour according to the reference area (ESG);
- the (medium to high) materiality of Borgo Egnazia's impact on society and the environment is represented from the internal stakeholders' perspective on the horizontal axis;
- the (medium to high) materiality of Borgo Egnazia's impact on society and the environment is represented from the external stakeholders' perspective on the vertical axis.

REDEFINING HOSPITALITY: BORGO EGNAZIA'S APPROACH



BORGO EGNAZIA: A HOSPITALITY VENUE WITH A PURPOSE

"We seek to partner with those who provide – or aim to provide – a unique experience unavailable elsewhere to promote or rediscover even the lesser-known gems in Italy. Places brimming with untapped potential we are ready to unlock through our model, rooted in respect for the local territories and their people."

Aldo Melpignano,
Founder of Borgo Egnazia



EXCELLENT SERVICE AND GUEST EXPERIENCE

At Borgo Egnazia, excellent service is the cornerstone of our identity. Every interaction with our guests is based on attention to detail, warm professionalism, and authentic care. Our facilities and expert staff help us turn every stay into a lasting memory. This commitment shines through in the attention, personalisation, and genuine hospitality that define every moment of a guest's stay.



APULIAN STYLE AND IDENTITY

Here at Borgo Egnazia, guests experience the authentic local lifestyle because our DNA is deeply rooted in Puglia, and this is evident in every detail, from our architectural choices to our culinary offering. We bring Italian identity to life in tangible, timeless ways through aesthetic sensitivity and cultural integrity. Inspired by ancient Apulian villages, Borgo Egnazia combines elegance and tradition in a refined, authentic, and profoundly evocative setting.



HONOURING THE LOCAL HERITAGE

We believe that travelling should connect people and places. At Borgo Egnazia, guests are immersed in Puglia's traditions, flavours, and atmosphere thanks to our dishes made with local ingredients and cultural events celebrating centuries-old customs. Through food, wine, and folklore, guests become conscious travellers. This way, they get to know and appreciate the local identity while helping preserve it.



A CULTURAL HOSPITALITY MODEL

Puglia is a mosaic of microcultures, each with its own values and unique stories to tell. Borgo Egnazia collaborates with people and similar companies all over Italy, guided by the same idea of purpose-driven hospitality. The aim is to amplify local culture while providing a meaningful, differentiated experience grounded in empathy, warmth, and respect for the territory.

OUR STORY

Established in 2010 by the Melpignano family, Borgo Egnazia is so much more than a top-tier venue. It was conceived as a place with a soul.

Designed by Pino Brescia, drawing inspiration from Apulian villages stuck in time, Borgo Egnazia was built using local materials and adheres to sustainability principles. This way, it blends harmoniously into the natural and cultural landscape.

Surrounded by olive groves and wheat fields, it combines tradition's timeless charm with the expectations of today's conscious travellers.

Its cobblestone alleys, piazza, and limestone buildings give Borgo Egnazia a profound sense of belonging, making it more than just a destination. Today, thanks to our world-renowned hospitality model, Borgo Egnazia is a symbol of authentic Italian excellence that attracts a demanding global audience while remaining faithful to its Apulian soul.





OUR VALUES

Borgo Egnazia is rooted in local traditions and focused on the future, that's why we communicate the idea of **"enriching life through LOVE", i.e., Living Original Vibrant Experiences**. Experiences that transform the world based on values that enrich our lives and the lives of the people around us. The following principles guide us in every decision we make and every experience we design:

- **INNOVATION AND TRADITION**
We embrace the past to shape the future.
 By rooting innovation in our cultural heritage, we create authentic, contemporary experiences, transforming cultural preservation into an innovative form of art.
- **CRAFTSMANSHIP MASTERY**
True hospitality is an art. From the architecture to the fields, and from service to our cuisine, every detail at Borgo Egnazia is shaped by meticulous care, pride, and an uncompromising commitment to quality.
- **A STRONG SENSE OF FAMILY**
We are a company rooted in family and guided by kindness, respect, and equity.
 Our team offers warm Apulian hospitality, building authentic relationships with guests, colleagues, and the community.
- **HAPPINESS AS A CHOICE**
Joy is at the core of our idea of hospitality.
 We choose to embrace positivity and share it freely with everyone. That's why we invite our guests to reconnect with themselves, with others, and the world through meaningful, regenerative experiences.
- **GENUINE PASSION**
 Our people bring Borgo Egnazia to life with their energy and dedication, ensuring an experience that remains etched in our guests' memories, long after they leave.
- **BUSINESS ETHICS AND INTEGRITY**
 There's no sustainability without integrity. Our Code of Ethics ensures that every action is guided by the principles of transparency, honesty, and social responsibility. In addition, we ensure the highest standards of data protection and privacy for our guests and employees.

EXCELLENCE IN EVERY DETAIL: FACILITIES AND SERVICES

Borgo Egnazia offers a vast array of experiences that promote wellbeing, self-discovery, and connection:

- **VAIR SPA**
A place to regenerate yourself, enjoying personalised treatments, wellness areas, and guided retreats inspired by local traditions.
- **SAN DOMENICO GOLF COURSE**
An 18-hole international standard golf course among the olive trees and overlooking the sea.
- **WELLNESS & SPORTS**
Yoga, meditation, padel, tennis, and water sports to reclaim balance and vitality.
- **FOOD AND WINE**
A journey through Puglia's flavours and personalised culinary experiences in award-winning restaurants.
- **ACTIVITIES FOR ADULTS AND CHILDREN**
Activities for all ages make Borgo Egnazia the ideal destination for the whole family.
- **EVENTS & BANQUETS**
We offer elegant spaces and personalised service for any occasion, from intimate weddings to big corporate events.





THE GROUP'S
STRUCTURE AND
ECONOMIC
PERFORMANCE

BORGO EGNAZIA: A DESTINATION, A PROPERTY, AND A VISION

Borgo Egnazia consists of three distinct areas, each designed to offer a unique immersive experience:

LA CORTE

Minimalist elegance inspired by Puglia's traditional architecture.

LE CASE

Private villas providing comfort, privacy, and personalised services.

IL BORGO

The heart of community life with the authentic charm of a local village.





LA CORTE

63 COSY AND ELEGANT ROOMS

- LA CORTE BELLA (36)
- LA CORTE SPLENDIDA (19)
- LA CORTE MAGNIFICA (6)
- LA CORTE MERAVIGLIOSA (1)
- LA EMMA (1)
- LA EGNAZIA (1)





IL BORGO

92 TYPICAL LOCAL HOUSES

- BORGO BELLA (6)
- BORGO SPLENDIDA (32)
- BORGO MAGNIFICA (12)
- CASSETTA BELLA (12)
- CASSETTA SPLENDIDA (19)
- CASSETTA MAGNIFICA (20)

LE CASE

27 ELEGANT AND REFINED VILLAS

- CASA BELLA (8)
- CASA DELIZIOSA (6)
- CASA STUPENDA (4)
- CASA MAGNIFICA (7)
- CASA MERAVIGLIOSA (1)
- CASA PADRONALE (1)



INCLUDES:

- 5 RESTAURANTS
- 4 BARS
- 1 GOLF COURSE
- 4 PADEL COURTS
- 3 TENNIS COURTS
- 1 FOOTBALL PITCH
- 6 MEETING ROOMS



CORPORATE STRUCTURE AND ORGANISATIONAL FRAMEWORK



THE MELPIGNANO FAMILY

▼
EGNATHIA INIZIATIVE
TURISTICHE E.I.T. S.P.A.
(Italy)

▼
EGNATHIA GOLF
CLUB SRL
(Italy)

ALDO MELPIGNANO

▼
EGNAZIA OSPITALITÀ
ITALIANA SRL
(Italy)

▼
BORGO EGNATHIA SRL
(Italy)

Borgo Egnazia operates within a structured corporate ecosystem of interconnected entities under the Egnazia Group.

This report focuses on the following companies:

Real Estate Division – controlled by the Melpignano family:

- Egnathia Iniziative Turistiche E.I.T. S.p.A. - owner of Borgo Egnazia.
- Egnathia Golf Club S.r.l. – owner of the San Domenico golf course.

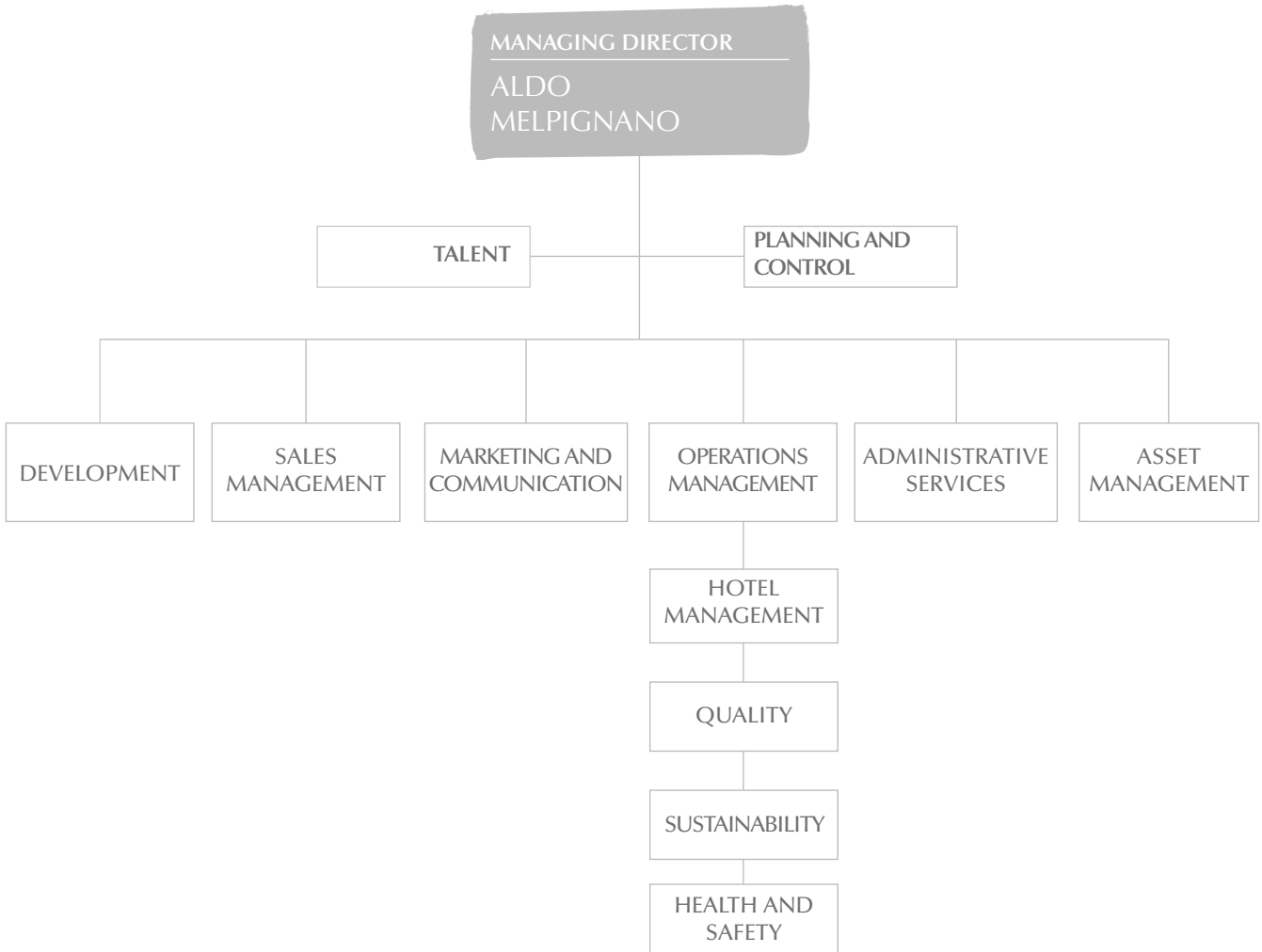
Hospitality Management Division – led by Aldo Melpignano:

- Egnazia Ospitalità Italiana S.r.l. – provides consulting services to the group's entities.
- Borgo Egnazia S.r.l. – manages and operates the main hotel.

Borgo Egnazia is committed to sustainable growth in Italy and worldwide by continuously improving its management efficiency and profitability. Financial performance is not an end in itself, but a driver of long-term value for all stakeholders.



ORGANISATIONAL CHART



ECONOMIC AND FINANCIAL RESULTS

Our business model ensures that economic success and sustainability go hand-in-hand, ensuring reinvestments, innovation, and resilience. This approach also strengthens our relationships with guests, partners, suppliers, and the local community. We measure our economic impact through economic value distribution, a key indicator that ties financial results to social impact. Drawing from the reporting period's income statement, it breaks down as follows:

- Economic value generated
The total wealth generated.
- Economic value distributed
The value reallocated to the stakeholders (employees, suppliers, public administration, shareholders).
- Economic value retained
The value reinvested or allocated to reserves, depreciation, provisions, and taxes.

This transparent breakdown shows how Borgo Egnazia generates shared value within its ecosystem, consolidating its role as a responsible and forward-looking company.

ECONOMIC VALUE GENERATED AND DISTRIBUTED €	2022	2023	2024
REVENUES	64,603.409	76,042.612	75,297.581
FINANCIAL INCOME	1,517.142	1,716.428	3,136.762
TOTAL ECONOMIC VALUE GENERATED	66,120.552	77,759.040	78,434.343
OPERATING COSTS	28,011.924	32,078.718	30,618.575
EMPLOYEES' SALARIES AND BENEFITS	14,524.261	18,556.907	20,231.105
PAYMENTS TO CAPITAL PROVIDERS	7,700.645	11,937.825	9,934.184
PAYMENTS TO THE PUBLIC ADMINISTRATION (taxes and duties)	3,027.926	3,887.854	3,549.193
DONATIONS AND SPONSORSHIPS	-	-	-
TOTAL ECONOMIC VALUE DISTRIBUTED	53,264.756	66,461.304	64,333.057
DEPRECIATION, AMORTISATION, AND IMPAIRMENT	5,932.031	5,916.011	5,947.071
PROVISIONS FOR RISK AND OTHER RESERVES	-	-	-
RETAINED EARNINGS (earnings - dividends)	6,923.764	5,381.725	8,154.215
ECONOMIC VALUE RETAINED	12,855.795	11,297.736	14,101.286

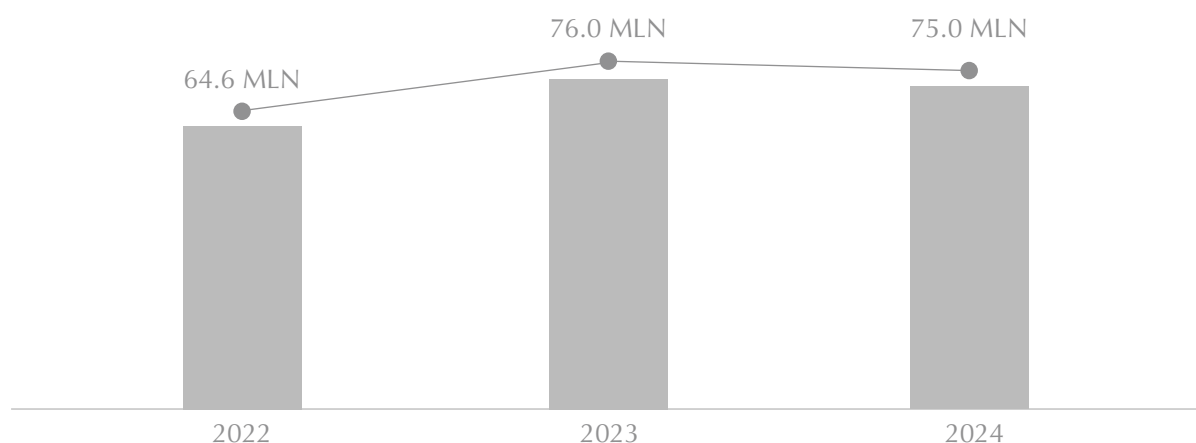
In 2024, Borgo Egnazia generated revenues of € 75.3 million. Despite being slightly lower than the previous year, this result demonstrates the strength and resilience of our business model, which is focused on growth and innovation. This performance reflects the company's choice to focus on excellence and its ability to adapt to the evolving tourism industry.

Returning to full operations led to an increase in personnel costs by € 1.7 million compared to 2023, mainly due to seasonal hires and salary adjustments.

However, the overall operating costs decreased slightly, indicating greater efficiency in core activities.

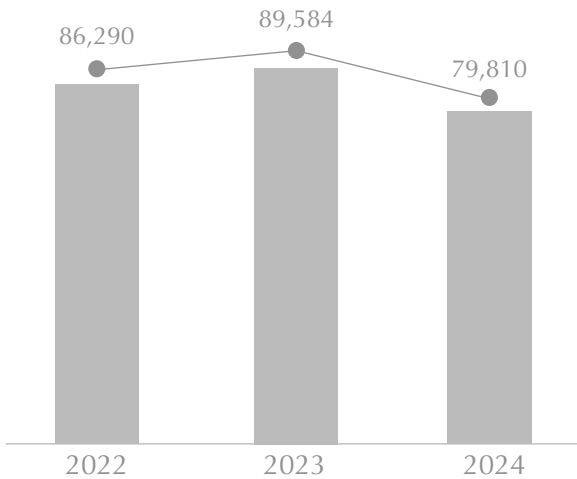
Investments in accommodation infrastructure, recreational facilities, and guest engagement have helped attract a broader, more diversified clientele, consolidating the brand's competitive positioning. This growth confirms the validity of the strategic direction taken and provides a solid basis for reinvesting in guest experience, supporting Borgo Egnazia's long-term vision focused on prosperity and the creation of sustainable value.

REVENUES (mln €)



HOSPITALITY, SUSTAINABLE EVENTS, AND REFERENCE MARKETS

The number of overnight stays is a key performance indicator used to measure the occupancy rate, optimise resource management, and tailor services to the guests' needs.



Borgo Egnazia attracts a diversified clientele made up of domestic and an increasingly higher number of international travellers, especially from the United States, the United Kingdom, and other strategic global markets. We cater to various segments, from families and couples on holiday to business travellers seeking an exceptional venue for meetings, incentives, conferences, and events. This diversity is central to our long-term success, enabling us to adapt to evolving demand and maintain a high-quality offering all year round.



Hosting the **G7 Summit** in 2024 was an emblematic moment that confirmed Borgo Egnazia's prestige and operational excellence. Welcoming world leaders and high-profile delegations demonstrated Borgo Egnazia's ability to ensure world-class service, consolidating its reputation as a destination of global significance. The G7 was not just a moment of international recognition but also an opportunity to show our vision of sustainability.

A plastic-free approach, spaces dedicated to bilateral meetings and media coverage, and hundreds of collaborators and local partners ensured impeccable hospitality and security.

The event became a catalyst for collaboration with the local community, emphasising Puglia's culture and resources. Hosting the G7 has left a lasting legacy. It has shown how Borgo Egnazia can combine excellence in event organisation with a commitment to sustainability, thereby consolidating its relevance on the global scene.

AWARDS AND CERTIFICATIONS

Borgo Egnazia has long been recognised for its distinctive identity and commitment to excellence in providing guest experience and managing people. Over the years, it has achieved numerous awards, consolidating its role as a global benchmark in the hospitality sector.

In 2024, Borgo Egnazia achieved a major milestone with the GSTC certification, the global standard for sustainable tourism. This certification demonstrates our integrated approach to sustainability, embracing environmental, social, cultural, and economic dimensions, and is a significant step forward towards the goals outlined in our 2023 sustainability report.

WHAT IS THE GSTC CERTIFICATION?

The **Global Sustainable Tourism Council (GSTC)** establishes and manages global standards for sustainable travel and tourism. GSTC does not conduct certification directly. Instead, it accredits independent certification bodies that assess tourism businesses against rigorous criteria, including governance, environmental impact, social inclusion, and cultural protection.

In addition to achieving sustainability milestones, Borgo Egnazia was awarded the “**Great Place to Work**” certification, confirming its focus on corporate culture, employees’ wellbeing, and inclusive growth.

Main awards achieved in 2024



GSTC certification



Top Employer Italia



Great Place to Work



**Michelin Star 2024
Due Camini Restaurant**



Best Luxury Hotel Awards



Travel + Leisure T+L 500

**Travel + Leisure World's Best
Top 10 Resorts in Italy**



**Condé Nast Traveller – Readers' Choice
Award**

These recognitions not only celebrate past accomplishments, but also strengthen Borgo Egnazia’s ambition to provide increasingly sustainable and people-centred hospitality.



NOWHERE ELSE, THE VALUE OF OUR BRAND

More than just a tagline, “Nowhere Else” is the essence of the Borgo Egnazia brand. It expresses the uniqueness of a place that cannot be found anywhere else, where identity, beauty and a sense of belonging create a one-of-a-kind experience.

This spirit defines our brand, making it recognisable worldwide while remaining deeply rooted in Apulian culture.

This value, a pillar of Borgo Egnazia’s long-term success, lies in a unique combination of emotion, identity, and authenticity.

Attention to detail, personalised service, and the highest quality standards are not just operational choices. They define guest experience and build a reputation beyond physical walls.

The Borgo Egnazia brand is deeply rooted in Puglia’s culture and heritage.

This bond is reflected in the architecture inspired by traditional Apulian design, the use of fine local materials, and a culinary offering that celebrates local excellence.

Commitment to sustainability is another value that is becoming increasingly central to strengthening stakeholder trust. Responsible practices and constant attention to the natural and cultural landscape ensure a luxurious hospitality experience that aligns with guests’ expectations and social and environmental responsibility.

Over time, this integrated approach has attracted and retained a select international clientele of conscious travellers.

Guests keep coming back not just for the place but for the value it represents.



SUSTAINABILITY STRATEGY AND PLANNING



OUR SUSTAINABILITY STRATEGY

Sustainability has always been an integral part of Borgo Egnazia. In 2023, we launched a project that shaped our official strategy in 2024. Guided by the ambition to become a benchmark and inspiration for sustainable hospitality, we have developed a three-year roadmap of ESG priorities. This plan outlines a structured transformation journey aligned with global standards and evolving regulations, providing an integrated decision-making framework at all levels of the organisation.

To this end, Borgo Egnazia has strengthened its internal expertise and collaborated with world-class experts. We are proud to collaborate with Prof. Paolo Taticchi*, Co-Director of the UCL Centre for Sustainable Business at University College London, as a strategic sustainability consultant. Prof. Taticchi facilitated a workshop involving our management, employees, and external partners to create a roadmap that aligned with international standards and Borgo Egnazia's values and culture.

Thanks to his scientific support, we have consolidated our ability to integrate sustainability in decision-making processes, adapting the best global practices to our unique identity.

Our unique approach focuses on integrating sustainability into every corporate activity and our value chain. Our governance was strengthened through the creation of a Sustainability Committee and the appointment of Sustainability Representatives across departments. In addition, our collaboration with universities, suppliers, and industry partners plays a primary role in promoting innovation and a sense of responsibility.

Training, measuring impacts, and communicating transparently also ensure that the strategy is concrete, measurable, and aligned with our long-term vision.



* PROF. PAOLO TATICCHI

A global expert in corporate sustainability, strategy, and innovation, a consultant for international companies, and one of the top 100 global thinkers in sustainability, Prof. Taticchi brings academic rigour and strategic vision to our sustainability transformation.

OVERVIEW OF OUR SUSTAINABILITY AGENDA AND GOALS

At Borgo Egnazia, sustainability is not an isolated project but a commitment that shapes how we operate, innovate, and grow. Our agenda is based on an integrated ESG approach that puts environmental responsibility, social impact, and solid governance at the centre of our business model.

It balances short-term priorities (including regulatory compliance, reporting, and internal engagement) and long-term transformation focused on resilience and tangible impact.

This strategy reflects our identity and ever-evolving global expectations, and is based on our materiality assessment and international standards, including future compliance with the Corporate Sustainability Reporting Directive (CSRD).

Our key areas of intervention aim to consolidate our internal governance and planning processes, integrate sustainability into our brand, communication, and guest experience, support inclusive supply chains and local artisans, and invest in people through training, engagement, and diversity, equity, and inclusion (DEI) initiatives. Environmental priorities include improving energy and water efficiency, reducing waste, laying the foundations for decarbonisation, and protecting and regenerating local biodiversity. These commitments are backed by transparent data-collection systems, increasingly solid external partnerships, and a growing ambition to lead the industry.

Although our agenda evolves, our goal remains to make sustainability a shared value among our team, guests, and the entire surrounding community.



OBJECTIVES OF THE COMMITTEE

In 2024, Borgo Egnazie established a Sustainability Committee to guide the implementation and monitoring of the ESG strategy. Its mission is to ensure that sustainability is integrated across all corporate areas (strategic and operational) and aligned with long-term goals.

The Committee operates as a governing and coordinating body, overseeing the following:

- the application of ESG principles to all departments;
- regulatory and internal compliance;
- risk monitoring and continuous improvement;
- comparison with best industry practices;
- internal and external communication of initiatives.

The members of this cross-functional sustainability team are appointed for renewable two-year terms based on their competencies and strategic role in the sustainability journey. The committee meets once a month to assess progress, address challenges, and identify new opportunities.

Decisions are made by consensus or by qualified majority, and policies are reviewed annually to reflect the evolution of standards and regulations.

From 2025, the Committee will be supported by a network of sustainability representatives, selected from across departments, to promote engagement and enhance operational impact.

These representatives are responsible for raising colleagues' awareness, promoting internal training, identifying opportunities for improvement in daily activities, promoting initiatives, and encouraging active participation.

Their work is focused on the following priorities:

- **GUEST EXPERIENCE**
promoting sustainable practices among staff and guests;
- **OPERATING PROCEDURES**
supporting initiatives related to energy, water, waste, and supply chains;
- **PEOPLE AND CULTURAL HERITAGE**
promoting the workforce's wellbeing, training, and inclusion (DEI).

Together, the Sustainable Committee and representatives form the backbone of Borgo Egnazia's transition governance towards a regenerative hospitality model that creates shared value for people, places, and the planet.



STRATEGIC PARTNERSHIPS

Collaboration is the core of Borgo Egnazia's sustainability journey. We believe that a meaningful, long-lasting transformation can only happen through shared expertise, aligned values, and collective action. Our partnership with **UCL School of Management's** Centre for Sustainable Business plays a key role in supporting and shaping our long-term strategy. This collaboration ensures that our approach is based on evidence, projected into the future, and rooted in the best global practices. We also work with a team of specialist consultants who bring experience and strategic vision to the development, implementation, and monitoring of our ESG roadmap. In addition to building international partnerships, we actively engage

with local institutions, suppliers, and cultural organisations, consolidating our role as a sustainable enterprise and a regional impact catalyst.

These collaborations promote knowledge sharing, community empowerment, and an increasing alignment within the hospitality ecosystem. Together, these synergies lay a solid foundation for achieving our sustainability goals, amplifying our ability to adapt, innovate, and lead with intention.

SUSTAINABILITY TRAINING

Education plays a crucial role in Borgo Egnazia's sustainability agenda. We believe that real change must be driven from within and that sharing knowledge, tools, and values is essential to embed sustainability across the organisation.

Our approach to education is structured, inclusive, and action-oriented. Everyone, from operational staff to executives, participates in regular training programmes on topics ranging from environmental responsibility and social equity to ethical governance.

Special courses for area managers equip them with the competencies they need to guide and inspire their teams. The training content is aligned with the goals of our sustainability roadmap and includes modules on the following:

- Operational improvements (e.g. energy, water, and waste management);
- Involvement of the local supply chain;
- A guest experience shaped by conscious hospitality.

However, we don't just focus on internal training. We consider sustainability education a cultural practice that can be expressed through storytelling, interaction with our guests, and community initiatives to share our values. This way, we raise awareness and promote a collective mindset focused on care for people and places.



MONITORING PROGRESS AND GENERATING IMPACT

Turning our sustainability ambitions into tangible results requires vision, structure, consistency, and accountability.

At Borgo Egnazia, every initiative in our sustainability agenda is backed by clear goals and a continuous monitoring and assessment system. Our commitments cover a wide range of priorities, from environmental performance and ethical procurement to inclusive corporate culture and stakeholder involvement. We define tangible goals for each area and monitor our progress through a sustainability balanced scorecard.

This scorecard allows us to monitor our progress against the strategic pillars of our sustainability plan, providing the following:

- operational visibility across different departments
- long-term impact assessment
- data that help drive decisions and corrective actions.

Every quarter, the Sustainability Committee reviews the scorecard and integrates its results into the broader corporate plan.

Annual reporting ensures transparency, enabling us to share our progress, build trust, and identify areas of improvement.

However, for us, monitoring is not just a requirement. It's part of our culture. We believe that measuring performance is a shared responsibility and a tool for continuous learning. By integrating this mindset into our daily operations, we transform our commitments into tangible, measurable impact, laying the foundations for a more sustainable future.

SOCIAL IMPACT AND RESULTS





PUTTING PEOPLE FIRST: INVESTING IN OUR TEAM AND THE COMMUNITY

Our bond with the territory is reflected in our selection practices. As a result, most of our partners are based in Puglia. All this strengthens our local roots and helps keep the community alive, competent, and involved.

Every experience we offer at Borgo Egnazia revolves around people. That's why we are happy to invest in our employees' training, wellbeing, and professional development.

We reward their performance with annual bonuses and provide a wide range of learning opportunities, including language courses, experiences at other venues within the group, and continuous personal and professional development programmes. We foster a culture of inclusion and connection. Two annual events bring our entire team together, and, at Christmas, we transform the main piazza into a festive Christmas market, creating magical moments for our employees and their families.

For us, a healthy work-life balance is paramount. Some of our employees can work from home, while all of them have access to free mental health and healthcare support via the FondoFast welfare programme.

Our commitment to education goes beyond our team. In fact, we collaborate with local hospitality and vocational schools and welcome their students for internships, during which they can hone their skills. This way, we help train the next generation of hospitality professionals. Our mission is to create a work environment where everyone feels valued, supported, and motivated because when our people thrive, our guests' experiences improve.

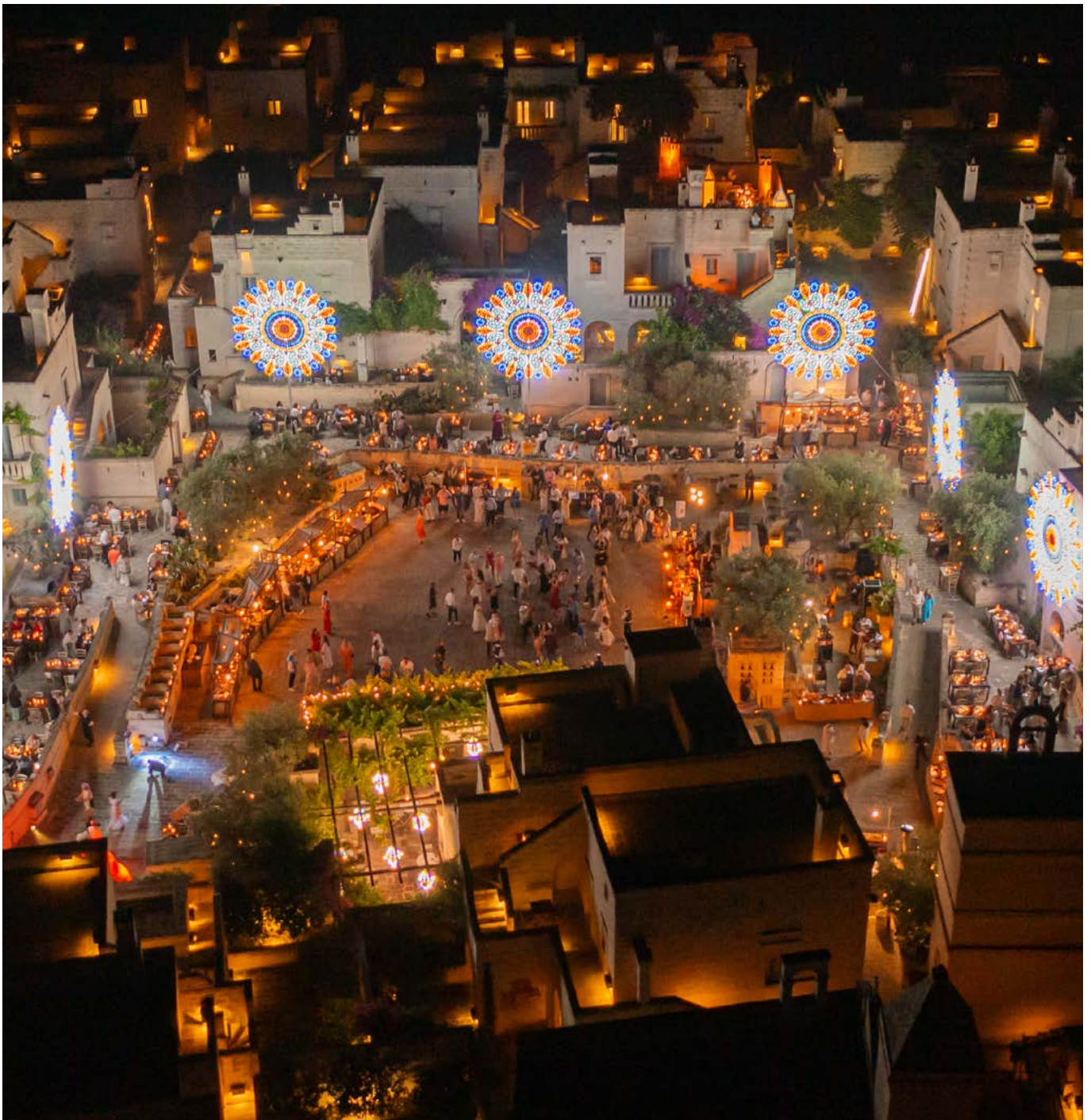
CELEBRATING AND SHARING PUGLIA'S CULTURE

At Borgo Egnazia, cultural heritage isn't something to be kept in a glass case, but a living, breathing part of our identity. That's why we organise meaningful initiatives to promote, protect, and celebrate Puglia's traditions.

LIVELY TOWN FESTIVALS

Our lively Town Festivals take place in our main piazza. This is where artisans, traditional cuisine, and street artists recreate the atmosphere of ancient festivals and community gatherings, bringing the Apulian spirit to life.

These events provide our guests with an exciting opportunity to immerse themselves in authentic local community life.



ASSOCIAZIONE CLARA: PROTECTING INTANGIBLE CULTURAL HERITAGE

Established to preserve local oral traditions, Associazione Clara plays a crucial role in documenting and safeguarding Puglia's intangible cultural heritage. The association organises events and cultural initiatives, transforming local knowledge, stories, songs, and customs into shared experiences for people from all over the world, keeping these traditions alive for the future.

INDIGENUS: A PERSONALISED APULIAN EXPERIENCE

Borgo Egnazia collaborates with Indigenus to create a unique, personalised travel experience. Indigenus is an Apulian company that creates tailor-made experiences for those who want to delve into the culture, flavours, and craftsmanship of a place. Every experience revolves around the guest's interests – from food and wine to cultural explorations – thanks to a network of local partners who share the same hospitality philosophy.

Indigenus organises everything from private artisan workshop tours to intimate dinners in secret places, to bespoke events, where every moment becomes a lasting memory. This is a perfect way to promote a conscious travelling experience that speaks to the heart.

LOCAL ADVISORS, THE KEY TO AN AUTHENTIC LOCAL EXPERIENCE

Nobody knows Puglia better than those who live there and experience it every day. That's why we have created the role of local advisor. These true cultural ambassadors play a key role in Borgo Egnazia's guest experience and accompany our guests throughout their stay to help them enjoy Puglia at its truest. Local advisors are the storytellers of the territory. They provide personalised guidance, arrange bespoke activities, and create memorable connections with our guests.



TOP EMPLOYER & GREAT PLACE TO WORK® 2024

People are at the core of everything we do at Borgo Egnazia. Their growth, wellbeing, and sense of belonging are the pillars of our long-term success and our idea of regenerative hospitality.

In 2024, we achieved the **Great Place to Work®** certification once again, confirming our commitment to promoting a positive, inclusive workplace built on mutual trust. This recognition echoes the voices of our employees and our corporate culture rooted in respect, collaboration, and shared values.

Another recognition that fills us with pride is the inclusion of **Egnazia Ospitalità Italiana among the Top 10 “Best Workplaces in Southern Italy 2024”** based on an anonymous survey of over 3,000 employees across the region.

This result shows how prioritising employee wellbeing creates fertile ground for innovation, collaboration, and excellence. We are also proud to have been named Top Employer 2024. This certification confirms the validity of our internal practices and encourages us to keep improving in all areas of our people strategy.

The entire certification process is a catalyst for growth and reflection, with benefits extending beyond our organisation:

- **ATTRACTING TALENTS**
today, professionals want to work in organisations that focus on people and purpose. These certifications consolidate Borgo Egnazia’s position as a top choice in this competitive labour market.
- **INCREASING LOYALTY**
a positive corporate culture boosts employee engagement and satisfaction, fostering loyalty and cutting turnover.
- **IMPROVING THE ORGANISATIONAL ENVIRONMENT**
regularly assessing HR practices and working conditions builds transparency, accountability, trust, and common purpose.
- **STRENGTHENING CORPORATE REPUTATION**
Recognition from authoritative institutions reinforces our reputation as a people-first organisation, while setting standards of excellence in hospitality and work culture.

These awards mirror our commitment to keep improving together every day.



SOCIAL RESPONSIBILITY AND CORPORATE WELFARE

At Borgo Egnazia, sustainability starts with people. A healthy, engaged, and supported workforce is essential for generating long-lasting shared value both within our organisation and the community we are part of.

In 2024, we significantly expanded our welfare programme and, in 2025, we will introduce new initiatives focusing on holistic wellbeing, personal development, and inclusive culture.

CARING FOR PEOPLE AND EMPLOYEE WELLBEING

Our approach to wellbeing is complete, people-centred, and proactive. We are committed to creating a work environment where every collaborator feels seen, valued, and able to grow physically, emotionally, and professionally. Every employee has access to free, confidential mental health support from qualified professionals to help them through their challenges both at work and in their personal lives. Free-vend period product dispensers are installed in all staff changing rooms.

In addition, employees can develop resilience and manage stress by participating in free yoga, pilates, and guided meditation classes.

Nutritious meals are offered free of charge every day, promoting healthy eating habits and creating moments of connection at work.

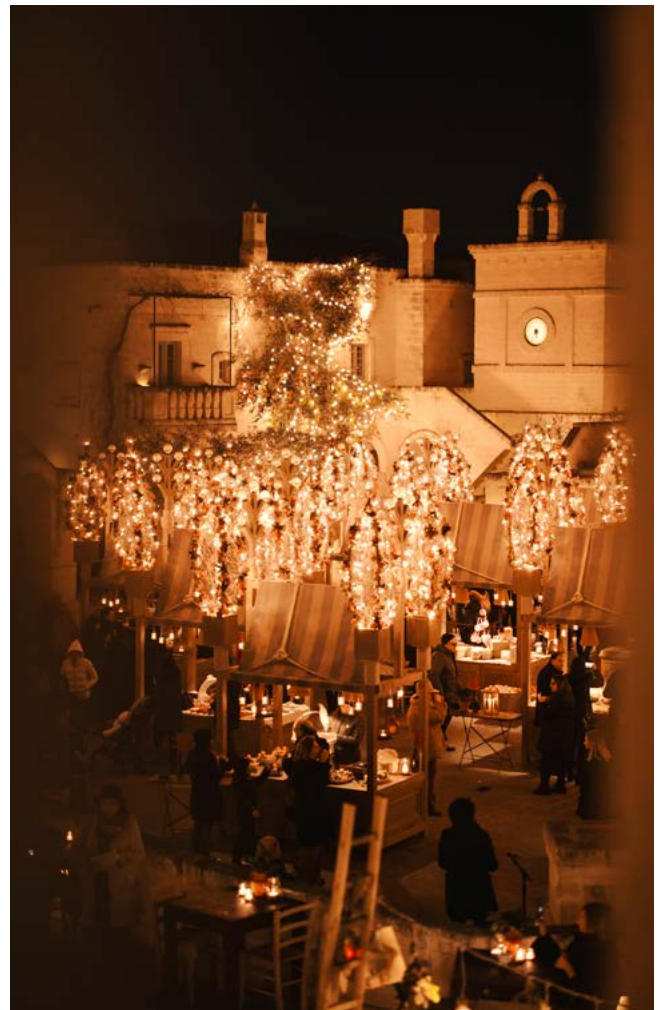
Routine check-ins between employees and managers help gain clear insights and constructive feedback, and grow with shared goals and transparent evaluation criteria.

BENEFITS AND WORK-LIFE BALANCE

We know that life is hectic and that the support our employees need must adapt to these circumstances. Our welfare initiatives support employees through life's different stages and responsibilities, ensuring work remains a source of fulfilment not stress. Annual surveys and questionnaires help us listen, learn, and improve. The feedback we collect guides our actions to strengthen corporate culture, security, and leadership. Commuters and relocating employees can rely on the affordable housing we provide in company-managed apartments and rooms.

We also celebrate personal milestones and birthdays with a personalised message through our internal app.

At the end of the year, we invite our personnel and their families to our Christmas Family Day at the Christmas market we set up in the main piazza. Finally, we hand out performance bonuses every year to celebrate personal dedication and team achievements.



COMMUNITY AND SOCIAL RESPONSIBILITY

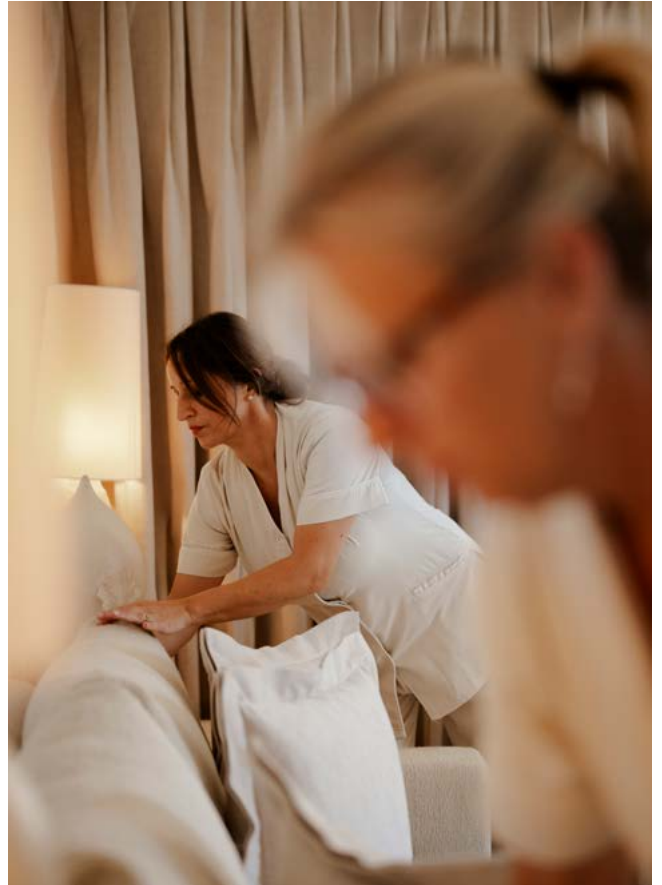
Our commitment to people goes beyond our company. We believe in our positive role for Puglia and take action to support health, culture, and the environment. For example, we contribute to the region's healthcare needs by organising blood donation days in collaboration with the blood donation agency AVIS. Every Christmas, our employees collect toys and participate in charitable events to support care homes and struggling local families. We also help protect the local environment through our Plastic-Free initiative, which involves our corporate volunteers in cleaning up our coastal and surrounding areas.

TEAM ENGAGEMENT AND CULTURE

Sharing, connection, and a sense of belonging are the core of our corporate culture. That's why we constantly create moments that strengthen team spirit and the bond between colleagues. Our daily internal communications keep everyone informed about company news, initiatives, and progress in our sustainability agenda.

The beginning and the end of every season are marked by corporate events that bring our entire team together to reflect, connect, and celebrate. Even informal moments like breakfasts and after-work drinks promote dialogue and new friendships. Our Christmas bingo tournament brings festive cheer to everyone, while our incentive challenges offer the chance to win fantastic prizes, including concert tickets and exclusive cultural experiences. A growing network of partnerships supports and adds value to our employee discount programmes through benefits and dedicated agreements. We firmly believe that when people thrive, everything else follows. That's why we keep investing in people, partnerships, and purpose. And Borgo Egnazia's welfare programme mirrors that perfectly.

Looking ahead and drawing on the experience of 2024, we continue promoting employee wellbeing, a healthy work-life balance, and shared prosperity within our organisation and in this land we call home.



BORGO EGNAZIA'S TEAM



481

EMPLOYEES WHO
MAKE UP THE BORGO
EGNAZIA TEAM

in 2024

Annual average number of employees

256

 FEMALE
EMPLOYEES

225

 MALE
EMPLOYEES

1%

MANAGERS

15%

OFFICE
WORKERS

84%

EMPLOYEES

27%

UNDER 30 YEARS OF AGE

53%

30-50

20%

OVER 50

ORGANISATIONAL STRUCTURE AND PEOPLE STRATEGY

As of 31 December 2024, Borgo Egnazia has 481 professionals*, including:

- 256 women
- 225 men

These people are the beating heart of our hospitality experience.

This community of passionate, qualified professionals embodies our values of excellence, authenticity, and sustainability.

Each employee is an ambassador of Borgo Egnazia's spirit and helps create a sophisticated, yet profoundly welcoming environment.

A MISSION REVOLVING AROUND PEOPLE

Borgo Egnazia's employees are true stakeholders of our success. We are committed to their wellbeing, engagement, and professional development, and aim to enhance individual potential and organisational performance. Our operating model requires precision, flexibility and a profound understanding of guests' needs. In this dynamic context, continuous education and personal development are crucial.

That's why we invest considerably in skill development, mentoring, and interfunctional collaboration, fostering a culture of shared learning and excellence.

AN AGILE SEASONAL WORK MODEL

Given the seasonality of the luxury hospitality industry, most of our workforce is hired on fixed-term contracts. This agile model allows us to efficiently scale operations during peak seasons, maintaining the high standards our guests expect.

Despite this flexibility, we are consistently focused on people. Every employee, whatever their contract, has access to training, welfare initiatives, and growth opportunities within our organisation.

INTERNAL COMMUNICATION AND ENGAGEMENT

Effective internal communication is a pillar of our people strategy. All employees are guaranteed to be regularly informed about corporate news, strategic priorities, and goals achieved.

Daily briefings, plenary meetings, and digital channels help us promote transparency and alignment in every department.

We also believe that employees who feel more involved offer exceptional service.

That's why we prioritise open dialogue as well as feedback and active participation opportunities in shaping our corporate culture, ensuring everyone feels part of our long-term vision.

HUMAN CAPITAL AS A COMPETITIVE ADVANTAGE

Ours is a strategic human capital approach. For us, talent development isn't just a responsibility. It's a key driver of innovation and differentiation in an increasingly competitive market.

We nurture skills, recognise individual contributions, and promote a culture of respect and inclusion to ensure that Borgo Egnazia remains a benchmark for guest and employee experience.

*annual average number of employees

	2022			2023			2024		
PERMANENT CONTRACT	38	53	91	63	76	139	56	60	116
FIXED-TERM CONTRACT	168	142	310	182	165	347	204	161	365
TOTAL	206	195	401	245	241	486	260	221	481
FULL-TIME CONTRACT	175	182	357	217	228	445	225	223	448
PART-TIME CONTRACT	28	10	38	24	10	34	31	2	33
FLEXIBLE WORKING HOURS CONTRACT	3	3	5	4	3	7	0	0	0
TOTAL	206	195	401	245	241	486	256	225	481

□ WOMEN □ MEN ■ TOTAL

During the reporting period, operational staff formed the bulk of our workforce (84%), followed by administrative staff (15%) and managers (1%).

Our workforce includes various age groups: about 27% are under 30, 52% are between 30 and 50, and 21% are over 50.

The table below provides a breakdown of employees by professional category and gender in the period between 2022 and 2024.

	2022			2023			2024		
EXECUTIVES	0	0	0	0	0	0	0	1	1
MANAGERS	2	12	14	1	11	12	2	4	6
OFFICE WORKERS	25	31	56	52	44	96	47	23	70
WORKERS	170	161	331	24	186	378	215	189	404
TOTAL	197	204	401	245	241	486	264	217	481

□ WOMEN □ MEN ■ TOTAL

The composition of our workforce shows a progressive increase in operational staff in the past few years, while the number of office workers and managers has decreased. This trend stems from the integration of those profiles into the parent

company EOI, which has streamlined management and admin functions, enhancing organisational efficiency across the group.

	2022				2023				2024			
EXECUTIVES	0	0	0	0	0	0	0	0	0	1	1	2
MANAGERS	0	12	2	14	0	9	3	12	0	5	1	6
OFFICE WORKERS	17	39	0	56	6	60	3	96	17	51	1	69
WORKERS	90	183	58	331	173	170	29	378	113	192	99	404
TOTAL	107	234	60	401	179	239	35	486	130	249	102	481

under 30
 30 to 50
 over 50
 Total

Our entire workforce is covered by the national collective bargaining agreement.

As for non-employee workers, they are usually contractors on fixed-term contracts. We rely on these contractors to handle peak season in the summer.

In 2024, we hired 119 people.

Our recruitment process is based on the principles of equal opportunity and fair treatment, ensuring each candidate is evaluated solely on their skills and merit, with no discrimination on the grounds of gender, nationality, age, religion, political views, or other personal details.

This principle of impartiality guides every stage of the process from screening to hiring.

Equity is already central to our recruitment process; however, we are constantly working to consolidate our approach to **diversity, equity, and inclusion (DEI)** by:

- identifying gaps and areas for improvement in current practices and policies;
- promoting an increasingly inclusive and diverse work environment across departments;
- aligning DEI initiatives with our broader sustainability and people strategies.

Remuneration and benefits are defined fairly and transparently, considering each employee's competencies, experience, and responsibilities. We ensure gender pay equity at all levels and regularly monitor internal data to close any gaps. All new hires participate in an onboarding programme that helps them integrate smoothly into the company. During this programme, new employees familiarise with Borgo Egnazia's values, culture, and long-term vision, receive relevant documents (occupational safety policy, code of ethics, company benefits) and clear indications on internal procedures and contact

points, and are involved in opportunities to meet and interact with managers and colleagues.

Our long-term goal is to foster a culture where every individual – regardless of their background – feels acknowledged, valued, and in the position to succeed. We provide our employees with a solid foundation from day one because we want them to feel welcomed, informed, and aligned with our shared goal.



The table below shows the total number of hires and terminations for the period 2022-2024.

NEW HIRES AND EMPLOYEE TURNOVER	2022				
	NO. OF EMPLOYEES	NO. OF NEW HIRES	NO. OF TERMINATIONS	POSITIVE TURNOVER RATE	NEGATIVE TURNOVER RATE
WOMEN	206	151	126	73%	61%
under 30	61	47	35	77%	57%
30-50	112	75	65	67%	58%
over 50	33	29	26	88%	79%
MEN	195	127	112	65%	57%
under 30	46	42	35	91%	76%
30-50	120	60	55	50%	46%
over 50	29	25	22	86%	76%
TOTAL	401	278	238	69%	59%
under 30	109	89	70	82%	64%
30-50	247	135	120	55%	49%
over 50	68	54	48	79%	71%

NEW HIRES AND EMPLOYEE TURNOVER	2023				
	NO. OF EMPLOYEES	NO. OF NEW HIRES	NO. OF TERMINATIONS	POSITIVE TURNOVER RATE	NEGATIVE TURNOVER RATE
WOMEN	245	126	95	61%	39%
under 30	108	68	53	63%	49%
30-50	113	52	39	46%	35%
over 50	24	6	3	25%	13%
MEN	241	153	124	63%	51%
under 30	108	88	73	81%	68%
30-50	112	61	49	54%	44%
over 50	21	4	2	19%	10%
TOTAL	486	279	219	57%	45%
under 30	216	156	126	72%	58%
30-50	225	113	88	50%	39%
over 50	45	10	5	22%	11%

NEW HIRES AND EMPLOYEE TURNOVER	2024				
	NO. OF EMPLOYEES	NO. OF NEW HIRES	NO. OF TERMINATIONS	POSITIVE TURNOVER RATE	NEGATIVE TURNOVER RATE
WOMEN	264	119	29	61%	39%
under 30	64	35	5	63%	49%
30-50	143	59	20	46%	35%
over 50	57	25	4	25%	13%
MEN	217	98	31	63%	51%
under 30	67	33	9	81%	68%
30-50	113	55	16	54%	44%
over 50	37	10	6	19%	10%
TOTAL	481	217	60	57%	45%
under 30	131	68	14	72%	58%
30-50	256	114	36	50%	39%
over 50	94	35	10	22%	11%

THE VALUE OF EXCELLENCE

Borgo Egnazia's staff embody the values of excellence that help create a superior guest experience.

PROFESSIONALISM

Our staff stand out for their professionalism in every area of responsibility, demonstrating an impeccable, competent approach and ensuring world-class service.

ATTENTION TO DETAIL

Attention is a distinctive characteristic that can be found everywhere, from the rooms to the restaurant, from housekeeping to the various activities offered, ensuring that every aspect and every detail meets the highest standards.

FOCUSED ON GUEST SATISFACTION

Our guests' satisfaction is our number one priority. Those who choose Borgo Egnazia expect impeccable, personalised service, and our staff exceed these expectations with warmth and professionalism.

TEAM SPIRIT AND COLLABORATION

Succeeding in the hospitality sector requires a strong team spirit. Borgo Egnazia can rely on a close-knit team that ensures a harmonious guest experience.

EFFECTIVE COMMUNICATION

Communication is grounded in respect, clarity, and effectiveness, knowing that collaboration with guests and colleagues is essential.

EMPATHY AND KINDNESS

Our staff are kind and empathic in every interaction and handle even the most complex situations calmly and efficiently, always with guest satisfaction in mind.

SUSTAINABILITY AND SOCIAL RESPONSIBILITY

Sustainability and social responsibility are integral to Borgo Egnazia's values, underscoring our commitment to the environment and local community.



PROFESSIONAL DEVELOPMENT

Integrating environmental and social responsibility into every aspect of Borgo Egnazia's operations is paramount, including our people's growth and development.

We are aware of the role a valued, well-trained team plays in offering a superior experience and helping us achieve our long-term sustainability goals.

TRAINING FOR EXCELLENCE

We continuously invest in education and professional development to meet the increasing demands of today's guests, especially those seeking a more conscious and responsible way of travelling. At Borgo Egnazia, training is not limited to operational skills. Instead, it's a holistic process that strengthens our core values, improves the quality of our service, and promotes a proactive mindset. Training allows our team to:

- Keep up-to-date with the latest trends in the hospitality and sustainability sectors
- Embrace innovative services and technologies
- Provide exclusive, personalised experiences aligned with our identity
- Support the implementation of our sustainability strategy

Training is assigned based on specific roles and covers a wide range of areas, including guest reception and safety protocols, interpersonal communication, time management, and better sustainability practices.

CONTINUOUS PROFESSIONAL DEVELOPMENT

In addition to mandatory training on health and safety, Borgo Egnazia provides a variety of professional development courses designed to advance individual careers while improving team cohesion and service innovation.

Our primary focus areas are the following:

- Leadership and team management
- Guest experience and excellent service
- Wellness and entertainment
- Sustainable tourism and hospitality aligned with ESG standards

Team-building initiatives also play an essential role in promoting collaboration, consolidating internal relationships, and improving the workplace environment.

PERFORMANCE AND EMPOWERMENT

Our annual employee performance assessment is designed to align their personal development with our corporate goals.

These evaluations are crucial for developing human capital and enable us to identify talents and areas for improvement, promote individual accountability and growth, and improve the quality and consistency of our services.

This approach aligns with our broader goal of creating a work environment where everyone can grow professionally and feel supported, valued, and accountable while making a significant contribution to our sustainability mission.

We at Borgo Egnazia believe that when people thrive, our purpose flourishes, too.

HEALTH, SAFETY AND WELLBEING

Ensuring our team's health, safety, and wellbeing in an inclusive and sustainable workplace is a fundamental priority at Borgo Egnazia. In 2023, we established a new Health, Safety, and Environment (HSE) department to oversee preventive measures and monitor compliance with relevant regulations.

This function remains active in 2024, consolidating our culture of risk awareness and accountability across our organisation.

One way we commit to minimising the risk of accidents and injuries at work is by ensuring proper maintenance of shared spaces and infrastructure.

In compliance with Italian Legislative Decree 81/08, we have implemented a set of preventive and protective measures to harmonise procedures across the Egnazia Ospitalità Italiana (E.I.T.) Group. Transparent and effective communication with our staff helps ensure everyone is informed about safety standards and motivated to report any risks or concerns.

In 2024, the total number of work-related injuries was 15, confirming the impact of our preventive measures and staff awareness programmes.

	USE OF MACHINERY		
	2022	2023	2024
USE OF MACHINERY	2	2	1
LIFTING OF MACHINERY	-	-	-
ACCIDENTS ON THE WAY TO AND FROM WORK AND ACCIDENTAL FALLS AT WORK	18	13	14
TOTAL	20	18	15

At Borgo Egnazia, ensuring a healthy, safe, and sustainable workplace is a top priority embedded in our people-centred values and sustainability commitments. As described in the previous CSR and Welfare section, our approach to occupational health is not just about regulatory compliance. It's more about fostering a culture of care, where safety, wellbeing, and mental health support go hand in hand. Training is a pillar of Borgo Egnazia's risk management strategy, as it increases employees' awareness of potential risks and prepares them to handle them effectively, reducing the likelihood of accidents and work-related injuries.

Our training programmes cover a vast array of topics, including the following:

- Concepts of risk, damage, prevention, and protection
- Organising occupational health
- Roles, responsibilities, rights, and penalties
- Supervisory and regulatory bodies

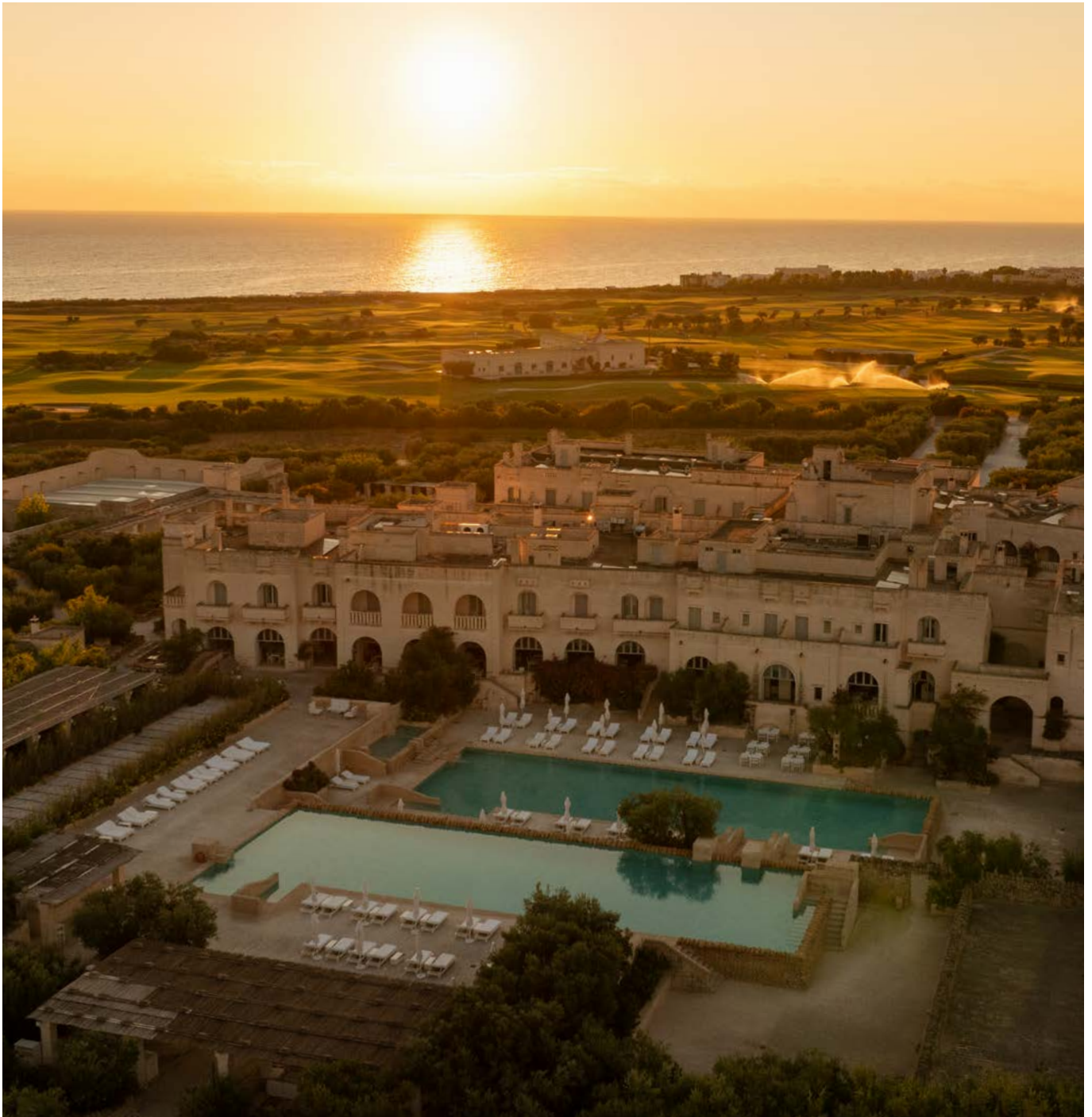
Role-specific risks and protective procedures applicable to Borgo Egnazia.

To support continuing education, we are also developing an app, which will allow our employees to:

- Monitor completed training hours
- Access course certificates
- Monitor their progress in real time

This innovation will enhance transparency and give our employees more control over their CPD. Creating a healthy, safe, and inclusive workplace is a strategic priority for a person-centred organisation like ours.

Recognising talent and personal commitment helps boost excellence, strengthen engagement, and support long-term professional satisfaction.



SUPPLY CHAIN PROFILE AND MANAGEMENT

Borgo Egnazia's supply chain is not just a logistics network. It's the strategic expression of our values, our bond with the territory, and our commitment to sustainability and cultural heritage.

We collaborate with a diverse network of local suppliers who embody Puglia's quality, authenticity, and tradition. Each item, from the fresh ingredients used in our kitchens to the artisanal products used in our venue, tells a story rooted in sustainability and local culture. By collaborating with local farmers, artisans, and producers, we support the region's economy, promote ethical practices, and preserve cultural identity.

This approach allows our guests to enjoy a luxurious experience immersed in the region's authentic soul.

Responsible procurement is at the centre of Borgo Egnazia's sustainability strategy.

Our procurement choices are guided by environmental, social, and economic criteria and reflect our commitment to reducing our environmental impact through shorter supply chains, promoting circular economy principles, and building partnerships that prioritise quality and ethics. All this brings tangible benefits to the local community, too, boosting economic development, increasing job opportunities, and helping preserve traditions.

In 2024, 45% of Borgo Egnazia's suppliers were based in Puglia and 40% of key suppliers operated in Italy.

NUMBER OF SUPPLIERS	FY 2022		FY 2023		FY 2024	
	NO.	% OF THE TOTAL	NO.	% OF THE TOTAL	NO.	% OF THE TOTAL
LOCAL SUPPLIERS (PUGLIA)	804	46%	902	45%	925	45%
SUPPLIERS IN ITALY	738	42%	825	41%	832	40%
SUPPLIERS IN EUROPE	118	7%	149	7%	146	7%
NUMBER OF SUPPLIERS IN THE REST OF THE WORLD	81	5%	138	7%	173	8%
TOTAL SUPPLIERS	1,741	100%	2,014	100%	2,076	100%

BUDGET SPENT ON SUPPLIERS	FY 2022	FY 2023	FY 2024
	% OF THE TOTAL	% OF THE TOTAL	% OF THE TOTAL
LOCAL SUPPLIERS (PUGLIA)	32%	32%	38%
SUPPLIERS IN ITALY	60%	63%	54%
SUPPLIERS IN EUROPE	4%	4%	4%
NUMBER OF SUPPLIERS IN THE REST OF THE WORLD	3%	2%	3%
TOTAL SUPPLIERS	100%	100%	100%

To further align Borgo Egnazia's supply chain with our sustainability goals, we have introduced an ESG supplier questionnaire to assess and promote environmental and social responsibility in our procurement activities. The aim is to strengthen engagement, identify shared priorities, and promote sustainable practices among our partners. This initiative stems from our commitment to integrating sustainability throughout the entire value chain, not just our operations, but also in collaboration with all those who help us achieve our vision of responsible hospitality.

The self-assessment supplier questionnaire enables a detailed and transparent evaluation of their practices and has proven to be an effective tool for integrating ESG criteria into our procurement process.

We have increased the number of participating Borgo Egnazia suppliers to 267 to progressively map out our supply chain's ESG profile more effectively. This questionnaire also stimulates suppliers to improve their sustainability practices. Our commitment to identifying responsible suppliers can become a catalyst for improving our partners' ESG performance.

GUEST SATISFACTION

At Borgo Egnazia, we strive to offer a world-class, sustainable, and conscious hospitality experience. Guest satisfaction is central to the long-term success of any hospitality offering and offers an opportunity to align excellent service with our broader sustainability values.

We monitor guest satisfaction through regular feedback, which enables us to identify areas for improvement and promptly take action. Every year, we assess guest satisfaction through ReviewPro, a platform that tracks feedback from questionnaires and online reviews.

We analyse our guests' feedback periodically, covering areas like the booking process, room quality, our local advisors, our Vair Spa, and food and beverage.

The questionnaire is structured like a decision tree. It begins with three mandatory questions on the overall experience, followed by optional sections covering every stage of the stay, from booking to check-out. Guests who provide their email address (and GDPR consent) and book through any platform, except The Leading Hotels of the World, receive a ReviewPro questionnaire within 24 hours of check-out. Guests who book through Leading Hotels receive a Qualtrics questionnaire under the same conditions. These two questionnaires

use different scoring systems. ReviewPro uses a scale from 1 to 5, whereas Qualtrics uses a scale from 0 to 10; however, all the data are normalised and combined into a consolidated score for each category. This structured and coherent approach has enabled Borgo Egnazia to maintain high levels of satisfaction in all areas. In particular, in 2024, it improved in several categories, including our Local advisors and Vair Spa, compared to 2023, bringing our Net Promoter Score (NPS) from 76.34 up to 80.67.

This positive trend stems from our focus on personalised service, sustainable hospitality, and operational excellence.

AREAS (AS OF 31 DECEMBER)	2022	2023	2024
BOOKING	-	4.71	4.70
ROOM	4.61	4.77	4.75
LOCAL ADVISOR	4.75	4.70	4.80
VAIR SPA	4.55	4.69	4.78
F&B	4.60	4.68	4.71
NPS	4.55	76.34	80.67

A SUSTAINABLE GUEST EXPERIENCE

Borgo Egnazia guests' experience begins well before their arrival.

It often begins with curiosity or inspiration from a friend's recommendation, a story read online, or a picture on social media.

We actively shape guest expectations right from the first contact through authentic, transparent communication that reflects the beauty of the place as well as our care, responsibility, and respect for people and the planet.

The connection with our potential guests starts taking shape as they explore our world through our website, reviews, or conversations with our team. During this discovery stage, we provide information that helps them imagine their stay with us, highlighting the aspects that define our sustainable approach, from the local ingredients used in our kitchens to the immersive experiences that celebrate the land and culture of Puglia.

Then, when they decide to book, communication becomes more personal. For example, before they arrive, we share practical details and personalised recommendations, ensuring that every guest feels inspired and looked after. Planning is also part of the experience, whether it's booking a spa treatment inspired by ancient traditions, a bike tour through the olive groves, or one of our seasonal activities mirroring our commitment to conscious travel.

Every arrival at Borgo Egnazia is a special moment, in which every detail makes our guests feel welcome and valued.

Our staff introduces them to the place and the philosophy behind it, i.e., hospitality as a form of art rooted in care and purpose.

We strive to provide excellence throughout their stay through personalised service, immersive rituals, and silent moments of beauty. Whether dining at our restaurants, relaxing at our Vair Spa, or participating in cultural events or nature-based activities, every guest steps into a world where every detail is carefully considered. Our commitment to sustainability shines through our eco-friendly products and locally sourced ingredients, but also in the way we listen, adapt, and connect with every single person.

And this connection continues even when it's time to say goodbye. A stay at Borgo Egnazia often becomes a story to tell friends, family, and the online community. Once our guests check out, we keep engaging with them with care and gratitude, collecting feedback, communicating mindfully, and inviting them to return whenever they want to reconnect with their experience here.

We aim to leave guests with a lasting sense of beauty and belonging, and the impression that they have done something meaningful. It's not just about hospitality. It's about creating long-lasting connections built on shared values and unforgettable moments.

CONNECTING TO THE TERRITORY AND SUPPORTING THE LOCAL COMMUNITY

Borgo Egnazia is intrinsically tied to its land. Inspired by the region's cultural and architectural heritage, Borgo Egnazia blends harmoniously into the surroundings, embodying the essence of Puglia's landscape, people, and traditions.

Guests here can enjoy experiences that immerse them in the local identity. Food and wine tours, cultural excursions, and handicraft workshops help them create authentic connections with the local community and territory and learn more about the Apulian heritage.

This bond with the region, its stories, and values ensures a truly immersive experience that goes far beyond Borgo Egnazia's walls.

Our commitment to preserving and enhancing local resources results in a virtuous cycle of mutual benefit between Borgo Egnazia and the local community.

Our main initiatives include the following:

- Bike or vintage car tour through country roads
- Cooking lessons with traditional recipes
- Olive oil tastings
- Guided hiking tours

For us, supporting the local community is central to creating a thriving and sustainable environment. That's why we invest in initiatives that improve the quality of life in the surrounding area. And the aforementioned Associazione Clara plays a key role in this mission. This association preserves Puglia's cultural heritage, from arts and crafts to recipes to music and folklore, creating vivid narratives that bridge the present and the past. Thanks to this collaboration, we can provide experiences that celebrate the local identity and creativity. Every sustainable action becomes even more valuable when the effort is shared. This community-led dialogue we foster with Associazione Clara sustains cultural continuity and conscious growth. Local employment is also important to us. That's why we provide job opportunities and professional development through training and mentoring. Students who intern with us gain practical experience across various departments, from hotel operations and culinary arts to guest services and event planning.

These opportunities provide young professionals with the skills and knowledge they need to manage hospitality in an innovative, sustainable way.





ENVIRONMENTAL
RESPONSIBILITY

ENVIRONMENTAL RESPONSIBILITY AND REGENERATIVE PRACTICES

The increasing awareness of tourism's environmental impact has led us to adopt practices to reduce Borgo Egnazia's footprint. All our daily choices – from eco-friendly materials and water and energy savings to long-term social and environmental initiatives with local organisations – support sustainability.

Careful use of natural resources, waste reduction, use of renewable energy wherever possible, and biodiversity protection are among the pillars of our strategy and integral to the design and management of Borgo Egnazia.

Even our guests play a primary role by seeking and supporting sustainable initiatives and verifying practices before they book.

This growing interest impacts our ethical values and commitment to transparency and environmental responsibility.

Clear communication with our guests, continuous efforts to improve environmental practices, and transparent measures help protect the planet's health and create a positive brand perception among guests and stakeholders.

We also work to protect Puglia's unique biodiversity. For example, the vast green areas surrounding Borgo Egnazia are carefully maintained to support native plant species.

Our conservation efforts also include initiatives focusing on protecting the local wildlife and its natural habitat.

We also adopt regenerative practices such as vermiculture, which enriches the soil, and beekeeping, which enhances pollination and biodiversity. At the end of each growth cycle, organic matter is used to enrich the soil with life, microorganisms, and nutrients.

This process makes the soil more fertile and resilient, reducing the need for irrigation and external resources. At Borgo Egnazia, we promote sustainable agriculture by using local, seasonal ingredients in our restaurants. This way, we support local farmers and help preserve the variety of traditional crops. Sustainability shapes the way we select and celebrate ingredients from the soil to the table. Our Michelin-star restaurant, Due Camini, offers a plant-based, biodiversity-inspired menu that follows the rhythm of nature. Every vegetable is the star of three dishes prepared using techniques that elevate flavour and texture and celebrate our deep ties with the land.



In addition, immersive experiences such as nature walks, hiking, and bike tours allow our guests to experience the region's biodiversity firsthand. These integrated efforts demonstrate our commitment to ensuring an exceptional experience at Borgo Egnazia while protecting Puglia's environment and extraordinary biodiversity.

MAIN INITIATIVES

Borgo Egnazia is responding to the growing awareness of tourism's environmental impact by reinventing its operating model, adopting a more thoughtful, circular approach. This transformation is evident in its design and daily operations, but also in our way of interacting with the territory, our guests, and the community.

Sustainability is a journey we take together, and our efforts mirror this shared spirit of responsibility.



Banco Alimentare is an Italian organisation at the forefront of the fight against food waste and poverty.

Established in 1989, Banco Alimentare operates across Italy through a network of regional organisations and in collaboration with thousands of charities. Its mission is to collect the surplus of the food production and supply chain and redistribute it free-of-charge to people and families in need. Banco Alimentare also promotes a circular, solidarity-based economic model.

RESPONSIBLE WASTE AND RESOURCE MANAGEMENT

Waste prevention and responsible reuse are central to our everyday operations.

COLLECTING COOKING OIL

A local, certified company (a member of the national CONOE consortium) collects our used cooking oil and converts it into environmentally friendly biodiesel. This process completes a cycle, transforming kitchen waste into renewable energy.

FIGHTING FOOD WASTE

Our kitchen brigade is trained to prepare all meals based on the number of guests, avoiding surplus. In addition, during major events, such as the G7 summit we had the honour to host in 2024, we cooperate with Banco Alimentare to collect surplus. In particular, during the G7 summit, we donated almost 1,500 portions of food to local people and families in need.

REDUCING RESTAURANT LINENS

We have gradually reduced the use of table linens in our restaurants to reduce unnecessary wash cycles (thereby saving water and detergent). This way, this initiative supports both our environmental and economic sustainability goals.



A SEED BANK FOR A REGENERATIVE FUTURE

La Casa delle Sementi is a project launched in late 2024 to help preserve local biodiversity and agricultural heritage.

The aim is to collect, preserve, and cultivate endangered traditional seed varieties. Each seed tells a story about the local heritage and community. With this initiative, we strive to protect ancient knowledge and revive forgotten crops neglected by industrial agriculture that are essential for climate resilience.

The main goals are the following:

- Preserving seeds for conservation and research
- Restoring species adapted to arid environments
- Exchanging knowledge between farmers
- Creating a living archive of local biodiversity

This seed bank combines innovation and ancient knowledge, promoting agriculture that works with nature instead of trying to control it.

It will be a cultural and scientific hub for regenerative practices.





SAVE THE OLIVES PROTECTING LOCAL BIODIVERSITY

Borgo Egnazia supports Save the Olives, a non-profit organisation on a mission to protect Puglia's olive trees from the devastating effects of *Xylella Fastidiosa*.

The aim is to create the world's largest olive grove biodiversity hub on a 5-hectare site in Ugento. This experimental olive grove will help farmers and researchers in the fight against the *Xylella* epidemic by providing a safe home for resilient olive tree varieties that will be cultivated and

analysed using advanced infrastructure. In 2025, we will extend this protection to the entire surrounding area by grafting centuries-old olive trees from our estate and from neighbouring ones. This initiative goes far beyond agriculture. It's a way of preserving the identity, heritage, and economic stability of this region, rooted in centuries of olive-growing.

SUSTAINABLE MOBILITY

Mobility is more than movement.

It's a way of interacting with the environment, a daily practice that can either disrupt it or harmonise with it. At Borgo Egnazia, we believe that sustainable transportation must follow nature's pace, respecting the rhythm of the landscape and the wellbeing of people and the place.

To do so, we prioritise low-impact solutions that are also a practical and elegant alternative to conventional means of transport.

Whether to move around the property, get to the beach, or explore the surroundings, our guests and teams can rely on responsible transport options that are fun, too.

- Electric buggies allow guests to move around Borgo Egnazia without noise and emissions.
- Charging stations are available for electric vehicles.
- E-bikes are a relaxing way to immerse yourself in nature and explore the surroundings.
- Our team's bicycles help make internal transport lighter and more sustainable.

Since 2021, our sustainable mobility programme also includes a unique option:

a curated collection of vintage cars converted into electric vehicles. Five iconic models, full of timeless Italian charm, are available to explore Borgo Egnazia, visit Cala Masciola, and venture to the surrounding areas. This project celebrates Italian charm and craftsmanship, blending tradition, innovation, and care for the environment.

We have also introduced an advanced real-time energy monitoring system. At the moment, it is used to monitor electricity usage, but it will soon be extended to water and gas consumption.

This system allows us to track energy consumption, detect anomalies, and take targeted measures for a more conscious and responsible use of resources.



SMART ENERGY MANAGEMENT: KONTROLON

Energy is a determining factor in the sustainability equation, not only as a primary source of emissions but also as a major cost in hotel operations.

Reducing consumption and improving energy efficiency is a climate imperative and a strategic priority.

That's why we use KontrolON, an advanced digital platform that monitors, manages, and optimises energy usage in real time. Now a pillar of our environmental strategy, KontrolON enables us to monitor all areas, take prompt action, make informed decisions, and measure impact, resulting in smarter, more transparent, and more responsible operations.

Its main functions include the following:

- Monitoring of gas, water, and electricity usage in real time across the property
- Early detection of anomalies and inefficiencies, allowing for quick, targeted action
- Predictive analysis, which helps anticipate demand, allocate resources, and improve strategic planning

Alignment of performance data with internal KPIs and our broader sustainability goals
KontrolON is more than a tool. It helps support a cultural shift, promoting awareness and responsibility at all levels. Customised notifications and alerts allow our team to promptly take action, reducing waste and maintaining the high standards our guests expect. Systems like KontrolON are a significant step towards our low-emission future, advancing environmental goals and long-term resilience and innovation.



ENERGY CONSUMPTION AND EMISSIONS

At Borgo Egnazia, we continuously monitor energy consumption and strive to improve our environmental performance by using energy rationally and efficiently.

In general, the company's consumption is linked to the operation of its hotel facilities, climate control, and the use of systems and equipment to provide its services.

Below is a breakdown of the quantitative data concerning energy consumption for the 2022-2024 period.

The data are expressed in gigajoules, the unit of measurement required by GRI standards, which allows comparison across various sources and fuels.

ENERGY CONSUMPTION (GJ)	2023	2024
NATURAL GAS	6,342.50	5,957.65
CORPORATE FLEET FUEL	1,002.76	
DIESEL	719.17	356.16
PETROL	283.59	130.77
LPG	–	–
ELECTRICITY	21,456.04	20,602.63
TOTAL CONSUMPTION	28,801	27,047

NOTES

Natural gas – data in standard cubic metres were converted to GJ by using the average lower heating value of natural gas in Italy (0.03621).

FUEL

- DIESEL – data in litres of diesel were converted to GJ by using the lower heating value (LHV) of diesel (0.0431).
- petrol – data in litres of petrol were converted to GJ by using the lower heating value (LHV) of petrol (0.02608).

ELECTRICITY – data were converted to GJ, using the conversion factor (0.00359).

GREENHOUSE GAS EMISSIONS

The greenhouse gas emitted by Borgo Egnazia's activities can be divided into direct and indirect emissions.

Direct (Scope 1) emissions come from fossil fuels used to produce heat and electricity, vehicle refuelling, and the leakage of fluorinated gases used in refrigeration, air conditioning, and heat pumps. At Borgo Egnazia, these emissions are

mainly associated with the use of natural gas, fuel for our corporate fleet, and leakage of fluorinated gases.

In 2024, Scope 1 emissions amounted to 444 tCO₂e, -23% compared to 2023 (577 tCO₂e).

DIRECT (SCOPE 1) EMISSIONS (tCO₂e)

SOURCE	UNIT	2023	2024	Δ 23 vs 24
NATURAL GAS	(tCO ₂ e)	360	339	-6%
BULK LPG	(tCO ₂ e)	27	22	-20%
BOTTLED PROPANE	(tCO ₂ e)	16	10	-36%
DIESEL (FOR ELECTRIC GENERATORS)	(tCO ₂ e)	18	–	-100%
TOTAL EMISSIONS FROM VEHICLES	(tCO ₂ e)	65	34	-48%
OF WHICH PETROL	(tCO ₂ e)	23	12	-48%
OF WHICH DIESEL	(tCO ₂ e)	42	22	-48%
F-GAS LEAKS	(tCO ₂ e)	91	38	-58%
TOTAL SCOPE 1 EMISSIONS	(tCO ₂ e)	577	444	-23%

NOTES

- Scope 1 emissions were analysed with reference to Borgo Egnazia Srl's carbon footprint boundary, using the operational control approach.
- Estimates based on primary consumption data cover diesel for electric generators, bulk LPG, and bottled LPG/propane.
- In 2023, bottled LPG was replaced by bottled propane.
- emissions were calculated using the most recent conversion factors published by the UK Department for Environment, Food & Rural Affairs (DEFRA).

Indirect (Scope 2) emissions relate to purchased electricity used to power the company's hotel facilities and equipment and for lighting. Scope 2 emissions were calculated using the location-based and market-based methods, in accordance with the GRI standards.

In 2024, Scope 2 emissions amounted to:

- **1,148 tCO₂e (location-based), -19% compared to 2023 (1,416 tCO₂e).**
- **2,527 tCO₂e (market-based), -14% compared to 2023 (2,931 tCO₂e).**

INDIRECT (SCOPE 2) EMISSIONS (tCO₂e)

SOURCE	UNIT	2023	2024	Δ 23 vs 24
PURCHASED ELECTRICITY (LOCATION-BASED)	(tCO ₂ e)	1,416	1,148	-19%
PURCHASED ELECTRICITY (MARKET-BASED)	(tCO ₂ e)	2,931	2,527	-14%

NOTES

1. Scope 1 emissions were analysed with reference to Borgo Egnazia Srl's carbon footprint boundary, using the operational control approach.
2. The purchased electricity consumption analysis includes values referring to electric vehicles owned by Borgo Egnazia Srl and those leased for exclusive use.
3. Scope 2 emissions were calculated using the location-based method and the most recent conversion factors published by the Italian Institute for Environmental Protection and Research (ISPRA).
4. Scope 2 emissions were calculated using the market-based method and the most recent conversion factors published by the Association of Issuing Bodies (AIB). These AIB factors refer solely to carbon dioxide emissions allowing them to be reported in tCO₂.

TOTAL SCOPE 1 AND 2 EMISSIONS (tCO₂e)

SOURCE	UNIT	2023	2024	Δ 23 vs 24
TOTAL SCOPE 1 AND 2 EMISSIONS (LOCATION-BASED)	(tCO ₂ e)	1,993	1,592	-20%
TOTAL SCOPE 1 AND 2 EMISSIONS (MARKET-BASED)	(tCO ₂ e)	3,508	2,971	-15%

ANALYSIS OF PER CAPITA EMISSIONS (PER GUEST-NIGHT)

SOURCE	UNIT	2023	2024	Δ 23 vs 24
GUEST-NIGHTS	No.	89,584	79,810	-11%
TOTAL SCOPE 1 AND 2 EMISSIONS PER GUEST-NIGHT (LOCATION-BASED)	$\frac{\text{(tCO}_2\text{e)}}{\text{guest-night}}$	0.022	0.020	-10%
TOTAL SCOPE 1 AND 2 EMISSIONS PER GUEST-NIGHT (MARKET-BASED)	$\frac{\text{(tCO}_2\text{e)}}{\text{guest-night}}$	0.039	0.037	-5%

NOTES

Per capita (per guest-night) emission intensity was calculated by adding direct (Scope 1) and indirect (Scope 2) emissions.

NOTE (PER GUEST-NIGHT INDICATORS)

The table shows the Scope 1 and Scope 2 CO₂ emissions per guest-night, using the location-based and market-based methods.

In 2024, the location-based value decreased from 0.022 to 0.020 tCO₂e per guest-night (-10%), indicating a decrease in energy intensity per guest-night. The market-based value decreased from 0.039 to 0.037 tCO₂e per guest-night (-5%).

Considering both methods provides a broader overview of emissions per guest-night.

WASTE MANAGEMENT

At Borgo Egnazia, we are focused on reducing waste and managing it correctly, sorting it at every stage of our operations. All this translates into training and awareness-raising programmes for our employees that focus on recycling and proper disposal and encourage everyone to play their part in reducing Borgo Egnazia's footprint. We have established specific waste management procedures and extended our environmental vision to our supply chain, asking our partners to eliminate plastic packaging wherever possible.

Most of Borgo Egnazia's waste is classified as non-hazardous and is collected and disposed of through local municipal services.

We have also taken measures to drastically reduce the use of single-use and single-dose packaging, replacing them with reusable, lower-impact alternatives. Even our purchasing practices aim to reduce new waste. Where possible, we select local suppliers who use minimal packaging, which we reuse whenever feasible. We only purchase beverages in glass bottles, prioritising suppliers who ensure the return of empties. Rooms and public spaces are equipped with recycling bins and clear instructions. This way, our guests are involved in this commitment to reducing and properly managing waste.

As for cleaning products, we use biodegradable products supplied in containers of up to 20 litres or super-concentrated ones that slash plastic use through refill systems with reusable dispensers. Adopting a sustainable approach means promoting an anti-waste culture and taking targeted action to reduce food surpluses. At Borgo Egnazia, we are particularly committed to minimising food waste and loss along the food supply and promoting responsible consumption. We carefully manage our ingredients by purchasing them based on confirmed restaurant reservations and limiting overproduction.

Moreover, we donate any surplus food to charities such as Banco Alimentare, further consolidating our social and environmental contributions.

WATER RESOURCES

Water usage is one of Borgo Egnazia's most significant areas of environmental impact, mainly associated with its restaurants, laundry services, sanitation, and irrigation. Our measures to save water include reducing the water flow from the taps.

In 2024, our total water consumption amounted to 71,194 m³, with an estimated per capita water consumption of 0.89 m³.

To further reduce Borgo Egnazia's water footprint, we have implemented measures such as composting systems, drought-resistant crop varieties, and drip irrigation systems, which are expected to reduce irrigation needs by 30% over the first year of use.

Practices such as agroforestry and permanent groundcover aim to reduce water usage by 50%, improving resilience and the circular management of the surrounding landscape. At Borgo Egnazia, we focus on continuous monitoring to boost water efficiency and responsible resource management, aligning with regulatory requirements and our broader sustainability goals.

LOOKING AHEAD

REGENERATIVE VEGETABLE GARDENS: CULTIVATING RESILIENCE AND LOCAL HERITAGE

As mentioned, Borgo Egnazia is launching a regenerative agriculture project with agronomist Angelo Giordano. This initiative, which involves regenerative vegetable gardens at Borgo Egnazia and Le Carrube, aims to promote local production, restore traditional Apulian vegetable varieties, support biodiversity, and reduce water consumption and dependence on chemicals. Low-volume drip irrigation systems, organic mulching, and traditional drought-resistant crop varieties have helped reduce water consumption in our regenerative vegetable gardens by 20-30% compared to traditional methods.

This project is part of a long-term transition to fully regenerative practices, focusing on restoring soil fertility, improving water retention, and supporting self-sufficient ecosystems over the next decade. Key techniques include vermicomposting with on-site organic waste, minimal tillage, intercropping, and integrating aromatic and pollinator-friendly plants. Over time, we expect to save up to 50-60% of water, thereby reducing operating costs and increasing climate resilience.



Regenerative vegetable gardens are also an educational tool that helps guests connect with the land and supports Borgo Egnazia's journey towards local, sustainable, and future-oriented hospitality.

This approach ensures transparency and resilience, enabling us to balance short-term results – such as cutting waste and boosting benefits – and long-term shifts in how we operate, hire, design, and craft experiences.

At Borgo Egnazia, we look to the future and renew our commitment.

For us, sustainability is a journey, not a destination. We have to adapt continuously to regulatory changes, environmental challenges, and ever-evolving social expectations.

Over the next few years, we will focus on integrating ESG principles into every aspect of our organisation. We will keep investing in high-impact areas, including decarbonisation, digital ESG systems, regenerative design, and inclusive leadership.

These initiatives are part of a long-term roadmap that balances tactical implementation and bold, future-oriented innovation. We also acknowledge the growing demand for transparency and standardisation. As we move towards CSRD compliance, we are consolidating our internal measurement, reporting, and engagement systems. Our Sustainability Balanced Scorecard will ensure strategic, aligned, and visible progress. Cooperation will play a fundamental role. We plan to expand our partnerships in Puglia and the broader hospitality sector to exchange knowledge and accelerate our collective impact.

Our goal is to demonstrate that hospitality can create exceptional experiences and long-lasting value for people and the planet.

We imagine a regenerative, inclusive, and resilient future, where sustainability remains a distinctive feature of who we are and who we are becoming.

SUSTAINABILITY GOALS AND COMMITMENTS

At Borgo Egnazia, commitment to sustainability goes beyond isolated initiatives and superficial improvements. It's a long-term strategy woven into the core of how we think, plan, and operate.

Over the past few years, we have laid the foundations for a future where hospitality helps regenerate ecosystems, strengthen communities, and redefine responsible tourism.

This vision revolves around a comprehensive sustainability framework built on eleven interconnected pillars, ranging from environmental management to ethical supplies, from cultural commitment to personal development.

Each of these pillars is connected to specific goals and measurable results, ensuring that our ambition translates into tangible, responsible action.

Responsibility is shared across the company.

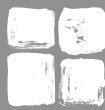
Our Sustainability Committee and area managers collaborate with the various departments to align daily practices with long-term goals. These commitments are also shaped by our connection with Puglia, where we invest in partnerships, protect its natural and cultural heritage, and promote inclusive growth.



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