



## BENTO SUSTAINABILITY POLICY

Sustainability at Bento is about *better food for everyone*. For us, this means food that is low impact on the environment and a socially inclusive approach to business, built upon a culture of trust.

We are dedicated to making responsible choices today for a sustainable future. Selling over 30 million sushi servings annually, we recognize our impact on customers, partners, and communities. Sustainability guides every aspect of our business, from seafood sourcing to packaging, as we uphold best practices and collaborate with retail partners to support their sustainability goals.

This document sets out our corporate values, our overall approach to Sustainability, and our aligned targets and ambitions across our three respective Environment, Social, Governance pillars: Planet, People, and Product.

### Our Values

**Own It** - We continuously challenge ourselves to improve our sustainability performance:

- by embedding sustainability into our business strategy, operations, and processes
- by integrating sustainability into people's performance objectives, thereby ensuring accountability across the organisation
- by encouraging and empowering our teams to be courageous and confident, to ask good questions, and to take the initiative to overcome complex sustainability challenges

**Care About It** - We always try our hardest to do the right thing:

- by minimising our impact on the environment and communities in which we operate
- by taking a measured, informed, and realistic approach to decision making (that means not making knee jerk decisions that could end up with unintended consequences)
- by thinking holistically about our impact, not taking shortcuts, and leading by example

**Make It Exceptional** - We strive to be the best we can, in all that we do:

- by building relationships and working together with our customers, suppliers, and partners to achieve shared sustainability ambitions
- by using our brand and scale as a force for good, helping to speed up the action required to create a more sustainable future
- by not accepting the status quo, seeing challenges as opportunities, and embracing change

**Win Together** - We respect and value each other, our teams, our partners, and ourselves:

- by acting and communicating with integrity and transparency, being open and honest about what we can achieve (and what we cannot)
- by creating a collaborative, supportive and encouraging working culture
- by being proud of what we do and how we do it



## Our Approach

- Continuous improvement is a core part of our identity. In today's rapidly evolving world, we recognize the critical importance of regularly assessing our environmental, social, and governance impacts. We are committed to identifying opportunities for improvement and implementing meaningful actions to enhance our sustainability performance, in alignment with regulatory standards and stakeholder expectations.
- We have identified four Environmental focus areas (1. Green House Gas and Energy Use, 2. Waste, 3. Responsible Sourcing 4. Plastics, Packaging and Paper) to help prioritise our efforts and to help guide and challenge us to be the best we can be.
- We have prioritized collecting comprehensive data to establish baseline metrics across all focus areas. These metrics enable us to track progress against our stated targets and provide critical insights to set meaningful and measurable goals in areas where targets were previously undefined.
- We have moved from the planning to implementation stage of this journey. Bento specific strategic planning documents will allow us to develop roadmaps to meet our goals.
- Our business values, approach to sustainability and overall targets, apply across all facets of our company. However, different areas may prioritise or achieve targets over different timescales to enable the sharing of learnings across the different businesses or channels and to prioritise where changes can make the most significant positive impact at scale.

## Planet

As a food and hospitality business, we have an obligation to do all that we can to reduce our impacts to the planet ensuring a sustainable future.

### Our Energy Ambitions

- We continue to improve the quality of data across our company as we identify information gaps and implement processes to gather the required category level scope 1, 2 and 3 data.
- Integrating energy use reduction options into all equipment and facility build out or refurbishment decisions.
- We aim to establish an energy monitoring program at company-owned or operated locations to track consumption, identify efficiency opportunities, and develop a baseline for setting future reduction targets.
- Implement Effective preventative maintenance programs to reduce refrigerant and gas leaks.

## Waste

Supporting a circular economy where everything is valued including waste allows resources to be used more efficiently and nothing is wasted. Categorizing our waste and identifying diversion from landfill opportunities is an important first step in supporting a circular economy.

### Our Waste Ambitions

- Achieve an overall diversion rate of 75% for commissaries as part of our waste reduction efforts.
- Identify opportunities to improve diversion rates by working with waste management partners.
- Employee training to promote awareness and participation in diversion programs.



## **Food Waste**

Growing food to feed the world's increasing population uses vast areas of land, and abundant amounts of energy and water, which can create social and environmental impacts, pollution, and waste.

### **Our Food Waste Ambitions**

- Expand the Too Good To Go partnership across all commissaries where viable, with the aim of reducing food waste from our production facilities.
- Continue the expansion of the Too Good To Go partnerships in kiosks where feasible, and identify opportunities to collaborate with other retail partners.
- Aim to decrease food waste from corporate stores through partnership with Food Donation Partners & Food Rescue Organizations.
- We will continue to implement effective impactful solutions to reduce our current food waste utilizing aspects of the food recovery hierarchy.

## **People**

### **Diversity, Equity, and Inclusion**

Bento has been enriched by the diversity of backgrounds, experiences and ethnicities that make up our teams across all our operations. We are committed to abiding by all laws applicable to where we employ our people but will ensure that all our people are treated the right way regardless of where they live.

Bento is determined to be inclusive, as we know from experience that every one of us can contribute to creating a more inclusive world for our team, consumers, and communities. We believe that true excellence will be achieved through recognising the value of every individual and we are committed to eliminating discrimination amongst our workforces.

We will do this through, our Diversity, Equity, and Inclusion initiatives.

### **Our Diversity Equity and Inclusion Ambitions**

1. For our team members to see and believe that they have an opportunity to progress and succeed at Bento, by ensuring our Senior Management and Executive Teams represent a diverse group of people.
2. To educate and train all leaders, managers and team members on DEI related subject matter to ensure that everyone has the confidence and knowledge needed to address and discuss these topics in the workplace.
3. To ensure everyone is part of the conversation and transparent discussions are happening across the organization.
4. To keep our teams informed about our efforts to foster a diverse, equitable, and inclusive workplace while promoting accountability through our social calendar.
5. To provide a compensation program that is market-competitive, equitable, and reflective of the value employees bring to our mission.

### **Human Rights & Workplace Practices**

We have a considerable responsibility to ensure that people across our value chain, not just those that we directly employ, are treated fairly, ethically and with respect.

### **Our Human Rights & Workplace Practices Targets**

- Complete Tier 1 and Tier 2 vendor mapping to determine high risk areas within the supply chain by the end of 2025.
- Ensure our supplier approval programs include documentation and validation for traceability of modern slavery/forced labour/child labour training and legislative requirements.



- Develop effective vendor policies and management action plans to mitigate forced or child labour when identified.

### **Privacy & Data Security**

As a business, we comply with the data privacy laws where we operate. Our business and change management processes are always designed to ensure data privacy for our employees, suppliers, and customers and to comply with our group's policies. We ensure these policies are known to all staff through training, and various communication methods. Bento's key Privacy and Data Security Policies are as follows:

- Information Security Policy
- Data Breach Policy
- Change Management Policy
- Compliance to the PCI DSS Policy

### **Our Privacy and Data Security Targets**

- To ensure data privacy in our supply chain, all suppliers will be assessed to ensure that they operate to the same level so as not to compromise Bento's operation.
- To ensure that the business can operate in the event of a ransomware attack, all business services will have a business continuity plan which will detail how business operations will be restored and can continue should any events arise.

## **Products**

### **Responsible Sourcing**

We recognise that we are only as sustainable as the suppliers from whom we buy our products. Sustainability is integrated into our buying practices, and we collaborate closely with our suppliers and industry partners to continuously improve the traceability and transparency of our products, as well as their overall sustainability performance.

### **Our Sourcing Targets**

- 100% of tuna, salmon, shrimp, and surimi will be certified responsibly, sustainably, and ethically sourced by end of 2025.
- Implementation of our Responsible Sourcing Standards Guide with 100% of Tier 1 and Tier 2 suppliers by end of 2025.

### **Fish & Seafood**

Responsibly sourcing high-quality seafood is extremely important to us, and we have stringent sourcing criteria to determine our purchasing decisions.

We aim to only source seafood that is either certified to a recognised sustainability standard or has a Marine Conservation Society (MCS), Good Fish Guide rating of 1 ("Best Choice") to 3 ("OK" to source), using the below hierarchy of preference:

1. We source seafood certified to an internationally recognised standard (usually Global Gap, ASC, BAP4\* or MSC).
2. If not certified, we source from fisheries or farms with a MCS rating of 1-3.
3. Where no MCS rating exists, we use the Monterey Bay (Seafood Watch) Fish Source rating or other sources of information to establish that the environmental and social sustainability status is in line with SSC Codes of Conduct.
4. Seafood with an MCS rating of 4 ("Requires Improvement") can in some cases be sourced, but usually only if engaged in a recognised FIP (Fishery Improvement Project) or Marine Stewardship Council (MSC) Pre-Assessment, with demonstrable progress being shown, or if there are plans in place to move to a more sustainable option once existing stock has been used.



### **Plastics, Packaging and Paper**

We recognise that the nature of our prepared products and the format in which they are sold requires the need for packaging to provide the freshest, highest quality food for our customers.

Our focus is on minimising our demand on our natural resources and maximising the efficiency with which we use them. We support the Canadian and US Plastics Pact goals and collaborate with innovative and creative suppliers and industry partners to work holistically to reduce the demand and our impact of our primary, secondary, and tertiary packaging.

### **Our Packaging Targets**

- All primary plastic packaging (trays/bowls/boxes/lids/bags) will be 100% reusable, recyclable or compostable by 2025.
- 45% average post-consumer recycled content across all plastic packaging by 2025.
- Eliminate all unnecessary plastics by the end of 2025.
- Eliminate all problematic plastics by the end of 2027.
- Fibre based packaging to be 100% deforestation free & FSC/PEFC certified by 2030.
- Investigate opportunities for re-usable packaging where facilities exist in order to support the circular economy.

### **Finding out more and looking ahead**

The challenging work now begins to turn our sustainability ambitions into action.

In the meantime, we are always eager to hear from our teams, customers, and guests around how we are doing and how we can do more to make a positive difference - so please do get in touch if you have any ideas or questions. Email: [sustainability@bentosushi.com](mailto:sustainability@bentosushi.com).

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**Dave Jones: Bento President & CEO**

*David Jones*