



# 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 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. Packaging) to help prioritise our efforts and to help guide and challenge us to be the best we can be.
- We have gathered data for over three years and established baselines for waste, responsible sourcing, and packaging. With those areas addressed, our current focus is on reducing GHG emissions and energy use.
- 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 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 impact on 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.
- We aim to conduct an energy audit at company-owned or operated locations to understand energy consumption, identify efficiency opportunities, and develop a baseline for setting future reduction targets.
- Implement preventative maintenance programs in locations where they are not yet in place, in order to minimize refrigerant and gas leakage.

### Waste

Supporting a circular economy where everything is valued including waste allows resources to be used more efficiently and nothing is wasted.

#### Our Waste Ambitions

- Achieve an overall diversion rate of 80% for commissaries as part of our waste reduction efforts.
- Maintain collaboration with waste management partners to enhance diversion rates, and advocate for improved reporting standards.
- Continue to provide education and raise awareness among employees to ensure their understanding of and engagement with 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**

- Continue expanding our partnership with food rescue organizations such as Too Good To Go and explore opportunities to implement food waste reduction initiatives across our non-traditional locations.
- Connect and collaborate with potential retail partners and participate in their composting and recycling initiatives to help minimize landfill waste.
- Further Investigate food donation and food rescue opportunities for other suitable locations in 2026.

## **People**

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

Bento has been enriched by the diversity of backgrounds, experiences, and perspectives that make up our teams across our operations. We are committed to complying with all applicable employment, human rights, and anti-discrimination laws in the jurisdictions where we operate and to ensuring that all employees are treated fairly and with respect.

We believe that recognizing the value of each individual strengthens our organization. We are committed to maintaining a workplace that is free from discrimination and harassment and that provides equal opportunity in recruitment, development, and advancement in accordance with applicable laws.

As our organization evolves, we will periodically review our people practices ensuring they remain aligned with our organizational values and legal requirements.

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### **Our DEI Focus Areas**

1. Promote fair and merit-based recruitment, development, and advancement practices in accordance with applicable laws.
2. Maintain policies and workplace expectations that support respectful conduct and prohibit discrimination and harassment.
3. Encourage leaders to model inclusive and professional behaviors consistent with our Code of Conduct and employment policies.
- 4 Reinforce awareness of workplace standards and expectations through regular policy communication and manager guidance.
5. Maintain compensation practices that are market-aligned and to role responsibilities.

### **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

- Conduct Tier 1 and Tier 2 vendor mapping to determine high risk areas within the supply chain.
- 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 proactively engage with high-risk suppliers to educate and create awareness related to issues of forced or child labour.

## 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

- We remain committed to fulfilling our retail brand partners' sustainable sourcing standards and will ensure that our main seafood products, such as salmon, tuna, shrimp, and surimi are sourced both sustainably and ethically.
- Implementation of our Responsible Sourcing Standards Guide with 100% of Tier 1 and Tier 2 suppliers.

### 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.



## Packaging

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 2027.
- 50% average post-consumer recycled content across all plastic packaging by 2026.
- Eliminate all unnecessary and 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.

### Looking Ahead

We dedicate ourselves to putting our sustainability goals into practice and being transparent about our efforts by sharing updates each year in our ESG report.

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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**February 2026**

**Dave Jones: Bento President & CEO**

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