

SUSTAINABILITY REPORT 2022



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LETTER TO STAKEHOLDERS

Dear Stakeholders,

The **topic of sustainability**, particularly in the context of packaging and its environmental implications, is a constant subject of discussion. It represents the **primary challenge** for companies in our industry that aim to thrive in the long term. For us, this entails making a meaningful contribution to **reducing the environmental impact** throughout the **entire lifecycle** of a product, from design and production to marketing and its end-of-life recovery.

With this goal in mind, at the end of 2020, we established **Zero In-Pack**, our internal lab dedicated to developing **innovative packaging solutions** with a lower environmental footprint. Through a “Life Cycle Assessment” tool that we have developed in collaboration with Bocconi University

in Milan, we can **measure the environmental impacts** associated with the components and materials chosen for a product. This allows us, along with our clients, to make informed decisions from the design phase onwards on **how these impacts can be reduced**. In early 2023, we released the **first Zero In-Pack catalog**, which displays a selection of our best packaging solutions aimed at achieving this goal. It provides accurate and transparent information **on the environmental impact of each item**. Moreover, the catalog offers tips for improving packaging design and presents **a case study for each product category**, addressing the most frequently asked questions from customers seeking to reduce the impact of their cosmetic products. It also serves as an

educational tool for all interested stakeholders.

“Eco-design” and **“recycling-oriented”** are the guiding principles for our product innovation. Over the last three years alone, we have invested more than **2 million euros** in Research and Development activities and filed **three patent applications**, all aimed at reducing the environmental impact of our products. Since 2022, all the electricity we purchase comes from **100% certified renewable sources with Guarantee of Origin**.

On the environmental front, since 2011, we have been committed to reducing our energy consumption. Over the years, we have invested in **relamping, revamping, and the installation of photovoltaic systems** with the goal of covering a portion of our energy needs with renewable sources and contributing to clean energy production.

However, we understand that sustainability isn't solely about reducing environmental impact. **The growth of a company necessarily involves valuing the people who are part of it**. With this belief, we have dedicated the past two years to **strengthening human resource management**, aiming to build a more structured organization that prioritizes talent, growth, work-life balance, and a healthy lifestyle outside of the workplace.

We are equally aware of the fundamental role and contribution of our **suppliers**, alongside our **customers** who continue to place their trust in us. Therefore, we are committed to fostering partnerships and **long-term collaborations**.

We firmly believe that the development of our company lies in this broader and more inclusive concept of sustainability. **Sustainability is synonymous with respect**: the respect that companies must have for the environment in which they operate, as well as for the people and the communities that enable their growth.

This is the core of our vision for the future, made possible through the **beginning of a journey** that we intend to continue for ourselves and for all our stakeholders. This commitment is evident in the second edition of our Sustainability Report, voluntarily prepared according to the most authoritative international standards. It not only reflects our actions but also outlines our **strategic sustainability objectives and socio-environmental performance**, all with complete

transparency. We aim to set an example for many, and we understand the weight of this responsibility. We are ready to embrace the challenge of change and demonstrate it to you. I am confident that you will appreciate our choices and the perspectives we present here, as well as our commitment to ensuring that all our actions **are concrete** and geared toward **sustainable long-term development**.

Enjoy your reading,



Giampaolo Herrmann

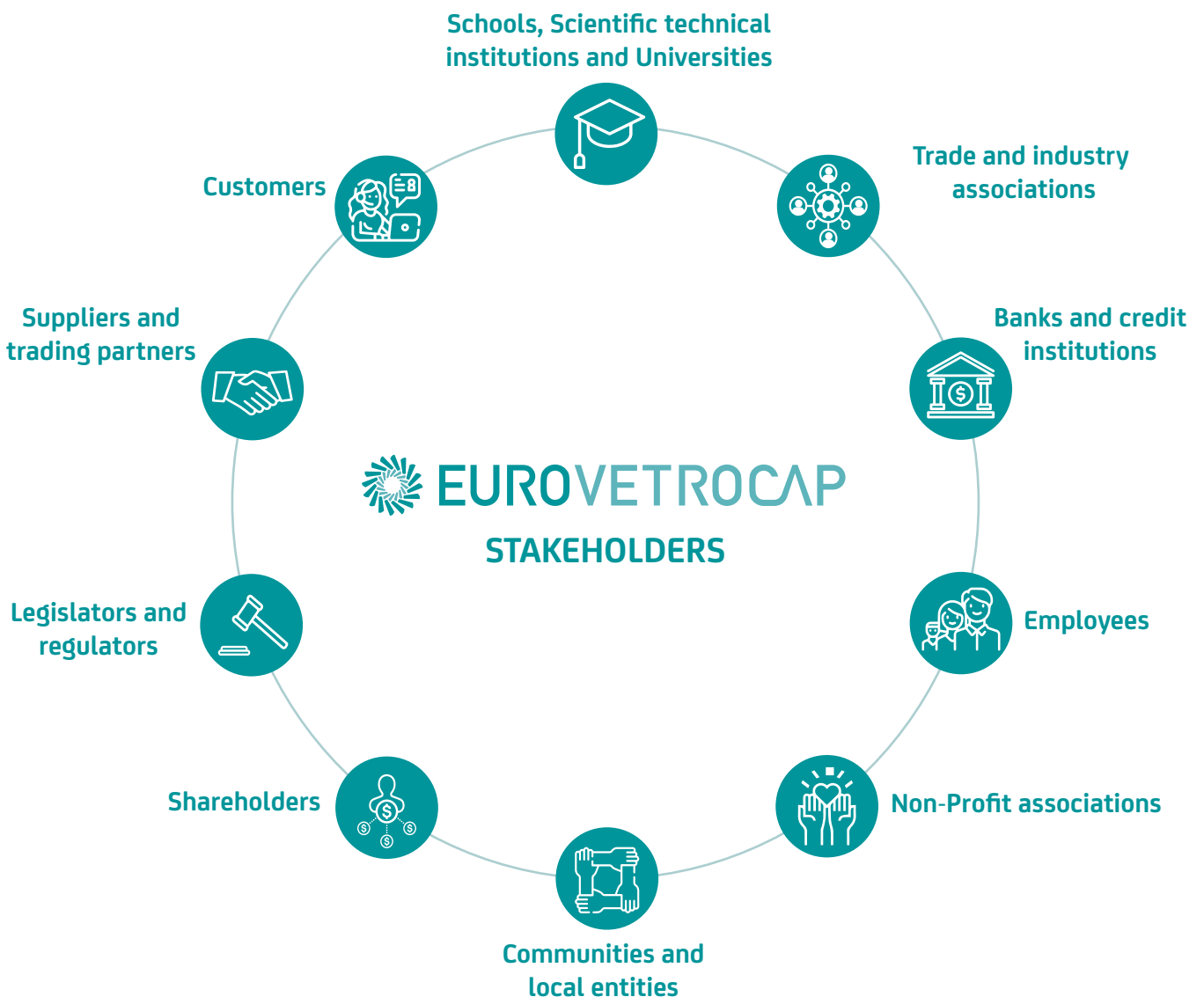
[Download the Zero In-Pack catalog](#)



Methodological Note

Confirming our commitment to sustainability reporting, we are publishing our second Sustainability Report this year, a voluntary document prepared according to the 2021 version of the **Global Reporting Initiative (GRI) Standards** and based on data from the 2022 fiscal year.

For us, this report serves as a valuable tool for measurement and information. It allows us to **communicate transparently to our stakeholders** the social, economic, and environmental impacts associated with our activities.





Furthermore, it serves to become aware of growth and development opportunities within the realm of sustainability from a strategic perspective. In this regard, the report and the preceding data collection work have laid the foundation for

identifying concrete medium-to-long-term objectives and structuring a **Sustainability Strategic Plan aligned with the Sustainable Development Goals** of the UN's 2030 Agenda. (For more details, please refer to the "Sustainability Strategy" section.)

THE REPORTING SCOPE

The reporting in this financial statement refers to the fiscal year 2022, but to facilitate comparison and an initial assessment of trends, the data is compared with the fiscal years 2021 and 2020.

The reporting scope includes:



Eurovetrocap S.p.A., a trading company responsible for managing purchases, sales, and storage of packaging for the cosmetic and pharmaceutical markets, considering both the Trezzano Sul Naviglio (MI) site and the branch in Agliana, in the province of Pistoia.



Cogepack S.r.l., a company that provides key services to Eurovetrocap S.p.A., such as administration/finance, HR, quality, and R&D.



Zero In-Pack S.r.l., born as a startup and since 2022, an internal lab within Eurovetrocap, conducting Life Cycle Assessment (LCA) analyses for environmentally friendly packaging and providing consulting services to customers.

For the upcoming editions, our goal is to progressively integrate into the Sustainability Report the information from:



Cromacap S.r.l., a manufacturing company based in Carpaneto Piacentino (PC) that is part of Eurovetrocap S.p.A.'s consolidation scope. It has specialized in metallization and coating for third parties of plastic and glass materials for over thirty years.



Euromakeup S.r.l., a trading company, also part of the consolidation scope, which manages the purchases, sales, and storage of packaging for the makeup market.



TENUTA SAN JACOPO

1 7 3 7

Regarding **Tenuta San Jacopo**, although it currently falls within the consolidation scope, due to its agricultural production activities unrelated to Eurovetrocap core business, we exclude its reporting and only provide a brief description within the dedicated section in paragraph 1.4.

THE MATERIALITY ANALYSIS































Following the guidelines of the GRI Standards, the reporting process began with the identification of sustainability aspects deemed **“material”** - meaning they are relevant in terms of the impacts generated and experienced by our organization and its stakeholders. In the first edition of the Sustainability Report, a list of sustainability themes was identified through a **contextual analysis, benchmarking activities, and an examination of reference documents for the relevant industry**. Additionally, **interviews** were conducted with various company representatives. Subsequently, based on the list of identified themes, the company's initial guidelines **assessed their relevance**, with the aim of determining the information to be reported within the document.

For this second edition, the materiality analysis was updated, experimenting with the methodology outlined in the upcoming **ESRS - European Sustainability Reporting Standards** produced by EFRAG and dedicated to sustainability reporting. These standards will come into effect following the adoption of the European CSRD directive.

ESRS 1 stipulates that the selection of the most relevant sustainability topics for reporting be carried out using the **impact analysis** methodology outlined in the new 2021 version of the GRI Standards and **financial analysis**. To this methodological update, we have added the direct involvement of some of our **key stakeholders** (customers, suppliers, and credit institutions).

The **19 topics identified as material**,

meaning they are significant to Eurovetrocap and its stakeholders in terms of social and environmental impacts and/or financial aspects, have been shared with the top management and validated by the leadership. We list them below, linked to the United Nations 2030 Sustainable Development Goals (SDGs), and categorized into three areas: social sustainability, environmental sustainability, and economic-management sustainability, along with the corresponding GRI disclosure reference. In the **Annex** section and **GRI Content Index**, additional detailed information and data analysis are provided to meet the requirements of the GRI disclosures mentioned.

AREA	MATERIAL TOPICS	IMPACTED SDGs
 <p><i>ECONOMIC-MANAGEMENT FIELD</i></p>	Economic Performance [GRI 201]	
	Investments for the community [GRI 203]	  
	Procurement Practices [GRI 204]	 
	Ethic and Integrity [GRI 205]	
	R&D Investments	
 <p><i>ENVIRONMENTAL FIELD</i></p>	Eco-design and raw material consumption [GRI 301]	 
	Energy consumption [GRI 302]	 
	Emissions [GRI 305]	 
	Waste [GRI 306]	
	Supplier Environmental Assessment [GRI 308]	
 <p><i>SOCIAL FIELD</i></p>	Employment [GRI 401]	
	Occupational Health and Safety [GRI 403]	 
	Training and Education [GRI 404]	 
	Diversity and Equal Opportunity [GRI 405]	
	Supplier Social Assessment [GRI 414]	
	Product Quality and Customer Satisfaction [GRI 416]	
	Disclosure of information on labels [GR 417]	
	Privacy protection and data security [GR 418]	
Product quality and customer satisfaction		

SUSTAINABLE DEVELOPMENT GOALS



The **2030 Agenda for Sustainable Development** is the document that, following the expiration of the previous Millennium Development Goals in 2015, comprises 17 objectives known as **Sustainable Development Goals** and 169 sub-objectives. It represents the ambitious strategy of the United Nations Assembly to address global challenges, with a time horizon set for 2030. The 2030 Agenda aims to comprehensively tackle the major challenges of our century. Considering this, businesses are also called upon to play a proactive role, aimed at cultural transformation and the definition of a new development model.

THE STRATEGIC PLAN FOR SUSTAINABILITY

Following the process undertaken for reporting sustainability data and information, which allowed us to analyze and understand the impacts related to our business activities, we have chosen to adopt a **structured and future-oriented approach** by developing a **three-year Strategic Plan (2023-2025)** that clearly articulates our contribution to the **United Nations Sustainable Development Goals**.

The plan defines activities, responsibilities, KPIs, and improvement objectives, referring to **three strategic pillars**, which represent the priority areas for Eurovetropac intervention: our people and the communities in which we operate, innovative products and services, and addressing climate change.

PEOPLE COME FIRST



We place the well-being and development of our **employees** at the heart of every business activity and decision. We support the **community and the region** where we operate by collaborating with schools and third-sector organizations.

INNOVATIVE AND LOWER IMPACT PRODUCTS AND SERVICES



We work towards the development of **products and processes** that are increasingly high-performing, innovative, and environmentally friendly. We nurture our relationship with suppliers to grow together, offering new solutions that meet customer needs and look to the future.

ACT FOR THE CLIMATE



We are committed to reducing our **environmental impacts** and acting against climate change by involving the entire value chain.

Macro objective	Objective	KPI	2023	2024	2025
PEOPLE FIRST					
Protect people's well-being and health through corporate welfare initiatives, benefits, and incentives	Maintenance, under the same conditions as in 2022, of supplementary health insurance for all executives and employees with at least 10 years of seniority		▪	▪	▪
	Maintenance of free consulting services related to contractual, tax and other aspects, dedicated to all employees		▪	▪	▪
	Maintenance of smart working (applicable functions)		▪	▪	▪
	Maintenance of incentive for employees to purchase private electric/plug-in cars		▪	▪	▪
	Increased number of corporate initiatives to foster sociability , exchange, and a positive corporate climate	No. of initiatives	3	4	5
	Continued testing, evaluation and integration of new benefits		▪	▪	▪
Enhancement of employee's reward systems	Definition of a bonus system disbursed in welfare to all employees, linked to company turnover performance		▪		
	Implementation of bonus in welfare linked to company turnover performance			▪	▪
	Implementation of a bonus system linked to individual performance		▪		
	Dissemination of the individual bonus system	% of personnel involved	20%	60%	90%
Ensuring training and growth paths for employees	Definition of a system for the evaluation of skills , extended to all employees, according to parameters of productivity, soft skills, and alignment with corporate values		▪		
	Progressive improvement of the evaluation system through the integration of objectives and KPIs declined according to the roles and offices they belong to	% of personnel involved	50%	80%	100%
	Creation of a structured system for defining career paths		▪		
	Verification, integration, and monitoring of career paths			▪	▪
	Increased hours of voluntary training	KPI: average hours of voluntary training	>15 ore medie	>15 ore medie	>15 ore medie

Macro Objective	Objective	KPI	2023	2024	2025
PEOPLE FIRST					
Contributing to the development of the local community	Drafting a policy and/or procedure dedicated to allocating donations and developing community projects so that they are consistent with the company's sustainability pillars		▪		
	Increasing the number of community initiatives supported	No. of new projects supported in the year	≥ 2	≥ 3	≥ 3
Creating an energy community	Feasibility study for the implementation of an energy community in the municipality of Trezzano sul Naviglio		▪		
	In case of positive feedback from the feasibility study, activation of a pilot project for the implementation of the energy community			▪	▪
Contributing to the development of initiatives to support technical training	Supporting the municipality of Trezzano for the opening of an Industrial Technical Institute		▪		
	Activation of training internships for ITIS students			▪	▪
	Supporting the Cosmetica Italia project for the development of a Cosmetic Packaging Pathway at ITIS		▪		
	Activation of in-company training internships for students in the course			▪	▪
	Assessment of membership in ESG certification or rating platforms or systems		▪		
Ensure the ethics and integrity of business activities	Risk Assessment for the definition of an Organizational and Management Model (MOG) pursuant to Italian Legislative Decree 231/2001			▪	
	Preparation of MOG			▪	
	Implementation of MOG				▪

Macro Objective	Objective	KPI	2023	2024	2025
INNOVATIVE AND LOWER-IMPACT PRODUCTS AND SERVICES					
Continuously improve the management of complaints and nonconformities	Reduction in the incidence of complaints on orders filled [Baseline: 2.6% in 2021]	% complaints/orders processed	2.00%	1.50%	1.00%
	Reduction in the incidence of Nonconformities found on purchase orders. [Baseline: 1.53% in 2021]	% Non-conformities/purchase orders	1.50%	1.30%	1.00%
	Engaging suppliers in meetings aimed at analyzing and resolving key process issues	No. of suppliers involved		3	6 (+3)
	Definition of KPI targets shared with strategic suppliers to reduce nonconformities			▪	▪
	Reduction of mold maintenance activity returning nonconforming items	% of molds under maintenance	15%	10%	5%
	Reduction of mold modification interventions per single item	No. of interventions on each mold	8	5	3
Improve customer satisfaction and retention capacity	Increased responses to satisfaction questionnaires through specific engagement actions. [Baseline: 20-23% for Italy in 2021]	% of questionnaires fulfilled by customers	25%	27.5%	30%
	Internal dissemination of satisfaction results and plenary presentation to the entire corporate population		▪	▪	▪
	Calculation and monitoring of Customer Retention Rate - % customers remaining active out of total customers identified to be monitored	% of active customers of total	75%	90%	100%
Developing increasingly high-performance, innovative and environmentally friendly products and processes	Obtaining ISCC Certification - Trader/Storage for management of raw materials/articles derived from chemical recycling		▪		
	Creation of a catalog dedicated to items with reduced environmental impacts , with introduction of parameters for comparison with items already in the catalog with materials/features of lower environmental performance		▪		
	Increase in the number of interventions of ZIP representatives at customer sites	No. of interventions	25	30	30
	Increased number of comparative reports developed by Zip	No. of comparative reports	12	17	25
	Introduction of a list of criteria regarding sustainability in the R&D circuit , to be evaluated during the development of new projects.			▪	

Macro Objective	Objective	KPI	2023	2024	2025
INNOVATIVE AND LOWER-IMPACT PRODUCTS AND SERVICES					
	Introduction of a minimum number of criteria (mentioned above) achieved for project progress.			▪	
	Increase in the number of standard items produced from recycled materials (in absolute value)	<i>No. of items</i>	40	47	55
	Increase in the minimum % of PCR glass in standard cosmetic glass productions ¹	<i>Minimum % of PCR glass for standard cosmetic glass</i>	6%	8%	8%
	Increase in the minimum % of PCR glass in recycled cosmetic glass production campaigns ²	<i>Minimum % of PCR glass for recycled cosmetic glass</i>	24%	25%	25%
Supporting the economic development of suppliers and the creation of synergies	Creation of dedicated production planning software for suppliers			▪	
	Maintenance and implementation of the planning software			▪	▪
	Dissemination of the planning software to strategic suppliers (SMEs)	<i>No. of suppliers involved</i>	1	4(+3)	8(+4)
	Definition of an ESG questionnaire to be submitted to strategic suppliers			▪	
Promoting sustainability at our supply chain	Implementation of activity mapping of existing strategic suppliers using environmental assessment criteria	<i>No. of suppliers mapped</i>	0	10	20(+10)
	Implementation of management system to improve traceability and data quality on suppliers and material purchases for sustainability reporting			▪	
	Data collection and information entry within the new management system	<i>% of suppliers mapped</i>	90%	95%	100%
	Sharing and presentation of the Sustainability Report to strategic suppliers	<i>No. of suppliers involved</i>	20	35 (+15)	50 (+15)
	Engaging and updating suppliers regarding Eurovetropac business activities	<i>No. of initiatives or organized focus group</i>	2	2	2

(1,2) Baseline data reflect statements from our partner glassworks, which have direct control over production choices; Eurovetropac is committed to improving the KPI and achieving the targets set through its own sourcing choices from different supplier glassworks.

1) Minimum value when standard glass production is required (classified as “virgin” but containing a percentage of recycled).

2) Minimum value when glassworks at specific times of the year initiate production campaigns with recycled glass.

Macro Objective	Objective	KPI	2023	2024	2025
INNOVATIVE AND LOWER-IMPACT PRODUCTS AND SERVICES					
	Implementation of a KPI to map the mileage distance between Eurovetrocap and suppliers, based on turnover		▪		
	Approximation of some suppliers and consequent reduction in the share of turnover derived from suppliers more than 500 km away from Eurovetrocap	% of suppliers brought closer, among those more than 500 km away	0.5%	1%	1.5%
Minimizing the impact of our waste	Implementation of a system for classifying and quantifying the types of discarded materials (broken down by: HDPE, PET, LDPE, PP as well as PAPER AND CARDBOARD, GLASS, MIXED, etc.) for analysis of recovery projects		▪		
	Monitoring and setting optimization targets with KPIs % of specific waste reduction for each material			▪	▪
	Increase in waste materials sent for recycling (agreement with stretch film recycling supplier)		▪	▪	▪
	Feasibility analysis for recycling and recovery of materials not recycled or recovered to date (e.g., PETG)		▪	▪	▪
	Feasibility analysis for recovery of processing cartons through system of returning them to suppliers for reuse		▪	▪	▪
Protecting the privacy of our customers	Drafting a behavioral guide on proper handling of sensitive data and how to recognize phishing activities		▪		
	Sharing and dissemination of guidelines to all users and updating as new guidance is issued			▪	▪
	Implementation of email access with two-factor authentication on users handling more sensitive data (25/30 employees)		▪		
	Monitoring via log of both intercepted and non-intercepted unauthorized email access attempts.	No. of access attempts that were not detected	0	0	0
	Introduction and maintenance of new Audit tools on emails, available to all employees		▪	▪	▪
Introduction and maintenance of new proactive security notifications on all emails		▪	▪	▪	

Macro Objective	Objective	KPI	2023	2024	2025
ACTING FOR CLIMATE					
Reduce electricity consumption and lower our dependence on fossil fuels, for the reduction of emissions scope 1 and 2	Feasibility analysis for further revamping of the venue		▪		
	Increased production through expansion of about 30 KW of the photovoltaic system		▪		
	Feasibility analysis for further expansion of the photovoltaic system and provision of storage batteries for efficiency of self-produced energy		▪	▪	▪
	Implementation of a KPI monitoring system of energy consumption for warehouse goods handling		▪		
	Installation of a meter to calculate the energy consumed for each forklift		▪		
	Optimization of internal routes (ABC) by implementing software to manage goods placement based on item rotation		▪		
	Reduction of energy consumption by switching from lead-acid to lithium-ion batteries for order pickers and forklifts				▪
Reduce our significant indirect (scope 3) emissions from downstream and upstream activities.	Feasibility analysis for reducing internal and picking movements at suppliers' locations			▪	
	Implementation of a KPI monitoring system for transportation providers aimed at calculating GHG emissions from inbound and outbound coordinator activities (Scope 3)			▪	▪
	Full Electric Mapping and research of coordination providers with the latest generation of vehicles (Euro 6 and Full Electric)		▪	▪	▪
	Mapping and research of coordination providers that perform offsetting of their transport emissions (Carbon Neutral)		▪		
	Implementation of a monitoring system for employee business trips and home-work trips to calculate emissions from these trips (Scope 3)			▪	▪

For more information on the contents of this document, you can contact the company at the following contact details:

 Via Mario Pagano, 59, 20090 Trezzano sul Naviglio (Milan)

 rossana.leardini@eurovetrocap.com

HIGHLIGHTS

Eurovetrocap identity



VISION

Helping our customers envision, create, and customize innovative and environmentally friendly packaging solutions for the cosmetic and makeup market.

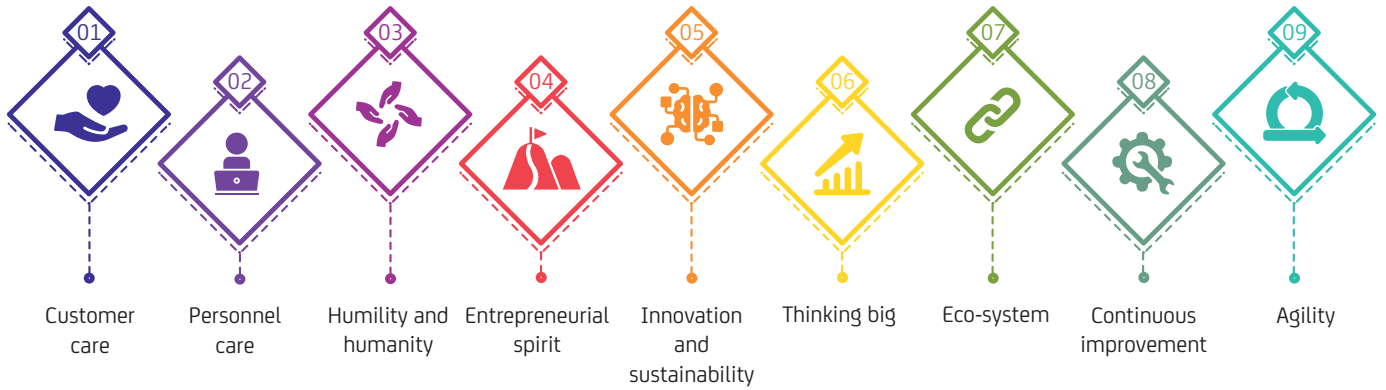
MISSION

Design, quality, sustainability focus, and innovation are the distinctive features of our packaging. We ensure our customers - from ideation to launch - a high level of service no matter where they are geographically located or what size they may be.



Sales force active **30 countries**, and sales in **120 markets**

The values we believe in are the basis of all our action and activity



70 million €

of economic value generated in 2022; 19% was retained in the company, 81% distributed to suppliers, employees and local communities.

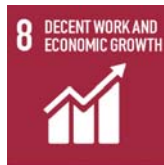
CERTIFICAZIONI

QUALITY MANAGEMENT SYSTEM
ISO 9001



ENVIRONMENTAL MANAGEMENT
SYSTEM ISO 14001

Our people first



68
direct employees,
of which:

96%
are hired on a permanent contract.

54%
are women.

ZERO

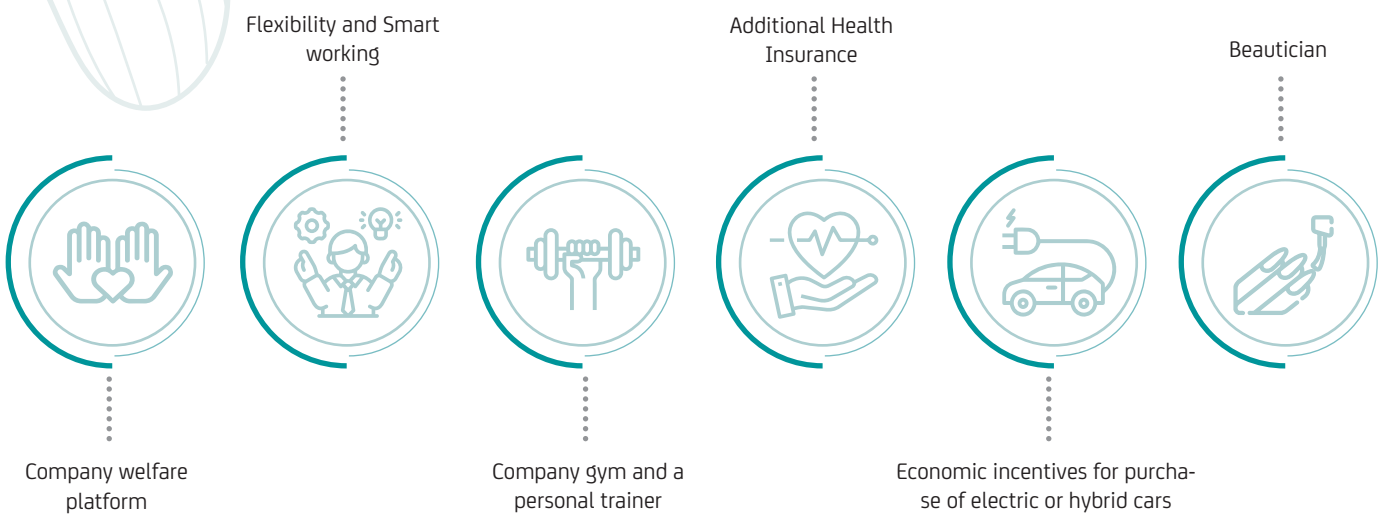
accidents at work

6,382

hours of training provided, particularly on the topics of digital transition 4.0, health and safety, onboarding of new hires, and business process analysis.



We aim for the well-being of our employees



Quality, innovative and lower-impact products

Proximity, stability, and collaboration in supplier relationships

59% of our suppliers are in **Lombardy**, with an additional **17% in other Italian regions**.

Development of an **in-house team dedicated to supplier growth**.

Always more **“recycling oriented”** and paying attention to **eco-design**.



+116%

tons purchased of recycled glass compared to 2021.

+213%

tons purchased in Green PE bioplastics compared to 2021.

7.8%

of the materials intended for products are recycled materials, up from 5.6 percent in 2021.



62%

of secondary packaging is purchased from recycled or recovered materials

6

among patent applications and patents filed dedicated to innovations to reduce the environmental impact of products

600 thousand euros

invested in R&D in 2022 alone

Zero In-Pack is an in-house laboratory within Eurovetropac, exclusively dedicated to innovation and research and development of new packaging and environmentally friendly solutions. Using a simplified life cycle analysis tool for products developed with the support of the **GREEN Department at Bocconi University in Milan**, we **provide our stakeholders** with the ability **to measure the environmental impacts** generated by a set of packaging and **understand how to reduce them**.



Quality and customer satisfaction



Over 100

satisfaction questionnaires received from Italian and international customers in 2022.



98%

of Italian customers perceive **Eurovetropac** as a company focused on offering sustainable packaging.



7,650
quality checks carried out in 2022, with
 coverage of about 45% of filled orders.



-37%
 of **total complaints** registered in 2022
 compared to 2021.

Our efforts to reduce our environmental impacts

ENERGY EFFICIENCY



4 photovoltaic systems installed since 2011.

312,465 kWh

of self-generated electricity from photovoltaic
 systems

100% of purchased electricity comes
 from renewable sources with **Guarantee of
 Origin Thermal insulation** interventions,
 installation of **LED lights, timed lighting
 systems** in less-used rooms.

EMISSIONS



142.7

tons of CO2 emissions avoided due to energy
 produced by photovoltaic systems.

66.2 tons of CO2 emissions avoided thanks
 to the purchase of 100% renewable energy with
 Guarantee of Origin.

5 charging stations for electric cars in Trezzano
 sul Naviglio (Milan) and **1** in the Agliana branch
 (Pistoia).

Optimization of internal warehouse **handling**
 activities.

Sharing of **coordination planning software** with
 our suppliers.

RIFIUTI



100% non-hazardous waste generated.

100% waste generated sent for recovery or
 recycling in 2022.



Euroetrocap for the community

9,500 € in donations and gifts in 2022.



2,000 €

to support the **planting of trees** at the **Bosco dei Nuovi Nati in the municipality of Trezzano sul Naviglio.**



6,000 €

I Bambini delle Fate in support of the Banca del Tempo Sociale bank



1,500 €

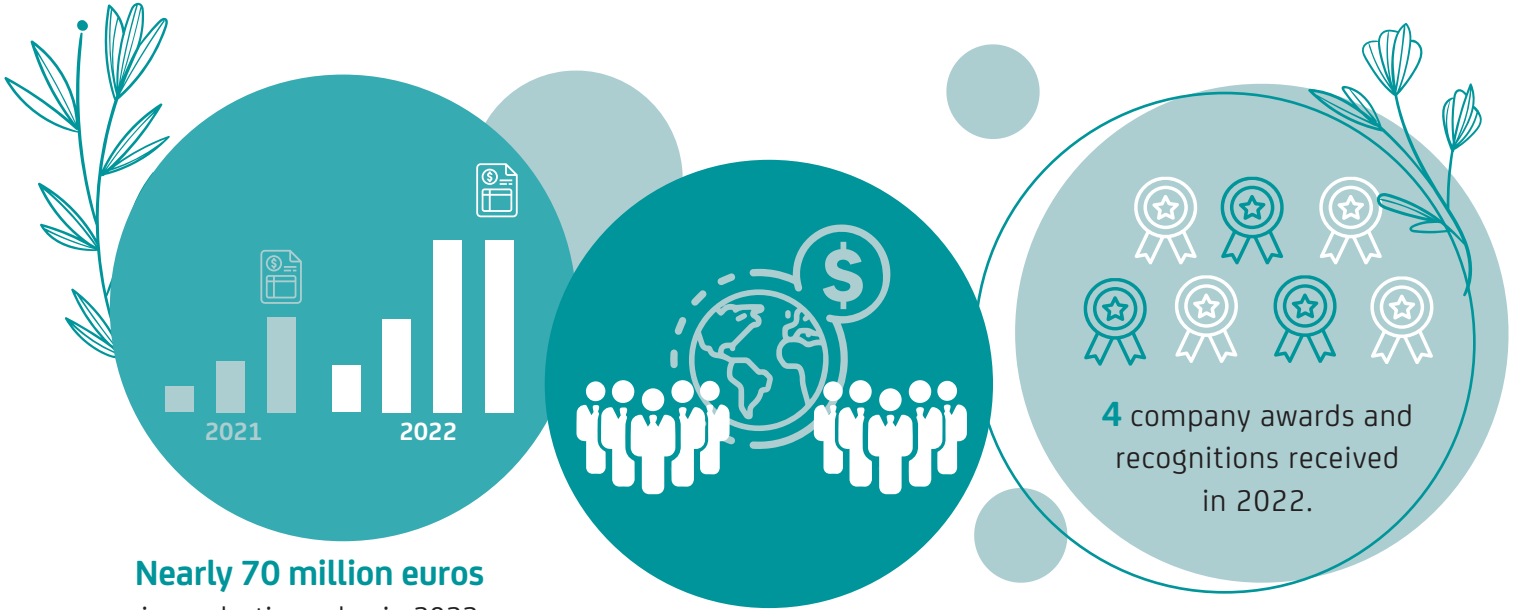
worth of items donated during Milano Beauty Week for the charitable initiative Boutique powered by Cosmoprof, thanks to a fundraising effort directed towards "La forza e il sorriso Onlus" to assist women facing cancer in feeling beautiful again and regaining self-esteem and confidence.

CHAPTER 1

OUR IDENTITY



OUR IDENTITY



Nearly 70 million euros in production value in 2022 (+11.2% compared to 2021)

Sales force present in **30 countries** and sales in **120 markets**

4 company awards and recognitions received in 2022.

1.1 Our history

Our story begins in the **1940s** when the Cattaneo brothers – Annibale, Paolo, and Carla – founded Cattaneo Glassworks, in the very heart of Gian Giacomo Mora Street in Milan.

Thanks to their ingenuity, in addition to producing hollow glass containers for the Italian market, they themselves crafted the **first machines for semi-automatic and automatic production** in their workshop, which they later sold to other glassworks worldwide.

In the **1960s**, the company underwent restructuring and adopted the name IVISC (Italian Glass Industry San Cristoforo), headquartered in Trezzano sul Naviglio with a facility covering approximately 40,000 square meters. Born in the 1950s and 1960s, Vanni, Carlo, and Marco, the three sons of Annibale, grew up in a booming Milan economy. After



completing their studies, they were drawn to the world of glass production and began working in the family business. In the early **1980s**, the glasswork was acquired by the Bormioli Rocco Group. Drawing on their factory experience, the three brothers decided to establish a new company dedicated to marketing and decorating glass and plastic containers for the cosmetics industry. Thus, **Eurovetrocap** was born.

Over the course of about forty years in business, the Group continued to expand, partly through the acquisition of other competing companies and a strategy focused on meeting the needs of the highly fragmented cosmetics industry. This

was achieved through continuous investments in innovation and the expansion of their product range.

In 2022, Eurovetrocap reached a production value of nearly **70 million euros**, with a subsidiary in Tuscany, a commercial partner in Paris, a sales force present in **30 countries**, and sales in **120 markets**.

“Drawing on their factory experience, in the 1980s, the Cattaneo brothers decided to create a new company specializing in containers for the cosmetics industry. Thus, Eurovetrocap was born.”

The associations we belong to are:



Cosmetica Italia – An industry trade association; Giampaolo Herrmann, CEO of Eurovetrocap, serves as the packaging group coordinator.



Polo Tecnologico della Cosmesi – An association formed by the most significant companies in the cosmetics sector in Lombardy.



Assolombarda/Confindustria – A territorial industrial association in Lombardy.



Confartigianato – An employers' association for artisans and small business owners.



The collaboration with Cosmetica Italia

Within **Cosmetica Italia**, our General Manager and CEO, **Giampaolo Herrmann**, serves as the coordinator of the packaging group. With the aim of strengthening the presence of packaging companies in the sector, the working group suggests themes and initiatives to be developed in response to market needs and requests services of interest to the members.

In this regard, our CEO chairs and participates in several important working groups, including:



“Secondary Raw Materials Cosmetic Grade”: It aims to create a Cosmetic Grade standard based on shared characteristics, ensuring the safety of contact between secondary raw material packaging and cosmetic content. In 2022, the project continued with various meetings involving secondary raw material producers, converters, and filling companies, focusing on PP and PE plastic materials.



“Cosmetics Industry Supply Chain Project for BCorp and Ecovadis Certifications”: Eurovetrocap, represented by its CEO, leads the promotion of this initiative, which began in 2022, with a planned launch in 2023. In collaboration with Nativa, the project aims to understand and adopt the tools of the **Benefit model in the cosmetics sector**, using globally recognized methodologies for measuring corporate sustainability performance. Additionally, it assesses the adoption of the legal status of a Benefit Corporation. The approach has been designed **to be collaborative among companies in the industry**, aiming to leverage the benefits of cooperation among entities facing similar challenges, sharing experiences, knowledge, and best practices that can be integrated.



“Improving the Recyclability of Cosmetic Packaging”: The project was carried out by Hera, in collaboration with Aliplast, and actively involved companies in the Packaging Working Group of Cosmetica Italia, which provided some data used in the preparation of the booklet. The booklet is a document that compiles useful guidelines for enhancing the recyclability of plastic cosmetic packaging. In addition to Conai **guidelines**, it provides insights into eco-design and the recyclability of packaging, based on the latest recycling technologies available in Italy. Recycling technologies are constantly evolving, so it is important to stay updated and be aware of when packaging that was previously not recyclable can now or soon be recycled due to technological advancements.

1.2 Vision, mission, and values

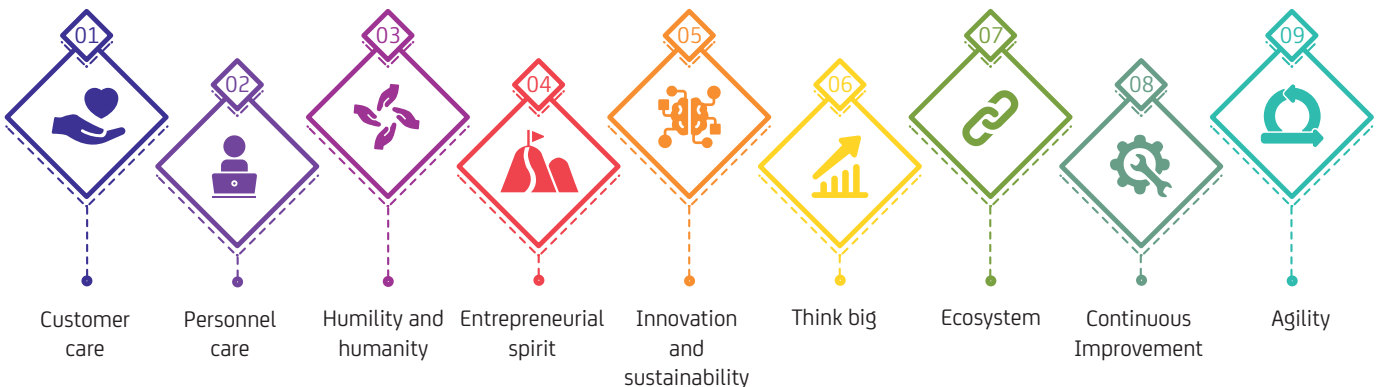


Our vision

Assisting our customers in envisioning, creating, and customizing innovative and environmentally friendly packaging solutions for the cosmetics and makeup market.

Our mission

Design, quality, sustainability focus, and innovation are the distinctive features of our packaging. We ensure our customers - from conception to launch - a high level of service, regardless of their geographic location or size.



Customer care

Focusing on the goal

We work for the satisfaction of our customers, aiming to build a lasting and trusting relationship with them. With our flexibility in terms of quantity offered, we support them at every stage of their lifecycle, aiding in their growth. We provide a product aligned with market trends and offer our consultancy when needed. We value their suggestions and gather their feedback to continuously improve.

Personnel care

Growing up together

We are the company. Our growth and well-being determine the quality of the work we do every day. Communication is a value at all levels; it's participation in the company's life and sharing of common goals.

Innovation and sustainability

We must always look at things from different angles. Dare to change, seek new paths

The world is changing, customers are changing, and we are changing. We commit ourselves every day to ensure that our products, our ways of thinking and acting, and our processes evolve to anticipate market needs and reduce our impact on the environment.



Humility and humanity

Together we are better than alone

Together is better than alone. We are all links in the same chain. All essential to make it strong and resilient. Knowing, understanding, and helping each other makes us all stronger. A strong team is the heart of a resilient company.

Entrepreneurial spirit

The importance is not in reaching the summit or not reaching it, but in how you tackle the climb

Each of us feels a sense of ownership in the company and is committed to pursuing its long-term well-being. At Eurovetrocap, everyone can make a difference, and every contribution is valuable for the continuity and sustainable development of our company. Every success is to be shared, and every misstep is an opportunity for improvement to be pursued together.

Values we believe in

Think big

Thinking small is a self-fulfilling prophecy

Setting challenging goals is the motivation to continually engage with bold and original solutions, always aiming for the best for us and our customers.

Continuous Improvement

Some arrange, while others – like us – change and improve

We work to better ourselves, always. A problem is an opportunity for growth when we take all the actions to prevent it from recurring.

Agility

We evolve every day, remaining true to ourselves

We evolve every day while staying true to our principles. We shape our future by maintaining a dynamic balance between market demands, caring for people, and caring for the environment. We aim for sustainable development.

Ecosystem

“Coming together is a beginning, staying together is progress, working together is success.” H. Ford

Our growth and development are indissolubly linked to the relationships we can establish and maintain with our suppliers. That's why we aim to build with them, more than just a supplier relationship, a business partnership founded on shared values, which must include sustainability, innovation, and the enhancement of the local community.

An important step in this direction was taken through the journey we embarked on in 2023 to define an Ethical Code and an Organizational and Management Model in accordance with Legislative Decree 231/2001. These documents will lay the foundation for managing our activities and impacts with a focus on responsible and sustainable long-term success.

Therefore, in alignment with our corporate culture, we choose to orient our strategies toward a transparent business model that combines economic objectives with social and environmental ones. Gradually, it is our intention to share our principles with suppliers and collaborate to ensure the respect and safeguarding of these values.



ECOPACK 2022 Prize

CONAI



Finalists at the Best Performance Award 2022

Bocconi University of Milan



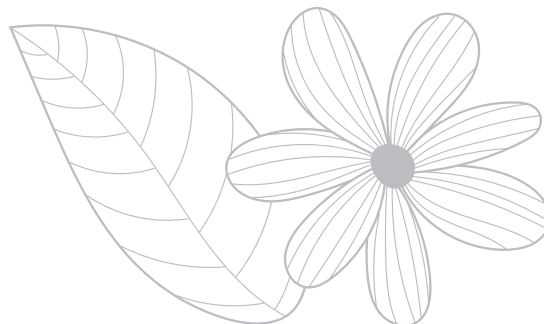
Prime Company 2022

Cribis D&B



Impresa Champions 2022

Italy Post



1.3 Products and services

Diversification and flexibility

We have been operating in the **cosmetics and pharmaceutical packaging industry** for approximately forty years, with **two operational locations in Italy**, an affiliated marketing services company **in France**, and a sales force present in **over 30 countries**, with sales in **120 markets**.

Eurovetrocap is a **global company**: we can serve our customers with a high level of care and service wherever they are located. Revenue is composed of **44% from the Italian market**, **39% from the European market** (excluding Italy), and the remaining **17%** is from the **rest of the world**. The French market alone represents **12%** of the revenue.



44%

from the Italian market



12%

from the French market



39%

from the European market
(excluding Italy),



remaining

17% is from the
rest of the world

Our wide range of standard products, attention to design, and extreme production flexibility, combined with modern decoration techniques, **allow us to serve all types of customers** - from pharmacies to large multinational companies - in creating unique packaging projects. Our main customers are fillers, cosmetic packaging distributors, and cosmetic companies.

Eurovetrocap products can be made from glass, aluminum, and plastic, both in virgin and recycled materials. To complement our products, we offer **numerous types of accessories**, with shapes and characteristics carefully

designed to meet every market need. Just to name a few: closures for bottles, caps and overcaps for bottles, spray pumps and perfume dispensers, screw cap bottle setups.

The activities of research, **design, and the development of new products** have always played a primary role for us, allowing us to offer a **highly customized range of products** to the market.

To further support this commitment, at the end of 2020, we created the start-up Zero In•Pack, which has now become an internal laboratory within the company dedicated to the **development of innovative and sustainable packaging solutions** for the cosmetics market.

Zero In•Pack allows us to continuously strengthen the research and development of our products and accessories, with a particular focus on highlighting and studying aspects and characteristics to **reduce environmental impact**.

This is also made possible through a proprietary Life Cycle Assessment (LCA) comparative analysis tool developed in collaboration with Bocconi University in Milan (see also Chapter 4, paragraph 4.1 'Eco-design: designing to reduce environmental impacts').

The ability to **meet customer demands quickly**, including the production of limited quantities of cosmetic or fragrance lines, and the option to combine personalized and customizable items with standard accessories are some of our key strengths. These essential features highlight the **great flexibility** of our company, a winning factor in a period of history where orders require shorter delivery times while maintaining a high level of product quality and customization.

Our offer

ACCESSORIES

- Pumps
- Caps
- Perfumery overcap
- Cosmetic and pharmaceutical caps
- Droppers
- Lids
- Diffusers

GLASS

- Perfume glass bottles
- Home fragrance diffusers
- Screw-neck glass bottles for cosmetic and perfume products
- Glass jars for creams
- Glass bottles for nail polish



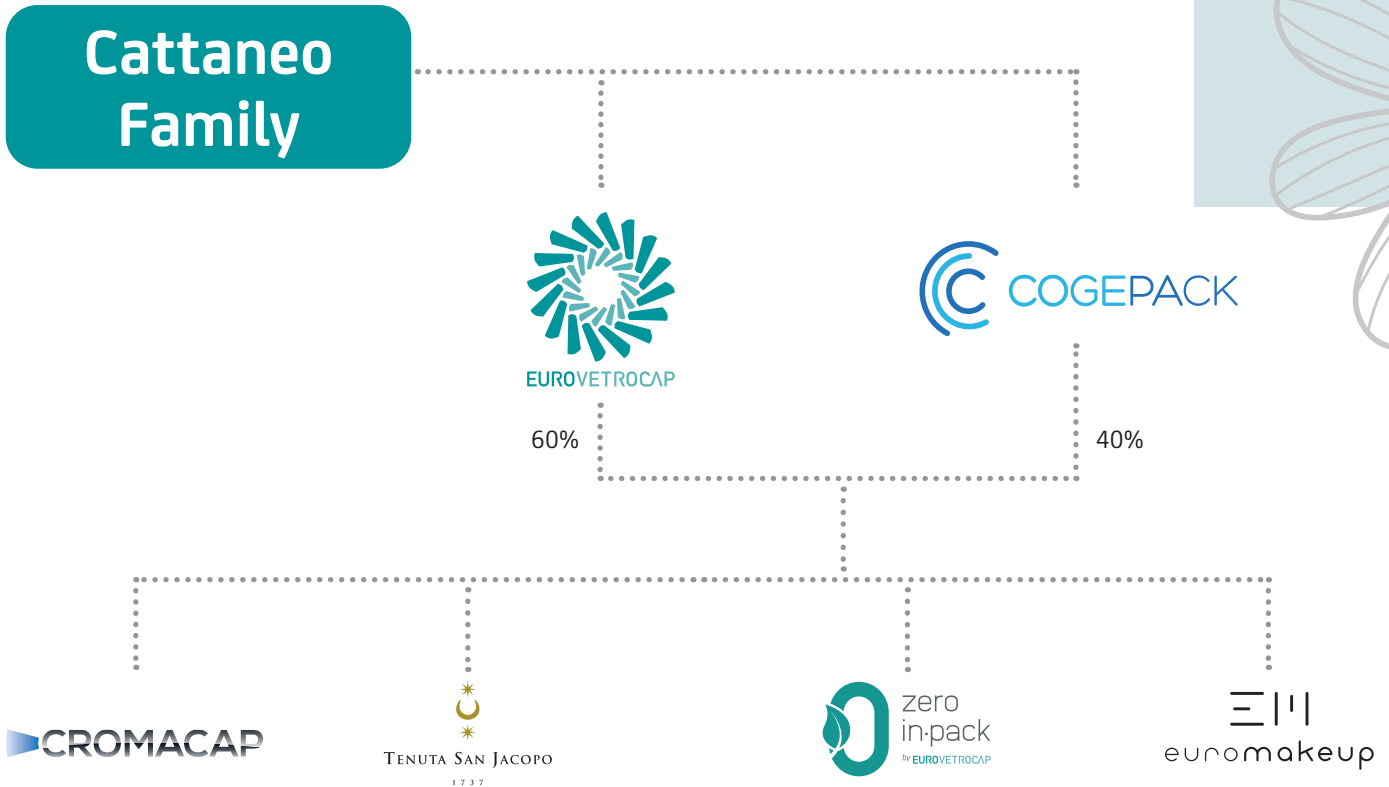
PLASTIC

- HDPE – SOFT TOUCH – PVC plastic bottles
- PET plastic bottles
- Plastic tottles
- Plastic jars
- Airless

PHARMACEUTICAL INDUSTRY

- White and yellow antibiotic bottles
- White and yellow screw-neck bottles
- Plastic pharmaceutical bottles
- Aluminum

1.4 Company structure and governance



Eurovetrocap corporate structure on December 31, 2022, consists of:

EUROVETROCAP

Eurovetrocap S.p.A.

A trading company that manages the purchase, sale, and storage of packaging for the cosmetics and pharmaceutical markets. In addition to the site in Trezzano S/N, it also has a branch in Tuscany, located in Agliana.



Zero In-Pack S.r.l.

An innovative startup founded at the end of 2020, which became an internal laboratory in 2022, working for Eurovetrocap to study environmentally friendly packaging and offering sustainability consultancy services.

CROMACAP

Cromacap S.r.l.

A production company specializing in metallization for various sectors.



Euromakeup S.r.l.

A trading company that manages the purchase, sale, and storage of packaging for the makeup market.



TENUTA SAN JACOPO

1 7 3 7

Tenuta San Jacopo

An agricultural company in Chianti (Cavriglia) that produces and markets wine and olive oil. It also operates as farmhouse with rooms for accommodation.

The history of *Tenuta San Jacopo* dates to the early 1700s. An 18th-century villa, charming farmhouses, a winery on an enchanting hill, meticulously adorned with avenues of cypress trees, pines, and oaks. *Straddling the Chianti Classico and Valdarno regions*, 130 hectares of vineyards, olive groves, and forests are regaining their ancient prestige thanks to the vision and work of the Cattaneo family. When the three Milanese brothers, Vanni, Carlo, and Marco Cattaneo, purchased the property in 2002, they were guided by an idea: *to celebrate the identity of the place and innovate with an entrepreneurial spirit, combining the tradition of Tuscan product culture with Lombard pragmatism.*

Their first goal is to *create “great” wines* that are pleasing to the palate, elegant, respectful of local grape varieties, but crafted with modern technologies. *Producing olive oil, highlighting the natural vocation of the territory, is their second objective.*

Since 2004, all our vineyards have been cultivated following the *principles of organic farming*. We want the nature and the morpho-climatic characteristics of our territory to dictate the aromas and flavors of our wines. That’s why we have chosen to leave a discreet, non-invasive presence in our work, always aimed at enhancing, without distorting them, the fruits of the vine.

In addition to wine and olive oil production, the estate also offers six apartments for tourists to stay in.

For the preparation of this Sustainability Report, we have included **Eurovetrocap S.p.A.**, **Zero In-Pack S.r.l.**, and **Cogepack S.r.l.** within the reporting scope.



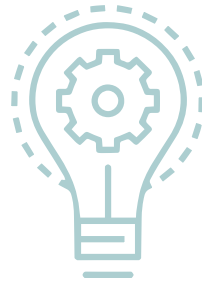
The **corporate governance** has a lean and agile structure to maintain the highest possible flexibility in decision-making. In general, decisions related to Eurovetrocap day-to-day operations are discussed in committees or relevant functions and reported to the CEO, who is responsible for the final decision.

There are four existing **working committees** in the company's practice, which are not formalized:



Managers Committee:

Functional managers meet monthly to share updates and progress on activities or request ad hoc meetings to address specific issues.



Product Development and Innovation Committee:

Comprised of the CEO, two Sales Managers, Head of Strategic Purchasing, and Head of Technical Office.



Finance Committee:

Comprising the CEO, Head of Administration, and Head of Strategic Finance.



Supplier Development Committee:

Comprising the CEO, Head of Quality, and Head of Strategic Purchasing.



Sales Committee:

Consisting of all the Italian Sales staff and the French Sales Manager

Regarding **extraordinary decisions**, such as acquisitions or significant investments, the process follows the standard procedure. However, in this case, once the decision to promote the initiative is made, the CEO discusses it with the **Board of Directors**.



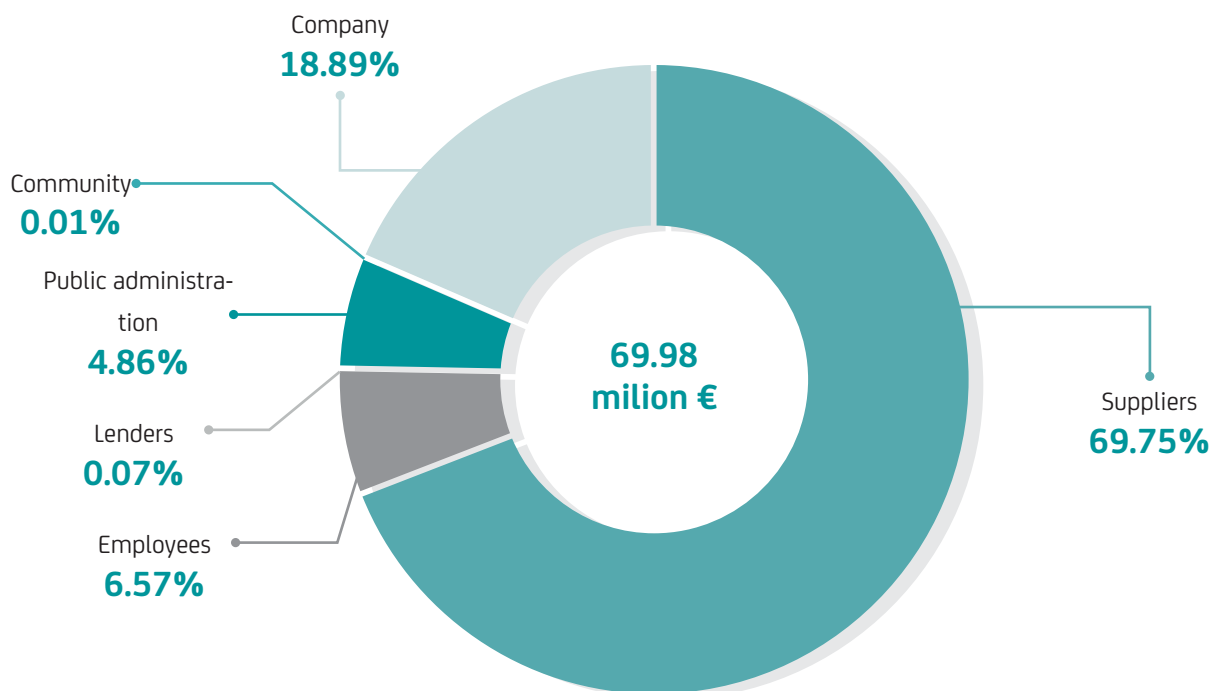
1.5 Economic performance

Economic stability is an essential condition for the development of actions, practices, and strategies aimed at improving our social and environmental sustainability performance.

The results of the 2022 budget highlight substantial growth for Eurovetrocap, which, together with Cogepack, generated an economic value of **69.98 million euros**, an 11% increase compared to the previous year. Of this value, **18.89%** was **retained** by the company for the depreciation of past investments and allocations to funds and reserves, while **81.11%** was distributed to the **stakeholders** we interact with daily in the following forms:

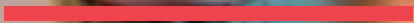
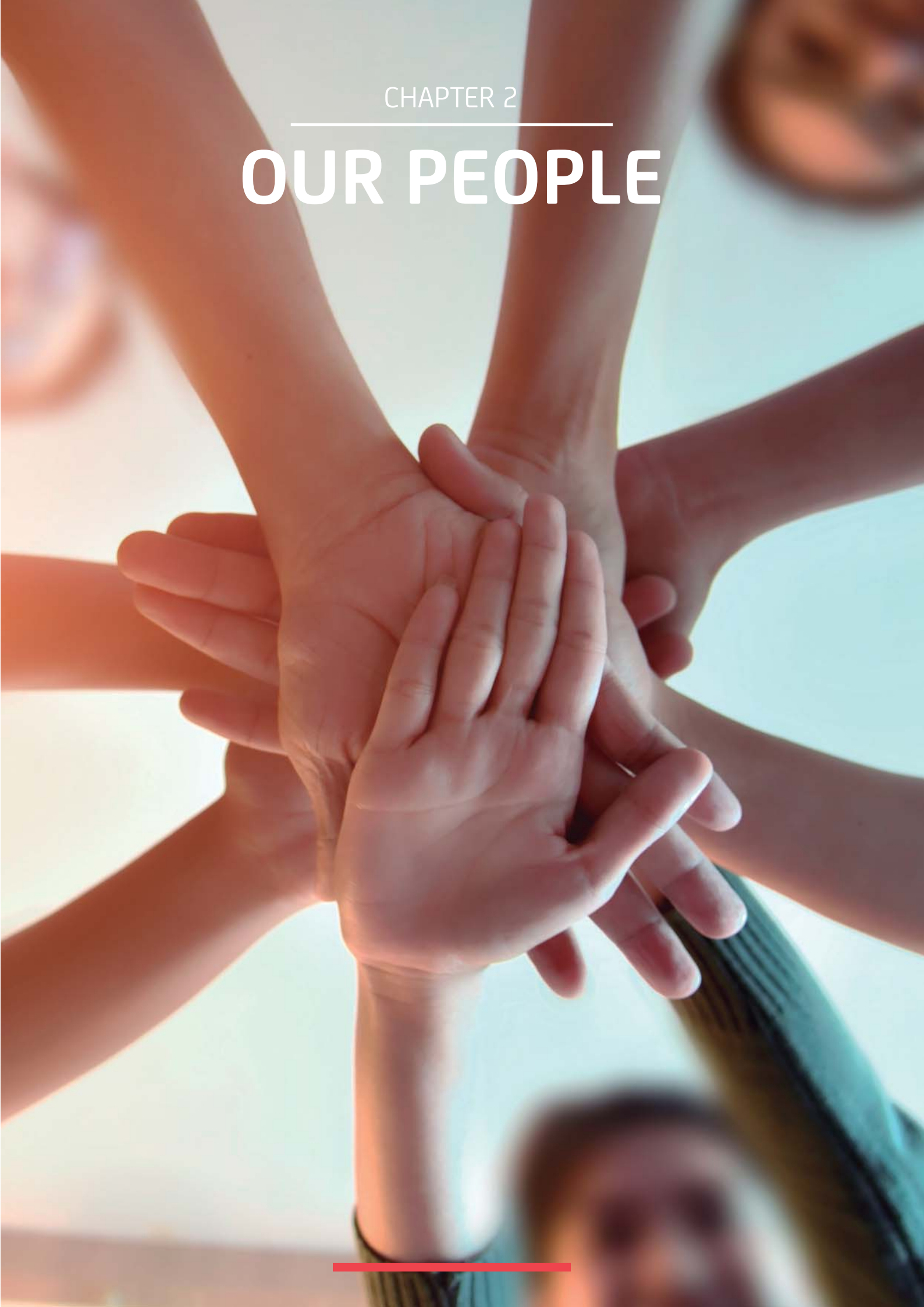
- **Suppliers:** expenses for the purchase of goods and services
- **Employees:** salaries and wages, contributions, and post-employment benefits
- **Lenders:** interest on loans
- **Public Administration:** income taxes and tax obligations
- **Community:** donations to Third Sector organizations

% of economic value retained by the company and distributed to stakeholders

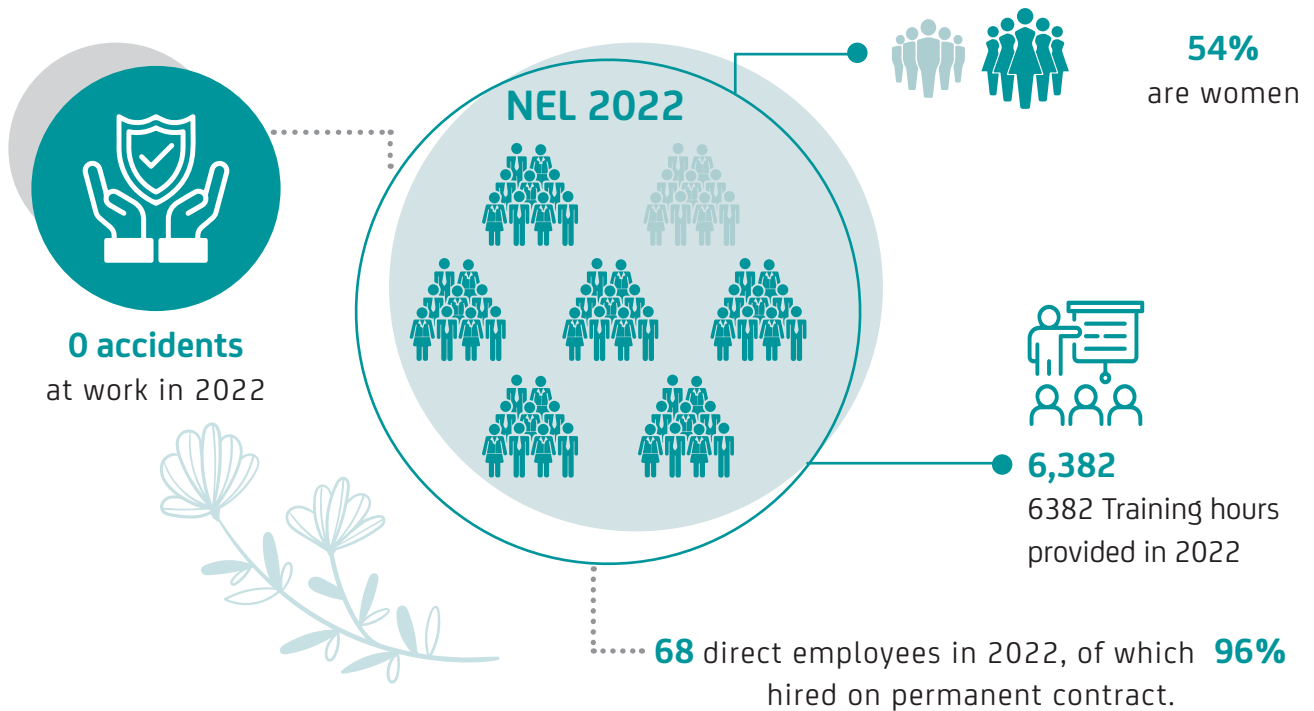


CHAPTER 2

OUR PEOPLE



OUR PEOPLE



2.1 Company workforce and diversity

In the last three years, **the focus on people and their well-being** has undergone a **profound evolution**, leading company leadership to make the decision to embark on a new path, transitioning from an “administrative” management of personnel to a genuine active management of individuals as resources and their **development and growth** journeys.

Until 2021, human resource management was directly handled by functional managers in all phases, while the Administration Office managed purely contractual aspects. To structure the necessary activities to redefine resource management, starting from the formalization of dedicated processes, we introduced a new function of **Temporary HR Manager** in 2021, which continued its role in 2022.

At the end of 2022, the workforce consists of **68 direct employees**, which is an increase of five compared to the previous year. Most of **these employees (96%)** are on

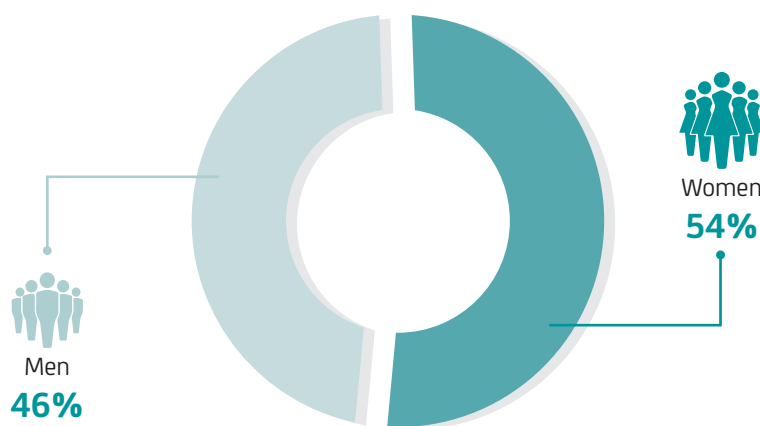
permanent contracts, and all employees are covered by collective bargaining agreements. In addition to employees, we have **23 other collaborators**: 4 interns, 1 project-based collaborator, and 18 temporary workers (of which 14 are contractors dedicated to warehouse management), bringing the total to **91 individuals, including direct employees and collaborators** (+3 compared to 2021).

Most of our employees are **office workers (65%)**, followed by workers (16%), managers (15%), and executives (4%). Nearly half of the workforce (46%) falls within the 30-50 age group, followed by the over-50 age group (43%), while the under-30 percentage stands at 11%.

The **outgoing turnover rate**³ in 2022 was **4.4%**, a decrease compared to 2021, with 3 employees leaving, including 2 retirements. In contrast, there were 8 new hires, resulting in an **incoming turnover rate of 11.8%**. The **overall turnover rate is 16.2%**, an increase of approximately 2 percentage points compared to 2021.

In the selection of new resources and in managing the workforce, a culture of **merit** and **talent** recognition guides company decisions. All processes and actions related to human resources are applied impartially and without any form of discrimination, starting from the selection process and extending to opportunities for training, career growth, and professional development, with a merit-based rewards system based on objective data.

Employees by gender

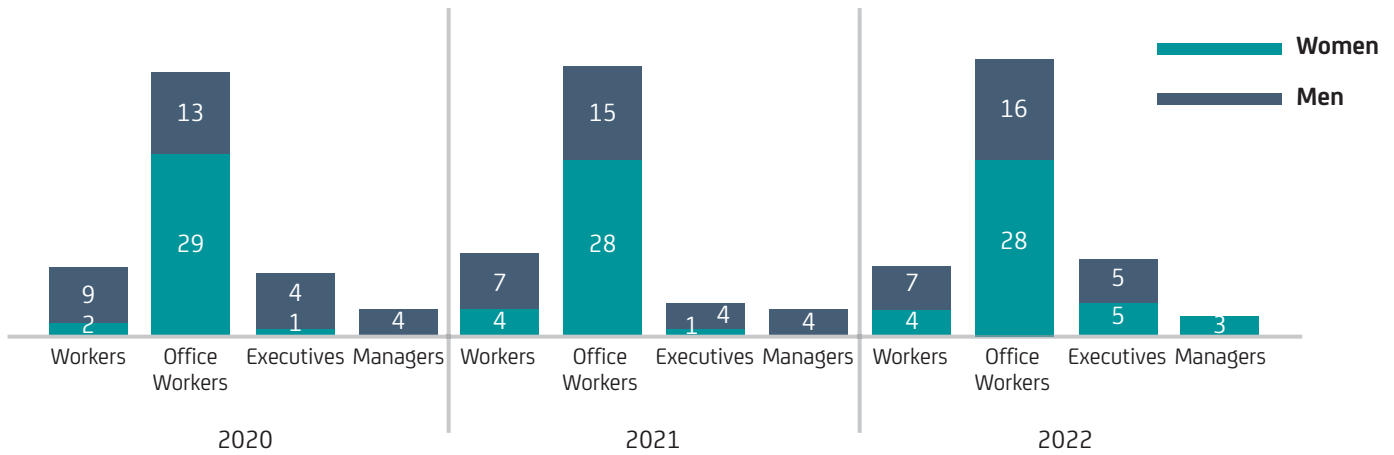


Analyzing the numbers of the workforce, at the level of gender representation, there is substantial equity between men and women, with the **female gender (54%)** making up most of the white-collar category (72.4%). As a result of the **internal growth** path of 4 employees, who were given responsibility for **key functions** such as Strategic Purchasing, Italy Sales (2 people) and Process Analysis, the female component of **executives** increased considerably in 2022, reaching parity in representation level with male executives. Among executives, 100% of positions are held by men.

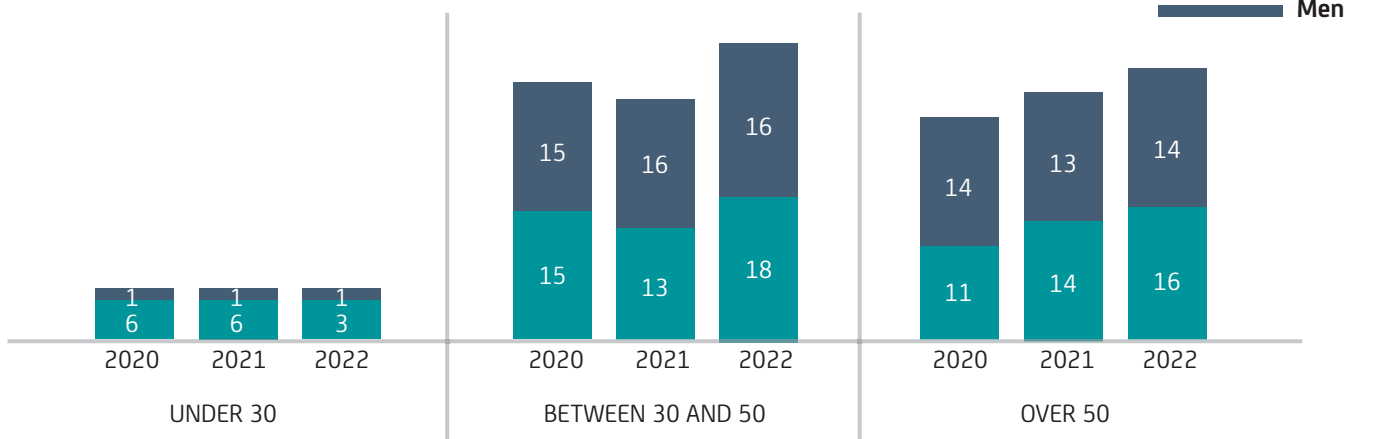
³ The outgoing turnover rate is calculated as the ratio between: (number of new hires in the year / total permanent and temporary workforce as of December 31) * 100. The turnover rate for entries is calculated as the ratio between: (number of new hires in the year / total permanent and temporary workforce as of December 31) * 100. The overall turnover rate is calculated as the ratio between: (number of new hires in the year + number of departures in the year / total permanent and temporary workforce as of December 31) * 100



Employees by gender and category (three-years 2020-2022)



Employees by age and gender (three-years 2020-2022)



With the goal of investigating and monitoring our level of pay equity, we have started to measure the **Gender Pay Gap**, calculated as the average difference between total earnings (base salary and variable component) received by men and women at the same job level.

The results indicate a condition of substantial parity for **office workers**, where a slight advantage in favor of women, who represent most of the category, is observed. Regarding **workers**, the differential stands at 19 percentage points in favor of men, while for the **managerial** level, there is a 23.3-point difference, again in favor of men. In both cases, these differentials are primarily attributed to length of service within the company. In particular, the “managerial” category is characterized by the presence of men with a long tenure within the company, while the female component has mostly been promoted in the last year. Since there are no female **executives**, it was not possible to calculate the Gender Pay Gap for this category.

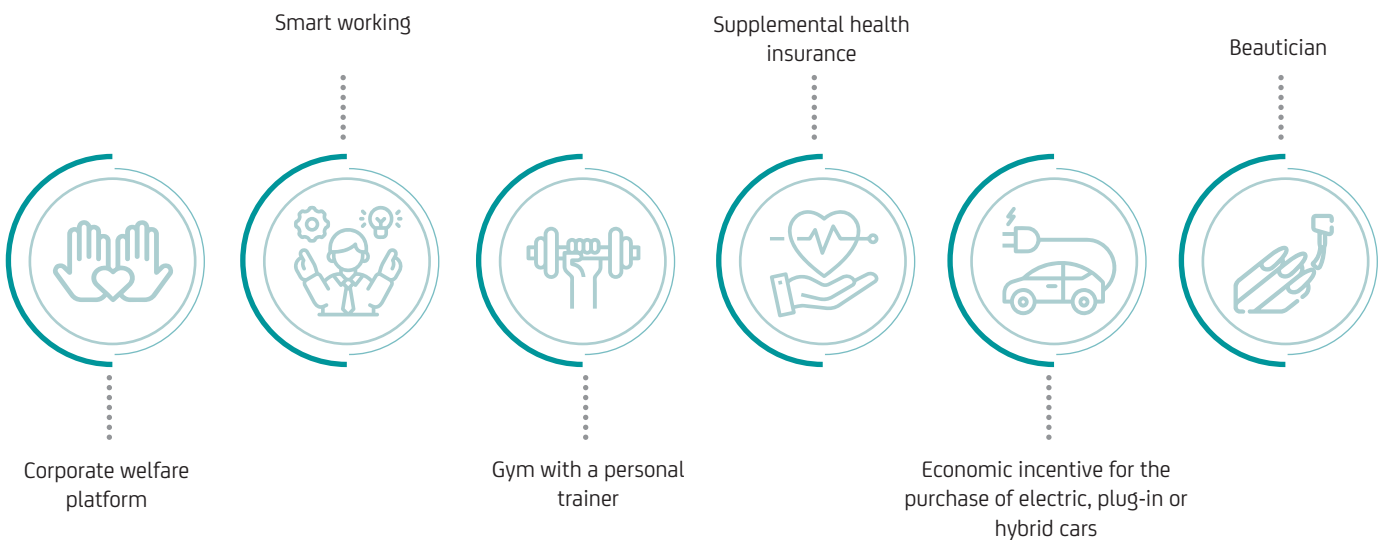
	RATIO OF AVERAGE TOTAL PAY OF WOMEN TO MEN	GENDER PAY GAP (AVERAGE TOTAL PAY) DELTA PERCENTAGE POINTS
Managers	76%	-24.3
Office workers	103%	+3.5
Workers	81%	- 19.3

2.2 Employee welfare and wellness

Aware that our success is also dependent on the **well-being and satisfaction of our employees**, we are committed to building an atmosphere of trust and mutual collaboration.

We strive to meet the individual needs to **balance work and personal life**, offering flexible hours, part-time contracts (granted to 5 employees, 4 of whom are women), and remote work opportunities.

Over the years, we have initiated a series of programs aimed at enhancing employee well-being. These include:



- Provision of a **corporate welfare platform**.
- **Free assistance with the 730-tax form**.
- **Smart-working and flexibility** for greater work-life balance for compatible roles.
- Organization of **company events and parties**.
- Access to the **gym** with a personal trainer.
- **Supplemental health insurance**.
- **Economic incentive for the purchase of electric, plug-in or hybrid cars** and availability of **free charging stations** within the company parking lot for vehicles purchased by employees.
- In-house **beautician** service.

These initiatives are also aimed at resources with staffing contracts, with the exclusion of the welfare plan, which is reserved only for direct employees, and supplementary health insurance, which is reserved for employees with more than 10 years of seniority and managers.

Easy Welfare Corporate Platform

*Eurovetrocap welfare plan includes an amount of money distributed to all employees, with the amount varying depending on the task performed. This amount can be spent within the **Easy Welfare** platform where numerous services can be found, such as:*



Vouchers, shopping and fuel



Sport, well-being, travels and culture



Education



Family Assistance



Mortgage Loans



Public Transport



Health



Welfare

In addition to the existing provisions, the company donates 1,000 euros in welfare to employees who purchase an electric car, 500 euros for a plug-in car, and 250 euros for a hybrid car. The bonus, applicable to both new and used cars, aims to support employees' transition to eco-friendly vehicles. In this regard, we have installed numerous charging stations at the Trezzano headquarters and one at the Agliana branch where employees can recharge their vehicles for free.

Following the introduction of the Temporary HR Manager role, our initial actions included redefining the organizational charts and creating job profiles within the company. In the coming years, we plan to redefine and update our **welfare initiatives**, involving employees directly in their development. With the goal of enhancing employee engagement and participation in company life, the company has decided to introduce **a new communication channel:**

a platform that any employee can access, even anonymously, to provide **suggestions**, make comments, or simply express their wishes within the company context. This is a **listening** channel that offers all employees the opportunity to actively participate in company life and see their suggestions or improvement ideas welcomed and implemented by the company, bringing satisfaction to all.

2.3 Professional training and growth

Investing in the **training and development of our people** serves a dual purpose. The first is to ensure that individuals feel valued and supported by a company that believes in their potential, offering them the opportunity to benefit from a structured **professional growth** path. The second is to enable employees to acquire skills and **knowledge necessary** to support company growth, enhance productivity, and consequently, contribute to the achievement of strategic objectives and the success of the company.

In this perspective, in 2020, we initiated the **analysis of company roles and expertise assessment** with

the aim of identifying critical areas, gaps, and training needs, which is still ongoing. Based on the initial results, in 2022, **training programs** were organized, involving various company functions, aimed at strengthening **knowledge of processes and product characteristics**.

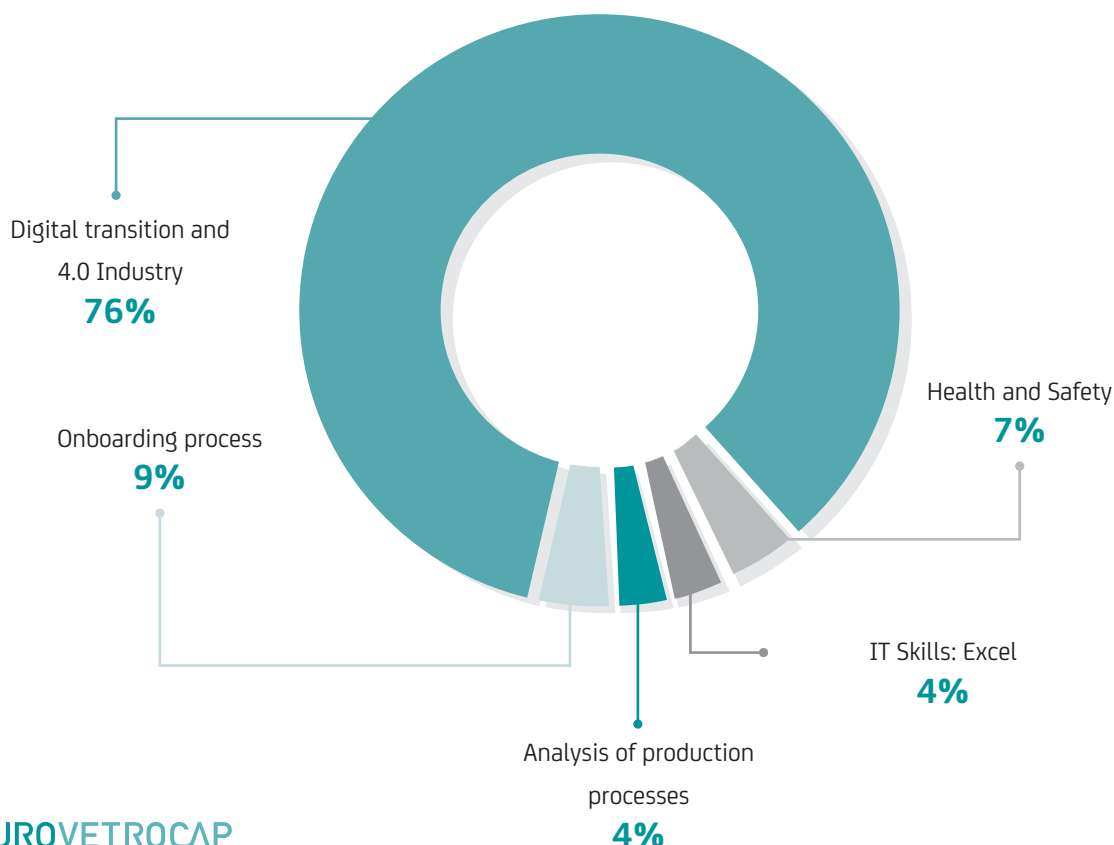
Voluntary training on topics related to **digital transition 4.0** continued, and technical courses focusing on **Excel** usage and the analysis of **production processes** were provided to streamline data management and processing within the company.

For certain **new company functions**, particularly in **strategic procurement**,

it was necessary to establish focused training programs to acquire new knowledge for the development of the company's strategy. Over the past year, we have also worked on improving the **onboarding process** for new hires, defining specific integration and training plans for the various roles they occupy.

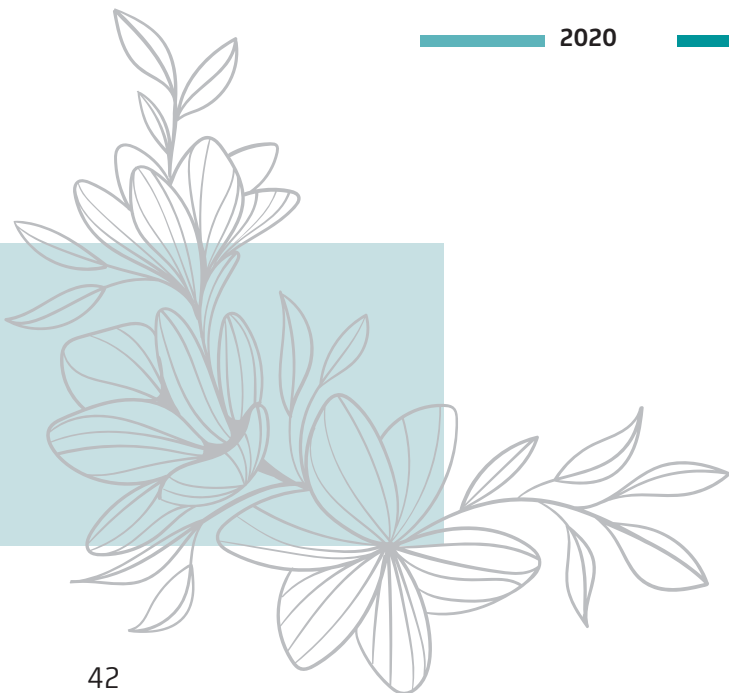
These topics are in addition to the area of **health and safety**, for which all **mandatory training** and update programs that were due have been completed.

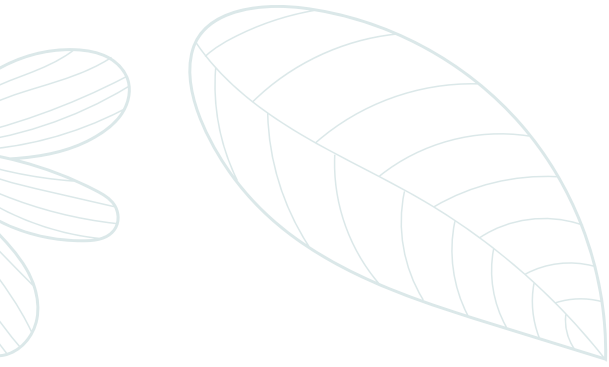
6,382 training hours provided in 2022
% of hours in the main training fields





Average hours of training by category and gender





In the coming years, a training program on **change management** has been defined and planned, both as a work methodology and in personnel management. It will be delivered starting in 2023 to all functional managers. This program consists of interventions dedicated to developing specific skills for facilitating relationships and conflict resolution, thereby enhancing leadership capabilities.

In this process of streamlining training and personnel development management, **careful monitoring of data** will be essential. Thanks to the implementation of the new human resource management software, already in the testing phase for certain activities (particularly those related to “health and safety”), it will be possible to define and record training and growth paths for each individual resource, enabling high-quality data tracking.

The establishment of a solid database is also functional to the development of a **specific procedure** dedicated to individuals’ **growth** paths and the methods of awarding bonuses.

To date, we have defined a **system for periodic performance evaluations**, which we intend to gradually extend to the entire company population. Evaluations of resources and encouragement of growth can be associated with bonuses based on objective parameters shared with departmental managers. Currently, for certain company functions, such as sales roles, **annual performance goals** are already assigned that result in the awarding of a **bonus**.



“We have established specific procedures to define the training, evaluation, and growth paths for our people.”

2.4 Health and safety

The protection of the health and safety of workers and all individuals working at the company's sites is an indispensable principle, which has been further strengthened in the context of the pandemic emergency. We are constantly engaged in identifying and minimizing risks to maintain the **goal of zero accidents, zero incidents, and zero occupational illnesses**.

Currently, we manage health and safety through company practices formalized in procedures already available within the Company Management System, certified for UNI EN ISO 9001 and UNI

EN ISO 14001 standards, in compliance with the guiding principles outlined in the Corporate Policy Document for Quality, Environment, and Safety. By 2023, we commit to making our company management system **also compliant with the voluntary requirements of UNI ISO 45001 standard** for Health and Safety in the Workplace.

As required by current regulations, we periodically conduct a **risk assessment analysis** in collaboration with the external Responsible for Prevention and Protection Service (RSPP), the external

competent medical professional, and the Workers' Safety Representative (RLS). Risk assessment is based on identifying hazards and estimating the likelihood and severity of negative events.

As part of our ongoing monitoring, we conduct an **annual audit** aimed at verifying legislative compliance regarding health and safety in the workplace.



We actively involve our employees in health and safety **training**, totaling 453 hours in 2022, and **awareness** activities where they are actively engaged in identifying risks and reporting potential hazards. All observations can be reported directly to the RSPP verbally, by phone, or via email, or to the designated person, who then informs the functional manager, who, in turn, informs the RSPP.

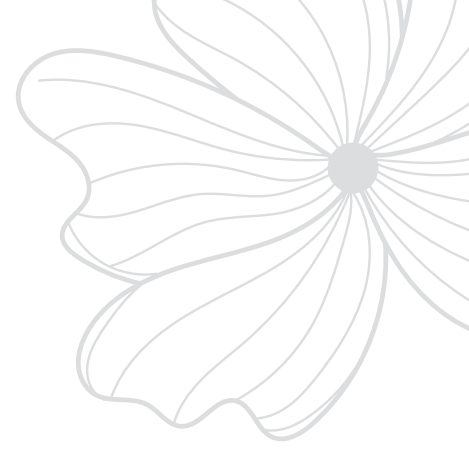
In a primarily commercial setting like ours, the greatest risk of accidents is concentrated in load handling activities in the warehouse. With the goal of minimizing these risks, we have installed **automated storage systems**, including **vertical warehouses**, at our Trezzano location.

Thanks to these interventions, no workplace accidents have been recorded in the last two years.

In the event of an accident, appropriate measures are taken to prevent similar incidents in the future. This process includes a **scenario analysis** with the collection of testimonies and evidence, a **root cause analysis**, followed by the identification of potential **corrective and improvement actions**, often involving employees, to be proposed to company management.

The **external occupational health physician** conducts the required periodic medical examinations and any additional visits as needed. To further promote an **active and healthy lifestyle**, employees at the Trezzano location have access to the **company gym** with classes led by a dedicated personal trainer.

“By 2023, we commit to making our company management system compliant with **ISO 45001 standard for Occupational Health and Safety.**”



2.5 Cybersecurity

Protecting the data of employees and partners from external attacks is an essential condition for safeguarding Eurovetrocap intellectual property and business continuity. The data we manage is **exclusively accessible to our employees and collaborators** and is collected solely for the purpose of executing ordinary activities, such as fulfilling sales contracts or service agreements or sending newsletters. Since the onset of the pandemic, with the resulting changes

in work organization and the proliferation of remote work (smart working), there has been a **significant increase in cyberattacks and privacy breaches on a global scale**. In the following years, this trend has not abated, with Italy alone experiencing more than double the incidents compared to 2020⁴, and reaching, according to some researchers, a new worldwide record of phishing attacks in the past year.



⁴Exprivia Cybersecurity Observatory records exponential growth in cybercrime in Italy in 2021 with 1,356 occurrences, more than double the 2020 figure. Despite investments in cybersecurity, attacks that succeed are increasing.

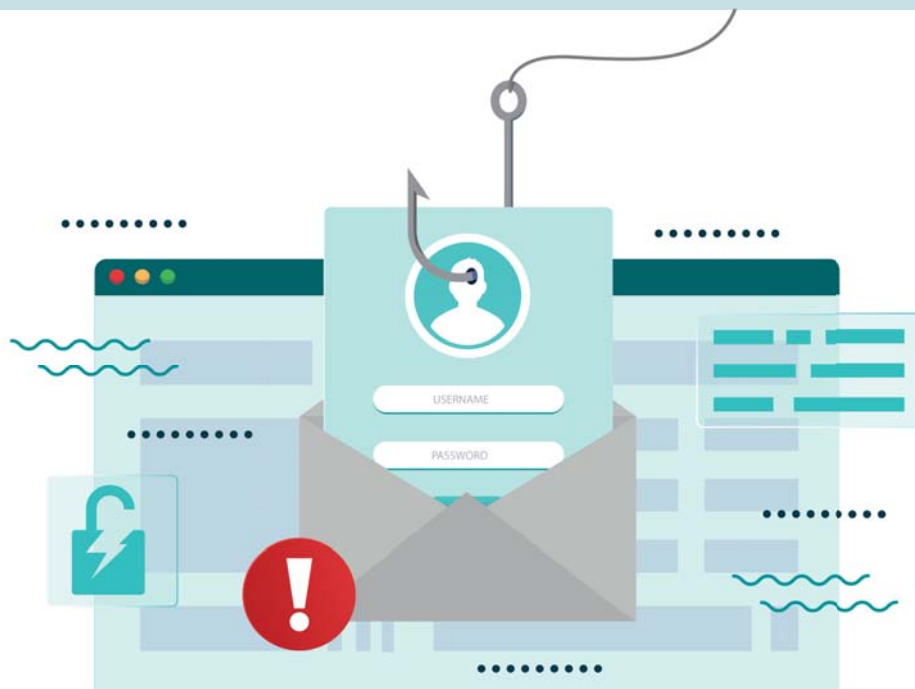
What is phishing and how can it be recognized?

Phishing, a technique that involves emails specifically designed to trick individuals into providing personal information, is part of social engineering, a broad term encompassing all tactics used to persuade users to divulge business and personal information or gain access to a computer to install malicious software.

The weakest link in any cybersecurity chain is the **“human factor”**: convincing a person to trust and reveal their passwords is often more effective than other hacking techniques.

In addition to phishing, there are many other techniques employed, including baiting (offering something to encourage the download of malicious files), pretexting (impersonating someone to gain access to privileged data), or scareware (persuading the user that their computer is infected and offering a solution to infect it).

The only way to avoid falling victim to social engineering is **to educate users on when to be suspicious and, consequently, how to recognize digital scams**. Apart from verifying the validity of the e-mail address, every time we receive unsolicited support, we should carefully evaluate the situation, especially if it asks us to click on a link, provide passwords, or share financial data.



Given the trend of global increase in cyber-attacks, in recent years we had in turn experienced 6 data thefts in 2021 and 2 in 2020, but thanks to the actions implemented, **no cases of data theft or loss were detected in 2022.**

Indeed, following internal investigations and thanks to an analysis conducted in 2020 by an external software house, we have identified that the typical mode of attack and theft is based precisely on **phishing**, through fraudulent emails, aimed at obtaining access credentials to our or the client's emails. The goal is to intercept invoices and payment-related documents to replace them with copies containing the foreign IBANs of the fraudsters.

To prevent further phishing attempts and subsequent fraud, clear instructions are provided in all emails and on order and invoice documents, stating that Eurovetrocap does not request payments to foreign bank accounts and that any communication in this regard should be considered a fraud attempt. Users themselves have been **sensitized** to identify data or access request emails as fraudulent and promptly report them to IT.

Among the initiatives implemented to enhance our internal data protection systems, there is centralized monitoring of **antivirus scans** on individual employees' PCs, and **unauthorized access** to e-mail **is actively checked.**

All accesses to company information systems **are protected by user IDs and passwords** and restricted to the information necessary for each user. Users and IT are notified for every access, ensuring immediate awareness of any unauthorized access. If access is confirmed, access credentials are changed, any e-mail forwarding or moving rules created by the unauthorized user are checked, and any emails sent to clients are promptly notified.

With the aim of further improving the safeguards for our corporate data assets, we commit to **establishing an advanced protection system** soon, such as two-factor authentication, and improving the speed at which we detect and block data theft attempts. We also intend to invest in additional **training initiatives for our personnel**, as education is the primary weapon to recognize and counteract phishing activities.

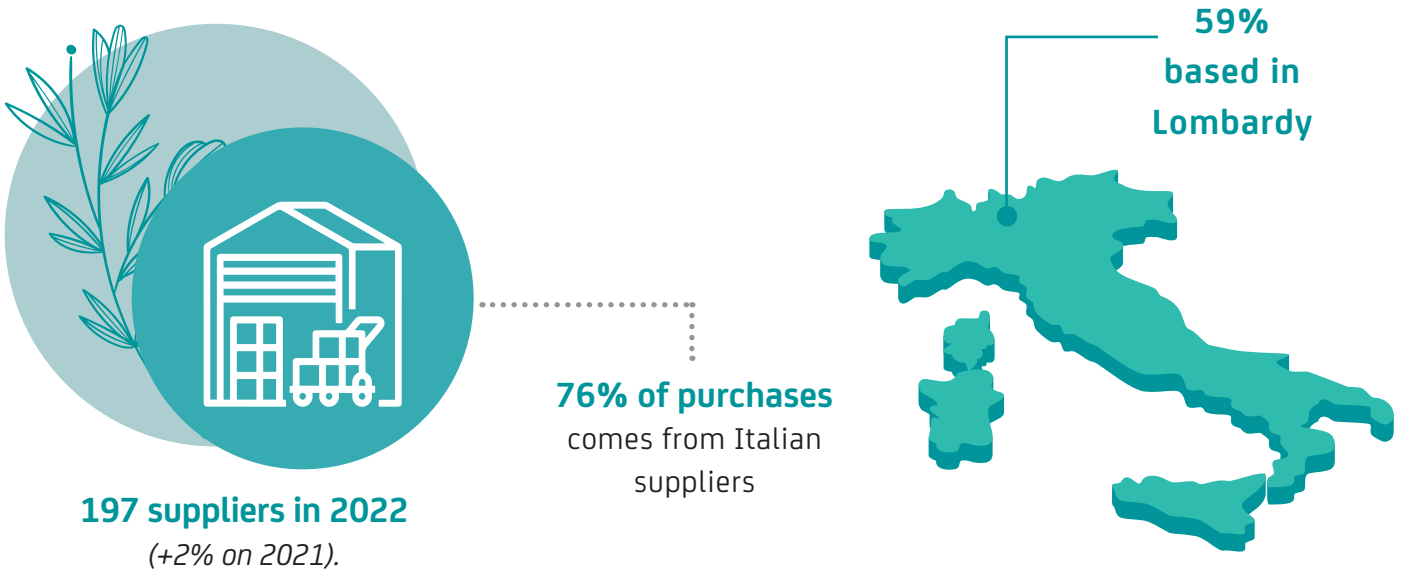


CHAPTER 3

THE RELATIONSHIP WITH OUR SUPPLIERS



THE RELATIONSHIP WITH OUR SUPPLIERS



3.1 Our commitment to all suppliers

Long-lasting relationships with our suppliers are crucial. Our ability to create innovative, high-quality packaging solutions with a lower environmental impact depends on it.

We collaborate with **highly specialized suppliers** who manufacture glass and plastic bottles, plastic, and metal

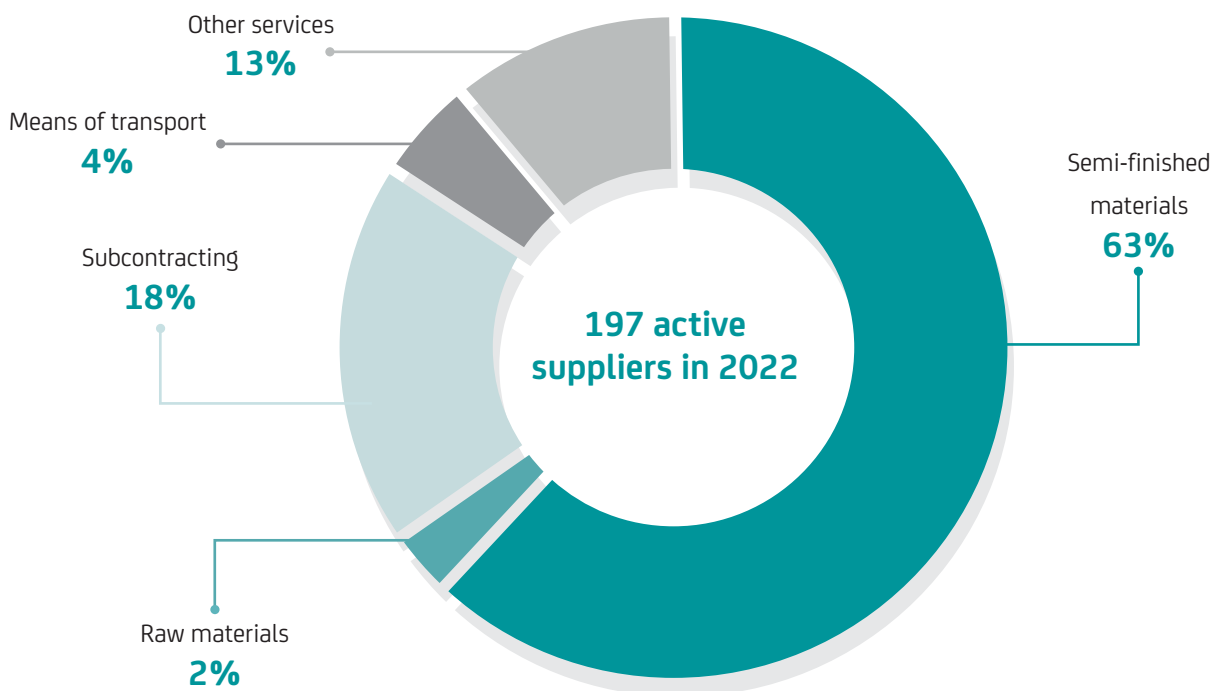
closures, as well as companies engaged in decorating and personalizing items through processes like screen printing, hot stamping, metallization, and painting. In some cases, we directly supply raw materials, such as plastic pellets, to our subcontractors for producing the articles.

“Long-lasting relationships with our suppliers are crucial. Our ability to create innovative, high-quality packaging solutions with a lower environmental impact depends on it.”

Our commercial business activity goes beyond product sales: we are also involved in **designing and developing the molds** used to produce the “standard” items in our sales catalog. These molds are then entrusted to subcontractors for large-scale production.

Transparency, dialogue, and active collaboration are the key factors in our long-term-oriented approach, aimed at mutual development and growth through the sharing of resources and expertise.

Supplier categories by % of expenditure (2022)



To offer a wide range of packaging solutions, we rely on a **highly diversified and distributed supply chain**. Of the 197 suppliers we have on record (a 2% increase from 2021), the top supplier accounts for 9% of the expenditure in terms of revenue, while the vast majority remain below 3%.⁵ In 2022, the top 163 suppliers covered 90% of the overall expenditure. When considering the percentage weight for

each category among the total of 197 suppliers, it becomes evident that the largest share (**63%**) is dedicated to the purchase of **semi-finished products**, particularly **glass (25%) and plastic (23%) bottles and accessories**, followed by **third-party processing (18%)**. Among service providers, the ones with the most significant impact on expenditure are **logistics transporters (4%)**.

⁵ Because of this considerable fragmentation, supplier and purchasing data are calculated on the top 163 Eurovetropac suppliers, which account for about 90 percent of total spending.

3.2 Synergies for common growth in the area

“We have primarily chosen local partners for the benefits these relationships bring, both socially and environmentally.”

We primarily choose **local partners** not only as a strategic decision for **supply stability** but also for the benefits these relationships bring, both socially by supporting the local economy and environmentally by reducing transportation distances.

In line with this philosophy, we have initiated an effort **to bring our key suppliers closer to our industrial site** for several years now. Partners located within our site account for 8% of supplier revenue. This allows us to spread technological innovation, such as investing in the latest and most efficient machinery, which is made available to our subcontractors.

Consistent with 2021, the analysis of suppliers in 2022 also underscores the importance of the **geographical proximity** of our activities. Among the top 163 suppliers, 59% have operational headquarters in Lombardy, 17% in Italy (excluding Lombardy), 18% in Europe (excluding Lombardy), 18% in Europe, and 6% in non-EU countries, totaling approximately €47.8 million.

among the top **163** suppliers



59% have operational headquarters in Lombardy



17% in Italy (excluding Lombardy)



18% in Europe



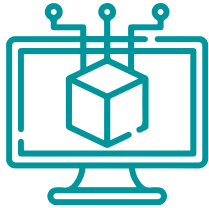
6% in non-EU⁶ countries

per un valore complessivo di circa 47,8 milioni di euro.

In the future, we aim to further reduce the percentage of suppliers operating outside of Europe. Since 2021, **we have already relocated some processes previously carried out in Asia to Italy**, specifically in Lombardy, equipping ourselves with the necessary technologies and thus minimizing uncertainties regarding supply lead times.

⁶ This includes 3 suppliers with registered offices in Europe, but who carry out production activities exclusively in non-EU countries; the other non-EU suppliers are in the UK, China, Korea, and Taiwan.

In line with these principles, we have established a **new in-house team** dedicated to supplier growth. In 2022, the team developed



new planning software to be licensed to our strategic suppliers, assisting them in production planning.



other activities aimed at **optimizing logistics**



analyzing mold renewal, and continuously introducing automation for high-volume production items.

3.3 Mapping sustainability along the Supply Chain



With the goal of **enhancing sustainability awareness** within our supply chain, we initiated a **supplier mapping activity** in 2021 based on socio-environmental criteria to gather information about their sustainability practices.

This snapshot will enable us to make targeted decisions in the future, aimed at improving quality and sustainability standards, always with a long-term collaborative perspective. Our aim is to achieve mutual and shared growth toward ambitious goals of reducing the environmental impacts of the products we offer. Specifically, in 2022, we defined the **environmental criteria** that will be progressively introduced starting from 2023 in the registration forms for new suppliers. This will allow us to identify suppliers who are more **environmentally conscious** and closer to our site.

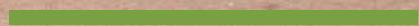
“ We are introducing new environmental and social criteria that will enable us to identify suppliers who are more environmentally conscious and closer to our site.”

Starting from 2023, we have also planned various **engagement moments and initiatives** with our **strategic suppliers**, including the presentation of our Code of Ethics and Sustainability Report. The intention is to raise awareness among them about our policies and practices aimed at improving our socio-environmental performance..



CHAPTER 4

ECO-DESIGN AND INNOVATION



Zero In-Pack: our eco-design Lab

7.8%

the percentage of **recycled materials** in the total primary packaging materials is now 7.8%, up from 5.6% in 2021.

+213%

increase in purchased tons of Green PE bioplastic compared to 2021.

+116%

increase in purchased tons of recycled glass compared to 2021.

3 patent applications and 3 patents filed

for innovations aimed at reducing the environmental impact of products.

-3.6%

in secondary packaging purchased, of which **62%** are made from recycled or recovered materials.

Over 2 million Euros invested in Research and Development activities in the last three years with 600,000 Euros invested in 2022.

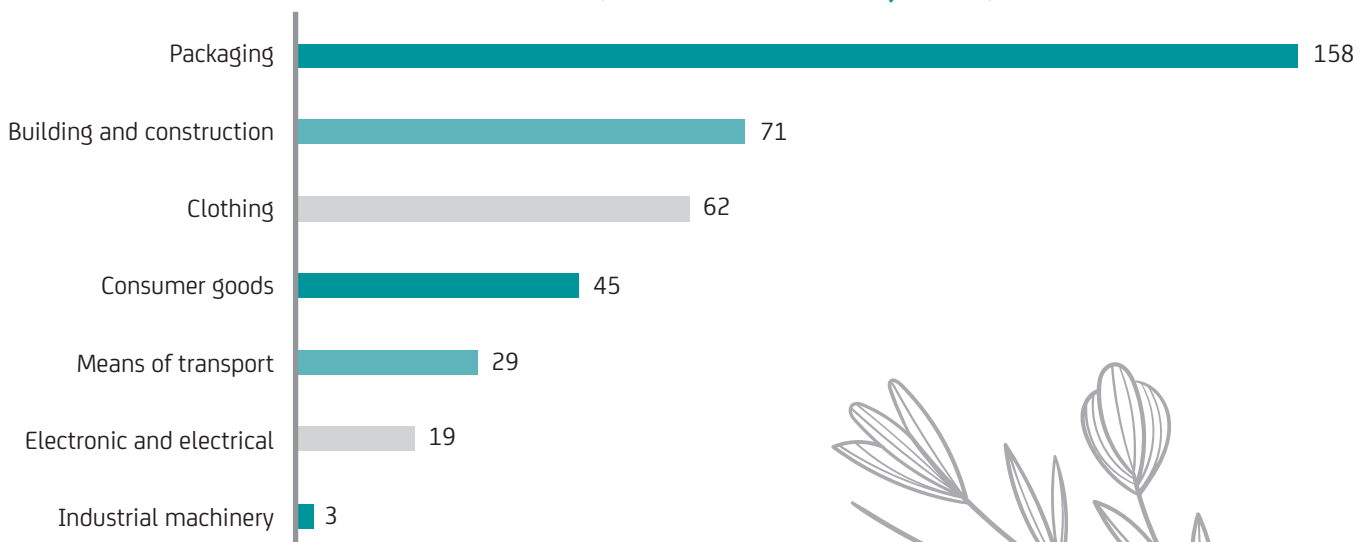
ECO-DESIGN AND INNOVATION

4.1 Eco-design: designing to decrease environmental impacts

The new buzzword is: “recycling oriented”

We are aware that packaging represents a significant portion of post-consumer waste generated worldwide. It’s worth noting that it accounts for **more than one-third** of global plastic consumption.⁷

Plastic use, globally
(In millions of tons, 2017)



⁷ Plastic Atlas 2019, Blessing and Curse, p. 15

Referring to pre-pandemic data, in 2018, in the European Union, **more than 1,130 billion pieces of packaging** were produced solely for the Food & Beverage sector, with most of them being made of plastic⁸. In fact, a significant 40% of the total plastic⁹ production is dedicated to the manufacturing of packaging, often single-use or with short life cycles, which quickly become waste.

If we look at the total plastic waste collected in the EU, 61% of it consists of packaging¹⁰. Among these, **cosmetic packaging carries less weight** due to lower consumption frequency compared to food packaging.

Once they become waste, the primary challenge is **recyclability**. According to a study by the European Commission, plastic packaging has the lowest recycling rate (42%) compared to other materials such as metal (76%), paper and cardboard (83%), and glass (73%)¹¹.

Given these data, we believe it's essential to provide customers with **packaging solutions that generate less waste and reduce the environmental impact of products**.

For example, by using recycled materials instead of virgin materials and designing with a recycling-oriented perspective, aimed at the effective recyclability of materials after use.



Did you know...?

Next challenge: the plastic tax

*The commitment to a recycling-oriented approach is also encouraged by the evolving European and national regulatory context. This context is increasingly focused on limiting the consumption of virgin raw materials and the generation of waste, to promote greater recycling and resource conservation, with the goal of transitioning from a linear economy to a **circular economy**.*

*In this context, the next challenge is posed by the plastic tax. This is a new taxation tool gradually applied across all European Union member states, imposing a tax on the consumption of **single-use plastics**, and favoring companies that incorporate a certain percentage of **recycled plastic material** into their packaging.*

⁸ Plastic Atlas 2019, On Plastic and the Planet, p. 8

⁹ Plastics Europe, Plastics – The facts 2019, October 14, 2019

¹⁰ Plastics Europe, The circular economy for plastics - a European overview, 2019

¹¹ European Commission, Commission Staff Working Paper accompanying the “European Strategy for Plastics in the Circular Economy,” SWD (2018) 16 final.



In this regard, we consider the approach to product design to be of particular significance. It is during this phase that we can define the **structure, composition, and materials** of the packaging, characteristics that will influence the environmental impacts of the cosmetic product throughout its lifecycle.

Within the scope of our design activities, eco-design translates into objectives such as:



Reducing the weight and materials used including streamlining components by eliminating unnecessary ones.



Optimizing existing components and preparing them for broader use, in combination with different items.



Using materials sourced from recycling, thereby reducing environmental impact in terms of both virgin raw materials used and CO2 emissions saved.



Designing single-material items to facilitate post-consumer recyclability.



Designing product delivery methods that allow for multiple uses through “refill” or facilitate the use of all the product contained within an item to reduce waste.



Designing items that are easily disassembled to enable reuse or proper recycling at the end of their life.



Opting for decoration techniques with a lower environmental impact.

Our commitment to eco-design extends not only to the **product catalog** we offer but also to the **selection of secondary packaging** and other materials necessary for production. In this regard, we are implementing several initiatives, including:



Gradual replacement of historic molds with **molds featuring a greater number of cavities** to increase hourly productivity, allowing for greater economies of scale.



Replacement, when possible, of existing molds **with “hot runner” molds** to limit production waste (runners) and thereby reduce the use of raw materials.



Introduction of triple-layer PET thermoforms with **recycled material** (virgin-recycled-virgin) for packaging our items, replacing virgin PS plastic.

With the intention of contributing to the development of the entire industry, we also participate in various working groups within **Cosmetica Italia**, some of which are specifically dedicated to the development of circular economy projects (see Chapter 1, “Collaboration with Cosmetica Italia” section).



It’s easy to say “plastic”



01 PET – Polyethylene Terephthalate

A lightweight plastic used to make bottles, trays, and sometimes pill blister packs.



06 PS – Polystyrene (Styrofoam)

A lightweight material used for packaging, suitable for protecting delicate objects.



02 HDPE – High-Density Polyethylene

A rigid plastic used for some bottles, caps, and containers for cosmetics and detergents.



PCR – Post-Consumer Recycled Plastic

This designation applies to various plastic categories (e.g., PET PCR, HDPE PCR, etc.) to indicate that it is plastic collected after being disposed of by consumers (Post-Consumer Recycled).



05 PP – Polypropylene or Moplen

A rigid and durable plastic used for some packaging, packaging, and bottles (e.g., some ketchup or shampoo bottles), as well as for household items and toys.



PIR – Recycled Plastic in Industrial Settings

The term PIR (Post-Industrial Recycled) is used to indicate the recycling of production waste, which is reintroduced into the industrial production stream before a product is marketed to consumers.

Our lines with lower environmental impact





Our Eco-design solutions



SINGLE MATERIAL ITEMS

In favor of recyclability:

- **Triple-layer PP** gasket for PP lid, replacing the LDPE gasket.
- Innovative **Parigi dropper in PP**, making the item entirely single material.
- **HDPE flip-top cap compatible with HDPE bottles** to create an entire single-material set.

REDUCTION OF MATERIAL USED

Reduction of material used in the following items:



Light Line - scheduled for fall 2023, includes three containers with reduced weight compared to their best-selling counterparts: 15ml bottle (-32% vs Make Up 15), 30ml bottle (-38% vs Make Up 30), and 50ml jar (-30% vs Laurence 50). The reduction in raw material consumption (sand, sodium) and CO2 emissions is substantial.



Squeeze 200 HDPE bottle, not only featuring a 45% reduced weight compared to the best-seller (Cilindro Alto 200 HDPE), but it can also be squeezed like a tube at the end of its life to maximize the return of the formula.



Tim New 50 PP lids, with a 32% lighter weight compared to the Laurence cap. Its PP gasket also makes it a single-material item perfectly suitable for recycling.



Mono jars, with a single-wall PET jar (lightened) and a self-sealing PP lid (without gasket).

ARTICOLI RICARICABILI

The average impact for each use decreases as the **number of refills** increases:



Refill 50 Jar



Airless Refill 50



Licata Jar in recyclable version



DECORATION AND CUSTOMIZATION TECHNIQUES

With a lower environmental impact:

- **UV-led silkscreen** instead of using ceramic paint, which requires high-temperature oven baking. UV-LED lamps ensure the same aesthetic result with significantly lower energy consumption.
- **Solvent-free paints** (e.g., water-based paints).
- **Replacement of glass frosting with a frosted-look coating** for reduced impact in terms of metal and mineral consumption, as well as energy, water, and emissions.
- **Introduction of recyclable-compatible master batches** For example, "NIR" (near infra-red) black is formulated without carbon black, a substance that hinders the proper identification of plastic material at sorting centers, thereby impeding recycling.



Second life to glass: the Licata jar










The first **high-percentage recycled glass cosmetic jar (90%)**, our Licata jar paved the way for a series of standard items now all available in recycled versions. Our efforts are increasingly focused on monitoring the availability of recycled materials and researching new recycled base compounds suitable for our production processes. This commitment allows us to offer an ever-growing number of items with reduced environmental impact.

Refill 50: the advantages of refillable items

The **Refill 50 jar** stands out for its ability to reuse the glass container multiple times by simply replacing the refill system. The latter is made **entirely of PP, potentially recycled**, with an innovative design that ensures a seal without the need for a gasket, simplifying recycling at the end of its life.

As with all Refill solutions, the advantage in terms of reducing environmental impact increases with each reuse of the glass container.

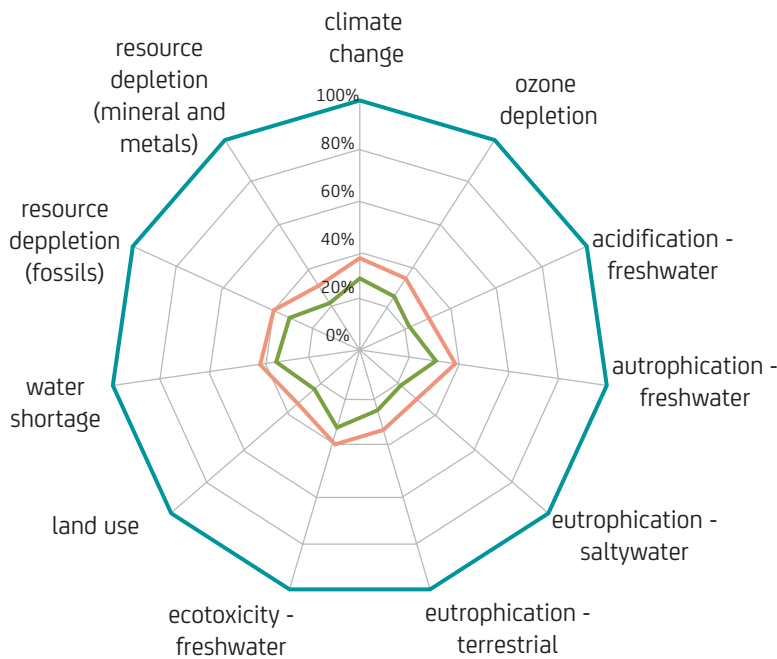


-  easy cream extraction
-  screwing refill
-  size impression
-  only 2 materials
-  gasketless seal
-  refill set available in PIR or PCR PP
-  100% recyclable

CO₂ EMISSIONS REDUCTION

63% for 5 uses (1 complete set + 4 refill sets)

71% for 10 uses (1 complete set + 9 refill sets)



Environmental Impact

Average values for use

- Single use
- 5 uses (1 complete + 4 refill)
- 10 uses (1 complete + 9 refill)

WHY CHOSE A SINGLE - MATERIAL PACKAGING

When we talk about single-material packaging, we mean either a **complete set made entirely from the same material** or various elements of a set made from different materials but **easily separable** at the end of their life. Choosing a single-material element improves its recyclability at the end of its life: it will be easily directed into the correct recycling stream not only at the end of its life but also **during the intermediate stages** of the recovery process, which allow for the transformation of waste into new raw material without the risk of contaminating the stream. For example, a flexible bottle is primarily made of HDPE, coated with a thin layer of PP that provides a pleasant tactile effect. A bottle that combines **two different materials**, even though it is primarily composed of HDPE, will be directed towards the PP recycling chain, reducing the quality of the resulting secondary material.



The aluminum case



Alongside glass, **aluminum** is part of the family of materials that are easily recyclable. There are **efficient processes** for its recovery and treatment at the end of its life, and the quality of the secondary material obtained through this process **is nearly equivalent to that of virgin material**. That's why it is considered a **recycling-friendly material**. However, the environmental impacts generated by the extraction of virgin aluminum are very high. The phases of extracting and processing virgin aluminum are much **more impactful** than those of glass due to the energy required, the level of greenhouse gas emissions, and ecosystem pollution, as seen in the case of **"red mud,"** which is the residue from aluminum processing. This is why it's even more important to ensure proper recovery of this material, which is so well-suited for reuse.

Knowing the impacts: Zero In-Pack

Our success in terms of reducing **environmental impacts** is closely tied to the orientation of our customers, since they are the ones responsible for choosing the materials to use for packaging their products.

For this reason, in addition to the data required by current regulations (Italian Legislative Decree 116/2020), in the technical data sheets and/or order confirmations of all our products, we provide **additional information** that is useful for **our customers** to include on the product directed at the end consumer, such as:

- **Recommended disposal methods** based on Italian laws.
- Declaration of the **percentage of recycled material** present in the article (if applicable).

Not only that, but to meet the demands of customers who are more

attentive to eco-design issues and to promote greater awareness of the **environmental performance** of articles, we created the innovative startup Zero-In-Pack (ZIP) at the end of 2020, which has evolved into an **internal lab at Eurovetrocap** starting in 2022.

“ZIP is an internal laboratory at Eurovetrocap, dedicated exclusively to innovation and research and development of new packaging and solutions with a lower environmental impact.”

Zero In-Pack applies a simplified **Life Cycle Assessment (LCA) comparative analysis** tool for articles, developed with the support of the **GREEN Department at Bocconi University in Milan**. This provides its partners with the opportunity to **measure the environmental impacts** generated by a set of packaging and **understand how to reduce them** by activating certain levers. These levers include the use of recycled materials, weight reduction, or the adoption of alternative customization methods.

Starting from existing packaging solutions, this tool is applied not only to customer projects but also to **internal R&D projects**. This allows us to make more informed choices in real-time, supported by numerical values, resulting in solutions that have a **genuine positive impact** and go beyond greenwashing.



Item category

- Bottles
- Jars
- Pumps
- Caps
- Lâds
- Droppers
- Refill

Material

- Glass
- Aluminum
- Thermoplastics
- Rubber
- Wood

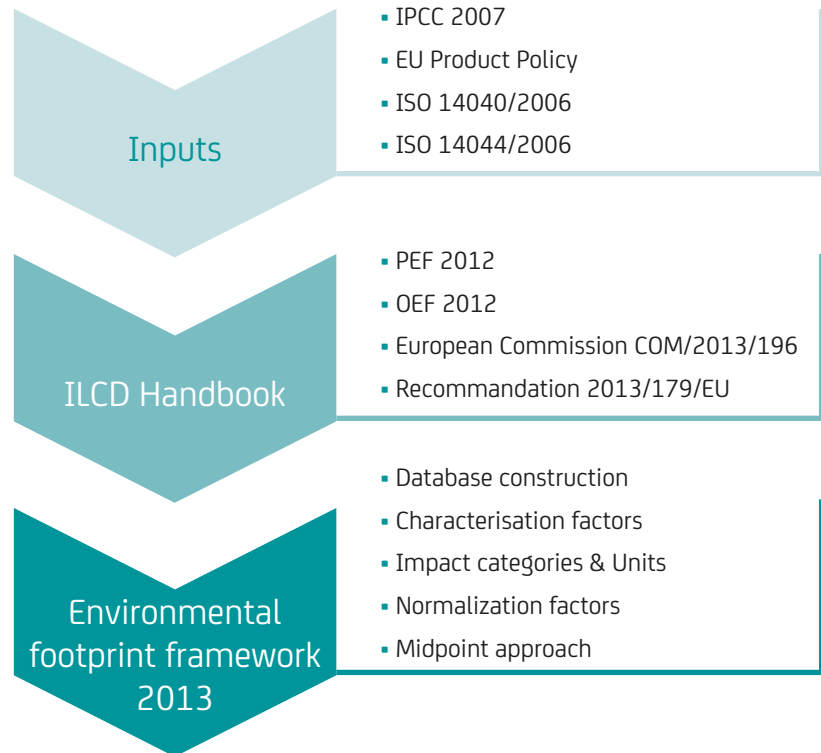
Transformation Processes

- Extrusion
- Injection molding
- Extrusion - blow molding
- Injection-blow molding
- Press-molding
- Die-cutting

Docoration Processes

- Spray coating
- Acid-etching
- Silkscreen
- Hot-stamping
- Tampography
- Assembling

The analyses rely on the **Environmental Footprint methodology** of the International Reference Life Cycle Data System (ILCD), as described in the ILCD Handbook. This methodology consists of a set of best practices to follow, developed by the **Joint Research Center**, with the aim of standardizing life cycle analysis principles internationally and across disciplines.





Our evaluation considers **all stages in the life of the packaging**, from the production of raw materials to end-of-life treatment. It is possible to include in the calculation model the **transportation phase** from our headquarters in Trezzano sul Naviglio (Milan) to the customer's filling location. This analysis considers only the packaging, which is our contribution: it does not include **customer-related components**, such as formula production, filling, or distribution of the finished product through consumer retail outlets.

To conduct the analysis, we use a spreadsheet that contains information about each studied product (material, weight, color, type of decoration, place of production). In addition to commonly used databases, including **Ecoinvent 3.5**, the spreadsheet also integrates a **specific and customized database** created from precise production data (location, energy consumption, machinery cycle).

In case of uncertainty during the compilation phase, we choose to consider the worst-case scenario to avoid positive distortions in the results. For example, if we are not certain about the end-of-life treatment method, we select landfill disposal if we are unsure about the material's actual recyclability.

A good practice: il Life Cycle Assessment comparativo

Glass, PP, aluminum, PET: which is the most eco-friendly material?

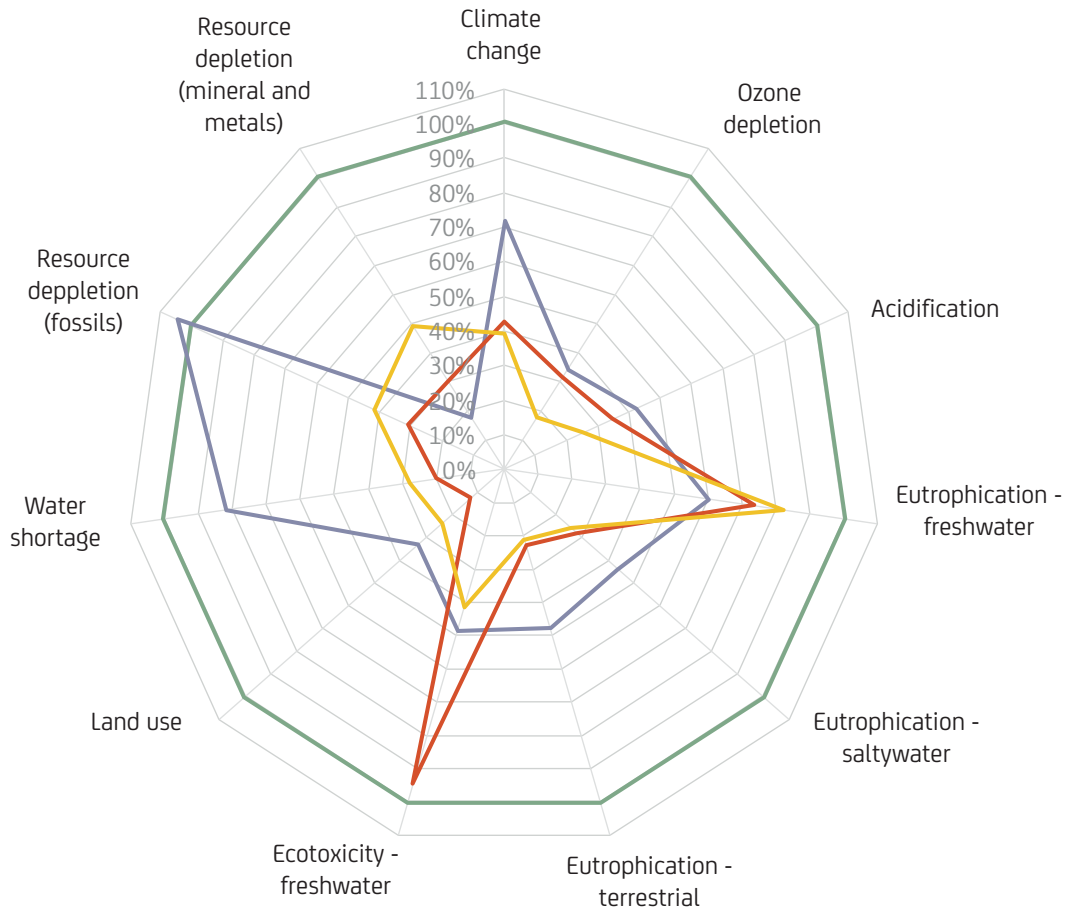
Although this is a question we often receive, we are unable to give an exhaustive answer: each material has its own pros and cons. **Glass**, for example, is durable, recyclable countless times and virtually inert, yet it is heavy, and its production requires high energy costs. **Aluminum**, on the other hand, is very light, durable, and recyclable, but its

extraction is responsible for the release of toxic substances with harmful and lasting effects on soil and fresh water. **PP and PET** are among the most widely used thermoplastics in the packaging world.

This study compares the life cycle of **four different sets of 100-mL jars** and, to avoid possible factual bias, considers **only the virgin material versions**.

While the first two sets are in the catalog in their respective recycled versions, the other two form part of the study for demonstration purposes but are part of our classic catalog. Although it is not possible to identify a true "winner," in a tight, numbers-based approach, the Mono and Soft pot sets have, on average, a smaller impact.





- Laurence Glass Jar 100 + PP lid with gasket (203,2 g)
- Carven Jar 100 in PP con base + PP lid with gasket (64,9 g)
- Soft Jar 100 ALU + ALU lid with gasket (13,83 g)
- Mono Jar 100 in PET + self sealing PP lid(22,2 g)



For example, both allow a cut of nearly 60 percent in greenhouse gas emissions, mainly due to their low weight. Nonetheless, the **Mono** pot is neither suitable for multiple uses nor infinitely recyclable*, and may not even be suitable for more sophisticated formulas.



SET PET MONO 100

Soft, on the other hand, although of limited weight compared to the other solutions, has a huge impact on freshwater.



SET ALLUMINIO SOFT 100

The **Laurence** set, despite relying on a luxurious appearance and the ability to undergo numerous cleaning and filling cycles, is the highest impact solution, mainly because of the vessel's not inconsiderable weight. Yet, to date, glass is the best recycled material in absolute terms.



SET VETRO LAURENCE 100

Finally, the **Carven** jar stands out as an intermediate solution: a rather versatile jar that is compatible with most formulas and gives them preciousness because of its size.



SET PP CARVEN 100

In conclusion, it is impossible to identify an inherently eco-friendly material: extraction and production, as well as recycling, are never neutral activities. Such processes always generate an **environmental impact**, however small it may be. This is why we have talked more about a **“reduced” impact** rather than a “positive” impact. The choice among various packaging solutions, therefore, draws its origin from a considered decision that considers various criteria, such as sales network, type of formula, and brand positioning in the market. The weight of the material plays an important role, as well as its very nature emphasized in this case study.

** Thermoplastics tend to lose chemical, mechanical, and aesthetic properties whenever they undergo a new recycling process. This is especially true with polyolefins such as HDPE or PP, while PET, on the strength of a well-structured recycling chain, has a longer lifespan. Glass is mineral-based: it is an inert material that can be recycled countless times without any loss.*

4.2 Materials used to produce the items

The results of our commitment and sensitivity towards the circular economy and reducing environmental impacts are beginning to emerge from the data on the **purchase of raw materials and semi-finished products**.

Analyzing the purchased materials, compared to 2021, the quantities of **recycled plastic** remain at a substantially similar level, while recycled glass purchases have increased by 116%. Consequently, the share of recycled materials in the total dedicated to primary packaging continues to grow, increasing **from 5.6% in 2021 to 7.8% in 2022**. The purchase of **Green PE** also significantly increased (+213%), although its share of the total purchases is still limited. However, the quantity of **aluminum** purchased in 2022 decreased (**-79.8%**)

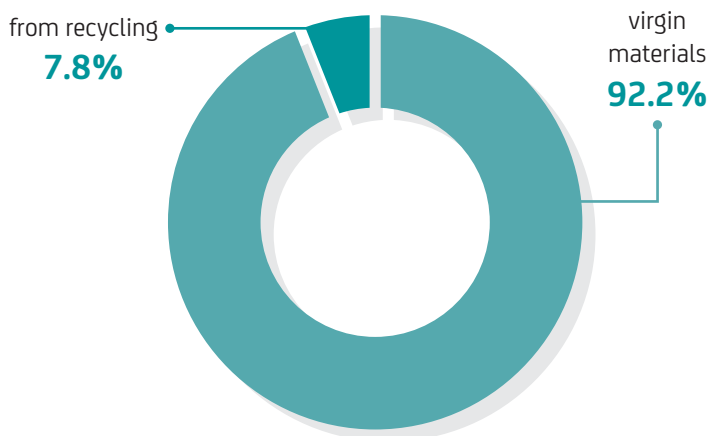
because of a large quantity of aluminum products purchased in 2021, which partially satisfied the market demand for the following year.

The data related to the purchase of raw materials and semi-finished products should always be considered in the context of **supplier capabilities** and **customer needs**. This is why, to achieve our environmental objectives, it becomes essential for us to promote awareness initiatives among the actors upstream and downstream of our supply chain.

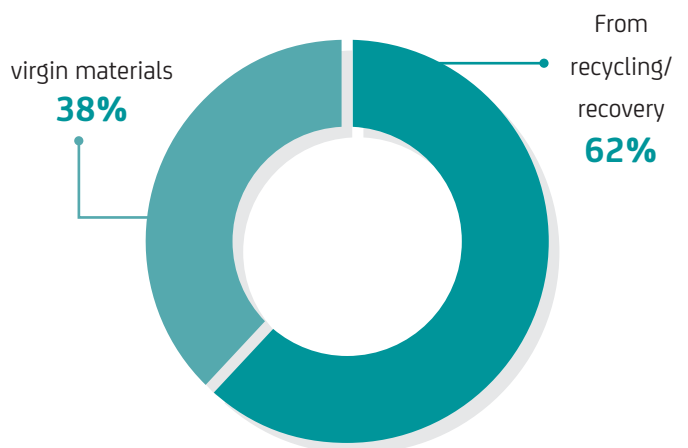
The percentage of purchased recycled material is much higher for materials that do not depend on customer requirements but over which we have direct control. If we analyze only **secondary packaging, recycled materials account for 62%** of

purchases by weight, an increase of almost **5 percentage points compared to the previous year**, thanks to the increased use of recycled cardboard and the activation of an agreement for the supply of recycled R-PET plastic, used for **thermoformed molds** inside product packaging. Purchases related to paper used for secondary packaging are zero, because of a massive order placed in 2021 that also covered the needs of 2022.

Raw materials or semi-finished products purchased for the production of primary packaging (kgs; 2022)



Secondary packaging purchased (kgs; 2022)

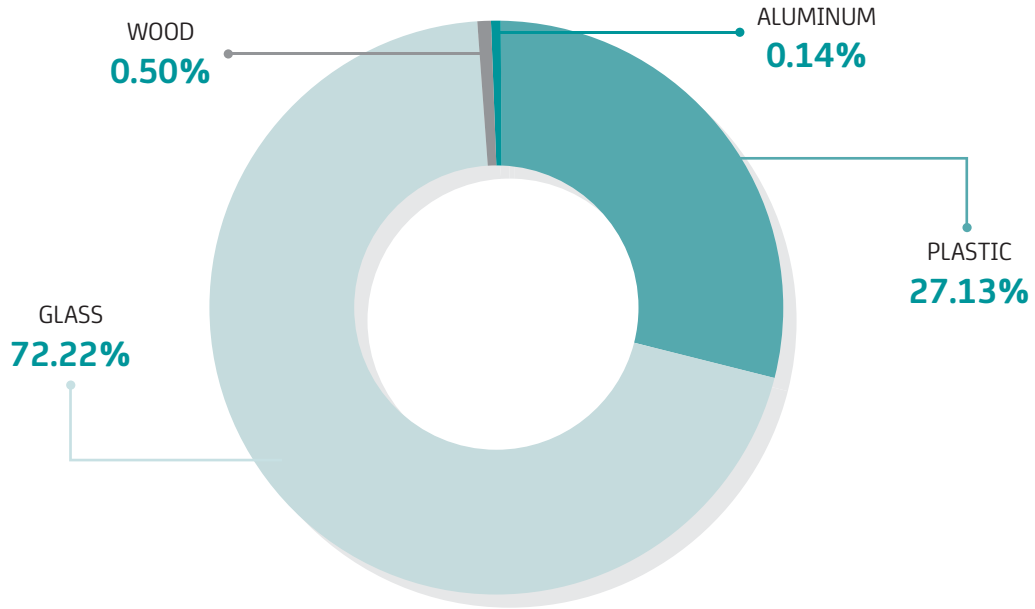


RAW MATERIALS OR SEMI-FINISHED PRODUCTS (kg)		Var.% 2022-2021
PLASTIC	Virgin plastic	2.6%
	GREEN PE	213.2%
	Recycling plastic (R-PET,R-PPR,PS,R-HDPE)	-1.6%
GLASS	Virgin glass	8.8%
	Recycling glass	116.4%
ALUMINUM	Virgin aluminum	-79.8%
	Recycling aluminum ¹²	-79.8%
WOOD	Wood from renewable sources (FSC)	14.3%
MATERIAL FOR SECONDARY PACKAGING (kg)		Delta 2022-2021
PAPER	Wrapping paper and virgin paper tape	-100.0%
	Recycling paper	-100.0%
CARDBOARD	Cardboard	-76.2%
	Recycling cardboard	32.0%
PLASTIC	Virgin plastic (film, bags)	-27.7%
	Recycling plastic	NEW
PALLET	Virgin wood	34.4%
	Recycling/recovered PEFC wood	-21.28%
MATERIAL FOR SECONDARY PACKAGING (kg)		Delta 2022-2021
OFFICE PAPER ¹³	PEFC-certified, recycled and renewably sourced paper	+206.7%

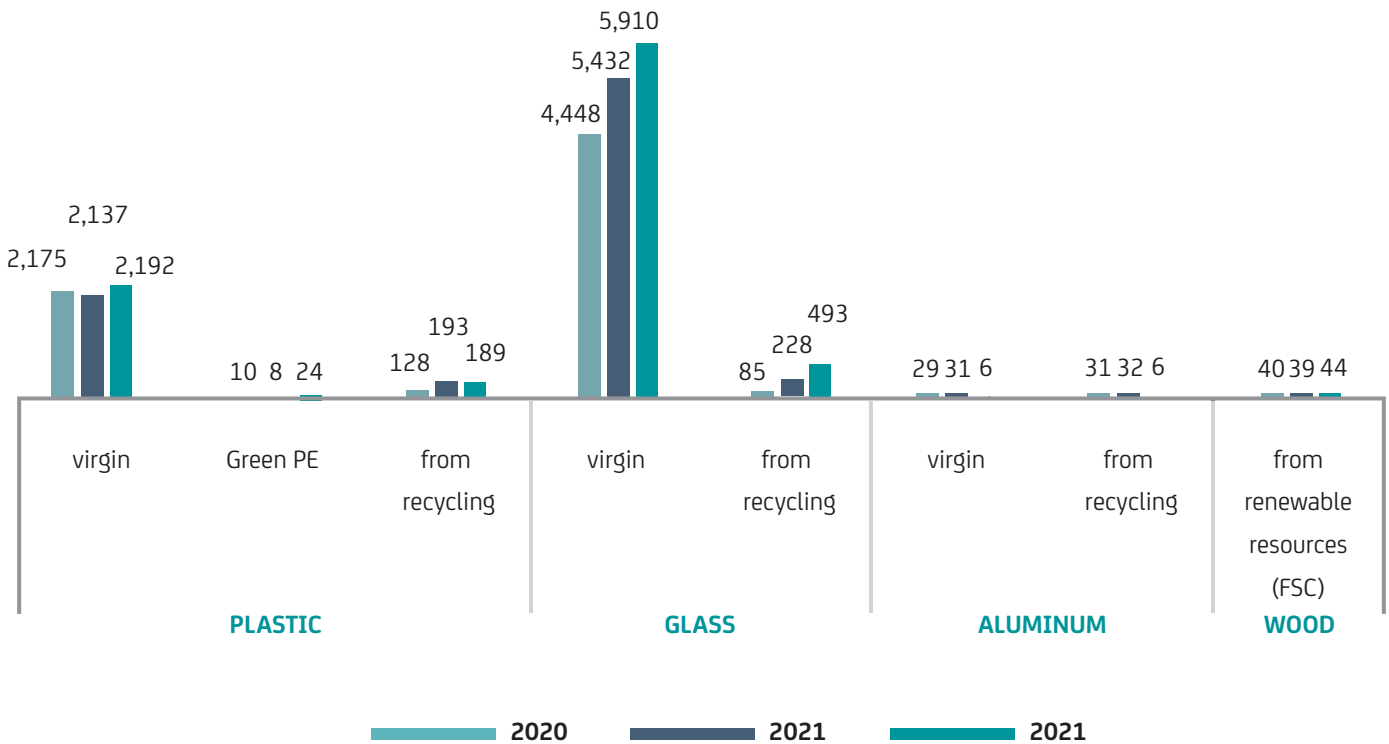
¹² Due to the absence of certifications from suppliers, the percentage of recycled aluminum purchased by Eurovetropac is estimated at 51%, which is in line with the European aluminum production share from recycling (EUROPEAN ALUMINIUM, Environmental Profile Report for the Aluminum Refining Industry, 2021).

¹³ The significant increase in office paper purchases does not reflect a real increase in consumption but is attributed to the intention to build significant reserves to cover the needs of the following year.

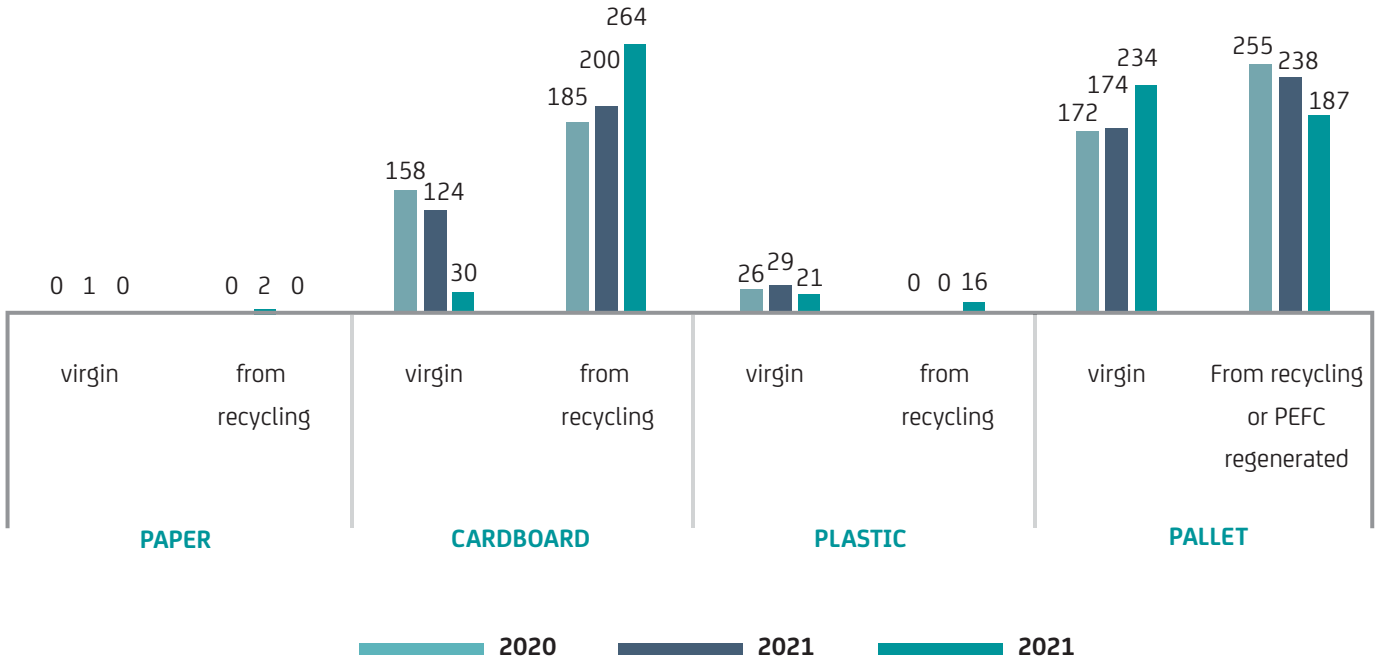
Raw or semi-finished materials purchased by material type (tons; 2022)



Raw materials or semi-finished purchased (tons)



Secondary packaging purchased (tons)



In total, the consumption of raw materials for primary and secondary packaging has increased proportionally to the revenue growth (+8.5% compared to 2021). Regarding office supplies, 100% of the paper used in offices is **certified PEFC recycled paper**.

In the coming years, our objectives are focused on the **circular economy** to reduce the environmental impacts of our products. The main projects under analysis include:

- **Recycling of LDPE stretch films** used for secondary packaging, starting from the waste films collected within the company’s activities and from suppliers providing the

raw material. This involves selecting a supplier to send these waste materials to and then repurchasing them, in full accordance with the definition of a circular economy.

- **Recovery of production waste** from suppliers, such as HDPE, PP, PET, PETG by-products, for recycling within a closed-loop PIR (Post-industrial recycled) supply chain.

In relation to this latter project, a system for classifying and quantifying the types of discarded materials was implemented in 2022, allowing for a more detailed analysis of recovery possibilities.



4.3 Always innovating

Our research and development activities

Innovation is at the **heart of our business**. It is through our efforts in research and development and our collaboration with our partners that we can anticipate market demands, expanding and improving our range of products.

Within the company, we have an **internal team dedicated entirely to Research and Development**. This team primarily focuses on researching new materials and alternative solutions for processing.

Aware that every link in the value chain

can contribute to innovative progress, the team collaborates regularly with an **extended working group** that includes functions such as sales, strategic purchasing, production, and senior management. The working group meets weekly with the goal of discussing the development needs of new products and optimizing existing ones.

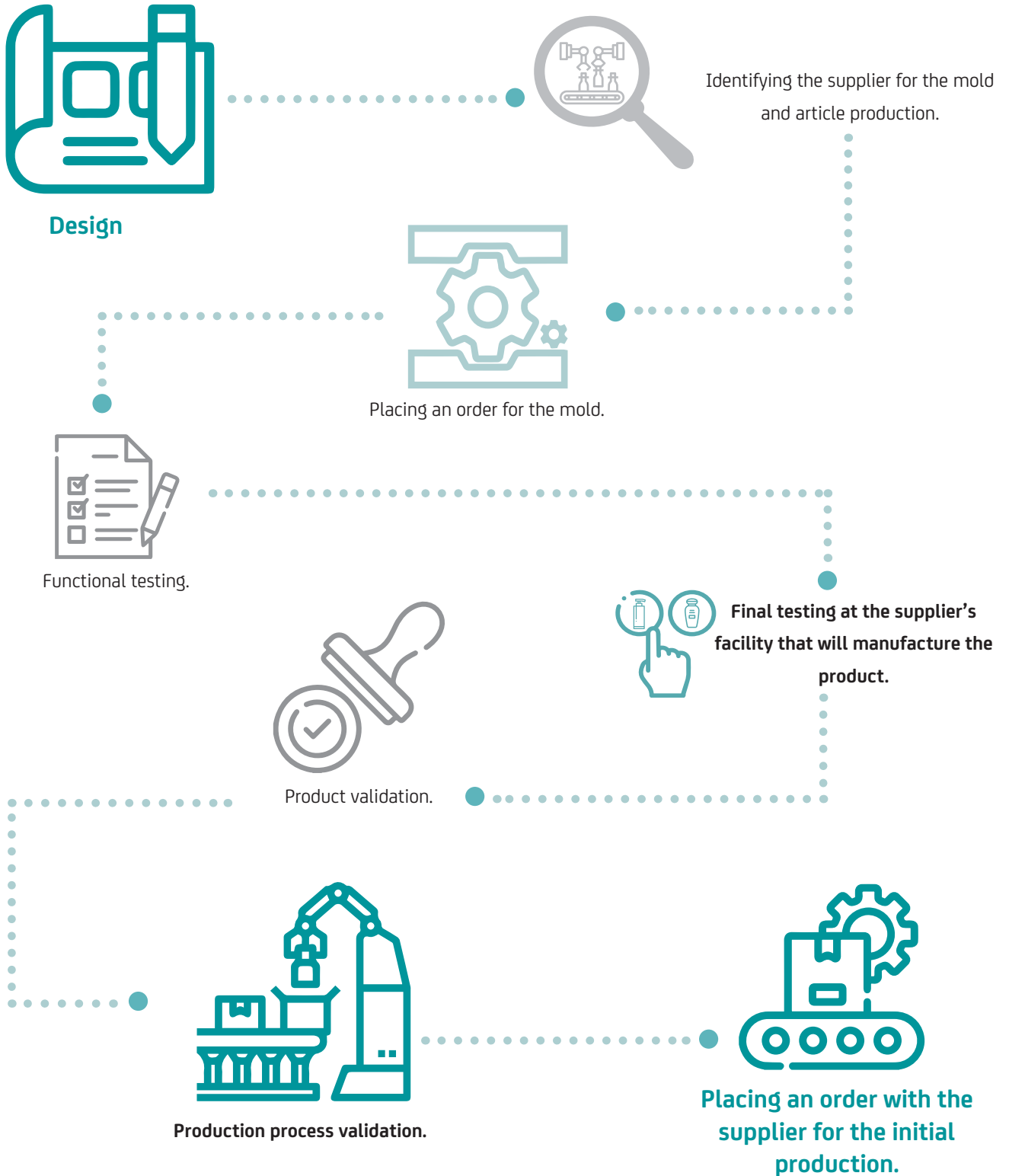
Within this process, we place great emphasis on **listening to our customers**. Their needs are continuously gathered by our sales teams and then become subjects of

discussion within the extended working group and a cost-benefit analysis.

Once an initial assessment is made, we initiate the development phase, following a structured process with **progressive stages**, ranging from article design to the delivery of the first supply.



The stages of developing a new product



The first step involves designing the item using a **parametric 3D software**. Once the design is validated, we proceed to create the initial prototypes using the company's 3D printer, with the goal of subjecting the article to evaluation by the working group. The initial evaluation is based on four characteristics: **ergonomics, aesthetics, proportions, and functionality of the product**.

If the above aspects are deemed satisfactory, the prototype is validated, and the production process begins, monitored at specified stages and

through weekly meetings to report progress.

As a confirmation of our commitment to innovation, **we have invested over 2 million euros in Research and Development activities** over the past three years, specifically around 770,000 euros in 2020, 683,000 euros in 2021, and 600,000 euros in 2022. The decrease does not represent a real trend but reflects the fact that in 2020, we made specific investments in designing new molds for one of our clients, which were not replicated in 2021 and 2022.

Innovation and sustainability

In recent years, the concept of innovation has become increasingly interconnected with **environmental sustainability**. The packaging industry is significantly affected by environmental issues related to **plastic waste**. Investing in the research of solutions with a lower environmental impact will become essential not only to contribute to sustainability goals but also for the long-term continuity of the business.

Consistent with this context, most of the R&D initiatives we have developed in recent years focus on **researching solutions with a lower environmental impact**, carried out in collaboration with the **Zero In-Pack** team. A confirmation of our efforts in this direction is reflected in the types of **patents filed** in the last 5 years, which pertain to innovations aimed at reducing the environmental impact of products.



Patents and patent applications with a lower environmental impact



No. 1 patent application – Parigi Dropper:

designed to create mono-material articles to enhance their recyclability at the end of their life cycle.



No. 1 patent application - Shive:

aimed at optimizing components and increasing recyclability at the end of the product's life cycle.



No. 1 patent application – Squeeze bottle:

developed to maximize the utilization of all the product contained within an article and reduce waste.



No. 2 patents – Ross Cap:

intended to simplify components and prevent detachable parts of the article from being dispersed in the environment.



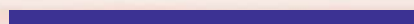
No. 1 patent – Idea Engine:

allowed us to internalize a production process that was previously outsourced to a supplier.

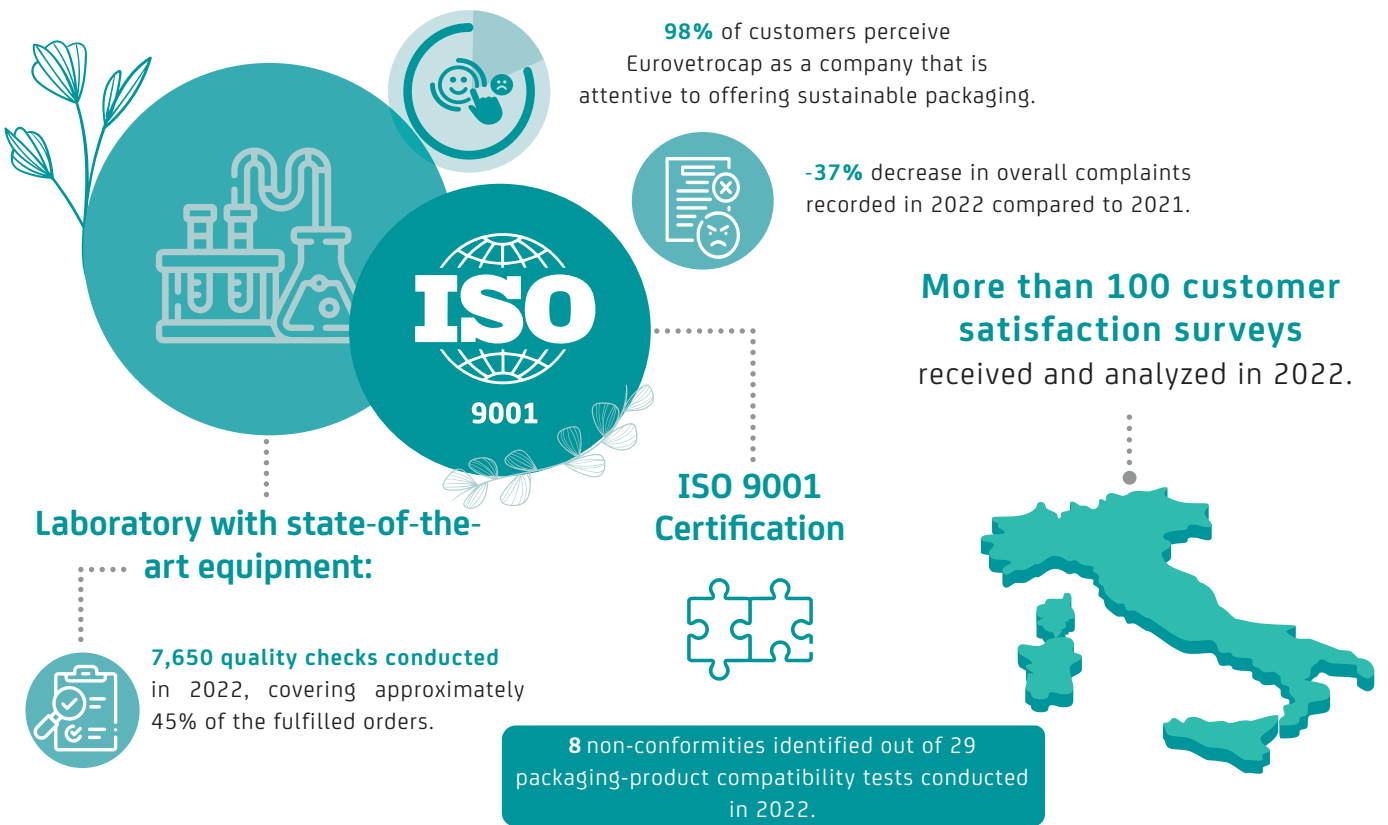
Additionally, we are currently working on obtaining the **ISCC certification (International Sustainability & Carbon Certification)**, which is a national certification program for the circular economy. It focuses on verifying the traceability of recycled materials (e.g., mixed plastic waste) based on the principles of what is called “mass balance accounting.”

CHAPTER 5

QUALITY AND CUSTOMER SATISFACTION



QUALITY AND CUSTOMER SATISFACTION



5.1 Safe and qualitative products

Customer satisfaction is the guiding principle in all our activities, the overarching goal we aim for. Ensuring the quality and safety of products is a fundamental commitment we make to our customers, and we actively strive to understand their needs and meet their expectations and specific requirements.

“Ensuring product quality and safety is a fundamental commitment we make to our customers.”

In this perspective, we have implemented an **ISO 9001 certified quality management system** and an **internal team dedicated to quality** and customer satisfaction, ensuring a constant commitment to offering optimal and functional solutions for our products.

To maintain product quality standards, we conduct **statistical checks and tests**, both through our internal laboratory, during the validation of a new product, and during the entry and exit phases from the facility.



The laboratory is equipped with the following tools:

- **Optical viewer:** allows for digital verification of articles and includes the preparation of a dimensional control report.
- **Stand:** allows for the verification and assessment of tensile forces for the extraction of two components, such as the force required to remove a cap from a ring.
- **Torquemeter:** allows for the verification of closing and sealing forces of assembled components.
- **Vacuum bell:** allows for checking the sealing of various components.
- **Water bath:** allows for checking the adhesion of lacquer or paint on glass articles.
- **Solex liquid visual column:** allows for checking micro-air passages (specifically used for pump bodies - ball seal and dispensers).
- **“Digital sample leak test”:** allows for checking micro-air passages (used for pump bodies - ball seal and pump group).
- **Centesimal and thousandth analytical scales:** used to check the weight of articles and the mouth capacity of the packaging.
- **Aging oven:** used to check the behavior of various packaging components in long-term contact with the product at a temperature of 45°C with ventilation.
- **Viscometer:** introduced in 2022, this instrument allows for checking the viscosity of the bulk (the cosmetic product that will be contained in the pack).



In addition, to ensure that the products meet the required specifications, we conduct **preliminary tests**, both during the validation phase and as a service offered to clients who entrust us with their products for compatibility testing, primarily focusing on skincare and makeup products.

The testing phase involves analyzing the behavior of the items containing cosmetic products they are intended for, for a specific period. This analysis is conducted at **room temperature** to assess how the items behave under normal conditions and **under stress conditions (in an oven at 45°C)**.

To replicate the effects of aging on the items and ensure that they maintain their characteristics over time, even under stress conditions, we use a ventilated oven set at 45°C. Samples are kept in this environment for a duration of 6 weeks. At the beginning, after three weeks, and at the end of this period, if necessary, we also perform **tests for vacuum sealing and dispensing** to verify the dosage. In the case of items that include pumps, the dispensing test is always performed because the primary purpose of the test

is to confirm the compatibility of the client's product with the chosen item.

This entire process is designed to guarantee that the products meet the required quality standards and are safe and effective for consumer use.

In 2022, with a focus on improvement, we acquired a **viscometer**, a new laboratory instrument that assesses the viscosity of our clients' products using the rotary action of metal rods inside it, combined with axial (vertical) movement provided by a motorized stand at preset intervals. This enables us to determine if the bulk/product has a viscosity higher than what the pumps can dispense. It's important to note that viscosity is a relative value, as it depends on the parameters used to obtain it. Certified standards with known viscosity are used for calibrating the instrument during these assessments.

In cases where the item is found to be incompatible with the intended product, these checks allow us to identify the issue and take any necessary corrective actions. In 2022, **out of 29 component compatibility tests conducted internally**, 8 cases

of non-conformity were identified. In 2020, there were no non-conformities out of 28 tests, and in 2021, there was one non-conformity out of 57 tests. It's common practice for the client to conduct their own verification tests after the preliminary tests performed at our company before releasing the product for commercial use.

In the cosmetic industry, unlike the food industry, there are no specific regulations regarding packaging use. However, wherever possible, we use **raw materials certified for food contact** because they have already passed rigorous tests related to the stability and migration of substances from the packaging to the content. In most cases, if the packaging is deemed safe for a specific type of food, it implies suitability for cosmetics with similar physicochemical properties to that of the food.

P.S. We use FOOD-compliant materials, but our product cannot be labeled as FOOD unless tests are conducted on the finished product.

5.2 Complaint handling

In our Quality Department, we have a dedicated team responsible for **managing complaints**, with the goal of promptly addressing issues raised by our customers and related to fulfilled orders. Effective complaint management is achievable through close collaboration between our sales team, the Quality Department, and the Technical Department.

In the event of a complaint, the customer directly contacts their assigned sales representative, who will provide a specific **form** for collecting the key information related to the complaint. The various scenarios identified may pertain to functional or aesthetic defects in the supplied packaging or a shortage of items compared to the requested quantity. Once the customer has filled out the form, it is forwarded to the Quality Department, which, in synergy with the Technical Department, assesses the validity of the reported issues, including **specific analyses** on samples requested from the customer. If the complaint is accepted, the Quality Department engages directly with the supplier to agree on corrective actions and define the resolution of the complaint, as well as the indication of preventive measures.

During the complaint handling process, the Quality Department's representative interacts directly with the customer to gather additional information and communicate the final considerations on the ongoing complaint. We are currently working to **increase the inbound and outbound checks** on orders to jointly enhance the monitoring of our suppliers' activities and reduce the incidence of customer complaints.

In 2022, out of 17,171 fulfilled orders, 7,650 checks were conducted, providing coverage of approximately **45%**. These checks also serve as important **preventive actions** regarding complaints. For products subject to verification, we received 75 complaints, representing about 0.98% of all inspected merchandise.

Overall, the complaints recorded in 2022 amounted to 311, marking a **37% reduction** compared to the previous year and a **62% decrease compared to 2020**. This highly positive result can be partly attributed to the reduction of supply-related issues, which characterized 2020 due to the pandemic emergency.

With the aim of improving the **flow** of information exchange, monitoring, traceability, and integration with other company processes, all complaints received in 2022 were entered into the company's management system. The enhanced complaint management procedure will be implemented and completed in the course of 2023.



5.3 Measuring customer satisfaction and requests

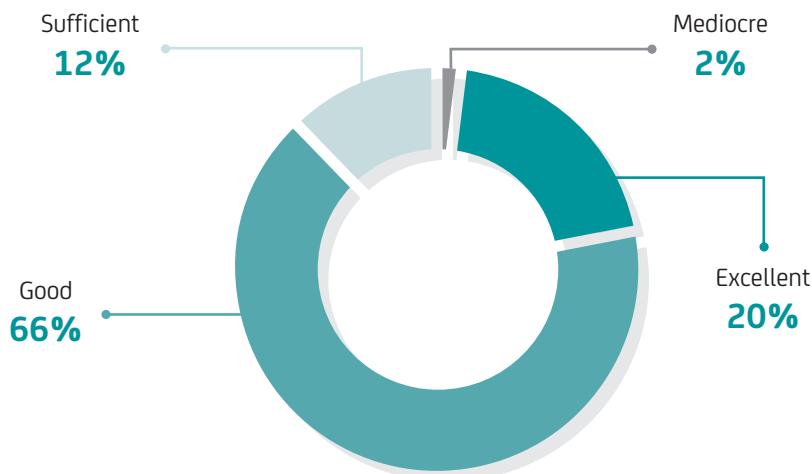
To continually improve, we monitor customer satisfaction by administering an end-of-year **questionnaire** that investigates the level of efficiency and quality of our services and products. This is an online form, redesigned with a new visual layout, and it is sent to the first 200 customers in the Italian and international markets and the first 100 customers in the French market. To boost questionnaire completion rates, in 2022, we encouraged greater involvement from our sales staff and agents. The result was a **54% increase in responses**, totaling 103 completions out of 500 questionnaires distributed, compared to 67 completions in the previous year. Specifically, by geographical area, we achieved response rates of 25% for Italy, 19% for France, and 17% for the remaining international customers.

The processing and analysis of the feedback received take the form of reports divided by market and a comparison with previous years' data. The results are shared with the General Management, Quality Technical Office, and Sales Departments of the three geographical areas, highlighting any issues **to take corrective actions** in their respective areas. The results collected in 2022 were also shared with the entire company during the semi-annual meeting to make

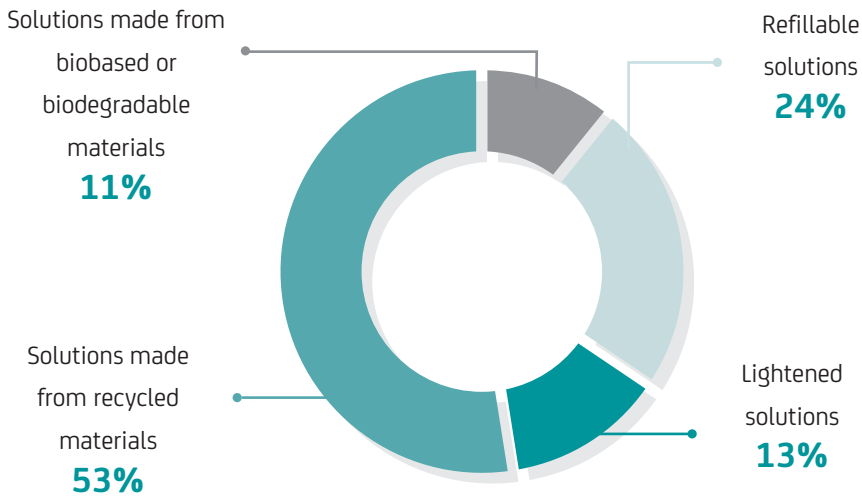
all employees aware of the requests and feedback received. Also in 2022, as introduced in 2021, we included **specific questions in the questionnaire regarding product sustainability**. The goal was to gain an overview of customer preferences regarding the use of **sustainable packaging** and to identify **new customer needs** related to the types of packaging we offer, such as: refillable solutions, lightweight options, those made with recycled materials, or with bio/biodegradable materials.

Within the Italian market, it appears that approximately **80% of respondents consider it likely or very likely to use environmentally friendly packaging**. Furthermore, for 50 respondents, Eurovetrocap perception as a company that promotes sustainable packaging yields excellent results: in the surveys, this characteristic is perceived (as sufficient, good, or excellent) **by 98% of the respondents**.

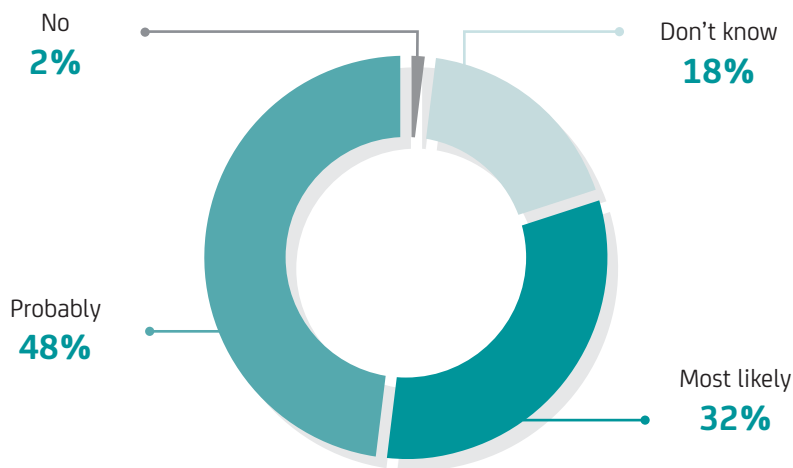
What is your perception of Eurovetrocap as a company that is mindful of offering sustainable packaging?



The choice will be more oriented towards:



How likely are you to use environmentally friendly packaging in the next year?



Another initiative we've launched to enhance our relationship with customers and involve them in value creation is the establishment of an in-house task force responsible for identifying a **selected panel of strategic customers**.

Starting in 2023, these customers will be actively engaged in negotiations with our suppliers to directly test the effectiveness of new products already in development. This will help us understand if the innovations we plan to bring to the market can meet customer needs, especially when they involve a change in their purchasing habits (think, for instance, of **refill solutions** where the end customer won't repurchase the entire initial package but only a refill portion).

“98% of respondents in the Italian market who completed the customer satisfaction questionnaire perceive Eurovetrocap as a company mindful of offering sustainable packaging.”



OUR ENVIRONMENTAL IMPACTS



zero
in·pack
by EUROVETROCAP



OUR ENVIRONMENTAL IMPACTS

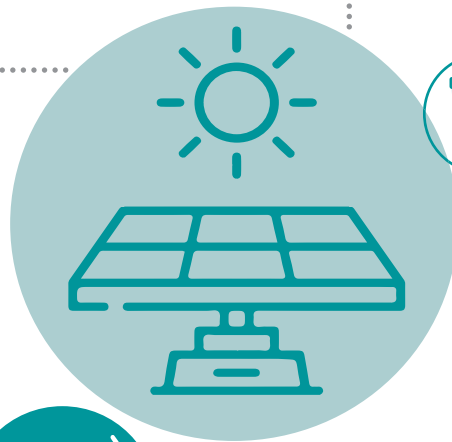


Certification for Environmental Management Systems ISO 14001

312.465 kWh of renewable electricity produced from photovoltaic plants, up **4.7%** from 2021.

142,7 t of CO2 emissions avoided due to energy produced by its photovoltaic plants.

66,2 t of CO2 emissions avoided thanks to the **purchase of 100% electricity from renewable sources** with Guarantee of Origin.



100% of waste generated is non-hazardous waste sent for recovery or recycling.



5 electric car charging stations in Trezzano sul Naviglio (Milan) and **1** in the Agliana branch (Pistoia)



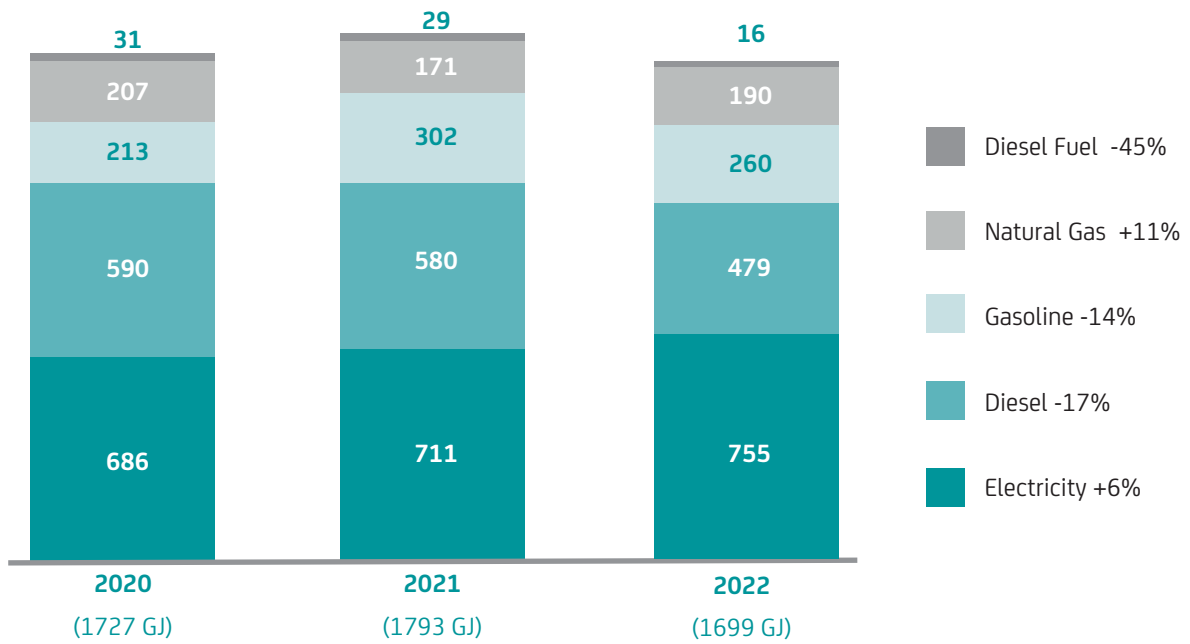
Software shared with suppliers to optimize logistics.

6.1 Energy consumption

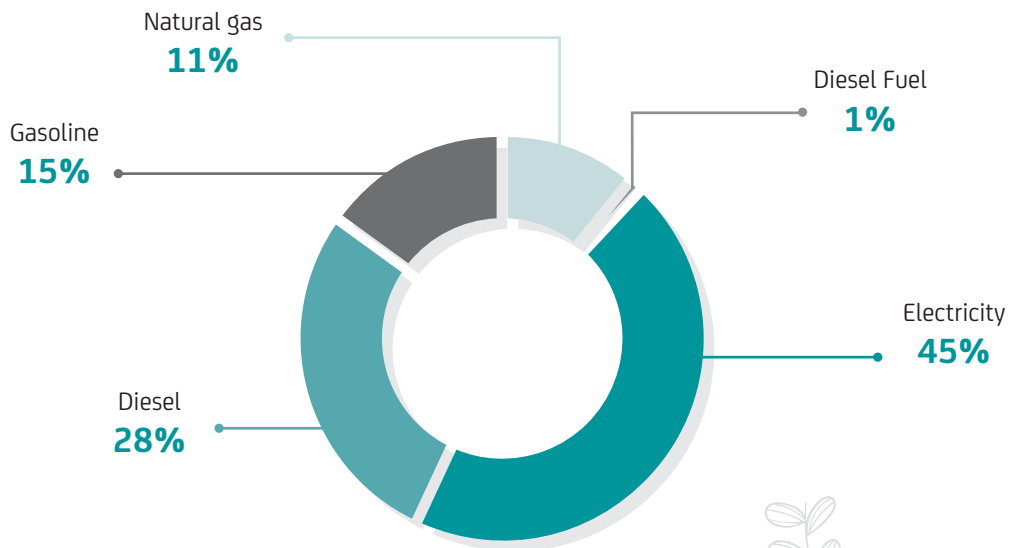
Eurovetrocap is primarily a commercial entity, and as such, it does not have intensive energy consumption associated with manufacturing activities. Our regular energy consumption is mainly attributed to lighting and heating needs, security system operations, and our company vehicle fleet. Specifically, we use:

- **Electric power** for lighting and heating in our offices and warehouse.
- **Natural gas** for hot water heating.
- **Diesel fuel** for the regular operation of the fire protection system's water pumps.
- **Diesel and gasoline** for the company's vehicle fleet.

Energy consumption by source, comparison 2020-2021-2022 (GJ) In 2022: 1,699 GJ, -5% from 2021



Consumi energetici per fonte (GJ) nel 2022



Over the years, we have made significant investments in **energy efficiency measures**. Since 2015, we have implemented:

- **Thermal insulation.**
- **Installation of LED lights** (with lower energy consumption compared to traditional lighting) in offices and the warehouse.
- Technological upgrades to heating systems.
- **Installation of timed lighting systems** in less frequently used areas.
- Installation of **energy consumption tracking systems** for individual forklifts in the **warehouse and optimization of internal goods handling routes**.

With the aim of monitoring our energy consumption and exploring the possibility of new efficiency measures, in alignment with the principles of continuous monitoring and improvement prescribed by the **ISO 14001** standard, for which we are certified, we conducted an **energy diagnostic analysis** through a third-party entity in 2020.

The results of the diagnosis allowed us to understand and measure our impacts and plan future interventions based on the insights gained. These interventions include **relamping in the warehouse** to replace traditional lighting with more energy-efficient LED lighting.

The energy diagnostic analysis also laid the foundation for the calculation of the **Organization's initial Carbon Footprint**.

Between 2021 and 2022, we recorded a slight increase in **electricity consumption (+6%)**, a more substantial increase in **natural gas consumption (+11%)**, while **diesel (-17%)** and **gasoline (-14%)** consumption related to transportation decreased. This reduction can be attributed to a decrease in the number of company cars running on gasoline and a temporary suspension of our owned vehicle for a few weeks in 2022. Soon, we plan to take further

revamping actions – modernizing and making our facilities more energy-efficient – at the main office building in Trezzano sul Naviglio to enhance thermal efficiency during the colder months. Additionally, in the coming year, we intend to completely overhaul the fleet of internal warehouse handling vehicles in Trezzano, transitioning to **next-generation vehicles** equipped with lithium-ion batteries, as opposed to the current machines with lead-acid batteries.

“Since 2015, we have been investing in energy efficiency through measures such as thermal insulation, revamping heating systems, and low-consumption lighting.”



Self-generation of electricity from photovoltaic installations

An important aspect of our environmental commitment is the **self-generation of electricity from renewable sources**. We were among the pioneers in our industry in Italy to make significant investments in photovoltaic installations since 2011. As of today, we have **four installations**, three of which are located at our Trezzano headquarters, with capacities of 99.87 kWp, 99.96 kWp, and 90.16 kWp, and one at our Agliana location in the province of Pistoia, with a capacity of 20 kWp. Additionally, at the Trezzano headquarters, there are **other photovoltaic installations** with a capacity of approximately 500 kWp, owned by the company Vetrocap S.a.S., which specializes in screen printing on plastic packaging, mainly for Eurovetrocap, and is affiliated with the same group of shareholders.

To monitor the operation of these installations, we have developed a **system for verifying and monitoring** energy flows that tracks **real-time** photovoltaic energy production and includes internal alert systems regarding operation status. This system allows for timely intervention and ensures maximum production efficiency, enabling us to immediately identify any anomalies and take prompt action to rectify them.

“We are pioneers in self-generating energy from renewable sources in our industry in Italy, having invested in photovoltaics since 2011.”

The energy diagnostic analysis conducted in 2020 highlighted the need for maintenance on the photovoltaic installations at Trezzano. Once completed, we achieved an efficiency increase that allowed us to produce 6% more **renewable electrical energy** in 2021 and **10% more in 2022** compared to 2020.

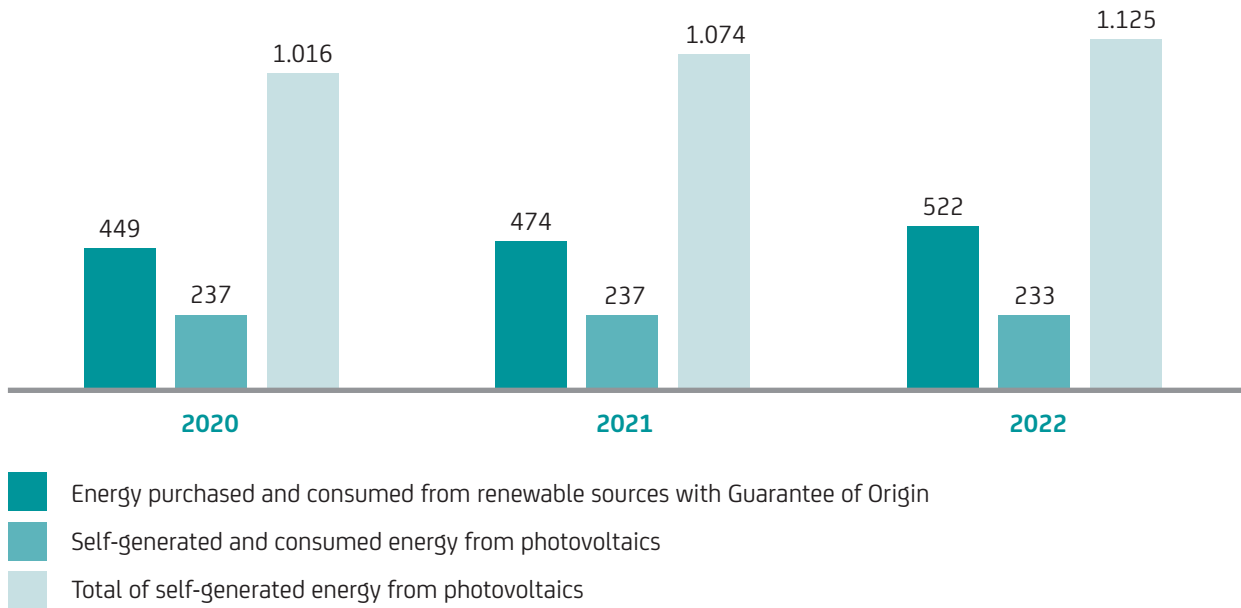
In addition to consuming self-generated energy, to offset the natural fluctuations in production, we source energy from an external provider, drawing from the national energy mix. In the past year, for the Trezzano and Agliana locations, we successfully completed the purchase of **100% of our electrical energy from certified renewable sources with Guarantee of Origin** from our supplier. This ensures that all the electrical energy consumed, whether self-generated or purchased, comes from renewable sources.

“Starting in 2022, all the electrical energy we consume, whether self-generated or purchased, is 100% sourced from certified renewable sources.”

The following charts illustrate how, thanks to our investments in photovoltaic installations, the total self-generation capacity of the installations **exceeds the company's energy needs**.



Electricity consumption and self-generation (GJ)



The company’s fleet

Regarding the company’s fleet, we have initiated a transition to gradually replace traditional vehicles with **hybrid and electric cars**. In addition to company cars, we also have a vehicle used for shipping and receiving goods from suppliers, which accounts for the primary diesel consumption. In 2022, the fleet consists of **2 hybrid gasoline-electric cars and 3 plug-in hybrid gasoline-electric cars**, while two

vehicles running on diesel and gasoline were phased out during the year. At the Trezzano site, there are **5 charging stations with a total of 9 outlets** for electric vehicles, and **one outlet in Agliana**, which was installed in 2020. In the future, we plan to install more charging stations. These charging stations are not only essential for the operation of company vehicles but also serve as an incentive for employees

to **opt for electric mobility**. In this regard, starting in 2021, we introduced **a financial incentive for employees to purchase an electric car, which was also renewed for 2022** (for more details, see Chapter 2, Employee Welfare and Wellbeing).



6.2 Emissions

In 2022, a significant portion of our direct emissions was attributed to **diesel** for automotive vehicles (36%) and fugitive emissions from **refrigerants** (34%) used in air conditioning systems.

The decision to source **electricity with Guarantee of Origin** has allowed us to eliminate indirect emissions from the purchase of electricity (Scope 2). Indeed, indirect emissions associated with the purchase of electricity can be calculated using two different methodologies, Location-Based and Market-Based (see the box below), which rewards companies for their ability to freely choose to procure 100% renewable-certified energy on the market.

As a result, Eurovetrocap carbon footprint, considering only Scope 1 and Scope 2 emissions calculated according to the Market-Based methodology, is solely dependent on fossil fuel consumption and refrigerants (Scope 1).

In total, the choice to purchase renewable energy with Guarantee of Origin and the self-generation of energy from photovoltaic panels have **prevented the emission of 209 metric tons of CO₂ into the atmosphere** in 2022.

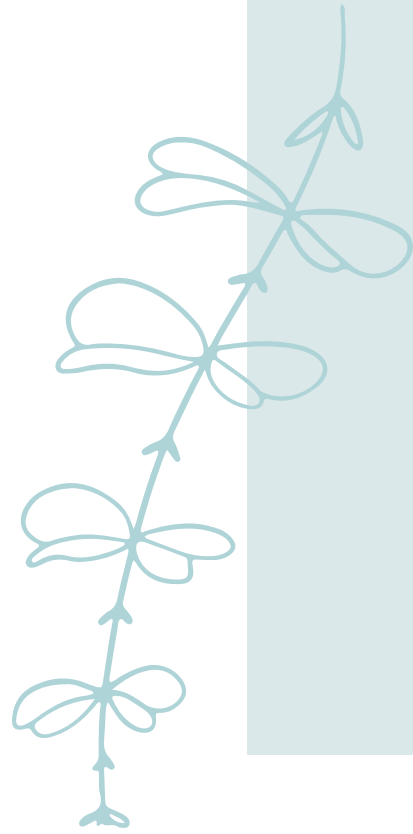
What are Scope 1 and Scope 2 Emissions?

To calculate **greenhouse gas (GHG) emissions**, carbon dioxide (CO₂) is used as the standard unit of measurement, as it is the most common greenhouse gas. When other greenhouse gases, such as methane and nitrous oxide, are included in the calculation, they are converted into CO₂ equivalent (CO₂e).

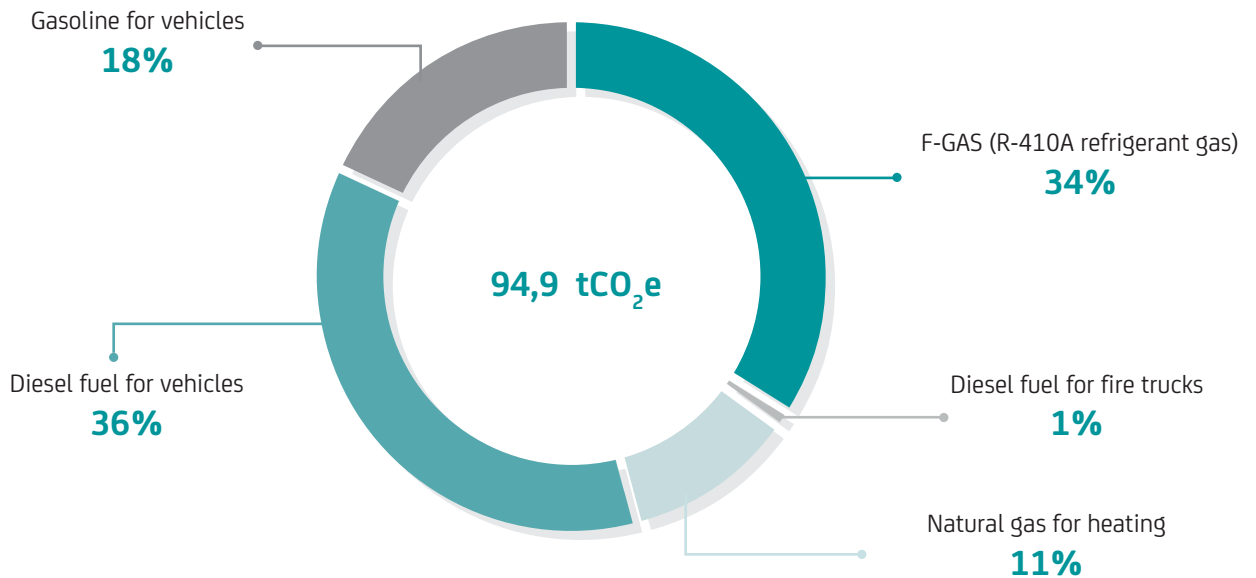
Scope 1 emissions refer to **emissions generated directly by the organization** from its heating systems, cooling systems, and the company's vehicle fleet fueled by fossil fuels (such as gasoline, diesel, natural gas), along with fugitive emissions from refrigerants.



Scope 2 emissions, on the other hand, represent **indirect greenhouse gas emissions resulting from the use of electricity**. With the **Location-Based** methodology, emissions are calculated using average emission factors related to the energy mix of the country where the organization is located. In the **Market-Based** method, a factor is used that acknowledges the company's ability to make a conscious choice in the open market. If an organization chooses to source 100% of its electricity from renewable sources with **Guarantee of Origin**, the **Market-Based** factor is rewarding, as it is zero and nullifies emissions from all electricity consumption, provided it is green and certified. Otherwise, **Market-Based** emissions are calculated using a residual mix emission factor published by the Association of Issuing Bodies (AIB). In this case, it has a penalizing effect because all renewable energy already claimed and assigned to entities through **Guarantee of Origin** is excluded from the national energy mix. This results in a residual mix for electricity production, which relies more on fossil sources and consequently has a greater impact on the climate.



Scope 1 emissions by source, in 2022 (tCO₂e)



Once we have measured our carbon footprint, we plan to participate, starting from the next fiscal year, in a multi-year project to **offset our Scope 1 and Scope 2 emissions** in collaboration with Forever Bambù. This is the first Italian initiative dedicated to cultivating giant bamboo on national soil. This variety of bamboo has the remarkable ability to absorb CO₂ from the atmosphere, which is 36 times greater than that of a traditional forest or woodland, and it is grown following the principles of organic farming.

SCOPE 1 Direct energy emissions (tCO₂e)	m.u	2022	2021	2020	Var.%
Diesel fuel for fire trucks	tCO ₂	1,2	2,2	2,4	-44.2%
Natural gas for heating	tCO ₂	10,5	9,5	11,7	11.1%
Diesel fuel for vehicles	tCO ₂ e	34,1	40,6	41,9	-15.9%
Gasoline for vehicles	tCO ₂ e	17,3	20,3	14,3	-14.9%
Fugitive emissions (refrigerant gas R-410A)	tCO ₂ e	31,7	58,0	0,0	-45.3%
Total emissions of Scope 1	tCO₂e	94,9	130,6	70,2	-27.4%

SCOPE 2 - Indirect Energy Emissions (tCO₂)	m.u	2022	2021	2020	Var.%
Electricity consumed, Location Based method*	tCO ₂	51,8	42,6	42,2	21.5%
Electricity consumed, Market Based method	tCO ₂	0	60,3	58,1	-100%

Total SCOPE 1 and 2 Emissions	m.u	2022	2021	2020	Var.%
Total emissions of Scope 1 + 2 (Location Based)	tCO₂e	146,6	173,2	112,1	-15.3%
Total emissions of Scope 1 + 2 (Market Based)	tCO₂e	94,9	190,9	128,3	-50.3%

CO2 avoided by self-generation from photovoltaics	m.u	2022	2021	2020	Var.%
tCO2 avoided from total self-produced renewable energy (Market Based)	tCO ₂ e	142,7	136,8	131,5	4.3%
tCO2 avoided from self-produced and consumed renewable energy (Market Based)	tCO ₂ e	29,6	30,2	30,7	-2.0%
tCO2 avoided from purchase of certified renewable energy with Guarantee of Origin	tCO ₂ e	66,2	0	0	+100%

*The scope 2 Location Based emissions data for the years 2020 and 2021 have changed slightly from the 2021 reporting due to an update of the emission factors used. Please refer to the “Energy” section within the Annex for detailed information.

We are aware that, as a primarily commercial enterprise, a significant portion of our carbon footprint may be attributed to **Scope 3 indirect emissions**, those arising from activities upstream and downstream along our **supply chain**, particularly those associated with **freight transportation**. As consumers of freight transportation services, we are committed to **optimizing logistics both inbound and outbound**, and seeking environmentally friendly solutions to reduce the current environmental impact.

With the goal of gaining a comprehensive understanding of our overall impacts, in addition to the direct energy consumption at our facilities and the purchased electricity, we are

in the process of implementing **data collection tools** to measure Scope 3 emissions resulting from **logistics activities** related to our business.

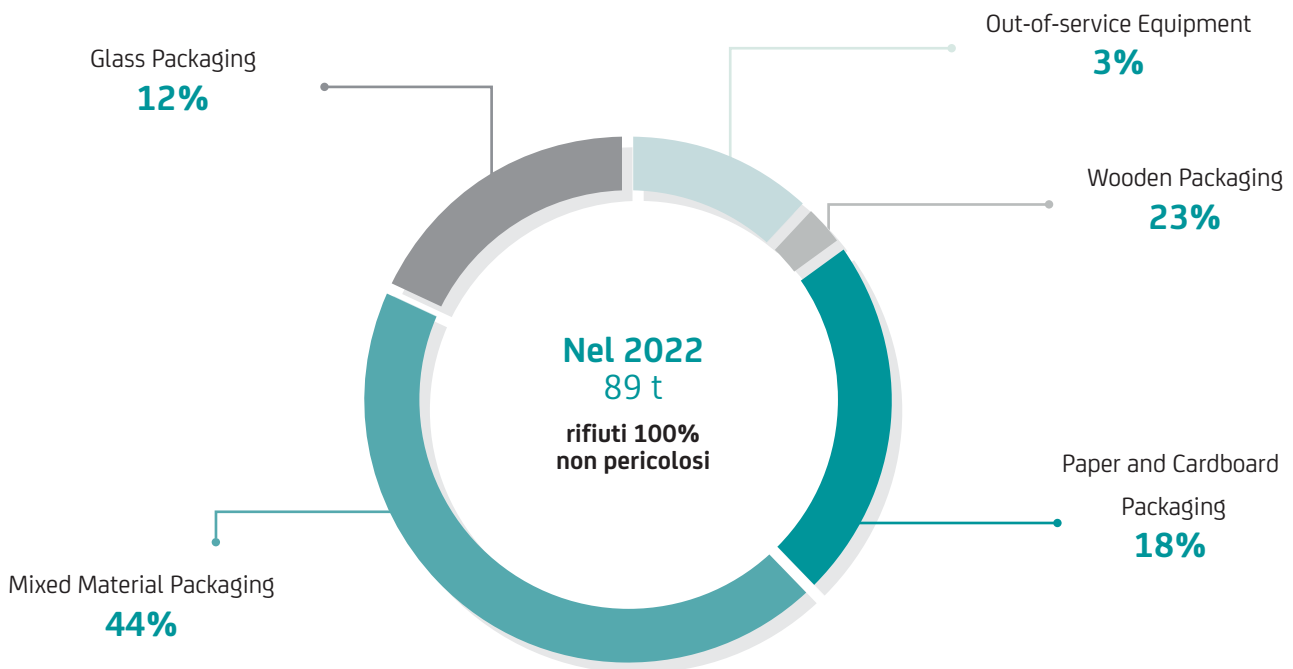
Throughout 2022, we have been actively working with our suppliers to **promote practices and initiatives aimed at reducing the impacts of our transportation**. Our commitment to finding suppliers capable of performing multiple processes remains, with the goal of processing goods entirely in the same facility to minimize transportation. In this regard, in August 2022, an assembly machine was installed at our metallization supplier’s location to combine both processes **within the same plant**, thus saving transport trips between the two processes.

Another transportation optimization project is related to the implementation of Microsoft Bookings software. This software allows our suppliers to inform us about the quantity of ready merchandise and the pickup date. The information provided by each supplier is sent to a centralized calendar, where we can view the quantities of merchandise ready for transport at a given moment and subsequently optimize travel for pickup, avoiding unnecessary or inefficient trips.

6.3 Waste

As a commercial enterprise, our business generates **minimal waste**, primarily related to the disposal of materials resulting from the handling of goods. All Eurovetrocap waste is, in fact, **non-hazardous waste**, mostly stemming from discarded secondary packaging.

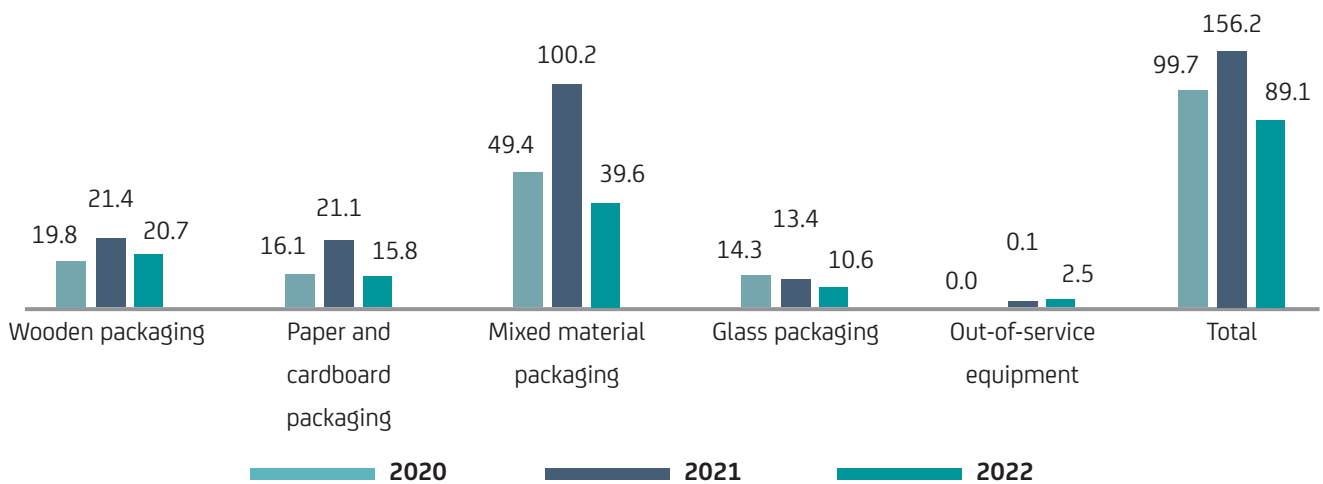
Waste produced by category



Specifically, this includes:

- **Wood**, from broken pallets that are no longer usable, which we send for recycling.
- **Paper and cardboard** from non-reusable packaging provided by suppliers, which we send for recycling.
- **Scrap glass** which we send for recycling.
- **Mixed waste** which we send for recycling.

Waste by CER category (t)



In general, the waste generated by Eurovetrocap in 2022 is significantly lower than in 2021 (-42.9%). As highlighted in the chart above, all categories of packaging **have decreased compared to the previous year**. Mixed **packaging** has seen a **60.5% decrease from 2021**, which was a year marked by a warehouse flooding during an extreme weather event, leading to the disposal of some no longer usable materials. The decrease is also noticeable compared to 2020, indicating an improvement in the management of mixed waste. This improvement is attributed to the **implementation of a more meticulous system for classifying and quantifying** discarded materials and greater awareness among employees and suppliers about proper waste separation.

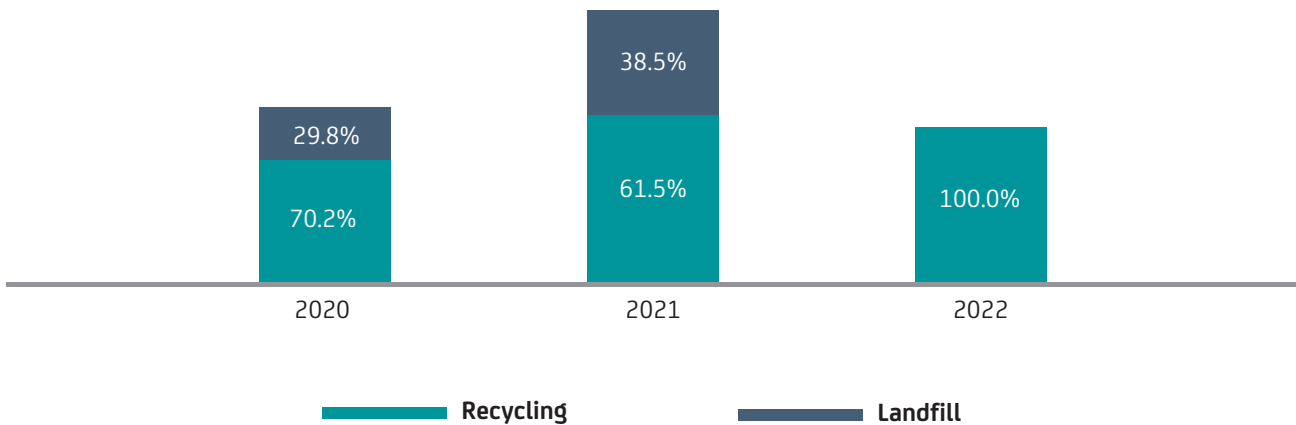
Regarding **paper and cardboard packaging** (-25.4%), the reduction in waste is related to a slight decrease in sales volumes, coupled with a significant push for reusing used shipping boxes from suppliers. An important circular economy project was initiated in collaboration with a supplier, where Eurovetrocap commits to removing tape and labels from the boxes so that the supplier can recover and reuse them for subsequent deliveries. In 2022, we also initiated the recovery of 2.5 tons of out-of-use equipment (printers, computers, and batteries).

Our waste is managed through an **eco-island with various containers for recycling**, including in our offices. Currently, all our waste is entrusted to a **single provider** responsible for sorting and recovery, through a selection and screening process at two facilities duly authorized by the Metropolitan City of Milan. This provider holds ISO 9001:2015 and ISO 14001:2015 certifications.

In 2022, all waste was either recovered or recycled, eliminating the landfill component, which was already minor in previous years.



Destination of Eurovetrocap's waste (%)



Among the projects we are currently working on for the near future to reduce waste production, we include:

- **Implementation of inventory management software to optimize** stock control in the warehouse, thus reducing material waste due to obsolescence.
- **Selection of a supplier** for recovering and reintegrating plastic waste from production and the warehouse back into the production process.
- **Evaluation of a supplier** for recycling and reusing plastic film, which is currently disposed of in non-recyclable mixed waste.



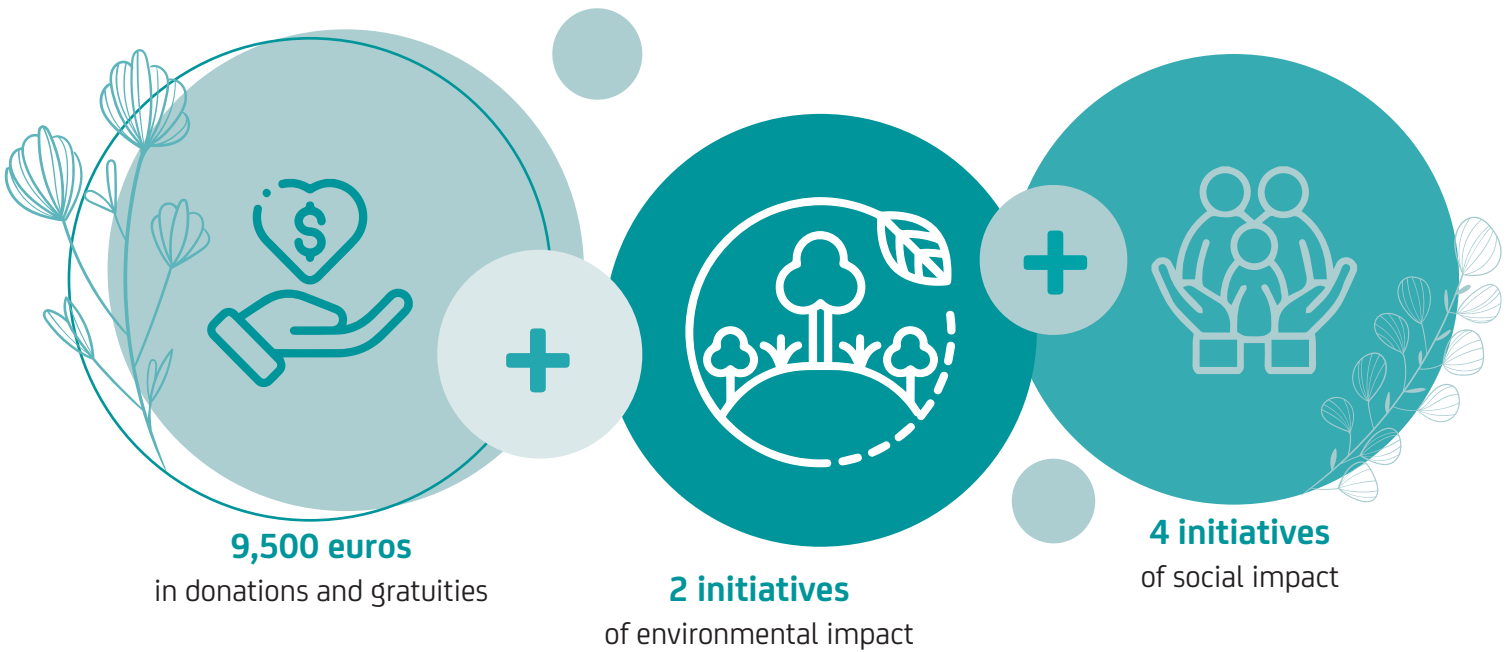


CHAPTER 7

OUR COMMITMENT TO THE COMMUNITY AND THE AREA



OUR COMMITMENT TO THE COMMUNITY AND THE AREA



7.1 Our commitment to the community and the area

We are aware that through our business activities, we can **positively influence the socio-economic development** of the community in which we operate. We are committed to establishing a balanced and proactive relationship with the surrounding community with the **aim of creating shared value**.



Currently, the projects we support do not follow a dedicated procedure but are evaluated and approved by our management. As communicated in our 2021 Annual Report and to further solidify our commitment to the nonprofit sector and optimize our mid-term actions, we have planned to implement a **structured governance** framework based on ESG (Environmental, Social, and Governance) principles in 2023. This framework will guide us in identifying investment projects aligned with our corporate mission to continually improve our efforts for the benefit of the community and the environment in which we operate.

Within this context, we want to highlight the support initiatives we

have undertaken for various nonprofit organizations and local institutions. One example is our collaboration with the “I Bambini delle Fate” association in establishing a **social time bank**. In such cases, we receive reports on the activities conducted and are invited to personally verify the feasibility of the projects. This typically involves attending inauguration ceremonies, and we do this on an annual basis. Among the other activities initiated in 2022 and continuing into 2023, we are proud to contribute to a project aimed at introducing the concepts of the **circular economy** in schools in Trezzano Sul Naviglio.

“*We remain committed to fostering a balanced and proactive relationship with the local community, with the goal of creating shared value.*”

7.2 Environmental impact projects

The “Productive Areas – Pro-adaptive Areas (AP+A) of the Polytechnic University of Milan

The companies in Trezzano sul Naviglio, including Eurovetrocap, have been engaged in a co-design initiative with the **Politecnico di Milano University**. The goal is to identify actions and initiatives that make production areas **adaptable to climate challenges**. This project is being carried out by the **Department of Architecture and Urban Studies**, with the support of the Ministry of Ecological Transition and in cooperation with Assolombarda, CAP Holding, and the Metropolitan City.



In this context, the **municipality of Trezzano sul Naviglio** was chosen as a **pilot case** for establishing a living lab and a collaborative approach to redesign production areas with a sustainable and “pro-adaptive” perspective. Trezzano has a strong tradition of production and commerce, which the municipality aims to strengthen by increasing local employment and improving the quality of the work environment, both within and outside companies.

As part of the project, all the involved companies have discussed design alternatives and proposed collaboration ideas on various topics impacting the sustainability of production areas: **mobility, climate, energy, waste, welfare, and the redesign of public spaces.**

The ongoing experimentation in Trezzano sul Naviglio will develop best practices that can be made available to other

territorial contexts. Within the project, **Eurovetrocap has been one of the most active companies and was chosen as a case study** to present its energy efficiency journey to all participants.

Among the concrete actions carried out in 2022 by the municipality, an important project involves **redirecting rainwater** to reduce the risk of flooding in homes and businesses in the area. Additionally, meetings between the municipal administration and companies have continued to explore the development of an **energy community** in the municipality of Trezzano.

Trees for newborns in the Municipality of Trezzano” project (since 2019)

In 2022, an important tradition was once again upheld for the Trezzano community: the planting of new trees in the **“Bosco dei Nuovi Nati”** (Forest of Newborns) at the Parco dello Scoiattolo on via Giordano Bruno. Just as in 2021, Eurovetrocap, in collaboration with **Boscoforte**, supported the project organized by the Municipality of Trezzano sul Naviglio with a donation of \$2,000.

Families of children born from October 1, 2021, to September 30, 2022, to whom the new trees are dedicated, were invited to the event. This celebration marked the creation of another **small green lung** dedicated to the **citizens of tomorrow**, for whom we, as adults, have a duty to leave a more livable environment.

This ongoing collaboration between the Municipality and Eurovetrocap for World Tree Day represents one of the shared actions between the local government and businesses to promote concrete sustainability strategies and initiatives. As Eurovetrocap, we actively participate in the day dedicated to the newcomers and ensure that the trees are indeed planted.



7.3 Social impact projects

“Bambini delle Fate” Association: “La Banca del Tempo Sociale” Initiative



Since 2020, we have been supporting the **Banca del Tempo Sociale**, an initiative of the “**I Bambini delle Fate**” association. This social enterprise has been working since 2005 to provide economic support for projects and paths of social inclusion. Their goal is to offer opportunities for inclusion to children with autism and disabilities, as well as to high school students (between 16 and 20 years old), providing them with a positive experience of getting involved in the social field within an organized structure. This project is active in several cities, thanks to a great team effort involving non-profit associations, educational institutions, and local businesses.

Eurovetrocap is among the financiers who contributed to the launch of this significant project in the local area, especially at the non-profit organization “**Il Balzo**”. Through collaboration with the Calvino Institute in Rozzano and Noverasco, this initiative involved 32 students in activities and opportunities for interaction with 10 students with disabilities attending their educational centers.

In July 2022, Eurovetrocap participated in an event organized by the association. It was an intense and touching moment and an opportunity to assess the project’s progress and its importance for the people actively involved in it.

Professional training for the youth of Trezzano sul Naviglio

Together with other businesses in the municipality and the local administration, we are establishing a **professional training school** to educate young people with the skills required by local companies. The goal is to open an **Industrial Technical Institute in September 2023**. Besides identifying the need for this training path, businesses have been involved in selecting the location for the school and the general direction of the training program, while the specific programs remain the responsibility of educational authorities.





Participating companies commit to **offering on-the-job training opportunities** through internships that may lead to future employment. During open house events to promote the school, businesses will open their doors to potential students to emphasize the **value of job opportunities** as a possible outcome of their training.

The first edition of the Milan Beauty Week and support for the charitable initiative “Boutique” powered by Cosmoprof

In May 2022, the first edition of **“The week dedicated to beauty and wellness culture”** was held, involving over 100 cosmetic companies and more than 100 stores and industry professionals. During the opening days of the **Beauty Village** at Palazzo Giureconsulti, it welcomed **10,000 visitors** and organized approximately **900 events**, including in-depth discussions, exhibitions, workshops, and charity initiatives. One notable initiative among these charity activities is the **“Boutique” project powered by Cosmoprof**, a charity fundraising event that, thanks to the generosity of visitors, raised over 17,000 euros. The proceeds were donated to **“La forza e il sorriso Onlus”**, a social responsibility project

endorsed by Cosmetica Italia. This project, with beauty workshops located throughout Italy, helps women facing cancer to feel beautiful again, regain self-esteem and self-confidence.

Eurovetrocap participated in this initiative, along with other companies in the industry, **by donating packaging** to produce cosmetic products sold during the event, with a value of approximately 1,500 euros.



Circular economy workshops in schools

In collaboration with Berlin Packaging, Baralan, and Convertini, Eurovetrocap co-financed a training project with two schools in the municipality of Trezzano, aimed at **raising awareness among students** about the fundamental principles of the **circular economy**: collaboration, sharing, reuse, and recycling. Working together as a network with each other and the municipal administration, the companies proposed **two days of workshops** to students in 11th-grade classes at middle schools to reflect on the **theme of recycling**, to be held in the early months of 2023.

Teachers and designers presented the students with the **origin** and **quality of materials** (glass and plastic) before moving on to practical experiences. Using Precious Plastic machinery, the students were involved in the shredding of plastic bottle caps, transforming them into flakes, and then injecting them into a mold to give them a new shape. Finally, with the help of joints made from recycled plastic and lightweight pipes, the classes were engaged in building a new structure, symbolizing collaboration for the betterment of our planet.

In addition to this initiative, we are collaborating with **the ITIF course “Packaging Technicians for the Cosmetic Industry”** organized by CALAM CFP - Professional Training Center - School of Aesthetics, Hairstyling, and Computer Science in Lodi. In 2023, we plan to host a **student for an internship**, allowing them to apply and deepen what they have learned in the classroom.

The one-year course is highly practical due to the extensive laboratory space, providing useful and concrete tools to meet the demands of the job market in line with the **professional requirements of partner companies**, such as Eurovetrocap, which has a very high employment rate (around 80%). In this way, we will help train an **expert in cosmetic packaging** who can navigate the entire design process, from analyzing a brief to industrialization, considering the specificities of the **cosmetic** industry.





ANNEX

GENERAL INFORMATION

GRI 102-8 a. Employees and collaborators by employment contract and gender

Total employees by contract and gender	2022	2021	2020	Var %
Permanent Contract	65	62	58	5%
Women	35	33	28	6%
Men	30	29	30	3%
Fixed-term Contract	3	1	4	200%
Women	2	-	4	-
Men	1	1	-	0%
Temporary/Contractors	18	21	20	-14%
Women	3	4	5	-25%
Men	15	2	1	-12%
Project workers	1	1	1	0%
Women	0	-	-	-
Men	1	1	1	0%
Internship	4	3	1	33%
Women	2	2	1	0%
Men	2	1	-	100%
Total employee headcount and other contractual forms	77	73	70	5.5%
Total of women	42	39	38	7.7%
Total of men	49	34	32	0%

GRI 102-8 c. Employees by type of employment (full-time and part-time), by gender

Employees (fixed-term and permanent) by type of employment and gender	2022	2021	2020	Var %
Full-time	63	59	58	7%
Women	33	29	28	14%
Men	30	30	30	0%
Part-time	5	4	4	25%
Women	4	4	4	0%
Men	1	-	-	-
Total permanent and fixed-term employees	68	63	62	8%
Women	37	33	32	12%
Men	31	30	30	3%

ECONOMIC PERFORMANCE

GRI 201-1 Economic value generated and distributed

ECONOMIC VALUE	m.u.	2022	2021	2020	Var.%
Economic value generated	€	69,984,942	62,944,649	54,182,309	11.2%
Economic value retained by the company	€	13,217,118	12,051,230	9,094,768	+9.6%
Economic value distributed	€	56,767,824	50,893,420	45,087,541	+11.5%
<i>Suppliers</i>	€	48,811,560	43,266,737	38,235,078	+12.8%
<i>Employees</i>	€	4,596,910	4,090,806	4,037,000	+12.4%
<i>Lenders</i>	€	-52,256	9,275	17,125	-663.4%
<i>Public Administration</i>	€	3,403,611	3,517,602	2,786,338	-3.3%
<i>Community</i>	€	8,000	9,000	12,000	-11.1%

SOURCING PRACTICES

GRI 204-1 Proportion of spending to local suppliers

Country/Area of origin	2022			2021			2020		
	No. of suppliers	Total annual expenditure	%	No. of suppliers	Total annual expenditure	%	No. of suppliers	Total annual expenditure	%
Fornitori con sede operativa in Lombardia	92	28,038,716	58.7%	50	22,406,920 €	57.0%	48	20,334,595 €	62.1%
Fornitori con sede operativa in Italia (esclusa la Lombardia)	30	8,125,354	17.0%	18	7,904,714 €	20.1%	13	5,064,283 €	15.5%
Fornitori con sede operativa in Europa	32	8,541,514	17.9%	19	5,962,778 €	15.2%	19	4,967,163 €	15.2%
Fornitori con sede operativa extra UE**	9	3,088,755	6.5%	12	3,031,373 €	7.7%	9	2,364,861 €	7.2%
Totale	163	47,794,339 €	100%	99*	39,305,785 €	100%	89	32,730,902 €	100%

* Due to the considerable fragmentation of the supply chain, supplier and purchasing data are calculated on the top 163 suppliers to Eurovetrocap, accounting for about 90 percent of total spending.

** Includes 3 suppliers headquartered in Europe but conducting production activities exclusively in non-EU countries; the other non-EU suppliers are located in China, Korea, Taiwan.

MATERIALS

GRI 301-1 Materials used by weight or volume; **GRI 301-2** Materials used that come from recycling

RAW MATERIALS OR SEMI-FINISHED PRODUCTS PURCHASED	m.u.	2022	2021	2020	Var %
PLASTICS	t	2,406	2,337	2,312	2.9%
Of which virgin raw material	t	2192	2,137	2,175	2.6%
Of which from renewable sources (GREEN PE)	t	23	8	10	213.2%
Of which from recycling (R-PET, R-PP, R-PS, R-HDPE)	t	189	193	128	-1.6%
GLASS	t	6,403	5,660	4,532	13.1%
Of which virgin raw material	t	5909	5,432	4,448	8.8%
Of which from recycling	t	493	228	85	116.4%
ALUMINUM	t	12	62	60	-79.8%
Of which virgin raw material	t	6	31	29	-79.8%
Of which from recycling* (estimated %)	t	6	32	31	-79.8%
WOOD	t	44	39	40	14.3%
Of which virgin raw material	t	0	0	0	-
Of which from renewable sources (FSC)	t	44	39	40	14.3%
Of which from recycling	t	0	0	0	-
TOTAL OF RAW MATERIALS (Kg)	t	8,865	8,098	6,944	9.5%
Of which virgin raw material	t	8,176	7,646	6,701	6.9%
Of which from recycling	t	689	452	243	52.4%
TOTAL RAW MATERIALS (Kg)	t	8,865	8,098	6,944	9.5%
Of which from nonrenewable sources	t	8,798	8,052	6,895	9.3%
Of which from certified renewable sources	t	68	46	50	46.7%

TOTAL OF RAW MATERIALS: % FROM RECYCLING	m.u.	2022	2021	2020	Var%
Virgin raw material	%	92.2%	94.4%	96.5%	-2.2%
Material from recycling	%	7.8%	5.6%	3.5%	2.2%

TOTAL OF RAW MATERIAL: % FROM RENEWABLE SOURCES	m.u.	2022	2021	2020	Var %
Raw material from fossil or nonrenewable sources	%	99.2%	99.4%	99.3%	-0.2 p.p.
Raw material from certified renewable sources	%	0.8%	0.6%	0.7%	0.2 p.p.

OFFICE SUPPLIES	m.u.	2022	2021	2020	Delta %
Total of office paper	t	4.6	1.5	1.0	206.7%
Of which virgin raw material	t	0.0	0.0	0.0	-
Of which from FSC-certified renewable sources	t	0.0	0.0	0.0	-
Of which from recycled	t	4.6	1.5	1.0	206.7%

SECONDARY PACKAGING MATERIALS	m.u.	2022	2021	2020	Var%
Paper (rolls paper for sample items packaging, paper scotch)	t	0.0	3.2	0.0	-100.0%
Of which virgin raw material	t	0.0	0.7	0.0	-100.0%
Of which FSC certified	t	0.0	0.0	0.0	-
Of which from recycling	t	0.0	2.5	0.0	-100.0%
Paperboard	t	293.1	323.7	343.1	-9.5%
Of which virgin raw material	t	29.6	124.1	158.0	-76.2%
Of which FSC certified	t	0.0	0.0	0.0	-
Of which from recycling	t	263.5	199.6	185.1	32.0%
Plastic (film pallets, bags)	t	36.4	28.6	26.1	27.0%
Of which virgin raw material	t	20.7	28.6	26.1	-27.6%
Of which plastic from recycling (e.g., R-PET)	t	15.7	0.0	0.0	-
Wooden pallets	t	420.9	411.8	426.4	2.2%
Of which virgin raw material	t	233.5	173.8	171.5	34.4%
Of which from PEFC recycled or regenerated	t	187.4	238.0	254.9	-21.3%
TOTAL OF SECONDARY PACKAGING MATERIALS (kg)	t	750.4	767.4	795.6	-2.2%
Of which virgin raw material	t	283.8	327.3	355.7	-13.3%
Of which from recycling or regenerated	t	466.6	440.1	440.0	6.0%
TOTAL OF MATERIALS FROM SECONDARY PACKAGING (kg)	t	795.6	767.4	795.6	-2.2%
Of which from non-renewable sources	t	540.7	529.4	540.7	6.4%
Of which from FSC-certified renewable sources	t	254.9	238.0	254.9	-21.3%

TOTAL OF SECONDARY PACKAGING MATERIALS: % FROM RECYCLING	m.u.	2022	2021	2020	Var %
Virgin raw material	%	37.8%	37.8%	44.7%	-4,8 p.p.
Material from recycling/regenerated	%	62.2%	62.2%	55.3%	4,8 p.p.

TOTAL OF SECONDARY PACKAGING MATERIALS: % RENEWABLE	m.u.	2022	2021	2020	Var %
Raw material from fossil or non-renewable sources	%	75.0%	69.0%	68.0%	6.0 p.p.
Raw material from certified renewable sources	%	25.0%	31.0%	32.0%	-6.0 p.p.

TOTAL OF RAW MATERIALS, PACKAGING AND OFFICE PAPER: % FROM RECYCLING	m.u.	2022	2021	2020	Var %
TOTAL RAW MATERIALS, PACKAGING AND OFFICE PAPER	t	9,620	8,867	7,741	8.5%
Of which virgin raw material	t	8,460	7,973	7,057	6.1%
	%	87.9%	89.9%	91.2%	-2.0 p.p.
Of which from recycling	t	1,160	894	684	29.8%
		12.1%	10.1%	8.8%	2.0 p.p.

TOTAL OF RAW MATERIALS, PACKAGING AND OFFICE PAPER: % RENEWABLE	m.u.	2022	2021	2020	Var %
TOTAL RAW MATERIALS, PACKAGING AND OFFICE PAPER	t	9,620	8,867	7,741	8.5%
Of which from fossil or non-renewable sources	t	9,361	8,581	7,436	9.1%
	%	97.3%	96.8%	96.1%	0.5 p.p.
Of which from certified renewable sources	t	260	286	305	-9.1%
		2.7%	3.2%	3.9%	-0.5 p.p.

* Since we do not have the possibility to receive the exact figure from our aluminum suppliers, the amount of aluminum from recycling is estimated based on what is stated within the report "Environmental Profile Report for the Aluminium Refining Industry, EUROPEAN ALUMINIUM, 2021" which considers the % of recycled aluminum in Europe to be 51%.

ENERGY

GRI 302-1 Energy consumed within the organization

Energy Consumption		m.u.	2022	2021	2020	Var %
Fossil fuels – plants	Diesel fuel	L	440	798	866	-44.9%
		GJ	16	29	31	-45.5%
	Natural gas	m ³	5,294	4,785	5,877	10.6%
		GJ	190	171	207	10.8%
Fossil fuels – vehicles	Diesel fuel	L	13,325	16,141	16,451	-17.4%
		GJ	479	580	590	-17.5%
	Gasoline	L	7,996	9,262	6,585	-13.7%
		GJ	260	302	213	-14.0%
Electricity	Electricity purchased and consumed (from 2022 from renewable sources with GO)	kWh	144,920	131,566	124,684	10.1%
		GJ	522	474	449	10.1%
	Self-produced electricity by photovoltaics and consumed	kWh	64,798	65,844	65,867	-1.6%
			233	237	237	-1.6%
	Self-generated electricity from total photovoltaics	kWh	312,465	298,323	282,268	4.7%
		GJ	1,125	1,074	1,016	4.7%
	Total of electricity consumed	kWh	209,718	197,410	190,551	6.2%
			755	711	686	6.2%

Conversion factors	m.u.	2022	2021	2020	Source
Diesel Fuel	GJ/l	0.03588	0.03584	0.03528	DEFRA, Conversion Factors, "Fuel properties"
Natural gas	GJ/m ³	0.03595	0.03635	0.03635	DEFRA, Conversion Factors, "Fuel properties"
Diesel	GJ/l	0.03593	0.03594	0.03585	DEFRA, Conversion Factors, "Fuel properties"
Gasoline	GJ/l	0.03248	0.03259	0.03230	DEFRA, Conversion Factors, "Fuel properties"
Electric energy	GJ/kWh	0.0036	0.0036	0.0036	DEFRA, Conversion Factors, "Conversions"

EMISSIONS

305-1 Direct energy emissions

SCOPE 1 - Direct energy emissions.	m.u.	2022	2021	2020	Var %
Diesel fuel for fire trucks	tCO ₂	1.2	2.2	2.4	-44.2%
Natural gas for heating	tCO ₂	10.5	9.5	11.7	11.1%
Diesel for vehicles	tCO ₂ e	34.1	40.6	41.9	-15.9%
Gasoline for vehicles	tCO ₂ e	17.3	20.3	14.3	-14.9%
F-GAS (refrigerant gas R-410A)	tCO ₂ e	31.7	58.0	0.0	-45.3%
Total Scope 1	tCO₂e	94.9	130.6	70.2	-27.4%

Emission factors fuels and refrigerant gases	m.u.	2022	2021	2020	Source
Methane	tCO ₂ /m3	0.00199	0.00198	0.00199	ISPRA, Tabella parametri standard nazionali
Diesel for production	tCO ₂ /l	0.00276	0.00272	0.00276	DEFRA, Conversion factors, foglio "Fuels"
Diesel for automotive use	tCO ₂ /l	0.00256	0.00251	0.00256	DEFRA, Conversion factors, foglio "Fuels"
Gasoline	tCO ₂ /l	0.00216	0.00219	0.00216	DEFRA, Conversion factors, foglio "Fuels"
R410A	tCO ₂ e/kg	2.08800	2.08800	2.08800	DEFRA, Conversion factors, foglio "Refrigerant & other"

305-2 Indirect emissions, from consumption of electricity purchased from outside the organization and indirect emissions avoided through electricity generation from photovoltaic system.

SCOPE 2 - Indirect Energy Emissions.	m.u.	2022	2021	2020	Var %
Electricity purchased and consumed, Location Based method *	tCO ₂	51.8	42.6	42.2	21.5%
Electricity consumed, Market Based method	tCO ₂	-	60.3	58.1	-100.0%

TOTAL SCOPE 1 and SCOPE 2 EMISSIONS	m.u.	2022	2021	2020	Var %
Total Scope 1 + Scope 2 Location Based emissions	tCO ₂ e	146.6	173.2	112.4	-15.3%
Total emissions Scope 1 + Scope 2 Market Based	tCO ₂ e	94.9	190.9	128.3	-50.3%

Electricity emission factors	m.u.	2022	2021	2020	Source
Italy – LB Electricity	tCO ₂ /kWh	0.00036	0.00032	0.00034	AIB, “European Residual Mixes” – Production Mix Italy
Italy – MB Electricity	tCO ₂ /kWh	0.00046	0.00046	0.00047	AIB, “European Residual Mixes” - Residual Mix Italy

* The scope 2 Location Based emissions data for the years 2020 and 2021 have changed slightly from the 2021 reporting due to an update of the emission factors used. Starting with the 2022 reporting, the calculation of emissions per power purchase using the Location Based method is based on the Production Mix emission factors published by AIB “International Comparisons.”

WASTE

GRI 306-3 Waste generated; **GRI 306-4** Waste not intended for disposal; **GRI 306-5** Waste intended for disposal.

Note that the published data do not include waste from the Agliana branch, which is managed as municipal waste and to date has not been quantified.

Non-hazardous waste, by disposal method	m.u.	2022	2021	2020	Var %
Total nonhazardous waste	t	89.1	156.2	99.7	- 42.9%
Of which sent for materials recycling	t	89.1	96.0	70.0	-7.1%
Of which sent for materials recovery	t	-	0.1	-	-100%
Of which sent to energy recovery	t	-	-	-	-
Of which sent to incinerator	t	-	-	-	-
Of which sent to landfill	t	-	60.1	29.7	-

Total waste generated	m.u.	2022	2021	2020	Var %
Total non-hazardous waste	t	89.1	156.2	99.7	-42.9
Of which sent for recycling/material recovery	t	89.1	96.1	70.0	-7.1%
	%	100%	61.5%	70.2%	+ 38.5 pt
Of which sent to energy recovery/incinerator/landfill	t	00	60.1	29.7	-100%
		-	38.5%	19.0%	- 38.5 pt

Waste generated, by waste category (EWC)	m.u.	2022	2021	2020	Var %
EWC 150103 - Wood packaging	t	20.7	21.4	19.8	-3.4%
EWC 150101 - Paper and cardboard packaging	t	15.8	21.1	16.1	-25.4%
EWC 150106 - Packaging made of mixed materials	t	39.6	100.2	49.4	-60.5%
EWC 150107 - Glass packaging	t	10.6	13.4	14.4	-20.6%
EWC 160214 - End-of-life equipment	t	2.5	0.1	0.0	4033.3%
Total	t	89.1	156.2	99.7	-42.9%

EMPLOYMENT

GRI 401-1 Total number of new hires, by age group and gender

Hiring	2022	2021	2020
Under 30	3	2	-
Women	2	1	-
Men	1	1	-
Between 30 and 50	2	3	1
Women	2	2	-
Men	0	1	1
Over 50	3	-	-
Women	2	-	-
Men	1	-	-
Total of employee entered	8	5	1
Total of Women	6	3	-
Total of Men	2	2	1

GRI 401-1 Total number of people who ended or interrupted employment, by age group and gender

Resignations and terminations	2022	2021	2020
Under 30	1	2	-
Women	1	1	-
Men	0	1	-
Between 30 and 50	0	-	1
Women	0	-	-
Men	0	-	1
Over 50	2	2	1
Women	0	1	-
Men	2	1	1
Total employees who left	3	4	2
Total of Women	1	2	-
Total of Men	2	2	2

GRI 401-1 Turnover rate by age group and gender

Turnover	2022	2021	2020
Overall turnover rate	16.2%	14.3%	4.8%
Incoming turnover rate	11.8%	7.9%	1.6%
Women	16.2%	9.1%	-
Men	6.5%	6.7%	3.3%
Under 30	75.0%	3.2%	-
Women	66.7%	16.7%	-
Men	100.0%	100.0%	-
Between 30 and 50	5.9%	10.3%	3.3%
Women	11.1%	15.4%	-
Men	-	6.3%	6.7%
Over 50	10.0%	-	0.0%
Women	12.5%	-	-
Men	7.1%	-	-
Outgoing turnover rate	4.4%	6.3%	3.2%
Women	2.7%	6.1%	0.0%
Men	6.5%	6.7%	6.7%
Under 30	25.0%	28.6%	-
Women	33.3%	16.7%	-
Men	-	100.0%	-
Between 30 and 50	-	-	3.3%
Women	-	-	-
Men	-	-	6.7%
Over 50	6.7%	7.4%	4.0%
Women	-	7.1%	-
Men	14.3%	7.7%	7.1%

The overall turnover rate is calculated as the ratio of: (number of new entrants in the year + number exits in the year/permanent and fixed-term staff as of 12/31) *100.

The incoming turnover rate is calculated as the ratio of: (number of new entrants in the year/indefinite-term and fixed-term staff as of 31/12) *100.

The outgoing turnover rate is calculated as the ratio of: (number of new entrants in the year/organic permanent and fixed term as of 31/12) *100.

HEALTH AND SAFETY AT WORK

GRI 403-9 a. and **GRI 403-9 b.** Number and rate of occupational injuries of employees and contractors

Employee and contractor injury data	2022	2021	2020
Number of recordable injuries	-	-	1
Of which occurred to employees	-	-	1
Of which to contractors	-	-	-
Number of injuries with serious consequences (more than 6 months of absence)	-	-	-
Of which occurred to employees	-	-	-
Of which to contractors	-	-	-
Number of deaths at work	-	-	-
Of which occurred to employees	-	-	-
Of which to contractors	-	-	-

Number of hours worked	2022	2021	2020
Hours worked by employees	111.476	108.640	109.382
Hours worked by contractors/interim staff	29.291	36.051	33.558
Total	140.766	144.691	142.940

Calculation of injury rates	2022	2021	2020
Rate of recordable occupational accidents	-	-	6.9
Of which occurred to employees	-	-	9.1
Of which to contractors	-	-	-
Rate of occupational accidents with serious consequences (excluding deaths)	-	-	-
Of which occurred to employees	-	-	-
Of which to contractors	-	-	-
Rate of deaths resulting from occupational injuries	-	-	-
Of which occurred to employees	-	-	-
Of which to contractors	-	-	-

The rate of fatalities is determined by the ratio of the number of fatalities resulting from occupational injuries to the number of hours worked multiplied by 1,000,000.

The rate of work injuries with serious consequences is determined by the ratio of the number of work injuries with serious consequences (excluding deaths) to the number of hours worked multiplied by 1,000,000.

The recordable work injury rate is determined by the ratio of the number of recordable work injuries to the number of hours worked multiplied by 1,000,000. Any deaths are also included in this rate, i.e., the total number of accidents is considered.

TRAINING

Hours of training provided by employee category and gender	2022		2021		2020	
	Men	Women	Men	Women	Men	Women
Executives	274	-	436	-	288	-
Managers	738	380	197	52	382	92
Office-workers	1.198	3.309	660	1.240	749	2.027
Workers	263	220	205	80	299	152
Total by gender	2.473	3.909	1.498	1.372	1.717	2.271
Total	6.382		2.870		3.987	

GRI 404-1 Average hours of annual training per employee

Average training hours by employee category and gender	2022		2021		2020	
	Men	Women	Men	Women	Men	Women
Executives	91.3	-	109.0	-	71	-
Managers	147.6	76.0	49.3	52.0	95	92.0
Office-workers	74.9	118.2	44.0	44.3	57	69.9
Workers	37.6	55.0	29.3	20.0	33	75.8
Total by gender	79.8	105.6	49.9	41.6	57	71.0
Total	93.9		45.6		64.3	

Average training hours are calculated as the total training hours provided by category and gender over the total number of Eurovetropac and Cogepack employees by category and gender.

GRI 404-3 Employees who received a periodic performance evaluation, by gender and category

Percentage of employees evaluated, by gender and category	2022		2021		2020	
	Men	Women	Men	Women	Men	Women
Executives	100%	n.a.	75%	n.a.	75%	n.a.
Managers	100%	80%	25%	100%	25%	100%
Office-workers	38%	93%	27%	64%	31%	59%
Workers	0%	100%	0%	0%	0%	0%
Total by gender	45%	92%	27%	58%	27%	56%
Total	71%		43%		42%	

DIVERSITY AND EQUAL OPPORTUNITY

GRI 405-1 Fixed-term and permanent employees by contractual category, gender, and age group

Temporary and permanent staff, by category, age group, and gender	2022			2021			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Executives	0	3	3	-	4	4	0	4	4
Under 30	0	0	0	-	-	-	-	-	-
Between 30 and 50	0	1	1	-	1	1	-	1	1
Over 50	0	2	2	-	3	3	-	3	3
Managers	5	5	10	1	4	5	1	4	5
Under 30	0	0	0	-	-	-	-	-	-
Between 30 and 50	1	1	2	-	-	-	-	-	-
Over 50	4	4	8	1	4	5	1	4	5
Office-workers	28	16	44	28	15	43	29	13	42
Under 30	3	1	4	6	1	7	6	-	6
Between 30 and 50	15	10	25	11	11	22	14	9	23
Over 50	10	5	15	11	3	14	9	4	13
Workers	4	7	11	4	7	11	2	9	11
Under 30	0	0	0	-	-	-	-	1	1
Between 30 and 50	2	4	6	2	4	6	1	5	6
Over 50	2	3	5	2	3	5	1	3	4
Total	37	31	68	33	30	63	32	30	62
Under 30	3	1	4	6	1	7	6	1	7
Between 30 and 50	18	16	34	13	16	29	15	15	30
Over 50	16	14	30	14	13	27	11	14	25

GRI 405-1 Diversity in governance bodies

Board of Directors composition by gender and age EUROVETROCAP	2022	2021	2020
Under 30	0	0	0
Women	0	0	0
Men	0	0	0
Between 30 and 50	1	1	1
Women	0	0	0
Men	1	1	1
Over 50	2	2	2
Women		0	0
Men	2	2	2
Total	3	3	3
Total of women	0	0	0
Total of men	3	3	3

Board of Directors composition by gender and age - COGEPACK	2022	2021	2020
Under 30	0	0	0
Women	0	0	0
Men	0	0	0
Between 30 and 50	0	0	0
Women	0	0	0
Men	0	0	0
Over 50	2	2	2
Women	0	0	0
Men	2	2	2
Total	2	2	2
Total of women	0	0	0
Total of men	2	2	2

GRI CONTENT INDEX

GRI Standard	INFORMATION	LOCATION	OMISSION / COMMENTS
GRI 102 - INFORMAZIONI GENERALI			
GRI 2: GENERAL INFORMATION -2021 Version	2-1 Organization details	Ch. 1, par. Company Structure and Governance Methodological Note	
	2-2 Entities included in the organization's sustainability reporting	Methodological Note, The reporting scope	
	2-3 Reporting period, frequency and contact point	Methodological Note	
	2-4 Information Review		The scope 2 Location Based emissions data for the years 2020 and 2021 have changed slightly from the 2021 reporting due to an update of the emission factors used. Starting with the 2022 reporting, the calculation of emissions per power purchase using the Location Based method is based on the Production Mix emission factors published by AIB "International Comparisons."
	2-5 External Assurance	The Report has not been subjected to External Assurance	
	2-6 Activities, value chain and other business relationships	Ch. 1, par. Products and services	
	2-7 Employees	Ch. 2, par. Company workforce and diversity	
	2-8 Non-employed Workers	Ch. 2, par. Company workforce and diversity	
	2-9 Governance structure and composition	Ch. 1, par. Company structure and Governance	Eurovetropac S.p.A. adopts a traditional governance system, consisting of a Board of Directors and a Board of Statutory Auditors. The auditing company is entrusted with the statutory audit. The members of the Board of Directors of Cogepack Srl are also part of the Board of Directors of Eurovetropac S.p.A; therefore, strategic decisions made by Eurovetropac are automatically adopted by Cogepack.

	2-10 Appointment and selection of the highest governing body		The Board of Directors has a 3-year term of office. Renewals and new appointments take place at shareholders' meetings to approve the financial statements.
	2-11 Chairman of the highest governing body		The Chairman is not a senior executive of the organization.
	2-12 Role of the highest governing body in impact management control	Methodological Note, The materiality Analysis	The responsibilities of the BOD include setting the company's strategic directions and goals, including policies for sustainability. Annually, the BOD oversees the progress and approves or rejects changes related to the strategic sustainability plan prepared by the company's executives and managers. A crucial role is played by the CEO, who actively participates in the process of drafting the sustainability report and updating the strategic plan.
	2-13 Delegation of responsibility for managing impacts		Delegated authority was given to the CEO and the coordinator of corporate sustainability activities.
	2-14 Role of the highest governing body in sustainability reporting		The BOD is responsible for reviewing and approving the information.
	2-15 Conflicts of Interest		At present, Eurovetrocap does not have formalized policies and tools designed to prevent and mitigate conflicts of interest. In this regard, the company has included in its Strategic Plan the goal of drafting an organizational model pursuant to Italian Legislative Decree 231/2001 to be finalized by 2025.

	2-16 Communication of critical issues		<p>If critical issues arise, the managers will notify the coordinator of sustainability activities of the problem. The coordinator will inform the CEO, who will define the action to be taken and, if necessary, inform the BOD. Currently, no critical issues have been reported.</p>
	2-17 Collective knowledge of the highest governing body		<p>The company is supporting knowledge in sustainability by scheduling training courses aimed at managers and the CEO. Since the first sustainability report, board members have been actively involved in the development of the sustainability budget and strategic plan.</p>
	2-18 Performance assessment of the highest governing body		<p>At present, the highest governing body is not affected by a formalized process of performance assessment in relation to sustainability goals. However, periodic monitoring of the strategic plan and related sustainability goals becomes an opportunity for self-assessment by the BOD with respect to the management of impacts on the environment and people.</p>
	2-19 Rules concerning remuneration		<p>All members of the highest administrative body receive fixed annual compensation on account of their role, determined by the body. There are no bonuses or variable compensation.</p>
	2-20 Compensation determination procedure		<p>Eurovetrocap does not have a formalized compensation policy; salaries are defined by the CEO with the support of the heads of internal functions. There is no involvement of stakeholders or external consultants.</p>
	2-21 Annual total pay ratio		<p>The ratio of the annual total pays of the person receiving the highest pay to the median annual total pay of all employees (excluding the highest pay from the distribution) is 3.7.</p>

	2-22 Sustainable development strategy statement	Letter to stakeholders The Strategic Plan for Sustainability	
	2-23 Policy commitment		<p>As part of its ISO 9001 and ISO 14001 certified quality and environmental management systems, respectively, Eurovetrocap has formalized an integrated quality and environmental policy.</p> <p>At present, the company has not formalized a policy dedicated to human rights.</p> <p>Regarding issues related to ethics and governance sustainability, the company is committed to formalizing a Code of Ethics in accordance with Italian Legislative Decree 231 by 2025.</p>
	2-24 Integration of policy commitments	The Strategic Plan for Sustainability	<p>The Strategic Sustainability Plan is the tool by which commitments to responsible business conduct are integrated, the direction and monitoring of which is the responsibility of the Board of Directors, assisted by the heads of the main corporate functions entrusted with specific objectives.</p>
	2-25 Processes aimed at remedying negative impacts	<p>Ch. 2, Health and Safety</p> <p>Ch. 5, Safe and qualitative products</p> <p>Ch. 5, Complaint handling</p> <p>Ch. 5, Measuring customer satisfaction and requests</p>	<p>In addition to having defined a specific process for handling complaints, the company has equipped itself with tools to identify and mitigate risks related to product quality, impacts on the environment as required under the quality and environmental management systems (ISO 9001 and ISO 14001 certified).</p> <p>The company prepares the Document on Risk Assessment for Workers' Health and Safety in accordance with current regulations.</p> <p>Regarding risks related to economic sustainability and governance, the company is committed to formalizing a Code of Ethics pursuant to Italian Legislative Decree 231 by 2025.</p>

	2-26 Mechanisms for requesting clarification and raising concerns		At present, the company has not formalized such mechanisms. With the adoption of OMC 231, however, Eurovetrocap will have a whistleblowing channel for employees to report on the organization's conduct.
	2-27 Compliance with laws and regulations		During 2022, there were no significant cases of non-compliance with laws and regulations reported, and no significant monetary penalties paid by the Company.
	2-28 Membership in associations	Ch.1, Our history	
	2-29 Approach to stakeholder engagement	Methodological Note, The materiality Analysis	
	2-30 Collective bargaining agreements	Ch.2, Company workforce and diversity	
MATERIAL TOPICS			
GRI 3: Material Topics – 2021 Version	3-1 Process of determining material themes	Methodological Note, The materiality Analysis	
	3-2 List of Material Themes	Methodological Note, The materiality Analysis	
ECONOMIC PERFORMANCE			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 1, par. Economic Performance	
GRI 201: Economic Performance – 2016 Version	201-1 Direct economic value generated and distributed	Ch. 1, par. Economic Performance Annex, par. Economic Performance	
COMMUNITY INVESTMENTS			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 7, par. Our commitment to community and the area	
GRI 203: Indirect Economic Impacts– 2016 Version	203-1 Development and impact of investments in infrastructure and services	Ch. 7, par. Our commitment to community and the area	
PROCUREMENT POLICY			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 3, par. Our commitment to all our suppliers Ch. 3, par. Synergies for common growth in the area	
GRI 204: Procurement Practices –2016 Version	204-1 Proportion of spending made to local suppliers	Ch. 3, par. Synergies for common growth in the area Annex, par. Pratiche di approvigionamento	Due to considerable fragmentation, data on suppliers and purchases are calculated on the top 160 Eurovetrocap suppliers, which account for about 90% of total spending.

ETHICS AND INTEGRITY			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 1, par. Vision, mission and values	
GRI 205: Anticorruption – 2016 Version	205-3 Established incidents of corruption and actions taken		No incidents of corruption were recorded during 2022.
ECO-DESIGN AND RAW MATERIAL CONSUMPTION			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 4, par. Eco-design: designing to decrease environmental impacts	
GRI 301: Material Topics – 2016 Version	301-1 Materials used by weight or volume	Ch. 4, par. Materials used to produce the items	
	301-2 Materials used that come from recycling	Ch. 4, par. Materials used to produce the items Annex, par. Materials	Due to the lack of supplier certification, the percentage of recycled aluminum purchases for Eurovetrocap is estimated at 51 percent, which is in line with the European production share of aluminum from recycling (EUROPEAN ALUMINIUM, Environmental Profile Report for the Aluminum Refining Industry, 2021).
ENERGY CONSUMPTION			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 6, par. Energy consumption	
GRI 302: Energy – 2016 Version	302-1 Energy consumed within the organization	Ch. 6, par. Energy consumption Annex, par. Energy	
AIR EMISSIONS			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 6, par. Emissions	
GRI 305: Emissions -2016 Version	305-1 Direct greenhouse gas (GHG) emissions (Scope 1)	Ch. 6, par. Emissions Annex, par. Emissions	
	305-2 Indirect greenhouse gas (GHG) emissions from energy consumption (Scope 2)	Ch. 6, par. Emissions Annex, par. Emissions	

WASTE MANAGEMENT			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 6, par. Waste	
GRI 306: Waste – 2020 Version	306-1 Waste generation and significant waste-related impacts	Ch. 6, par. Waste	It should be noted that the published data does not include waste from the Agliana branch, which is managed as municipal waste and to date has not been quantified.
	306-2 Management of significant waste-related impacts	Ch. 6, par. Waste	
	306-3 Generated Waste	Ch. 6, par. Waste Annex, par. Waste	
	306-4 Waste not intended for disposal	Ch. 6, par. Waste Annex, par. Waste	
	306-5 Waste intended for disposal	Ch. 6, par. Waste Annex, par. Waste	
SUPPLIERS ENVIRONMENTAL ASSESSMENT			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 3, par. Mapping sustainability among the Supply Chain	
GRI 308: Suppliers Environmental Assessment 2016	308-1 New suppliers that have been evaluated using environmental criteria	Ch. 3, par. Mapping sustainability among the Supply Chain	
HUMAN RESOURCES MANAGEMENT POLICIES			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 2, par. Corporate workforce and diversity	
GRI 401: Occupation – 2016 Version	401-1 New Recruitment and Turnover	Ch. 2, par. Corporate workforce and diversity Annex, par. Employment	
OCCUPATIONAL HEALTH AND SAFETY			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 2, Health and Safety	

GRI 403: Health and Safety at Work – 2018 Version	403-1 Occupational health and safety management system	Ch. 2, Health and Safety Annex, par. Health and Safety at work	
	403-2 Hazard identification, risk assessment, and accident investigation		
	403-3 Occupational Health Services		
	403-4 Workers participation and consultation, as well as communication on occupational health and safety		
	403-5 Occupational health and safety training for workers		
	403-6 Workers Health Promotion		
	403-7 Prevention and Mitigation of Health and Safety Impacts within Business Relationships		
	403-8 Workers Covered by a Health and Safety Management System		
	403-9 Workplace injuries		
EMPLOYEE TRAINING AND DEVELOPMENT			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 2, par. Professional training and growth	
GRI 404: Training and Education – 2016 Version	404-1 Average Annual Training Hours per Employee	Ch. 2, par. Professional training and growth Annex, par. Training and instruction	
	404-3 Percentage of Employees Receiving Periodic Performance Evaluations	Ch. 2, par. Professional training and growth Annex, par. Training and instruction	
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 2, par. Corporate workforce and diversity	
GRI 405: Diversity and Equal Opportunity – 2016 Version	405-1 Diversity in Governance Bodies and Among Employees	Ch. 2, par. Corporate workforce and diversity Annex, par. Employment	
	405-2 Gender Pay Gap Report	Ch. 2, par. Corporate workforce and diversity	
SUPPLIER SOCIAL ASSESSMENT			

GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 3, par. Mapping sustainability among the Supply Chain	
GRI 414: Suppliers Social Assessment – 2016 Version	414-1 New Suppliers Evaluated Using Social Criteria	Ch. 3, par. Mapping sustainability among the Supply Chain	
PRODUCT QUALITY AND CUSTOMER SATISFACTION			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 5, Safe and qualitative products Ch. 5, Complaint handling Ch. 5, Measuring customer satisfaction and requests	
GRI 416 Customer health and safety protection – 2016 Version	416-2 Non-Conformity Incidents Related to the Health and Safety Impacts of Products and Services	Ch. 5, Safe and qualitative products	No instances of non-compliance with regulations were recorded during 2022.
COMMUNICATION OF LABELLING INFORMATION			
GRI 3: Material Topics – 2021 Version	3-3 Material Topics Management	Ch. 4, par. Eco-design: designing to decrease environmental impacts	
GRI 417: Marketing and Label- ling – 2016 Version	417-1 Labeling Requirements and Information on Products and Services	Ch. 4, par. Eco-design: designing to decrease environmental impacts	

PRIVACY AND DATA SECURITY			
GRI 3: Material Topics - 2021 Version	3-3 Material Topics Management	Ch. 2, par. Cybersecurity	
GRI 418 Customer Privacy - 2016 Version	418-1 Customer Privacy Violations and Data Loss Complaints	Ch. 2, par. Cybersecurity	
INVESTMENTS IN RESEARCH AND DEVELOPMENT			
GRI 3: Material Topics - 2021 Version	3-3 Material Topics Management	Ch. 4 par. Always innovating	
-	Number of Satisfaction Surveys Analyzed and Their Results	Ch. 4 par. Always innovating	



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