

Sustainability

Report

2024

Dear Stakeholders,

In recent years, sustainability has become a central theme for all companies that, like CIAM, seek to combine competitiveness, responsibility, and innovation.

We are living in an era of profound social, environmental, and economic transformation, which compels us to rethink our way of doing business and to strengthen our commitment to sustainable and shared development.

In this context, CIAM has chosen to communicate transparently the results achieved, the impacts generated, and future objectives across environmental, social, and economic dimensions. Over the past three years, we have embarked on a journey of increasing awareness towards sustainability, involving not only employees but also customers, suppliers, and the local community.

We are proud to have been certified for over 20 years according to ISO 9001 for Quality and, since 2024, to have also obtained ISO 14001, 45001, and 50001 certifications, creating an integrated management system encompassing Environment, Occupational Health and Safety, and Energy.

This journey has enabled us to deepen our understanding of the key material topics for environmental sustainability, constantly monitoring CO₂ emissions and selecting low-impact refrigerants for our products.

As a leading company in professional refrigeration for the Ho.Re.Ca. sector, CIAM plays a key role in the ecological transition, designing and manufacturing refrigerated counters that are increasingly efficient, durable, and environmentally friendly. Our integrated approach to sustainability is founded on three pillars: environmental protection, social responsibility, and responsible governance.

ENVIRONMENTAL PROTECTION:

Reduction of energy consumption, use of recyclable materials, adoption of low-climate-impact refrigerants.

SOCIAL RESPONSIBILITY:

Focus on the health, safety, and well-being of employees, enhancement of skills, and engagement with the local community.

RESPONSIBLE GOVERNANCE:

Transparency, integrity, quality, and ongoing dialogue with stakeholders.

In 2024, we joined the TURN Urban Re-Generation project, a network of companies coordinated by Confindustria Umbria, which achieved the first ISO 37101 “Community Management” sustainability certification in Italy. TURN represents a dynamic community of companies that believe in sustainability as a driver of growth and innovation, creating an ecosystem of collaboration for the benefit of the entire territory.

We are proud to voluntarily present our first Sustainability Report for the year 2024, fully aware that CIAM’s new milestones in expansion and competitiveness must increasingly take Environmental Sustainability into account.

I wish to thank all employees, partners, and stakeholders for their commitment and contribution. Only through collaboration and dialogue can we continue to grow and generate value for the community and for future generations.

Sincerely

Federico Malizia
President



31

Millions of euros
in economic value
generated

84K

Fewer bottles used
= 2.5 tons less
plastic in one year

215

CIAM employees, 97% of
whom are on permanent
contracts

32%

Reduction in accident
frequency rate

48%

Reduction in accident
severity rate

20,5%

Share of regional
suppliers



WHO WE ARE

CIAM is an Italian company that, for over forty years, has been designing and manufacturing innovative solutions that combine design and technology for the hospitality and foodservice industry. Our story began in Umbria, in Petrignano di Assisi, where a passion for innovation and artisanal craftsmanship came together to create products that furnish and enhance spaces around the world.

Today, CIAM is recognized as a benchmark for those seeking quality, reliability, and customization. Every project starts by listening to our clients' needs and evolves through the expertise of a team that believes in the value of collaboration and continuous growth.

Our modern, sustainable headquarters is the beating heart of a company that has remained firmly rooted in its origins while embracing an international vision.

With a showroom in Milan and an office in Miami, CIAM brings the excellence of Italian design beyond national borders, weaving together innovation, aesthetics, and functionality in every solution.



THE NEW HUB FOR REFRIGERATION DESIGN

In the heart of Milan, at Via Pastrengo 12, CIAM has created a space that goes far beyond the traditional concept of a showroom. Entering CIAM Milano means immersing yourself in an environment where technology and design merge, showcasing the company's ability to combine innovation with craftsmanship. This space is not merely a display of the most advanced technical solutions, it is a true creative laboratory, where the concept of tailor-made takes shape without compromise.

CIAM Milano is designed as a place for meeting, dialogue, and experimentation, hosting events, presentations, and workshops. Here, leading industry players find a platform for interaction and exchange, while visitors can explore new trends and experience firsthand the most innovative solutions, from modular design to fully customized proposals. The immersive approach of this space confirms CIAM's role as a benchmark and leader in refrigeration design, anticipating market needs and delivering unique experiences to its stakeholders.

1/1

NEARLY FIFTY YEARS OF HISTORY

Since 1977, CIAM has been driving the transformation of the Ho.Re.Ca. sector, growing alongside our clients and our local community. Over these decades, we have faced challenges and seized opportunities, investing in cutting-edge technologies and in the development of our people.

From the opening of our new headquarters in Petriignano di Assisi, designed to be efficient and sustainable, to our expansion into international markets and the creation of exhibition spaces that serve as true idea laboratories, CIAM has consistently pursued innovation and excellence.

Today CIAM stands as a symbol of reliability and forward-thinking design, thanks to a team that brings passion and expertise to every project. Our goal is to deliver solutions that endure over time, enhancing the beauty and functionality of every environment.



1977 CIAM S.n.c. is founded

In Bastia Umbra, in the province of Perugia, Giuseppe Malizia establishes CIAM S.n.c., a company destined to become, within a few years, an industrial leader in the field of professional furniture and refrigeration.

1984 Ospedalicchio

A milestone in the company's history: CIAM inaugurates its new 6,000 m² headquarters in Ospedalicchio (PG).

1988 CIAM S.p.a. is born

This transformation marks the beginning of a new phase of growth and responsibility, with a stronger and more transparent governance structure. It enabled CIAM to reinforce its market presence and promote a corporate culture focused on quality and sustainability—values that continue to guide the company on its journey today.

2006 Federico Malizia

Federico Malizia assumes the presidency of the CIAM Group, marking the culmination of a successful training path within the company. This journey allowed the young entrepreneur to gain significant technical and managerial expertise.

2010 A Turning Point

CIAM takes a decisive step toward the future by inaugurating its new plant in Petrignano di Assisi: 23,000 m² dedicated to design, efficiency, and technology. This milestone marks the starting point for sustainable growth, driven by innovation and responsibility.

2015 A New Design- Oriented Vision

CIAM begins a strategic collaboration with designer Fabrizio Milesi, who assumes the role of Art Director. This partnership introduces design into the company's philosophy: no longer just technology and functionality, but also aesthetics, research, and attention to detail. Thanks to this collaboration, CIAM starts engaging with the world of architecture and design, paving the way for solutions that combine performance and beauty.

2018 Murozero Slide and Design Excellence

Murozero Slide, conceived by Fabrizio Milesi in collaboration with CIAM Lab, is selected for the ADI Design Index 2018—the annual publication that highlights the best projects in Italian design—and included in the shortlist for the prestigious Compasso d'Oro 2019 award.

2019 The International Stage of Design

A historic moment for CIAM: the company participates for the first time in Milan Design Week, one of the most prestigious events in the global design landscape. With this initiative, CIAM strengthens its commitment to the world of design, establishing a direct dialogue with internationally renowned architects and designers

2021 Table Selected for the ADI Design Index

Table, designed by Fabrizio Milesi in collaboration with CIAM Lab, is selected for the ADI Design Index 2022.

2024 The Milan Showroom

On the occasion of Milan Design Week, CIAM inaugurates CIAM Milano, its first official showroom in the heart of the city. This opening marks a strategic step: participation in MDW now takes place in a permanent space that becomes a hub for meetings and experimentation, a place to share CIAM's vision and showcase collections in an exclusive, immersive setting.



G1
ASSEMBLY
UNIT

G2
ASSEMBLY
UNIT

PRODUCTION PROCESS

Our entire production process is concentrated at our main headquarters in Petrignano di Assisi and is organized into independent **production islands** that interact through highly specialized resources. We have invested in production **self-sufficiency**, incorporating most of the manufacturing phases within our facility: from laser cutting of sheet metal to bending and welding, from glass processing to cabinet foaming, from painting to woodworking, and finally to mechanical assembly and refrigeration-electrical installation.

This model allows us to guarantee quality, efficiency, and control at every stage, while enhancing the value of people's work and ensuring the sustainability of our processes. The production cycle is designed to minimize waste and optimize resource use, in line with the Lean approach and our commitment to environmental responsibility.



BRANDS AND PRODUCTS

Throughout its growth journey, CIAM has built a portfolio of distinctive brands and products, an achievement that reflects not only industrial success but also a vision centered on quality, innovation, and sustainability. This is how CIAM's range stands out in the professional refrigeration landscape, combining aesthetics, functionality, and environmental responsibility.

Our offering is structured around two main brands, each with its own identity and design philosophy. The CIAM brand represents the essence of Italian manufacturing tradition and the ability to innovate: bespoke products designed for those seeking customized, design-driven solutions that enhance and elevate spaces worldwide. Every detail, from material selection to finishes, is meticulously curated, because we believe quality is the result of a process that engages mind, hands, and heart.

Alongside CIAM, the PRIMA brand was created to meet new market demands: offering smart, accessible refrigeration systems that ensure fast service through serial production—without ever compromising on the build quality that defines us.

Our product classification reflects the commitment to providing concrete and innovative answers to the diverse needs of the Ho.Re.Ca. and food retail sectors.

Vertical display cases embody the highest level of technology and integrated design, enabling elegant and functional presentation of various products within refined refrigerated cabinets.

Horizontal display cases are designed for those who want to showcase gelato and pastries through modular, customizable solutions that create harmonious and scenic compositions.

Counters go beyond the traditional concept of bar furniture, integrating technology with aesthetic lightness to create open, dynamic, and contemporary spaces.



2

VALUES AND OBJECTIVES

WE BELIEVE IN
THE STRENGTH
OF TEAMWORK
AND AUTHENTIC
RELATIONSHIPS.

In the clarity of communication and the sharing of ideas, in the roots that connect us to our territory and our history, in the essence that drives us to eliminate waste and focus on what truly matters, and in the infinite as a continuous search for new possibilities.

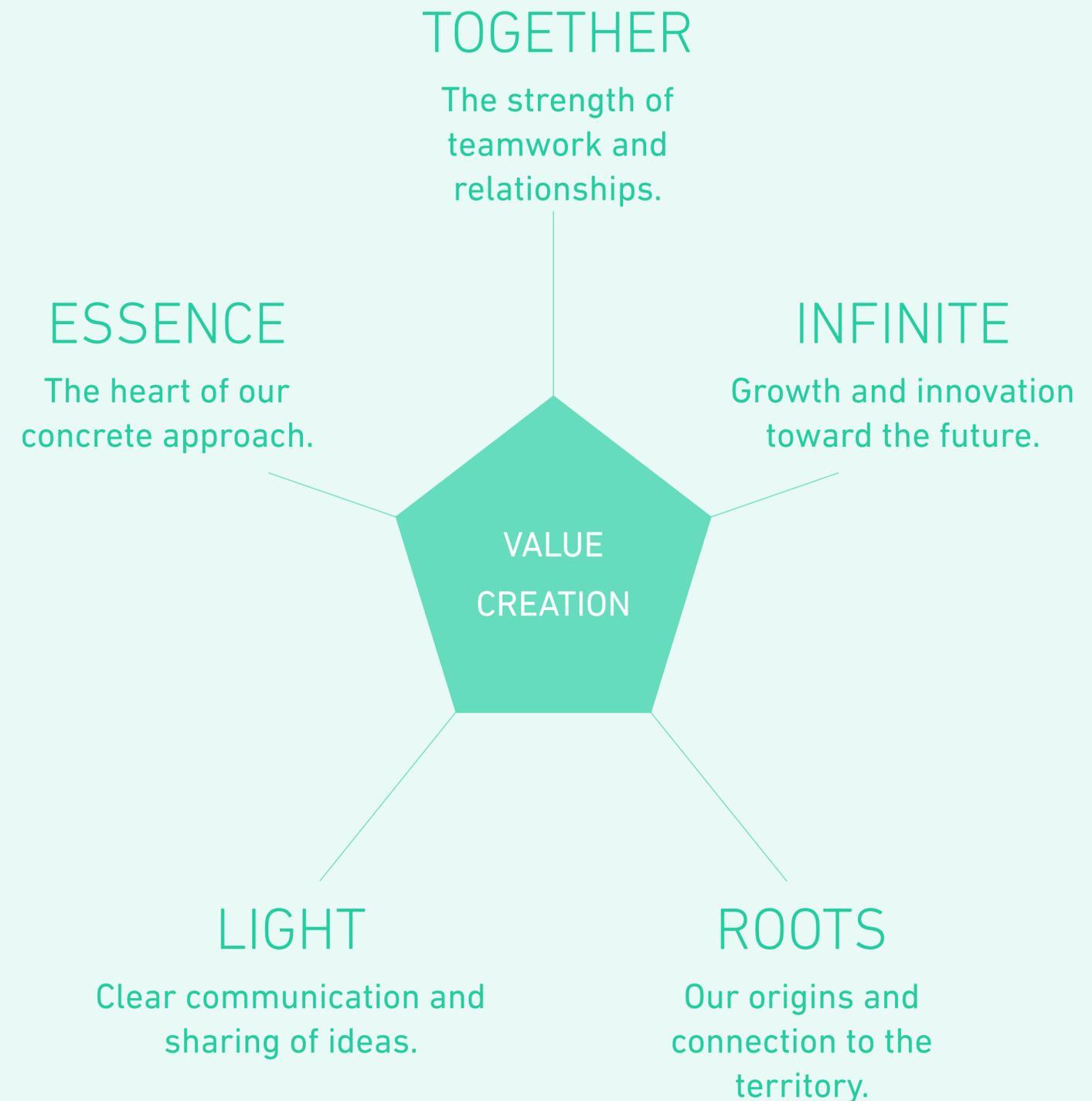
OUR HARMONY SCALE

CIAM's corporate culture is built on a scale of values that guides every action and decision: the Harmony Scale. These values, intertwined like the notes of a harmonious melody, represent the true essence of CIAM's identity and serve as a reference point for growth, innovation, and sustainability.

We believe in the strength of teamwork and authentic relationships, in the clarity of communication and the sharing of ideas, in the roots that connect us to our territory and history, in the essence that drives us to eliminate waste and focus on what truly matters, and in the infinite as a continuous search for new possibilities. We put people at the center, value merit and talent, promote welfare and a sense of belonging, and believe that transparency, planning, and ESG principles form the solid foundation of every innovation.

Like a harmonious melody born from the synergy of different musical instruments, we bring together diverse perspectives, creating a unity greater than the sum of its parts.

These five values—**Together, Light, Roots, Essence, Infinite**—intertwine and reinforce one another, shaping a unique corporate culture capable of generating value for people, the territory, and all stakeholders.



ENVIRONMENTAL OBJECTIVES

Reducing environmental impact is an absolute priority for CIAM, operating in an energy-intensive sector such as professional refrigeration.

Our commitment translates into concrete actions:

every decision is guided by the goal of ensuring a more sustainable future for the environment and for generations to come. We constantly improve the energy efficiency of our products and production processes, use recyclable materials and reduce waste, choose natural or low-impact refrigerant gases with reduced GWP, promote the generation of energy from renewable sources, and carefully monitor CO₂ emissions.

Every decision is guided by the goal of ensuring a more sustainable future for the environment and for generations to come.



SOCIAL OBJECTIVES

People are the beating heart of CIAM. This is why we are committed to creating a safe, fair, and inclusive work environment, where the health and safety of our employees are an absolute priority.

We invest in continuous training and professional development for all employees, promote gender equality and work-life balance policies, and foster transparent, long-lasting relationships with the local territory and communities.

We engage responsible suppliers and partners throughout the entire value chain, because we believe sustainability is a shared journey.



GOVERNANCE OBJECTIVES

A solid and responsible governance is the foundation of credible sustainability. At CIAM, integrity, legality, and transparency guide every decision-making process.

We have implemented internal systems for control and risk management, ensure certified product quality and regulatory compliance, and integrate measurable ESG objectives into our corporate strategy.

Ongoing dialogue with stakeholders, clients, and investors is an integral part of our management model, because only through everyone's active participation can we create long-term value..



3

CORPORATE GOVERNANCE

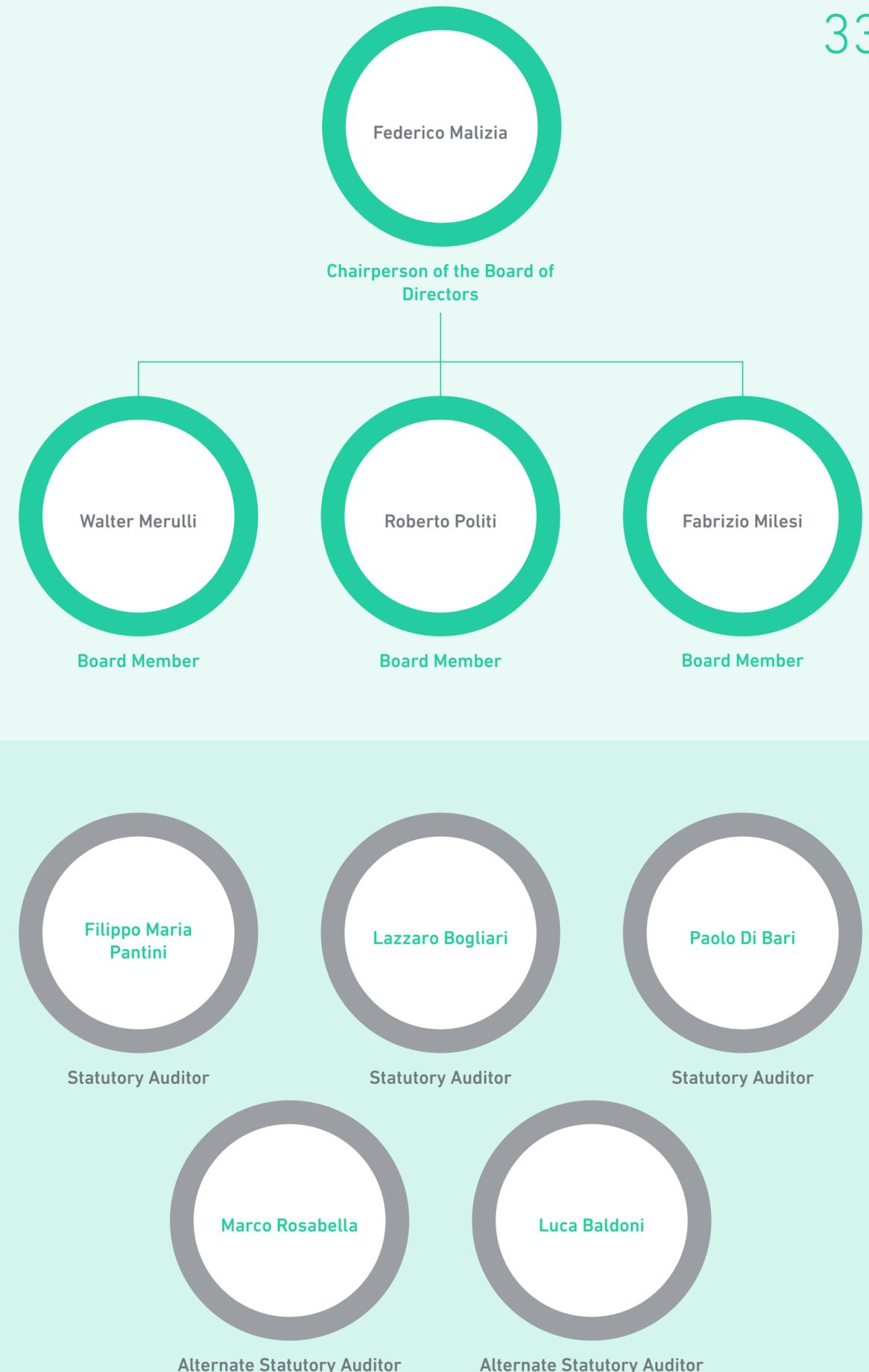
STRUCTURE AND COMPOSITION OF GOVERNANCE

At CIAM, we recognize the importance of a solid corporate governance system to achieve our strategic objectives and create sustainable value.

Our administration and control model is based on a traditional structure, consisting of the Board of Directors, responsible for the ordinary and extraordinary management of the company, and the Board of Statutory Auditors, which oversees the adequacy of the accounting framework and reviews the legal aspects of the accounts.

The Board of Directors is composed of four members, including the Chairperson, while the Board of Statutory Auditors consists of three standing members and two alternates, appointed by the shareholders' meeting.

The presence of key figures, such as the CEO, who also serves as President of Confindustria Umbria for the 2024-2026 term, demonstrates CIAM's commitment to being an active player in the development of the local territory.



IMPACT MANAGEMENT AND CRITICAL ISSUES HANDLING MODEL

Sustainability at CIAM is a shared responsibility at every level. The Chief Executive Officer is the main promoter of sustainability initiatives that are applicable and achievable across different systemic levels, while the managers of certified management systems oversee the assessment and management of impacts. Critical issues are promptly addressed by department heads, who report to the CEO during regular update meetings.

In addition, CIAM provides a dedicated section on its website for reporting violations (administrative, accounting, civil or criminal offenses, and other relevant misconduct), ensuring transparency and timeliness in managing critical situations.

→ whistleblowing.ciamgroup.it

SUSTAINABLE DEVELOPMENT STRATEGY AND CORPORATE POLICY

CIAM's strategy is built on a path of growth, innovation, and operational efficiency, placing service excellence and customer satisfaction at the center. People are considered the true drivers of change, while attention to environmental issues translates into a continuous search for sustainable technologies and the reduction of emissions and consumption.

The corporate policy is inspired by leading international protocols (ILO, OECD, UN) and is committed to respecting globally recognized human rights

All commitments are published on the company website, as a testament to the transparency and responsibility that guide every action.

→ ciamweb.it

MECHANISMS FOR REQUESTING CLARIFICATION AND REPORTING CONCERNS

CIAM provides several channels for requesting clarification and reporting potential issues, differentiated for internal and external stakeholders. All employees take part in training courses on the management of misconduct reports, while internal procedures require the completion of specific forms or the submission of emails to the relevant department managers.

For customers and external stakeholders, concerns can be reported via dedicated email addresses, with a structured management process integrated within the Integrated Management System.



STAKEHOLDER ENGAGEMENT

Stakeholder engagement is a cornerstone of CIAM's strategy. The company is committed to raising awareness among employees, partners, and stakeholders regarding the risks associated with operational activities, fostering active participation in corporate objectives and in shaping the integrated policy (quality-energy-health & safety-environment).

Training, information sharing, and communication are essential tools to enhance awareness and accountability at all organisational levels.

To support this vision, CIAM has implemented an Integrated Management System, which forms the foundation of its sustainability policy and is underpinned by the following certifications:

- UNI EN ISO 9001:2018 ensuring excellence in processes and products;
- UNI CEI EN ISO 14001:2015 guiding every decision towards reducing environmental impact;
- UNI ISO 45001:2018 safeguarding the health and safety of all workers;
- UNI CEI EN ISO 50001:2018 promoting efficient and responsible use of energy resources.

Aligned with ESG principles, CIAM continuously monitors its Scope 1 and Scope 2 emissions, committing to their progressive reduction and to embedding sustainability across every stage of its business operations.



4

MATERIAL TOPICS

For CIAM, sustainability means a thorough assessment of the positive and negative impacts generated on the economy, the environment, and people. In 2024, CIAM carried out an in-depth analysis, listening to stakeholder expectations and evaluating the financial relevance of different topics.

This process enabled the identification of the most significant areas on which to focus efforts: from product quality and safety to energy efficiency, from emissions and waste management to biodiversity protection, and from promoting health and safety at work to fostering diversity and equal opportunities, supporting local community development, and creating economic value.

Each material topic has been mapped to the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda, reinforcing CIAM's vision as a responsible and future-oriented company. This alignment ensures that our actions contribute to global priorities, integrating sustainability into every aspect of our strategy and operations.

ENVIRONMENTAL ESG TOPICS

- Product quality and safety
- Energy efficiency
- Plant emissions and waste management
- Water resource management
- Preservation of biodiversity and ecosystems

SOCIAL ESG TOPICS

- Health and safety at work
- Diversity and equal opportunities
- Development and engagement of the local community
- Employment
- Care for visitors and customers

ECONOMIC ESG TOPICS

- Creation of economic value
- Anti-corruption practices
- Fair competition practices

ANALYSIS OF MATERIAL TOPICS AND MATERIALITY MATRIX

Defining material topics is a pivotal step in CIAM’s sustainability journey. This process was tailored specifically to CIAM’s reality, avoiding reliance on pre-packaged industry standards that would not fully capture the unique characteristics of our company.

We adopted the GRI METHODOLOGY, which ensures transparency and consistency in reporting. **The principles of double materiality** guided our approach: each topic was assessed both for its tangible impact on people, the environment, and the company, and for its financial relevance. This dual perspective ensures that our strategic decisions consider both concrete effects and economic implications.

The assessment of impact significance is not an isolated exercise; it is embedded within a broader risk management system, in line with GRI requirements. This system enables us to monitor and manage economic, environmental, and social risks, ensuring that every decision is made with awareness and responsibility.

At the core of our materiality matrix lies the integration of internal management systems with active stakeholder engagement.

This ongoing dialogue allowed us to identify and visually represent the topics that are truly relevant for CIAM and the context in which we operate.

Impacts have been grouped into thematic areas, and the significance threshold was defined from both the company’s and stakeholders’ perspectives. This approach facilitates the prioritization of issues and guides our strategies toward what truly matters.

The materiality matrix presented below is the visual synthesis of this process: a tool that supports transparent reporting and detailed evaluation of material topics, always with the goal of prioritizing the most significant impacts.



The table below connects CIAM's identified material topics with the 17 Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda, highlighting our commitment to contributing to a global action plan for sustainable development.

For CIAM, 13 SDGs have been identified as relevant to our business and aligned with our strategic priorities. This mapping ensures that our sustainability efforts are consistent with international frameworks and focused on creating long-term value for stakeholders.

	1 NO POVERTY 	3 GOOD HEALTH AND WELL-BEING 	5 GENDER EQUALITY 	6 CLEAN WATER AND SANITATION 	7 AFFORDABLE AND CLEAN ENERGY 	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	10 REDUCED INEQUALITIES 	11 SUSTAINABLE CITIES AND COMMUNITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 	14 LIFE BELOW WATER 	15 LIFE ON LAND 
Environmental													
PRODUCT QUALITY AND SAFETY										●			
ENERGY EFFICIENCY					●	●				●	●	●	●
PLANT EMISSIONS AND WASTE MANAGEMENT											●	●	●
WATER RESOURCE MANAGEMENT				●								●	
PRESERVATION OF BIODIVERSITY AND ECOSYSTEMS				●						●			
Social													
HEALTH AND SAFETY AT WORK		●				●							
DIVERSITY AND EQUAL OPPORTUNITIES			●					●					
DEVELOPMENT AND ENGAGEMENT OF THE LOCAL COMMUNITY									●				
EMPLOYMENT	●		●										
CARE FOR VISITORS AND CUSTOMERS		●				●							
Governance / Economic													
CREATION OF ECONOMIC VALUE	●					●							
ANTI-CORRUPTION PRACTICES	●					●							
FAIR COMPETITION PRACTICES						●	●						

5

THE ENVIRON-
MENTAL
PILLAR

Within the Environmental Pillar, CIAM has identified the following Material Topics as significant, along with the corresponding specific GRI Standards analyzed.

5/1 — PRODUCT QUALITY AND SAFETY

GRI 301: Materials 2016

GRI 308: Supplier Environmental Assessment 2016

5/2 — ENERGY EFFICIENCY

GRI 302: Energy 2016

5/3 — PLANT EMISSIONS AND WASTE MANAGEMENT

GRI 305: Emissions 2016

GRI 306: Waste 2020

5/4 — WATER RESOURCE MANAGEMENT

GRI 303: Water and Effluents 2018

5/5 — PRESERVATION OF BIODIVERSITY AND ECOSYSTEMS

GRI 301: Biodiversity 2016

PRODUCT QUALITY AND SAFETY

The quality of our products begins with the selection of premium raw materials, such as stainless steel and iron, and with the careful choice of suppliers who share our sustainability values. In 2024, **16% of purchased raw materials came from recycled sources, with stainless steel reaching 95% recycled content.** This responsible approach is reflected in our supplier environmental assessments and in the transparency of our supply chain.

Below is the description aligned with GRI Standards, aimed at providing transparent reporting on raw material use.

2.149,36

Tonnes of raw materials purchased in 2024

This figure includes the contributions of goods and semi-finished parts that make up the final product, as well as packaging materials and consumables. Data reflects materials in their original state and has not been revised or adjusted for weight.

Consistent with GRI principles, CIAM prioritizes the purchase of recycled and certified materials directly from suppliers.

Recycled Raw Material	Quantity (tons)	Percentage of total raw material (%)
ALUMINUM	6,02	46%
STAINLESS STEEL	346,48	95%
TOTAL	352,50	16%

SPECIFICALLY:

→ Recycled aluminum is purchased exclusively based on the Declaration for the purposes of L.E.E.D. standard, certifying a composition of more than 30% pre-consumer and 30% post-consumer material, as defined by UNI EN ISO 14021.

→ For recycled stainless steel, the Verification Statement certifies that recycled content accounts for 95,3% of the purchased mass.

CIAM recognizes that suppliers are a critical link in the value chain and that their choices significantly influence the overall sustainability of our operations. For this reason, CIAM has integrated clear and stringent environmental criteria into supplier selection, evaluation, and retention processes, aiming to minimize negative impacts on air, water, soil, biodiversity, and greenhouse gas emissions.

In addition, CIAM ensures that every supplier complies with high standards of quality, safety, health, and labor protection, in line with current regulations and ISO 9001 and ISO 45001 certification requirements. Continuous dialogue with customers and the market drives us to confirm and select only those suppliers who share our values and contribute to the ongoing improvement of our management systems—benefiting the entire supply chain and the community.

ENERGY EFFICIENCY

Energy efficiency is one of the pillars of our environmental strategy.

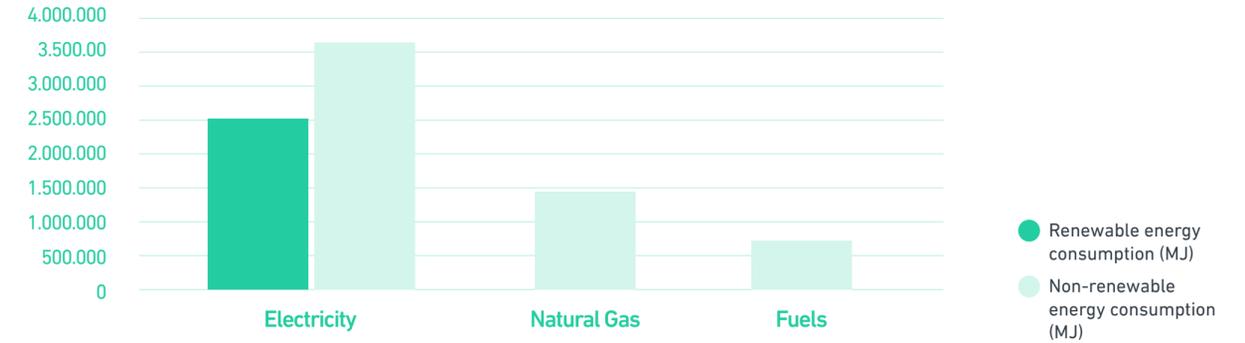
Through the implementation of the ISO 50001 Energy Management System, we continuously monitor and optimize energy consumption. **In 2024, 31% of the energy used came from renewable sources.** The energy intensity index improved compared to the previous year, demonstrating increasingly efficient and sustainable management.

Supply Sources	Renewable Energy Consumption (MJ)	NON-Renewable Energy Consumption (MJ)	Total Consumption (MJ)
ELECTRICITY	2.548.897	3.608.942	6.193.839
NATURAL GAS	-	1.439.118	1.439.118
NATURAL GAS	-	741.693	741.693
TOTAL CONTRIBUTIONS 2024	2.548.897	5.789.754	8.338.651

Table 00 / Breakdown of renewable and non-renewable energy, 2024

8.338.651

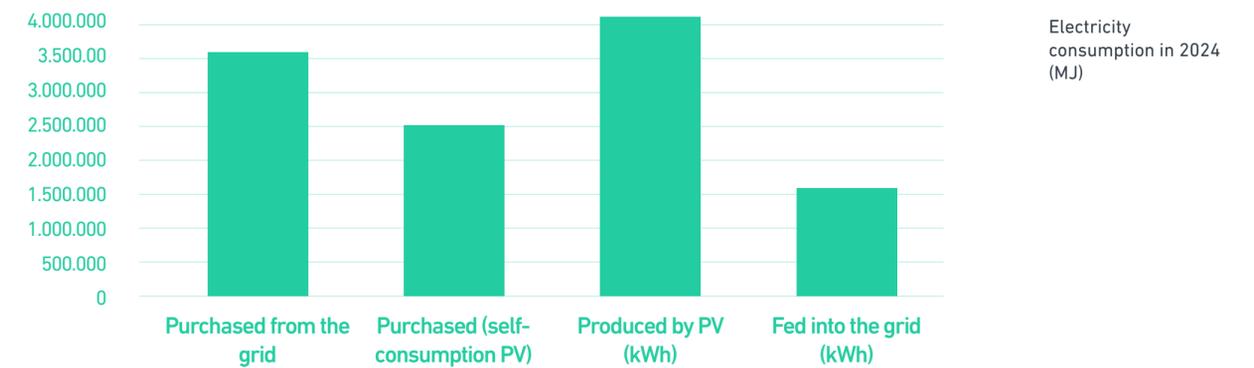
MJ consumed in total in 2024



ENERGY CONSUMPTION

Regarding the contribution of electricity, the following breakdown is provided, showing the share of electricity purchased from the grid, electricity generated by the photovoltaic system, electricity self-consumed, and excess electricity fed back into the grid.

The renewable energy contribution consists of the share of self-consumption from photovoltaic generation. No monitored contributions are currently available for external energy consumption, as these fall under Scope 3, which is currently not considered material for CIAM.



INITIATIVES TO REDUCE ELECTRICITY CONSUMPTION

The initiatives implemented in 2024 to reduce energy consumption were as follows:

- LED relamping in offices with a light management system;
- Optimization of temperature regulation by lowering the phosphodegreasing tank temperature by 5°C in the painting plant;
- Replacement of six heat pumps for office air conditioning, combined with the installation of a new distribution and emission system.

ENERGY INTENSITY

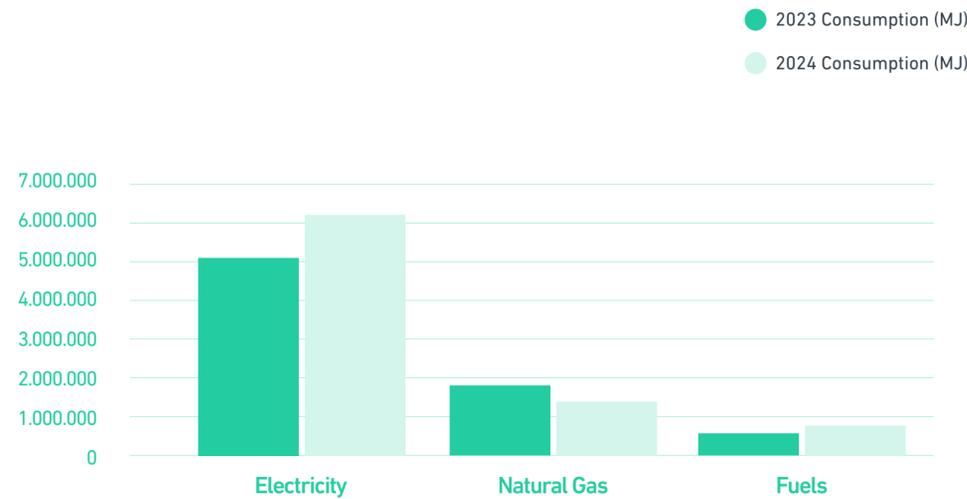
Specific intensity ratios have been identified to define greenhouse gas (GHG) emissions (Scope 1 and 2), enabling us to monitor emission trends over time. The specific parameters considered as representative are reported below.

Parameters	2023	2024
HOURS WORKED	327.905	367.361
NUMBER OF EMPLOYEES	204	215
REVENUE	31.720.725,00 €	31.340.460,00 €

ENERGY CONSUMPTION 2023-2024 AND INDEXING

The following shows the energy consumption of the energy carriers recorded between 2023 and 2024.

Energy Carrier	Consumption 2023 (MJ)	Consumption 2024 (MJ)	Variation %
ELECTRICITY (DEMAND)	5.366.732,40	6.157.839,24	13%
NATURAL GAS	1.829.971,23	1.439.118,48	-27%
FUELS	643.977,60	741.693,12	13%
TOTAL	7.840.681,23	8.338.650,84	6%



During 2024, CIAM recorded a reduction in natural gas consumption, while electricity and fuel consumption for company vehicles increased. This rise is mainly attributable to higher production volumes, a greater number of working hours, and additional energy needs linked to the new Milan showroom.

Despite this, the energy indicators monitored through the ISO 50001 management system show an improvement in overall efficiency: **the company succeeded in optimizing energy use relative to hours worked, demonstrating more conscious and responsible resource management. In particular, the energy consumption per hour worked decreased by 5.1%, confirming the effectiveness of actions taken to control and rationalize energy use.**

For a more comprehensive performance analysis, CIAM also evaluates energy consumption in relation to the number of employees and

Internal energy intensity ratios	2023	2024	Variation
Total consumption/total annual working hours	23,91	22,70	-5,1%
Total consumption/number of employees*1,000	38,43	38,78	+0,9%
Total consumption/revenue	0,25	0,27	+7,6%

revenue, providing a more representative picture of overall efficiency. In this context, the slight increase in ratios linked to employees and revenue reflects business growth and organizational expansion.

Looking ahead, CIAM has already scheduled the installation of dedicated electricity meters in high-consumption departments for 2025, with the goal of real-time monitoring and targeted interventions to further improve efficiency and reduce specific consumption.

PLANT EMISSIONS AND WASTE MANAGEMENT

Emissions

The reduction of greenhouse gas emissions represents one of the most significant challenges for CIAM on its path toward sustainability.

In 2024, CIAM’s total emissions amounted to 346 tonnes of CO₂ equivalent (Scope 1 and 2, location-based method), marking a **31% reduction compared to the potential scenario without mitigation measures**. This result demonstrates the effectiveness of the actions undertaken to limit the environmental impact of our operations.

Direct emissions (Scope 1) primarily arise from the consumption of natural gas and fuels for the company fleet, as well as from industrial processes and the use of heat pumps at the production site. In 2024, no losses of climate-altering gases into the atmosphere were recorded, confirming the attention devoted to the management of our facilities and process activities.

CIAM has significantly steered its production towards greater climate efficiency. As evidence of this commitment, **70% of internal condensing units were charged with R290 refrigerant, which has a low Global Warming Potential (GWP)**, while the remaining 30% used R452A, a refrigerant with a higher GWP. The use of the latter contributes to greenhouse gas emissions, particularly in

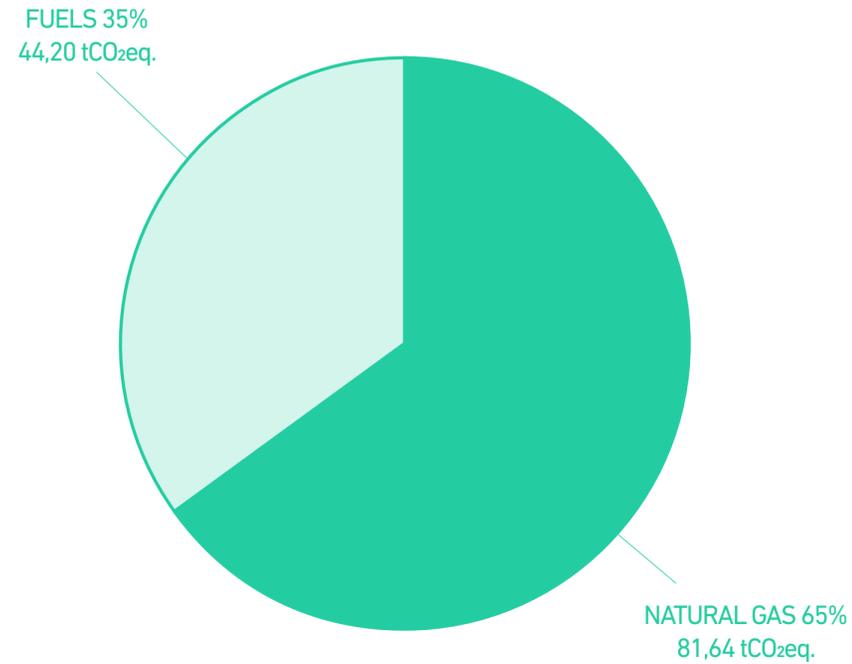
products destined for the Ho.Re.Ca. sector and exported to non-EU countries. This distinction nonetheless highlights an ongoing ecological transition.

It is important to note that current regulations do not require CIAM to report the entirety of these emissions. The only portion subject to reporting, although minimal (approximately 2% of the total), concerns installation and maintenance activities carried out in Italy and Europe, which are always managed by **F-GAS certified technical personnel** to ensure compliance with procedures and the mitigation of environmental impact.

In 2024, CIAM produced direct GHG emissions (Scope 1) totaling 125.84 tonnes of CO₂ equivalent.

Potential Source of CO ₂ Emissions	EF Source	EF
NATURAL GAS	MINISTRY OF ENVIRONMENT WEBSITE. ANNUAL ISPRA DATA	56,727 TC02/TJ
COMPANY VEHICLES	MINISTRY OF ENVIRONMENT WEBSITE. ANNUAL ISPRA DATA	3,169 TC02/T GASOLIO
PROCESS ACTIVITIES	GWP OF GAS R452A	2.140
F-GAS	GWP OF GAS R410A	2.088

Table 00 / emission factors



For CIAM, indirect greenhouse gas emissions (Scope 2) are exclusively attributable to the consumption of electricity drawn from the national grid at the production site. The impact of these emissions has been calculated using the location-based method, applying certified and updated emission factors specific to the Italian context.

IT IS IMPORTANT TO HIGHLIGHT THAT:

- The energy generated by the 1 MW photovoltaic system installed on the plant’s rooftop is considered to have zero CO₂-equivalent emissions, as it is sourced from renewable energy
- Similarly, the Milan showroom does not generate Scope 2 emissions thanks to a supply contract guaranteeing electricity from 100% certified renewable sources.

The assumptions and criteria adopted for the assessment of Scope 2 emissions are consistent with those applied to Scope 1, ensuring transparency and comparability of data.

Gross emission contributions associated with annual energy demand are distinguished from avoided contributions due to sel-

All calculations have been carried out using recognized methodologies and reliable sources.

Potential Source of CO ₂ Emissions	EF Source	EF
ELECTRICITY	LOCATION-BASED METHOD: ISPRA v	219,20 GCO ₂ /kWh

Tabella 00 / Emission factors

f-consumption of photovoltaic electricity and Guarantees of Origin from the supplier (Milan showroom). The final contribution is presented net of avoided emissions.

Sources	Emissions without reduction (tCO ₂ e)	Avoided emissions (tCO ₂ e)	Final emissions (tCO ₂ e)	% Emission reduction
EE (LOCATION -BASED METHOD)	375	155	220	-31%

Table 00 – Scope 2 Contribution Assessment, 2024

To provide a complete and simplified overview of Scope 1 and Scope 2 assessments within the company’s boundaries (production site and showroom), as specified above, the summary of CIAM’s GHG emissions for the year 2024 is reported below.

Sources	Emissions without reduction measures (tCO ₂ e)	Avoided emissions (tCO ₂ e)	Final emissions (tCO ₂ e)	% Emission reduction
Natural gas	82	-	82	-
Company vehicles	44	-	44	-
Process activities	-	-	-	-
Refrigeration equipment	-	-	-	-
Electricity (Location-based method)	375	-155	220	-
TOTAL CO₂e (t) location-based method	501	-155	346	-31%

-31%

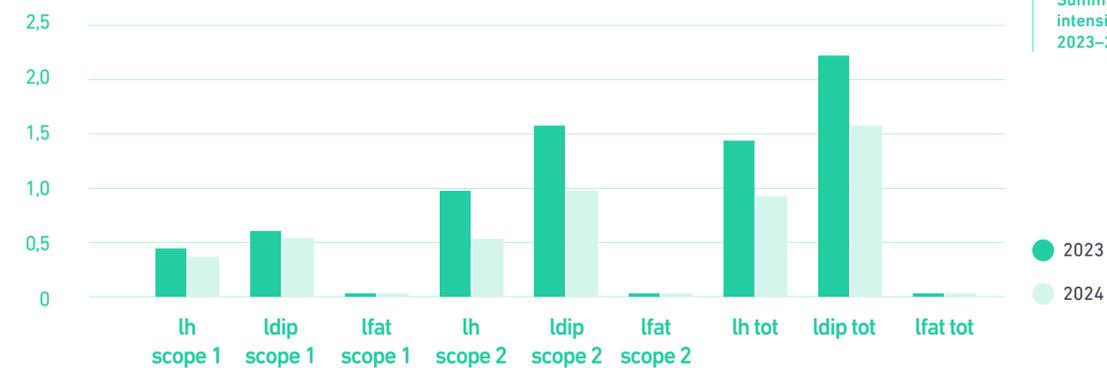
CO₂ Emission Reduction

Our journey toward a sustainable future continues successfully: in 2024, we recorded significant reductions in GHG emission intensity.

Based on normalized environmental impact data, it is also possible to identify projected reductions in the coming years, using 2023 as the baseline year, the year in which CIAM began monitoring its GHG emissions.

The substantial reductions in greenhouse gas (GHG) emissions achieved by CIAM in 2024, for both Scope 1 and Scope 2, are the tangible result of corporate initiatives implemented during the year. **In particular, the decrease in natural gas consumption (-27%) allowed us to avoid the use of 10.36 TEP, corresponding to approximately 22.45 tonnes of CO₂ equivalent not released into the atmosphere.** These results confirm the effectiveness of our energy efficiency strategies and our ongoing commitment to more sustainable resource management.

Indexes	2023	2025	GHG Emission reductions
lh SCOPE 1	0,3988	0,3426	-14%
ldip SCOPE 1	0,6411	0,5853	-9%
lfat SCOPE 1	0,0041	0,0040	-3%
lh SCOPE 2	1,00850	0,59817	-41%
ldip SCOPE 2	1,62104	1,02207	-37%
lfat SCOPE 2	0,010	0,007	-33%
lh TOT	1,4073	0,9407	-34%
ldip TOT	2,2621	1,6074	-29%
lfat TOT	0,0145	0,0110	-24%



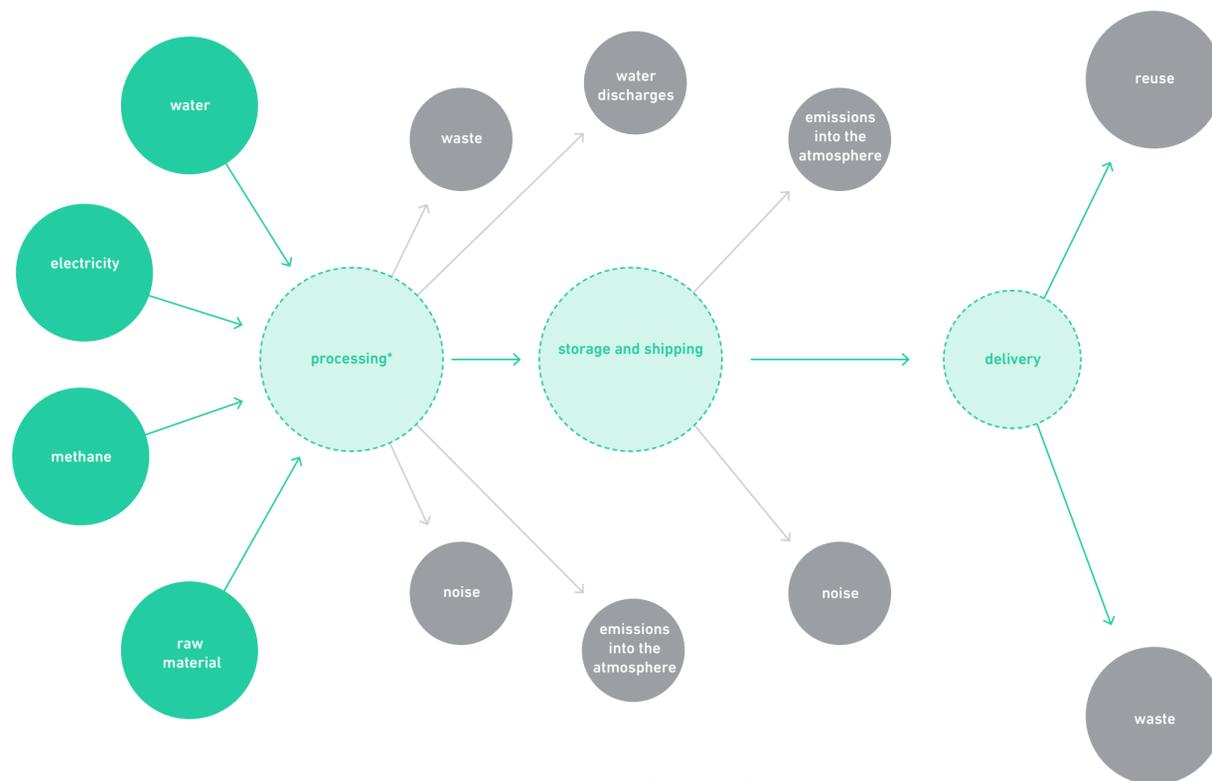
As regards ozone-depleting substances (ODS), CIAM adopts rigorous procedures for their disposal and destruction, using exclusively approved technologies. Thanks to this attention, the contribution of ODS to emissions can be considered null.

Furthermore, the production site constantly monitors all other emissions, ensuring full compliance with legal limits and confirming the environmental conformity of its activities.

Waste

CIAM adopts a responsible approach to waste management, inspired by the principles of the circular economy: in 2024, 30% of the waste produced was sent for recovery, while the remaining portion was disposed of in full compliance with current regulations. Prevention and reduction of waste are an integral part of our environmental policy and represent a daily commitment to protecting resources and safeguarding the territory.

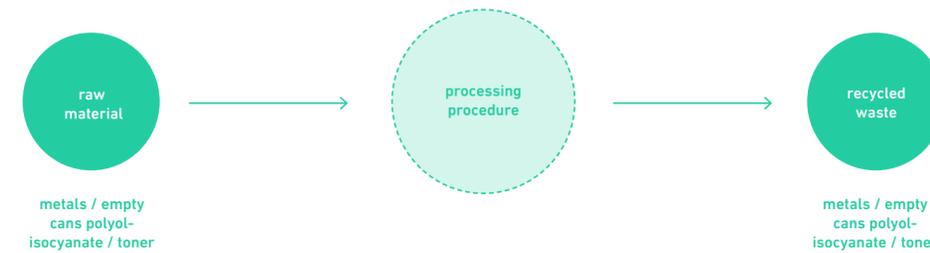
The processing activities, which transform incoming raw materials into outgoing waste, can be identified within the departments: steel and welding, carpentry, painting, foaming, refrigeration and electrical, glassworks, and packaging.



*departments involved: steel and welding / carpentry / painting / foaming / refrigeration and electrical / glassworks / packaging

Each production department is required to carefully manage both the input of raw materials and the generation of waste, aware that every stage of the process can generate potential environmental impacts.

The waste considered in our report derives exclusively from processing and production activities, excluding those generated in subsequent phases of storage and shipping. This approach allows us to accurately monitor material flows and take targeted action to reduce waste and promote recycling.



The flow of raw materials includes metals such as copper, aluminum, brass, and steel, which are essential for the production of our products.

Special attention is also given to recycled materials: in the category of waste sent for recycling, in addition to metals, there are also iron, radiators, and printer toner, demonstrating a concrete commitment to the circular economy.

Materials	Purchase 2024	Recycled waste 2024	% Of waste
COPPER	7,94	1,31	16%
ALUMINUM	13,02	4,40	34%
BRASS	0,42	0,29	70%
STEEL	363,57	71,16	20%
EMPTY POLYOL-ISOCYANATE TANKS	14,90	1,78	12%

Composition of waste	Disposal (Ton)	Recovery (Ton)
METALS	-	125
WOOD	85	-
PAPER-CARDBOARD	27	-
BATTERIES	0,34	-
GLASS	21	-
PLASTIC	69,28	-
POLYSTYRENE	20	-
OTHER NOT-HAZARDOUS	53	1,74
OTHER HAZARDOUS	23	1,78
TOTAL	298,25	128,88
	70%	30%

Analyzing incoming and outgoing flows in detail allows us to identify areas for improvement and strengthen sustainability strategies, with the goal of minimizing environmental impact and enhancing resources throughout the entire production chain.

Every year we work to strengthen our practices, promoting responsibility and awareness in every company department.

The waste generated by internal processing activities is entrusted to specialized operators, who ensure its management in compliance with current regulations and contractual obligations. In 2024, CIAM produced a total of **427.13 tonnes of waste**, broken down by type and with a clear distinction between the quantities sent for recovery and those destined for disposal.

CIAM significantly reduced costs and improved the efficiency of packaging waste management (cardboard and plastic) by installing a Bramidan B30 vertical baler and reorganizing internal logistics.

This solution has greatly reduced disposal costs, the number of containers, and the frequency of collections, as well as improved order and separate waste collection within the company, which has become more attentive and accurate.

WATER RESOURCE MANAGEMENT

Water is a precious resource, and CIAM uses it responsibly. Water requirements are met through local suppliers, and at the main site, water is treated before discharge, ensuring compliance with legal limits and protection of the surrounding environment.

The production site is equipped with an extended aeration activated sludge treatment plant, which ensures effective treatment of water before discharge into the Cagnola ditch, part of the Chiascio basin.

At the Milan showroom, water discharge management is entrusted to specialized third parties, ensuring that the water resource does not undergo alterations that could compromise its quality or availability.

In 2024, CIAM's total water withdrawal amounted to 0.748 megaliters at the main production site and 0.011 megaliters at the Milan showroom, sourced exclusively from third-party water resources and freshwater.

As for discharges from the main site, there are no priority or concerning substances that require additional treatments beyond those already in place. The water returned to the environment comes exclusively from civil consumption by workers and is treated to ensure maximum environmental safety.



PRESERVATION OF BIODIVERSITY AND ECOSYSTEMS

Protecting biodiversity is a core value for CIAM, reflected in concrete actions and a long-term strategy aligned with key international objectives, such as those of the Global Biodiversity Framework (GBF). In particular, CIAM is committed to reducing the risks and impacts of pollution, including plastics (GBF Target 7), and to promoting the quality, connectivity, and accessibility of urban green spaces (GBF Target 12).

This commitment is evident in both strategic choices and daily practices. In 2023, CIAM prepared its first Greenhouse Gas Emissions Report in accordance with the GHG Protocol and initiated its first energy audit, strengthening adherence to ISO 50001 and ISO 14001 standards for energy efficiency and environmental management. Continuous improvement of environmental performance is a permanent goal, pursued also through awareness-raising within its commercial network and among partners.

Among the main initiatives adopted to reduce impacts on biodiversity and ecosystems are:

PROJECT OPU (ZERO POLYURETHANE)

CIAM is developing the first mass-produced product without polyurethane foam, replaced by high-efficiency recycled insulating materials (MDF and VIP). The aluminum used will be 100% recycled, and the share of plastic in new products will be below 5%, compared to an industry average of 30%. This project represents a step forward toward increasingly circular and low-impact production.

PROJECT TURN AND UNI ISO 37101 CERTIFICATION

In 2024, CIAM joined the Perugia Industrial District within the project and began the process for certification of sustainable communities, aiming to strengthen sustainability at territorial and supply chain levels.

PRODUCT ENERGY EFFICIENCY

Since 2024, all CIAM products have been at least in energy class F, confirming the commitment to reducing pollutants and safeguarding biodiversity. CIAM implements several advanced technologies to optimize consumption:

- **Inverter Compressors**, ensuring high performance with reduced energy consumption, comparable to that of a standard household refrigerator;
- **No-Ice System and Intelligent Defrosting**, advanced software technologies developed by CIAM that deliver documented energy savings of up to 13%;
- **Low-Consumption Electronic Fans**, minimizing energy use;

→ CIAM **Connect 5.0 System**, remote monitoring and optimization of showcase performance.

Thanks to these integrated solutions, CIAM products not only comply with current regulations but also rank in **high energy efficiency** classes, delivering excellent performance with reduced consumption.

PLASTIC REDUCTION

The distribution of reusable bottles to employees and the installation of free water dispensers have made it possible to avoid the use of over 84,000 plastic bottles in one year, with an estimated saving of more than 2.5 tons of plastic.

URBAN GREEN MANAGEMENT

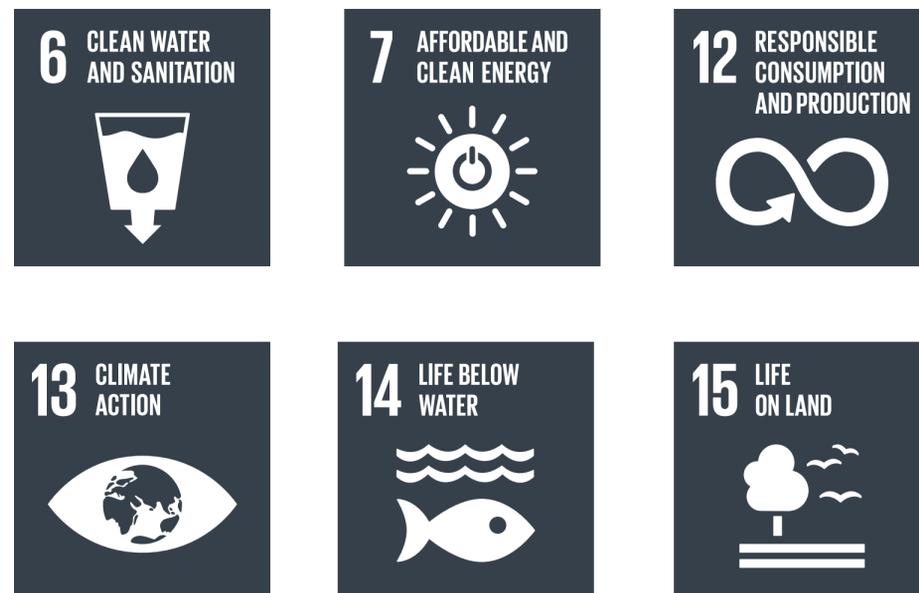
In 2024, CIAM took over the maintenance of public green areas in two roundabouts in the municipalities of Bastia Umbra and Petri gnano di Assisi, contributing to improving the quality of green spaces and the connection with nature in urban areas.

All these initiatives are aimed at preventing and reducing negative impacts on biodiversity, in line with the timelines and targets of the GBF. CIAM is committed to transparently communicating the results achieved and promoting a culture of sustainability among partners and local communities, thereby strengthening its role as a responsible and innovative company.



SUSTAINABLE DEVELOPMENT GOALS (SDG) AND TARGETS 2024–2050

The goals relevant to material topics associated with the environmental sphere are as follows:



Material	Specific GRI	Impact	Current commitment	Short-term objective (1–2 years)	Medium-term objective (3–5 years)	Long-term objective (>5 years)
Product quality and safety	301 / 308	Positive	Raw material purchased from recycled sources 16% Environmental assessment of suppliers	Assessment of raw materials and suppliers to increase the percentage of recycled raw material Maintenance of suppliers' environmental assessment	-	-
Energy efficiency	302	Positive	FV contribution to EE Energy consumption slightly increasing compared to the baseline, with improved energy performance thanks to the initiatives implemented in the Energy Action Plan (ISO 50001)	Maintenance of the corporate Action Plan (ISO 50001) with reductions in associated energy consumption Installation of a continuous electrical monitoring system in the highest-consumption departments	Maintenance of ISO 50001 certification and the corporate Action Plan with reductions in associated energy consumption	Implementation of new renewable energy plants
Plant emissions and waste	305 / 306	Positive	31% reduction in GHG emissions (Location-based) 30% of waste sent for recovery	Maintenance of Scope 1–2 monitoring with emission reduction actions aligned with ISO 50001 energy and ISO 14001 environmental certifications Improvement assessment of waste management for recovery Activation of the PrometeoRifiuti portal	Assessment of new projects to identify alternative raw materials with lower waste impact	-
Water resource management	303	Positive	Zero water consumption	Maintenance of zero water stress level	Maintenance of zero water stress level	Maintenance of zero water stress level
Biodiversity and ecosystem preservation	101	Positive	Active initiatives to reduce pollution and plastic-related risks and interventions on green areas in urban environments	Activation of the OPU project TURN project ISO 37101 certification	New awareness and biodiversity preservation projects	-



The Social Pillar

Within the Social Pillar, CIAM has identified the following **Material Topics**, considered significant for the company and aligned with the corresponding GRI Standards analysed.

6/1 — HEALTH AND SAFETY AT WORK

GRI 403: Occupational Health and Safety 2018

GRI 410: Security Practices 2016

6/2 — DIVERSITY AND EQUAL OPPORTUNITIES

GRI 405: Diversity and Equal Opportunity 2016

GRI 406: Non-discrimination 2016

GRI 407: Freedom of Association and Collective Bargaining 2016

GRI 411: Rights of Indigenous Peoples 2016

6/3 — DEVELOPMENT AND ENGAGEMENT OF THE LOCAL COMMUNITY

GRI 413: Local Communities 2016

GRI 415: Public Policy 2016

6/4 — EMPLOYMENT

GRI 404: Employment 2016

GRI 402: Labor/Management Relations 2016

GRI 404: Training and Education 2016

GRI 408: Child Labor 2016

GRI 409: Forced or Compulsory Labor 2016

GRI 412: Human Rights Assessment 2016

GRI 414: Supplier Social Assessment 2016

6/5 — CARE FOR VISITORS AND CUSTOMERS

GRI 416: Customer Health and Safety 2016

GRI 417: Marketing and Labelling 2016

HEALTH AND SAFETY AT WORK

At CIAM, occupational health and safety are fundamental values that guide every corporate decision.

Ensuring a safe, healthy and inclusive working environment means protecting not only the physical but also the psychological wellbeing of our people, in full compliance with regulations and with a constant commitment to continuous improvement.

We have implemented a Health and Safety Management System compliant with the international ISO 45001 standard, fully integrating safety into the overall management of company activities. Our approach is based on the continuous improvement cycle PlanDo-CheckAct (PDCA), which enables us to systematically plan, implement, monitor and enhance all actions relating to prevention and protection.

The prevention of accidents and occupational diseases is supported by an accurate process of hazard identification, risk assessment and risk management, along with periodic and rolespecific training programmes designed for all organisational levels. Internal and external audits ensure compliance with regulatory requirements and verify the effectiveness of the procedures in place.

We actively engage employees through awareness raising initiatives and structured listening moments, promoting a shared and participatory safety culture.

Employee participation is central: every worker follows a dedicated training pathway that includes the management of whistleblowing reports, in line with Legislative Decree 24/2023, and is directly involved in consultations and in the development of the management system, with transparent access to the minutes of periodic health and safety meetings.

The health surveillance protocol, defined together with the occupational physician, includes more frequent checks than legally required and extends hematobiochemical testing to all production workers, ensuring even greater protection of employee health.

All CIAM employees are covered by the National Collective Labour Agreement for Metalworkers, which provides specific protections in the field of health and safety, and they can benefit from healthcare welfare tools through bilateral bodies such as MetaSalute.

In 2024, CIAM recorded two injuries among direct employees and no fatal incidents—outcomes that confirm the effectiveness of our prevention measures and the robustness of our internal monitoring systems, which ensure transparent and timely oversight of safety performance.

Investing in health and safety means reducing risks, improving the organisational climate, increasing productivity, and strengthening the trust of all those who contribute every day to CIAM's success.

367.361

Work hours

2 52

Injuries

Lost workdays

In 2024, the results achieved confirm the effectiveness of the policies and actions implemented: **the company's accident frequency rate was 32% lower than the national average, while the accident severity rate was 48% lower.** These indicators demonstrate a safe working environment and an effective risk management approach.

The most frequent types of accidents involved cuts and manual handling of materials, areas in which CIAM continues to invest heavily in training and prevention, with the aim of further reducing their occurrence.

It is a source of particular satisfaction to affirm that no cases of occupational diseases were recorded during 2024, neither among employees nor among external collaborators.

To ensure maximum accuracy in assessing specific risks, CIAM relies on highly qualified external technical consultants, who apply rigorous and uptodate analytical methodologies, as required by the company's Risk Assessment Document. This approach enables us to maintain high safety standards and to foster a strong prevention culture throughout the organisation.

INDEX definition	CIAM	National Data
ACCIDENT FREQUENCY RATE IF= (NUMBER OF INJURIES/OHOURS WORKED) *1.000.000	5,44	7,97
ACCIDENT SEVERITY RATE IG= (LOST WORKDAYS*1.000) /HOURS WORKED	0,14	0,27

DIVERSITY AND EQUAL OPPORTUNITIES

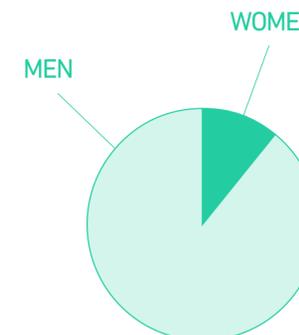
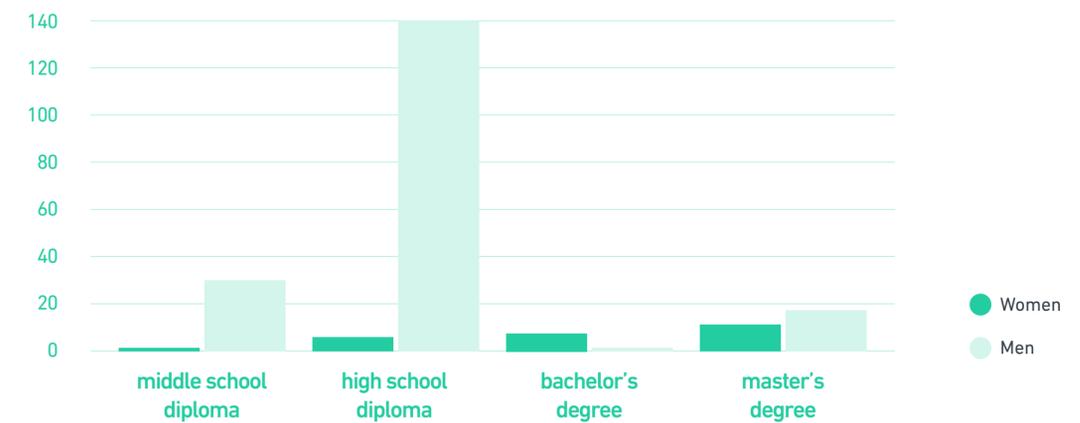
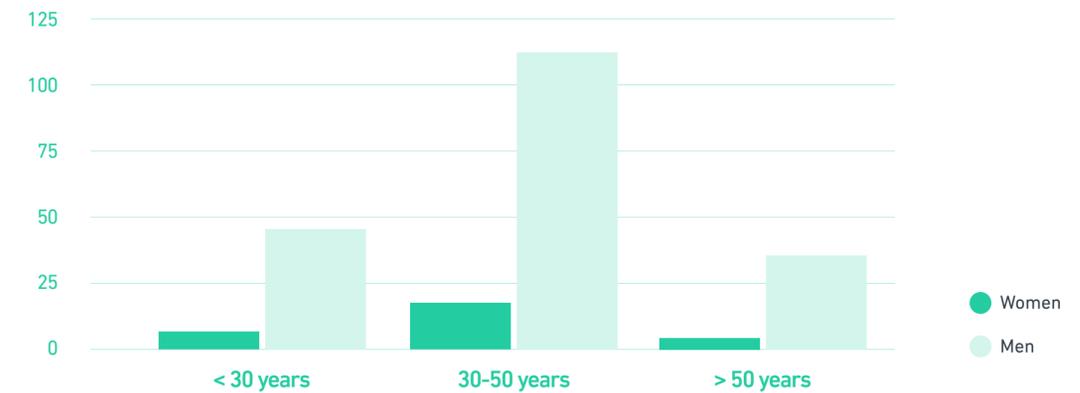
CIAM fosters an equitable and inclusive working environment, valuing differences in gender, age and professional background.

As of 31 December 2024, the company employs 215 people, almost all based at the Petrignano di Assisi headquarters, with only 2 employees located at the Milan exhibition space.

Employment stability is ensured through 209 permanent contracts and 6 fixedterm contracts. A total of 209 employees work fulltime, while 6 employees are engaged on a part-time basis.

	Employees	Permanent	Fixed-term	Full-time	Part-time
WOMEN	25	24	1	20	5
MEN	190	185	5	189	1
TOTAL	215	209	6	209	6

The majority of employees are between 30 and 50 years old, with a balanced distribution across age groups for both women and men. This data reflects our concrete commitment to fostering an open, respectful working environment that values people and their contributions.



In 2024, our team is made up of 11% women and 89% men, with women representing 17% of managerial positions. Female colleagues are mainly engaged in office work, a choice that reflects the desire to protect health and safety, especially in the more intensive production areas.

In the employee count, individuals holding positions within the company's governance bodies are not included. The following roles are part of the corporate governance structure:

- General Management (DIR)
- Health, Safety and Environment Manager (HSE) – Head of the Prevention and Protection Service (RSPP)
- Integrated Management System Manager (RSGI)
- Production, Plant and Technical Area Manager (PROD)
- Domestic Sales Manager (COMI)
- International Sales Manager (COME)
- International Sales Manager (COME)
- Product Research & Development Manager (R&D) – Head of Electrical Design Technical Office (UTE)
- Customer Service Manager (CS)
- Logistics Manager (LOG)
- Purchasing Office Manager (ACQ)
- Management Control and Planning (CGP)
- Administration Office Manager (AMM)
- Mechanical Design Technical Office Manager (UTM)
- Thermodynamic Design Technical Office Manager (UTD)
- Technical Commercial Office Manager (UTC)
- Human Resources Manager (HR)
- IT Systems Manager

At CIAM we believe that the wellbeing of people is the foundation of a sustainable company. For this reason, we actively promote work-life balance by offering flexible working arrangements.

The new working schedule introduced in 2024 has made it even easier to balance personal and professional needs, while also contributing to a more efficient management of energy resources.

The working environment at CIAM is built on equity, respect and inclusion. We are committed to preventing all forms of discrimination and, in 2024, no cases were reported relating to race, gender, religion, belief or origin. We ensure equal opportunities throughout the entire employment cycle: from recruitment and training to compensation and career development.

We fully recognise the right of our employees to freedom of association and collective bargaining, in line with ILO Conventions and the Italian Constitution. However, to date, workers have not felt the need to establish trade union representation, preferring direct and continuous dialogue with management. This approach supports open and timely communication on matters such as working conditions, safety, organisational aspects and professional development, enabling fast and effective resolution of any issues.

The protection of fundamental labour rights is guaranteed by compliance with national legislation, the application of collective agreements and transparent internal policies regarding leave, working hours, remuneration, occupational safety and welfare.

Finally, CIAM operates in full respect of human rights across its entire supply chain: **in 2024, 99.7% of our suppliers were based in European Union countries**, where civil, political and economic rights are ensured. No violations of the rights of Indigenous peoples or formal complaints were reported.

COMMUNITY DEVELOPMENT AND ENGAGEMENT

At CIAM, we believe that sustainable growth also depends on the active involvement of the local community. For us, corporate social responsibility means valuing local resources, promoting participation, and fostering relationships based on trust and belonging.

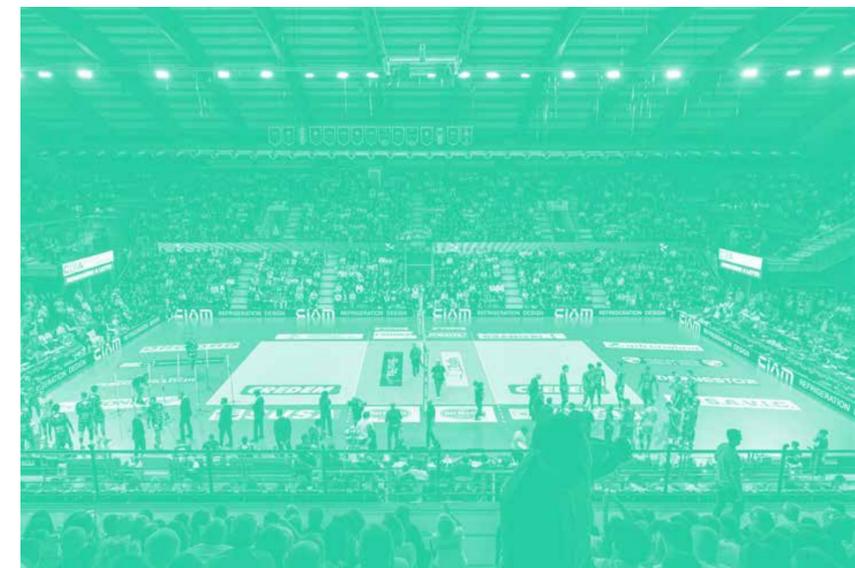
In 2024, we strengthened our commitment to the Umbrian community by choosing to collaborate with local suppliers (20.5% of suppliers are based in the region) and by prioritising the employment of people from the surrounding area.

Our support also extends to the social and sports fabric of the territory: CIAM sponsored sports organisations such as SIR Safety Perugia Volley, ASD Petignano Calcio, and driver Luca Maria Casagrande Contardi, in addition to supporting charitable and religious initiatives, including the Passionist Community of Father Alberto Canestrari and the Rotary Club of Città di Castello, contributing to the donation of medical equipment to ASP Muzi Betti.

We also participated in international solidarity projects, such as the renovation of the “Centre mère des enfants” in Madagascar.

For CIAM, being an active part of the community means contributing every day to the economic, social and environmental development of the territory, generating shared and lasting value.

The absence of contributions to public policy in 2024 reflects our commitment to maintaining an ethical, impartial and transparent conduct, in line with the principles of good governance, and to avoiding any potential conflict of interest between business activities and the political sphere.



EMPLOYMENT

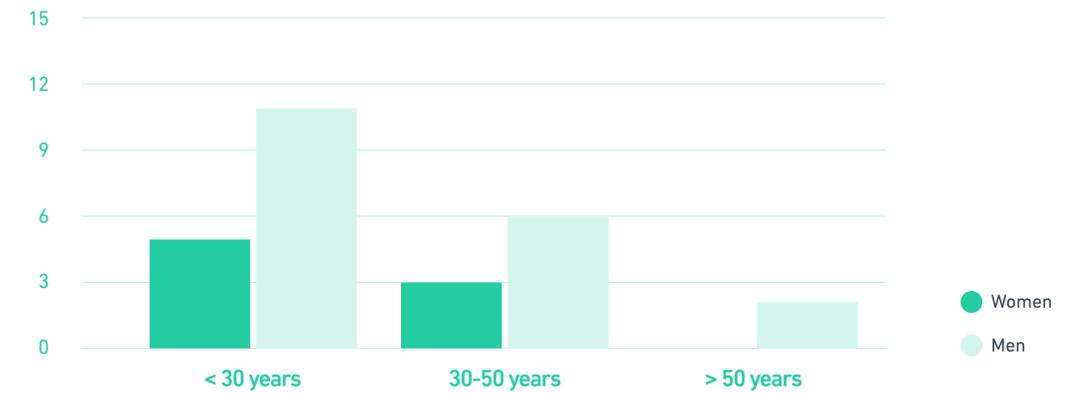
In 2024, CIAM recorded 27 new hires and 27 contract terminations, mainly due to retirement, thereby maintaining a stable overall workforce.

The turnover rate increased by only 2% compared to the previous year, confirming the strength and continuity of our team.

Below is a breakdown of new hires and employee turnover during the reporting period by age and gender; all employees, including newly hired personnel, come from the local community.

The predominance of male new hires is explained by the need to cover physically demanding roles within the company’s production lines.

The company’s focus on employee well-being is also reflected in its welfare policies: during the year, CIAM distributed €150,000 among all employees upon achievement of revenue targets and ensured enrolment in the sectoral pension fund, Fondo Cometa.



Description	Employees	Rate %
CIAM EMPLOYEES AS OF 01/01/2024	242	
TOTAL NEW HIRES	27	11%
TOTAL TERMINATIONS	27	11%
CIAM EMPLOYEES AS OF 31/12/2024	215	
AVERAGE NUMBER OF CIAM EMPLOYEES IN 2024	228,5	
TURNOVER 2023	10%	
TURNOVER 2024	12%	+ 2%

In 2024, CIAM continued to invest in the growth of its people, providing a total of 1,318 hours of training, equivalent to an average of over 6 hours per employee. Training is a key tool for us to enhance talent, support professional development, and foster a corporate culture focused on continuous improvement. All employee groups take part each year in a structured performance evaluation process, which allows us to recognise achievements and address any needs promptly, ensuring balanced and sustainable growth across the organisation.

CIAM is also committed to maintaining a workplace that upholds ethical standards and respects human rights. No cases of child labour or forced labour have ever been identified within our workforce. In 2024, two minors completed a three-month internship at our headquarters, in collaboration with the Umbria Regional Employment Centre, to support career orientation and the development of skills useful for entering the labour market.

CIAM applies the same level of attention across its supply chain: 99.7% of our suppliers are based within the European Union, where regulations explicitly prohibit both child labour and forced labour.

Even though the residual risk is considered very low, we are strengthening our controls and increasing transparency. We now ask suppliers to complete specific questionnaires covering environmental practices, quality, and human rights, to ensure that every worker, whether directly or indirectly involved, is protected and treated with respect.

Employee Category	Participants	Course Hours	Total Hours
ASPP	1	1	1
CGE EMPLOYEES	5	84	420
OFFICE EMPLOYEES	54	1	27
REFRIGERATION TECHNICIANS	52	4	72
NEW HIRES - ADMINISTRATION	3	60	64
NEW HIRES - SALES	12	59	66
SUPERVISORS	23	4	46
HSE - RSG - ADMINISTRATION - PRODUCTION - ENGINEERING - SALES	6	2	12
MANAGEMENT - HSE - RSGI - ADMINISTRATION - PURCHASING - PRODUCTION - QUALITY - SALES - R&D	9	4	36
MANAGEMENT - HSE - RSG - ADMINISTRATION - PRODUCTION - ENGINEERING - PURCHASING - CUSTOMER SERVICE	8	4	32
SUPERVISORS AND PRODUCTION OPERATORS	251	19	345
PRODUCTION AREA	134	1	67
ALL EMPLOYEES	62	4	70
IT EMPLOYEES	1	4	4
BRAZING AND WELDING TECHNICIANS	7	8	56

CARE FOR VISITORS AND CUSTOMERS

At CIAM, customer safety and satisfaction are at the core of every process. In 2024, we continued to strengthen our operational procedures by consistently updating quality controls, risk assessments, and product performance testing. Every stage, from design to labeling, is developed to ensure that our products are safe and reliable for those who use them.

During the design phase, we carry out risk analyses and in-depth testing, verifying compliance with CE directives and ensuring that instructions for use are clear and comprehensive. The monitoring of non-conformities is conducted at multiple levels—suppliers, internal operations, and customers—through a structured system that enables timely intervention and continuous improvement.

In 2024, 36 customer-related non-conformity reports were managed, all addressed in accordance with transparent and traceable procedures. No complaints were reported regarding inaccurate information on products or services, nor were there any breaches of customer privacy or instances of non-compliance related to product labeling or communication.

CIAM has implemented a robust cybersecurity system, including backup, recovery, and device isolation strategies, ensuring the security of information.

Our quality is certified in accordance with ISO 9001:2015; each product is accompanied by clear information on technical specifications, instructions for use, safety requirements, regulatory compliance, and warranty conditions.



SUSTAINABLE DEVELOPMENT GOALS (SDG) AND 2024–2050 OBJECTIVES

The objectives relevant to the material topics associated with the social dimension are as follows:



Topic	Specific GRI	Impact	Current commitment	Short-term Objective (1–2 years)	Medium-term Objective (3–5 years)	Long-term Objective (>5 years)
Occupational health and safety	403	Positive	ISO 45001:2018 CE marking; Injury rate < National average	Maintain ISO 45001:2018 certification Maintain injury rate < National average Activation of the PrometeoSicurezza portal	Maintain ISO 45001:2018 certification Maintain injury rate < National average	
Diversity and equal opportunities	405 406 / 407 / 411	Negative Positive	No critical issues related to workers' rights Internal HR management with external support 17% women in corporate governance	Maintain ISO 45001:2018 certification Maintain injury rate < National average Activation of the PrometeoSicurezza portal		
Local community development and engagement	413 / 415	Positive	Employees recruited from local communities Sponsorship of local sports clubs and initiatives 20.5% of suppliers located within regional boundaries	Sponsorship of local sports and religious events		
Employment	401 / 402 / 404 / 408 / 409 / 412 / 414	Negative	Turnover +2%; corporate welfare programs Parental leave Total training hours: 1,318	Request for supplier self-declarations on the relevant social aspects	Maintenance of the requirement for supplier self-declarations on the relevant social aspects	
Customer and visitor care	416 / 417 / 418	Positive	Structured management of non-conformities (N.C.) No complaints related to privacy violations ISO 9001:2015 certification No N.C. related to labeling and marketing	Maintain high attention on N.C. management, maintain ISO 9001:2015 certification		



THE ECONOMIC PILLAR

The economic pillar of sustainability at CIAM represents the ability to operate in a solid, ethical, and long-term-oriented manner.

The objective is not solely the achievement of positive economic results, but the creation of shared value through process efficiency, responsible innovation, the quality of the products and services offered, the strengthening of competitiveness, and contribution to the economic development of the local area.

7/1 — ECONOMIC VALUE CREATION

GRI 201: Economic Performance 2016

GRI 202: Market Presence 2016

GRI 203: Indirect Economic Impacts 2016

GRI 204: Procurement Practices 2016

7/2 — ANTI-CORRUPTION

GRI 205: Anti-corruption 201

GRI 207: Tax 2019

7/3 — COMPETITIVE PRACTICES

GRI 206: Anti-competitive Behavior 2016

ECONOMIC VALUE CREATION

For CIAM, generating economic value means not only ensuring solid financial performance and a stable market presence, but also actively contributing to the growth of the local area and its stakeholders.

In 2024, the economic value generated and distributed amounted to €6,219,449, including revenues, profits, salaries, purchases from suppliers, taxes, investments, and contributions to the community.

Our strategy aims to combine economic performance and sustainability through the responsible management of resources, innovation, and the engagement of all actors along the value chain. The integration of environmental and energy management systems (ISO 14001:2015 and ISO 50001:2018) enables us to proactively address the challenges of climate change, transforming risks into opportunities for growth and innovation.

To safeguard the well-being of our employees, CIAM provides access to voluntary pension schemes, including the Cometa Pension Fund for metalworking employees, as well as other funds promoted by banks and insurance companies. **In 2024, severance pay (TFR) contributions allocated to pension funds amounted to €61,694.**

Finally, during the year, CIAM applied for public financial incentives to support innovation and sponsorship initiatives, confirming the company's commitment to investing in the future and creating shared value for all stakeholders.

Description of Financial Assistance Activities	Monetary Value
GSE THERMAL ACCOUNT INCENTIVES (CONTO TERMICO)	24.601,00 €
TAX CREDIT CONTRIBUTION FOR CAPITAL GOODS + INDUSTRY 4.0	7.955,00 €
CONTRIBUTION – TRADE FAIRS GRANT 2024 (SVILUPPUMBRIA)	13.375,00 €
CONTRIBUTION FOR R&D TAX CREDIT	61.998,00 €
TOTAL	107.979,00 €

At CIAM, we believe that social justice and the economic development of the local area also depend on fair and dignified working conditions for everyone, starting with new hires

Our remuneration policy ensures pay equity between women and men.

For the same role and contract type, the starting salary is equal for all employees, with a ratio of 1 compared to the local minimum wage.

CIAM chooses to invest in local talent: all senior managers reside within 30 km of the company's headquarters. This approach strengthens ties with the local community, fosters internal talent development, and contributes to stable and sustainable management.

The presence of managers deeply rooted in the local socio-economic context enables CIAM to:

- strengthen relationships with local suppliers and stakeholders;
- ensure managerial continuity and stability;
- reduce the environmental impact associated with commuting;
- enhance the quality of life of employees in positions of responsibility.

At CIAM, the enhancement of people and the decision to invest in the local area are an integral part of our sustainability vision.

In 2024, CIAM also received the **Industria Felix Award for managerial performance and financial reliability**, a recognition that celebrates the company's commitment, ingenuity, and ability to generate value for social well-being and economic progress.



ANTI-CORRUPTION

For CIAM, the fight against corruption is a fundamental pillar of its corporate culture and is closely linked to the values of transparency, legality, and integrity. Preventing and combating any form of misconduct – from corruption to conflicts of interest – is essential to protecting the Company’s reputation, ensuring fair and correct relationships with all stakeholders, and guaranteeing full compliance with applicable regulations.

In 2024, no cases of corruption or significant non-compliance were recorded. Nevertheless, CIAM continues to strengthen its control framework: the Company is initiating a corruption risk assessment, with particular focus on the most sensitive areas, and plans to enhance internal training, integrate anti-corruption topics into onboarding processes, and evaluate the adoption of dedicated policies and an Organizational, Management and Control Model pursuant to Legislative Decree 231/2001. This path forms part of a broader strategy aimed at strengthening governance and ESG standards.

Tax management also reflects our values. CIAM adopts a responsible and transparent approach, avoiding tax avoidance practices or aggressive tax planning, and regularly contributes to the economic and social development of the territories in which it operates.

Tax-related activities are managed by qualified internal staff and external professionals, with periodic controls and reviews to ensure the highest level of accuracy and compliance.

To ensure tax transparency, the organization publicly discloses its main economic and tax data relating to the year 2024:

Revenue 31.340.460 €

Net Profit 3.591.308 €

Number of Employee 215

Personnel Costs 9.686.140 €

COMPETITIVE PRACTICES

At CIAM, we operate every day in compliance with market rules, promoting ethical, transparent, and fair business practices towards all stakeholders, including competitors, customers, suppliers, and partners. We reject any form of anti-competitive behavior, such as market manipulation, collusion, abuse of dominant position, or the dissemination of misleading information.

In 2024, no violations of antitrust regulations or monopolistic practices involving CIAM were recorded. The Company operates in full compliance with national and European competition legislation, in accordance with the Italian Antitrust Law (Law No. 287/1990) and the guidelines and oversight of the Italian Competition Authority (AGCM).

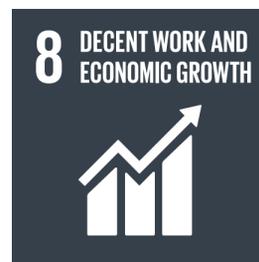
Looking ahead, CIAM is committed to further strengthening a culture of fair competition through:

- periodic training for employees in sensitive areas;
- the integration of specific clauses in contracts with business partners;
- internal control tools aimed at preventing and detecting improper conduct.

Fairness and transparency are values that guide every decision we make, protecting the Company’s reputation and the trust of those who choose CIAM every day.

SUSTAINABLE DEVELOPMENT GOALS (SDG) AND OBJECTIVES 2024–2050

The objectives relevant to the material topics associated with the economic dimension are as follows:



Topic	Specific GRI	Impact	Short-term Objective (1–2 years)	Medium-term Objective (3–5 years)	Long-term Objective (>5 years)
Economic Value Creation	201 / 202	Positive	Stable market position and contribution to the growth of the surrounding economic system Milan exhibition and commercial headquarters fully operational	Increase turnover by at least 10%	
Anti-corruption	205 207	Positive 207-1 Negative 207-3 Positive	Identify the most sensitive areas and processes Provide anti-corruption training for management and key roles Include anti-corruption topics in onboarding plans for new hires Assess the adoption of a Model 231 and/or the implementation of dedicated anti-corruption policies Integrate tax management into ESG governance Prevention and mitigation of unlawful conduct, conflicts of interest and favoritism	Identify the most sensitive areas and processes Provide anti-corruption training to management and key personnel Include anti-corruption topics in onboarding programs for new hires Assess the adoption of a Legislative Decree 231 Model and/or the implementation of dedicated anti-corruption policies Integrate tax management into ESG governance	
Competitive Practices	206	Positive	The company complies with general regulations on direct and indirect corporate taxation		

FINAL CONSIDERATIONS

CIAM's first Sustainability Report represents a fundamental step in the path of transparency, accountability, and shared growth that the Company has chosen to undertake. Prepared on a voluntary basis and in accordance with the GRI Standards, this document demonstrates CIAM's commitment to providing a clear and structured account of the impacts generated and the future objectives across the environmental, social, and economic dimensions.

The analysis conducted during 2024 highlights how sustainability has become an integral part of the Company's strategy and organizational culture.

CIAM's commitment to reducing its environmental impact is reflected in concrete actions, ranging from energy efficiency initiatives to the use of recycled materials, from responsible waste management to the promotion of biodiversity and the reduction of CO₂ emissions. The certification of environmental and energy management systems (ISO 14001 and ISO 50001) further strengthens CIAM's ability to proactively address the challenges of climate change and to transform risks into opportunities for innovation.

From a social perspective, CIAM places people at the center, promoting well-being, health and safety, continuous training, and equal opportunities. Open dialogue with employees, collaboration with the local community, and support for social and sports initiatives demonstrate the Company's commitment to creating shared value and strengthening its connection with the territory. Attention to occupational health and safety, the promotion of diversity, and the commitment to preventing all forms of discrimination are distinctive elements of a responsible and inclusive governance framework.

From an economic perspective, CIAM confirms its financial soundness and its ability to generate value for all stakeholders, maintaining a stable presence in the market and contributing to the development of the local economic system. Transparency in management, the fight against corruption, respect for competition rules, and tax responsibility are principles that guide every corporate decision.

This first Sustainability Report does not represent an endpoint, but rather the beginning of a journey of continuous improvement.

CIAM is committed to further strengthening its monitoring systems, increasingly engaging stakeholders, and integrating sustainability into every decision-making process.

The aim is to build, year after year, an increasingly comprehensive and transparent reporting framework, aligned with international best practices, thereby contributing to long-term, responsible, and shared growth.

GRI CONTENT INDEX

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 1: Foundation 2021	1-1 Application of the reporting principles				
	1-2 Reporting on the disclosures required by GRI 2				
	1-3 Identification of material topics				
	1-4 Reporting on the disclosures required by GRI 3				
	1-5 Reporting on the disclosures required by the GRI Topic Standards for each material topic				
	1-6 Presentation of reasons for omission for disclosures and requirements the organization cannot comply with				
	1-7 Publication of the GRI content index				
	1-8 Preparation of a statement of use				
	1-9 Notification to GRI				Not applicable
GRI 2: General Disclosures 2021	2-1 Organizational details	6-29			
	2-2 Entities included in the organization's sustainability reporting	6-29			
	2-3 Reporting period, frequency, and contact point	6-29			
	2-4 Restatements of information	6-29			
	2-5 External assurance	6-29			
	2-6 Activities, value chain, and other business relationships	6-29			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 2: Informativa Generale 2021	2-7 Employees	6-29			
	2-8 Workers who are not employees	6-29			
	2-9 Governance structure and composition	30-39			
	2-10 Nomination and selection of the highest governance body	30-39			
	2-11 Chair of the highest governance body	30-39			
	2-12 Role of the highest governance body in overseeing the management of impacts	30-39			
	2-13 Delegation of responsibility for managing impacts	30-39			
	2-14 Role of the highest governance body in sustainability reporting	30-39			
	2-15 Conflicts of interest	30-39			
	2-16 Communication of critical concerns	30-39			
	2-17 Collective knowledge of the highest governance body	30-39			
	2-18 Evaluation of the performance of the highest governance body	30-39			
	2-19 Remuneration policies	-	2-19	Confidentiality constraints	Information cannot be publicly disclosed
	2-20 Process to determine remuneration	-	2-20	Confidentiality constraints	Information cannot be publicly disclosed
	2-21 Annual total compensation ratio	-	2-21	Confidentiality constraints	Information cannot be publicly disclosed
	2-22 Statement on sustainable development strategy	30-39			
	2-23 Policy commitments	30-39			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	30-39			
	2-25 Processes to remediate negative impacts	30-39			
	2-26 Mechanisms for seeking advice and raising concerns	30-39			
	2-27 Compliance with laws and regulations	30-39			
	2-28 Membership associations	30-39			
	2-29 Approach to stakeholder engagement	30-39			
	2-30 Collective bargaining agreements	30-39			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	40-45			
	3-2 List of material topics	40-45			
1	PRODUCT QUALITY AND SAFETY				
GRI 301: Materials 2016	Disclosure 301-1: Materials used by weight or volume	46-49			
	Disclosure 301-2: Recycled input materials used	46-49			
	Disclosure 301-3: Reclaimed products and their packaging materials	46-49			
GRI 308: Supplier Environmental Assessment 2016	Disclosure 308-1: New suppliers that were screened using environmental criteria	46-49			
	Disclosure 308-2: Negative environmental impacts in the supply chain and actions taken	46-49			
2	ENERGY EFFICIENCY				
GRI 302: Energy 2016	Disclosure 302-1: Energy consumption within the organization	50-55			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 302: Energy 2016	Disclosure 302-2: Energy consumption outside of the organization	-	302-2	Information not available/complete	Analysis not performed – included in Scope 3, currently not considered material
	Disclosure 302-3: Energy intensity	50-55			
	Disclosure 302-4: Reduction of energy consumption	50-55			
	Disclosure 302-5: Reductions in energy requirements of products and services	50-55			
3	PLANT EMISSIONS AND WASTE				
GRI 305: Emissions 2016	Disclosure 305-1: Direct GHG emissions (Scope 1)	56-65			
	Disclosure 305-2: Energy indirect GHG emissions (Scope 2)	56-65			
	Disclosure 305-3: Other indirect GHG emissions (Scope 3)	-	305-3	Information not available/complete	Scope 3 analysis not performed
	Disclosure 305-4: GHG emissions intensity	56-65			
	Disclosure 305-5: Reduction of GHG emissions	56-65			
	Disclosure 305-6: Emissions of ozone-depleting substances (ODS)	56-65			
	Disclosure 305-7: Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	56-65			
GRI 306: Waste 2020	Disclosure 306-1: Waste generation and significant waste-related impacts	56-65			
	Disclosure 306-2: Management of significant waste-related impacts	56-65			
	Disclosure 306-3: Waste generated	56-65			
	Disclosure 306-4: Waste diverted from disposal	-	306-4.b/c	Information not available/complete	The different recovery methods by waste type applied by the waste management provider are not known
	Disclosure 306-5: Waste directed to disposal	56-65			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
4	WATER RESOURCE MANAGEMENT				
GRI 303: Water and Effluents 2018	Disclosure 303-1: Interactions with water as a shared resource	-	303-1.a	Information not available/ complete	Data not known for suppliers, as specified in the report.
	Disclosure 303-2: Management of water discharge-related impacts	66-67			
	Disclosure 303-3: Water withdrawal	66-67			
	Disclosure 303-4: Water discharge	66-67			
	Disclosure 303-5: Water consumption	66-67			
5	PRESERVATION OF BIODIVERSITY AND ECOSYSTEMS				
GRI 101: Biodiversity 2024	101-1: Policy to halt and reverse biodiversity loss	68-73			
	101-2: Management of biodiversity impacts	68-73			
	101-3: Access and benefit-sharing	-	101-3	Not applicable	The company's activities do not fall within the scope of ABS-related regulations and measures
	101-4: Identification of biodiversity impacts	-	101-4	Information not available/ complete	No analysis has ever been conducted on upstream and downstream biodiversity impacts along the value chain.
	101-5: Locations with biodiversity impacts	-	101-5	Information not available/ complete	No analysis has ever been conducted on the impacts of the production site's location in relation to biodiversity.
	101-6: Direct drivers of biodiversity loss	-	101-6	Information not available/ complete	Direct drivers of biodiversity loss and the scale of the affected ecosystem have never been analysed
	101-7: Changes in biodiversity status	-	101-7	Information not available/ complete	The status of the ecosystem in which the company operates has never been evaluated
	101-8: Ecosystem services	-	101-8	Not applicable	The topic of potential beneficiaries for each site influenced by ecosystem services has never been assessed.

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
6	OCCUPATIONAL HEALTH AND SAFETY				
GRI 403: Occupational Health and Safety 2018	Disclosure 403-1: Occupational health and safety management system	74-79			
	Disclosure 403-2: Hazard identification, risk assessment, and incident investigation	74-79			
	Disclosure 403-3: Occupational health services	74-79			
	Disclosure 403-4: Worker participation, consultation, and communication on occupational health and safety	74-79			
	Disclosure 403-5: Worker training on occupational health and safety	74-79			
	Disclosure 403-6: Promotion of worker health	74-79			
	Disclosure 403-7: Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	74-79			
	Disclosure 403-8: Workers covered by an occupational health and safety management system	74-79			
	Disclosure 403-9: Work-related injuries	74-79			
	Disclosure 403-10: Work-related ill health	74-79			
GRI 410: Security Practices 2016	Disclosure 410-1: Security personnel trained in human rights policies or procedures	74-79			
7	DIVERSITY AND EQUAL OPPORTUNITY				
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1: Diversity of governance bodies and employees	80-83			
	Disclosure 405-2: Ratio of basic salary and remuneration of women to men	-	405-2	Confidentiality constraints	Information not provided regarding the ratio of basic salary and remuneration of women to men
GRI 406: Non-discrimination 2016	Disclosure 406-1: Incidents of discrimination and corrective actions taken	80-83			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 407: Freedom of Association and Collective Bargaining 2016	Disclosure 407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-	407-1/2	Information not available/complete	No supplier assessment exists
GRI 411: Rights of Indigenous Peoples 2016	Disclosure 411-1: Incidents of violations involving rights of indigenous peoples	80-83			
8	COMMUNITY DEVELOPMENT AND ENGAGEMENT				
GRI 413: Local Communities 2016	Disclosure 413-1: Operations with local community engagement, impact assessments, and development programs	-	413-1a	Information not available/complete	Detailed percentages of operations involving local community engagement are not known
	Disclosure 413-2: Operations with significant actual and potential negative impacts on local communities	84-85			
GRI 415: Public Policy 2016	Disclosure 415-1: Political contributions	84-85			
9	EMPLOYMENT				
GRI 401: Employment 2016	Disclosure 401-1: New employee hires and employee turnover	86-89			
	Disclosure 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	86-89			
	Disclosure 401-3: Parental leave	86-89			
GRI 402: Labor/Management Relations 2016	Disclosure 402-1: Minimum notice periods regarding operational changes	86-89			
GRI 404: Training and Education 2016	Disclosure 404-1: Average hours of training per year per employee	-	404-1.a.i	Information not available/complete	Training hours by gender have not been processed
	Disclosure 404-2: Programs for upgrading employee skills and transition assistance programs	-	404-2.b		No assistance programs exist for end-of-career management
	Disclosure 404-3: Percentage of employees receiving regular performance and career development reviews	86-89			
GRI 408: Child Labor 2016	Disclosure 408-1: Operations and suppliers at significant risk for incidents of child labor	86-89			
GRI 409: Forced or Compulsory Labor 2016	Disclosure 409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor	86-89			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 412: Human Rights Assessment 2016	Disclosure 412-1: Operations that have been subject to human rights reviews or impact assessments	86-89			
	Disclosure 412-2: Employee training on human rights policies or procedures	86-89			
	Disclosure 412-3: Significant investment agreements and contracts that include human rights clauses or were subject to human rights screening	86-89			
GRI 414: Supplier Social Assessment 2016	Disclosure 414-1: New suppliers screened using social criteria	86-89			
	Disclosure 414-2: Negative social impacts in the supply chain and actions taken	86-89			
10	VISITOR AND CUSTOMER CARE				
GRI 414: Customer Health and Safety 2016	Disclosure 416-1: Assessment of the health and safety impacts of product and service categories	90-93			
	Disclosure 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	90-93			
GRI 418: Customer Privacy 2016	Disclosure 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	90-93			
GRI 417: Marketing and Labeling 2016	Disclosure 417-1: Requirements for product and service information and labeling	90-93			
	Disclosure 417-2: Incidents of non-compliance concerning product and service information and labeling	90-93			
	Disclosure 417-3: Incidents of non-compliance concerning marketing communications	90-93			
11	CREATION OF ECONOMIC VALUE				
GRI 201. Economic Performance 2016	Disclosure 201-1: Direct economic value generated and distributed	94-99			
	Disclosure 201-2: Financial implications and other risks and opportunities due to climate change	94-99			
	Disclosure 201-3: Defined benefit plan obligations and other retirement plans	94-99			
	Disclosure 201-4: Financial assistance received from government	94-99			

GRI Universal Standards	Disclosure	Location (pages)	Omitted Requirements	Reason	Explanation
GRI 202: Market Presence 2016	Disclosure 202-1: Ratio of standard entry-level wage by gender compared to local minimum wage	94-99			
	Disclosure 202-2: Proportion of senior management hired from the local community	94-99			
GRI 203: Indirect Economic Impacts 2016	Disclosure 203-1: Infrastructure investments and services supported	-	203-1	Not applicable	
	Disclosure 203-2: Significant indirect economic impacts	-	203-2	Not applicable	
GRI 204: Procurement Practices 2016	Disclosure 204-1: Proportion of spending on local suppliers	-	203-3	Information not available/complete	
12	ANTI-CORRUPTION				
GRI 205 Anti-corruption 2016	Disclosure 205-1: Operations assessed for risks related to corruption	100			
	Disclosure 205-2: Communication and training about anti-corruption policies and procedures	100			
	Disclosure 205-3: Confirmed incidents of corruption and actions taken	100			
GRI 207: Tax 2019	Disclosure 207-1: Approach to tax	-	207-1.A.IV	Not applicable	Data not available related to the company's sustainability development
	Disclosure 207-2: Tax governance, control, and risk management	100			
	Disclosure 207-3: Stakeholder engagement and management of tax concerns	100			
	Disclosure 207-4: Country-by-country reporting	-	207-4.B.IV/V/VIII/IX	Confidentiality constraints	Information on revenue and tax details is not publicly disclosed
13	ANTI-COMPETITIVE PRACTICES				
GRI 206: Anti-competitive Behavior 2016	Disclosure 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	101-103			

