



EMPOWERED PERFORMANCE

# SUSTAINABILITY REPORT

OMAL 2020



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## EVERY ACTION HAS A GOAL

For the past five years, we have chosen to share our sustainability achievements with the community, describing the activities we have put in place to monitor and reduce the environmental impact of our processes and our products and to value and support our people and community.

Again, this year, we are publishing our Sustainability Report, which opens with a section on our decisions and the strategies adopted to achieve our goals.

The report includes four chapters outlining OMAL's activities in relation to the four goals that we consider essential to the sustainable development of our organization.

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# LETTER TO STAKEHOLDERS

This year, once again, we have the opportunity for dialogue on issues that are important and urgent for us and for the world: the work, development and growth of our organization, but also the quality of our lives, our health and that of the world, development prospects and the cost that this entails.

We are called upon every day to choose the kind of future we want for ourselves and for our children, by purchasing a product or a service and consequently consuming the resources necessary to achieve it.

We are all asked to improve our impact on the world by reducing consumption and choosing responsibly, but it is often difficult to know how a product or service was created, by whom and where it was obtained.

Sustainability means **economizing on available resources** and distributing wealth fairly, without prejudice to anyone or at the expense of future generations.

This is precisely our goal:

- to create a sustainable organization;
- to produce together with our suppliers innovative and high-performance products;
- to transfer these benefits within the organization, to customers and users, giving everyone the opportunity to improve their relationship with the world.

Clearly, this is a major challenge, which requires addressing urgent issues in a situation in which not everyone is moving in the same direction. Over the past year, we have been confronted with an **extraordinary health emergency**, which has made us even more aware of the interdependence that now exists between peoples and regions of the world.

In 2021 we are taking on another challenge. We have decided that the commitment to sustainability should form an integral part of the purpose of our business.

OMAL is becoming a Benefit Corporation, introducing in the company statute aims that benefit employees, customers, suppliers, local authorities and organizations. Our goal is to encourage the development of OMAL through the production of quality industrial valves and actuators; but **“empowered performance”** does not only mean creating innovative, high-performance and sustainable products, but also ensuring health and safety in the workplace, promoting the fulfilment of people and ensuring the well-being of their families.

The first official definition of sustainable development is: **“Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”** We only have this world. We must preserve it for all and for a long time to come.

Sustainability affects all areas of our daily life and economic activities and is, consequently, **a goal for society as a whole**. This principle requires us to be **environmentally friendly, socially just and economically productive**.

Amedeo Bonomi  
CEO OMAL S.p.A.







# OUR 2020: VALVES AND ACTUATORS IN THE WORLD

**28.466.341 €**  
turnover > **-10,68%**

**2.548.852 €**  
EBITDA

Customer  
loyalty > **93,6%**

**5,9%**

Resources used in  
sustainability as a  
percentage of EBITDA  
of the previous year.

**105 people** > **+2,0%**

**531 hours**  
of training

Donations to  
support the  
community  
**139.480 €**

Investments  
**1.922 million €**

Sharing  
sustainability  
principles with  
supply chain > **86,8%**

**99,7%** of waste  
recovered

**123 tons of CO<sub>2</sub>**  
offset  
GREEN IN

**100%** energy from  
renewable sources





# STAKEHOLDER ENGAGEMENT AND MATERIALITY MATRIX

We have defined the contents of the Sustainability Report, in compliance with the provisions of the GRI Standards, on the basis of the following reporting principles:

- stakeholder inclusiveness;
- context of sustainability;
- materiality;
- completeness.

We have taken into account company activities, stakeholders' interests and their expectations.

To identify the most significant aspects, we have implemented the following initiatives:

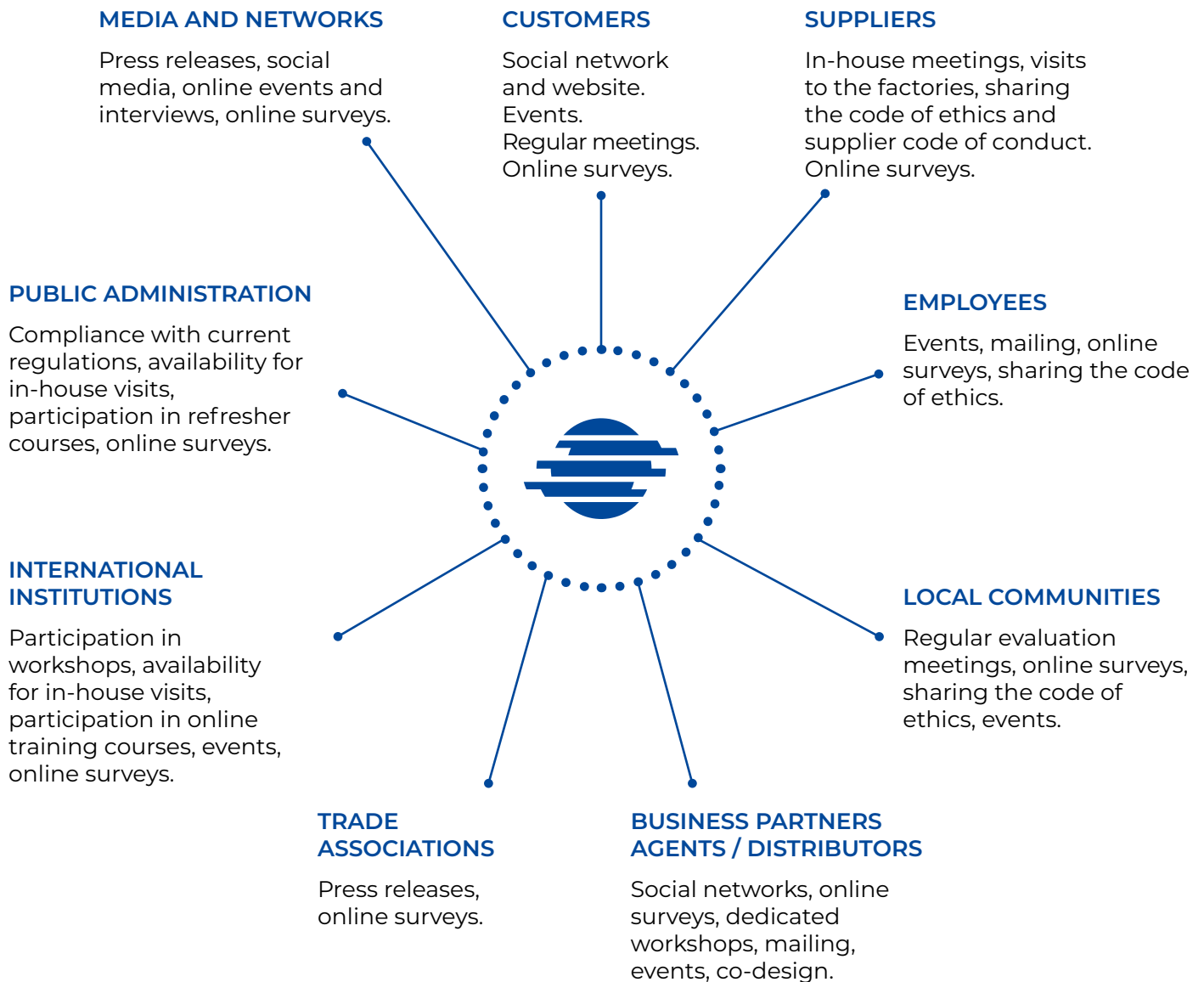
- The benchmarking analysis took into account the relevant product sector and the main themes that emerged from an in-depth internal survey. This was followed by the identification of the priority areas of greatest materiality, which are the subject of reporting in this first sustainability report.
- Internal and external sharing of the issues identified, through online surveys.
- Collecting and assessing the expectations of and issues of greatest interest to our stakeholders through an online survey.
- Mapping the areas in which the company intends to set environmental, economic and social objectives.
- Updating the materiality analysis on the most significant areas of sustainability for the Company.

## STAKEHOLDERS AND DIALOGUE AND COMMUNICATION

The creation of this "Social Report" has allowed us to assess the importance of each of our stakeholders in detail, as well as giving us the opportunity to construct a dialogue on specific issues that we consider relevant to our organization, a dialogue that we intend to structure and strengthen over time.



## OUR STAKEHOLDERS

















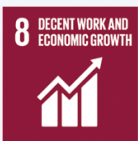

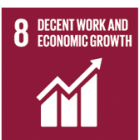
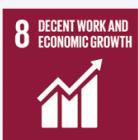

We also participate in activities promoted by trade associations and organizations that deal with issues related to regulatory compliance, product innovation and sustainability (e.g. APINDUSTRIA, CONFAPI, ANIMA-AVR, GLOBAL COMPACT ITALIA, VALVE CAMPUS, etc.).

During 2020, despite the restrictions, we used the following channels of stakeholder engagement in order to gather opinions and ideas for improvement on our work:





The stakeholder engagement organized this year through online surveys enabled us to update the materiality matrix, insofar as we shared with all stakeholders the key issues analyzed and identified as priority for the company's evolution in the coming years. The material issues have been rationalized and updated, taking into account the evolution of the company and the context in which it operates.

ENVIRONMENTAL ISSUES	Greenhouse effect	
	Circular economy	 
	Supplier engagement	 
	Energy efficiency	
	Environmental performance	 
	Renewables	 
SOCIAL ISSUES	Occupational health and safety	 
	Valuing people and fostering individual growth	 
	Individual welfare and well-being	 
	Work and employment	
	Engaging local communities	 



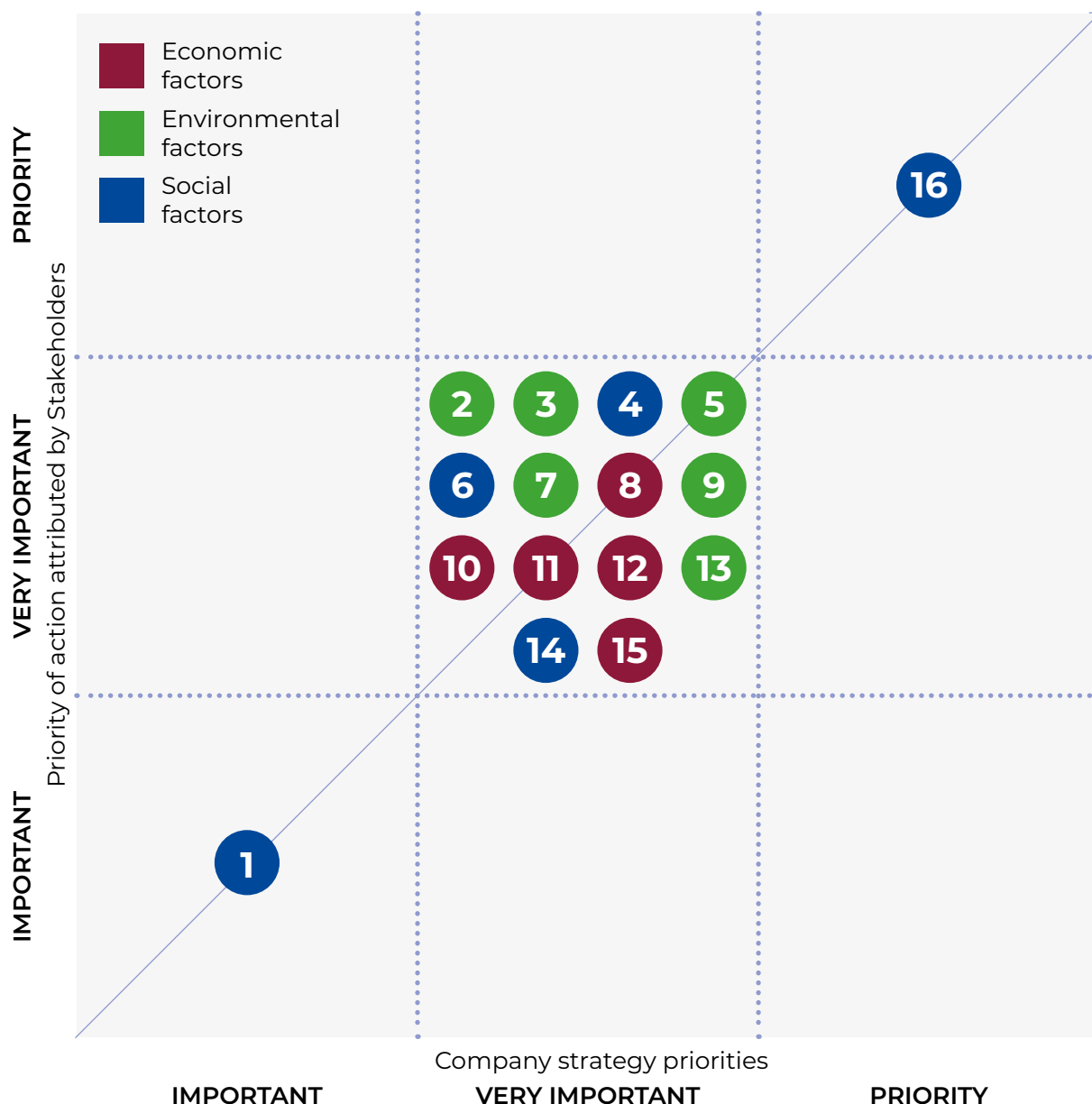
ECONOMIC ISSUES	Product and process innovation	
	Business continuity	
	Business ethics	
	Dialogue with stakeholders	 
	Value creation	
	Brand reputation	 



## MATERIALITY MATRIX

Conducting a materiality analysis means identifying the relevant issues that have a significant impact on the organization's **economic, social and environmental performance** and that can substantially influence the assessments and decisions of stakeholders. In other words, it means understanding **the areas and indicators of sustainability in which corporate activity can identify and monitor its effects**, gauging how significant they are and how far they influence the company's strategic guidelines.

The analysis of the data revealed a strong consistency between the priorities we identified and the significant issues highlighted by our stakeholders, which we report here in detail through **our materiality matrix**:



- 1 Engaging local communities;
- 2 Environmental performance;
- 3 Greenhouse effect;
- 4 Work and employment;
- 5 Supplier engagement;
- 6 Valuing staff and fostering growth;

- 7 Circular economy;
- 8 Business continuity;
- 9 Energy efficiency;
- 10 Creating economic value;
- 11 Process and product innovation;
- 12 Brand reputation;

- 13 Renewables;
- 14 Welfare and well-being;
- 15 Business ethics / dialogue with stakeholders;
- 16 Health and safety;

We make every effort to ensure that future actions and decisions are always taken with a view to meeting the needs of our internal and external stakeholders, consolidating existing relationships and establishing continuous dialogue.

## OMAL AND OUR GLOBAL GOALS

We have always been committed to ensuring the economic, social and environmental sustainability of our business. Valuing the people, territories and communities in which we operate and minimizing the environmental impact of our activities are the pillars of our way of doing business. This approach has enabled us to outline a program of initiatives to promote the integration of sustainability into all areas of the business.



To improve the framework and guidance of our activities in the area of sustainability, in 2016 we decided to join the United Nations Global Compact and to support the Sustainable Development Goals of the 2030 Agenda.



## WE SUPPORT

The challenges set by the UN concern everyone, including the business world. This is why we have decided to adopt the UN goals as guidelines for our approach to sustainability and to give ourselves an additional objective: to spread the message of the United Nations by engaging our partners in a shared commitment towards a sustainable future. For us, spreading the culture of sustainability entails a set of initiatives aimed at spreading the messages of the 2030 Agenda to stakeholders. These initiatives are described in a specific chapter of this report.

The analysis carried out included a study of the 169 targets which were associated with the material issues identified. This enabled us to select the Goals and targets applicable to our business model.

Of the 17 goals, 8 were considered applicable to our business and mission.

**We identified 4 priority sustainable development objectives applicable to our reporting.**

Number 8: "Decent work and economic growth"

Number 9: "Build resilient infrastructure and foster innovation"

Number 12: "Responsible consumption and production"

Number 13: "Climate action"

This report aims to illustrate how we are pursuing these objectives, to which we devote the following chapters.

## CORRELATION PRIORITY GOALS SUSTAINABILITY REPORT 2020 &amp; OMAL KEY ISSUES

	 8 DECENT WORK AND ECONOMIC GROWTH	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	 13 CLIMATE ACTION
Greenhouse effect			✓	✓
Circular economy				✓
Supplier engagement	✓			✓
Energy efficiency			✓	✓
Environmental performance			✓	✓
Renewables			✓	✓
Occupational health and safety	✓			
Valuing people and fostering individual growth	✓			
Individual welfare and well-being	✓			
Work and employment	✓			
Engaging local communities	✓	✓		
Product and process innovation		✓		
Business continuity			✓	
Business ethics	✓	✓	✓	✓
Dialogue with stakeholders	✓		✓	
Value creation	✓		✓	
Brand reputation	✓	✓	✓	✓







# SUSTAINABILITY STRATEGY

At OMAL, Corporate Social Responsibility is the voluntary decision to integrate social and environmental aspects into our daily business of manufacturing valves and actuators.

We believe that the overall performance of a company and the effectiveness of its actions are closely related to the well-being of the social context in which it operates and the impact it has on the environment. For these reasons, Corporate Social Responsibility is fully integrated into our business and governance.

Sustainability has always accompanied our corporate history, guiding our way of doing business and creating value for stakeholders.

Our aspiration is to integrate sustainability progressively into the day-to-day operations of all company activities, in order to achieve consistent operation in line with the most virtuous and advanced companies in terms of Corporate Social Responsibility.

Our awareness is based on a vision that focuses on internally shared corporate values, such as to align the Sustainability Report, the Code of Ethics, the Supplier Code of Conduct and Internal Policies.

Since we joined the Global Compact and the 2030 Agenda, we have stepped up initiatives that respond to the desire to communicate its principles externally.

Our goal is to communicate sustainable development in its broadest sense, to everyone and in all its facets. This process began with the publication of our first sustainability report in 2016.

Over the years, we have pursued this initiative thanks to the engagement of stakeholders, with whom communication of the Global Goals has been further strengthened and consolidated.

## OUR GOALS TOWARDS SUSTAINABLE DEVELOPMENT

Invest in the innovation of products, processes and business services to make plants safer and more reliable, ensuring the just balance between people and the environment.







Create a positive work environment that promotes training and professional fulfilment, protects health and safety and supports corporate welfare measures.






Encourage socialising and psychophysical wellbeing by supporting social and cultural recreational proposals, association activities and sports.

## SUSTAINABILITY PLAN

In order to pursue our objectives, we have revised the Sustainability Plan in relation to the key goals and issues. Sustainability is a challenge that generates opportunities as well as value for the environment and for people. Below, we present results and objectives that we strive to achieve through constant research and development.

## RESULTS AND FUTURE OBJECTIVES: ENVIRONMENT

Key issue		Actions to be undertaken	2020 results	2022 target	Goals
ENVIRONMENT	Greenhouse effect	Apply measures to monitor useful solutions to reduce atmospheric emissions and environmental impact.	Monitoring and data collection as in 2019.	Carbon Footprint certification for 2022  Increase the offset of CO <sub>2</sub> from incoming and outbound logistics and for fuel consumption by company vehicles.	
	Circular economy	Increase the use of recycled material, reduce the amount of production waste by promoting a culture of circularity.	The existing recycling system has been maintained >95% 100% of paper and cardboard packaging was recovered and recycled.	Packaging recycling project. Maintain the percentage of hazardous waste below 5%.	 
	Supplier engagement	Maintain a clear and transparent relationship with the supply chain by monitoring the sustainability requirements (labor protection and respect for workers' rights, environmental protection, compliance with laws, ethical conduct, ...).	The companies involved in supply contracts reaffirm the sharing of fundamental issues, including product sustainability.	Supply chain rating and monitoring (ethical, environmental, social aspects).	 





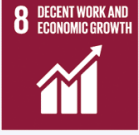

Key issue	Actions to be undertaken	2020 results	2022 target	Goals	
ENVIRONMENT	Energy efficiency	Adopt the best technologies available to reduce energy use.	First report on the Movicon Pro-Energy system.	Periodic data monitoring and verification of consumption, to check that targets are met.	
	Environmental performance	Help improve environmental performance to ensure the right balance between work, development and protection of the environment and quality of life.	An annual report was produced to monitor environmental, ethical and social performance.	Define environmental, ethical and social objectives for processes and in the long-term.	 
	Renewables	Replacing non-renewables with alternative, sustainable and greener sources.	Our energy supply is 100% from renewables.	Maintain total supply from renewable sources. Evaluate the replacement of the company car fleet at end of life with hybrid vehicles - green rental.	 


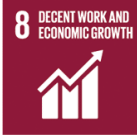


## RESULTS AND FUTURE OBJECTIVES: SOCIAL

Key issue	Actions to be undertaken	2020 results	2022 target	Goals	
SOCIAL	Occupational health and safety	Implement policies and actions to preserve and protect the health and safety of workers.	The indicators were maintained.	UNI ISO 45001 management system certification.	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>3 GOOD HEALTH AND WELL-BEING</div>
	Valuing people and fostering individual growth	Create a positive working environment that promotes training and professional fulfilment.	Continue with training activities and projects to develop technical and transferable skills.	Provide targeted pathways for hard and soft skills.	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>4 QUALITY EDUCATION</div>
	Individual welfare and well-being	Implement a set of initiatives aimed at improving the well-being of workers and their families (e.g. by encouraging socialization and psychophysical well-being by supporting social and cultural recreational proposals, association activities and sports).	Continue with the welfare plans undertaken.	Continue with the EBM Health Fund activities, extended family health plan. Identify new staff benefits.	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>3 GOOD HEALTH AND WELL-BEING</div>
	Work and employment	Make direct investments in the local area to create new jobs.	Ensure the continuation of activities and remuneration to workers without recourse to fiscal safety nets.	Integration of new workers	<div>8 DECENT WORK AND ECONOMIC GROWTH</div>
	Engaging local communities	Undertake initiatives to support the local area and its social causes.	Support the local area in managing the pandemic ("consultations" for families and communities)	Activation of alternating school-work programs and student training courses in collaboration with the trade association.	<div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div>

## RESULTS AND FUTURE OBJECTIVES: GOVERNANCE

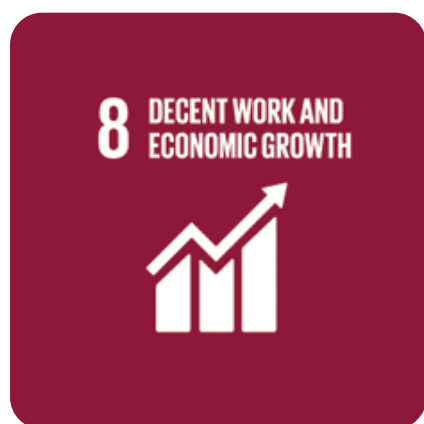
Key issue		Actions to be undertaken	2020 results	2022 target	Goals
GOVERNANCE	Product and process innovation	Invest in product research and development and process digitization.	Maintain management systems and product certifications.	Define objectives for process digitization. Develop product sustainability index.	
	Business continuity	Identify and assess risks of disruption to business continuity and undertake actions of mitigation and plans of targeted action.	Full operational continuity was ensured despite the pandemic situation.	Update risk assessment and business continuity plans.	
	Business ethics	Maintain compliance with legal and regulatory requirements, respecting internal and external ethical codes of conduct.	Continue drafting the Sustainability Report.	Update internal policies and legality rating.	
	Dialogue with stakeholders	Identify stakeholders' needs, requirements and expectations in order to improve production and product quality by strengthening collaborative relations.	Engagement of all stakeholders in updating key issues by administering online surveys.	Careful analysis of responses in order to share findings with stakeholders. Sustainability Communication Plan.	 
	Value creation	Promote the continuous growth of the organization through investments that benefit all stakeholders.	Margins were guaranteed despite the fall in turnover caused by the pandemic.	Resume the growth in turnover established in the development plans.	

Key issue		Actions to be undertaken	2020 results	2022 target	Goals
GOVERNANCE	Brand Reputation	Protect the brand image through communication strategies that promote the dissemination of the company's know-how and organization's benefit goals, in order to increase the sense of belonging and to develop new opportunities.	Update our image by restyling the website, social media and ADV.	Include a sustainable communication plan (both internal and external).	
					





# OBJECTIVE 8: DECENT WORK AND ECONOMIC GROWTH



Strategic objectives	Results compared to 2019
Permanent employment contracts	+9%
Employment - staff increase	+1,9%
Female employment	-1,8%
Recruitment of young people under 35	= (45%)
Sharing sustainability principles with supply chain	+11%
Local Suppliers	+ 3,36%
Support to Local Communities	+95,7%

**Objective 8** has been detailed by the United Nations through various targets and in this chapter we describe the initiatives and projects we have adopted in response to promote their achievement.

Over the last few years, we have maintained our independence and preserved our identity, introducing to our daily operations new aspirations and people from different cultures, with the common goal of working towards the responsible growth of the company.

**In particular, the chapter will cover the following topics:**

- Our path to becoming a global company.
- Effective governance, stable economic and financial performance: the keys to responsible growth.
- The protection of workers, their health and safety, and the commitment to continuous training and development.
- Protection and promotion activities and projects supported by us with our stakeholders.
- Local community support programs.







## A FAMILY SPIRIT FOR A GLOBAL COMPANY

WE HAVE BEEN MANUFACTURING VALVES AND ACTUATORS SINCE 1981.



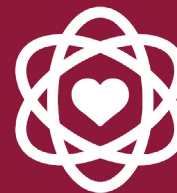
### VISION

We believe that the right balance between man and the environment improves the quality of life, ensuring a better world for future generations.



### MISSION

We work to create increasingly high-performance products, which protect the environment and improve the quality of life by making systems safer and more reliable.



### VALUES

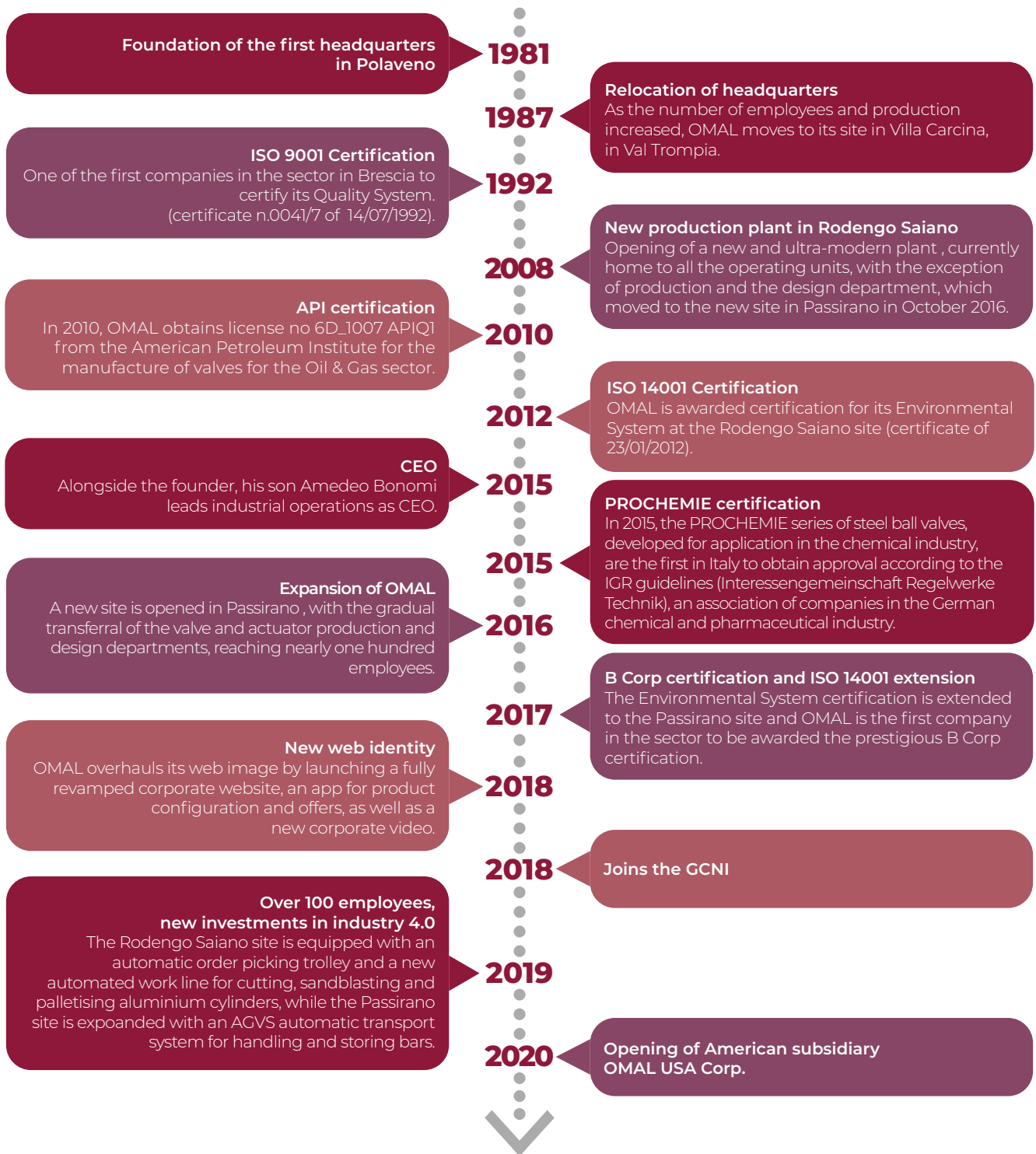
We believe that the facts best describe a company like OMAL, which never backs down and substantiates its words with concrete actions.

OMAL was founded in Polaveno in Val Trompia in 1981 by Agostino Bonomi, the son of a dynasty of entrepreneurs specializing in ball valves, who realized that the future of this sector lay in the automation and customization of products intended for industrial use.

Thanks to the creation of a team of specialized technicians and engineers, in just a few years OMAL established itself on the domestic and foreign markets with an innovative product that responded effectively to the most complex technical requirements, with high performance, suitable for a wide range of applications and customized to specific customer needs.

Design, research, innovation, automation and customization are the keys to our success.







## OBJECTIVE 8: DECENT WORK AND ECONOMIC GROWTH

Production is still carried out entirely in Italy at the two production sites in Rodengo Saiano and Passirano, both in the province of Brescia.

The sites cover a total area of 38,000 square meters, of which more than 17,000 are covered.

### RODENGO SAIANO HEADQUARTERS





We are convinced that the added value of our valves is comes from the all-Brescian ability to design and produce a mechanical product with craftsmanship that takes care of every last detail. Every customer's satisfaction is guaranteed.

## PASSIRANO PRODUCTION SITE





## OUR VALUES

Il giusto equilibrio tra uomo e ambiente migliora la qualità della vita, garantendo un mondo migliore alle generazioni future.

*The right balance between human and environment improves the quality of life, ensuring a better world to future generations.*





PASSIONE  
*PASSION*

SENSO DEL DOVERE  
*SENSE OF DUTY*

RISPETTO  
*RESPECT*

Garantiamo un mondo migliore ai nostri figli.  
Grazie ai nostri prodotti proteggiamo  
l'ambiente che ci circonda e miglioriamo  
concretamente la qualità della vita rendendo  
più sicuri ed affidabili gli impianti.

*We ensure a better world to our children.  
Thanks to our products we take care of  
the environment and we improve the  
quality of life making safer and  
more reliable plants.*



## CORPORATE SOCIAL RESPONSIBILITY

The value of a company is closely linked to the reputation it has built up over the years through its daily work, the relationships it has created and its ability to meet the expectations of its stakeholders.

It is specifically our responsibility to future generations to produce sustainably and to be at the forefront of addressing the urgent challenges of progress. Economic, social and environmental sustainability, pursued in accordance with the principles of the Global Compact and the United Nations Sustainable Development Goals.

OMAL is firmly rooted in the social and economic fabric of Brescia: major real estate investments combined with initiatives and collaborations involving local businesses have put us on the front line in supporting the province of Brescia, particularly in the Franciacorta area. This is where our factories are located and where the workers of the two sites and their families live.

What we have built is the result of our passion, our respect for the law, for ourselves and for others, our sense of duty, values that the founding family of the company has handed down and shared with all employees.





## THE CORPORATE GOVERNANCE MODEL

We adopt a traditional Corporate Governance model that includes a management body, a Board of Directors, a supervisory body and a Board of Statutory Auditors.

- The Board of Directors is vested with the broadest powers of strategic direction for the proper and efficient management of the Group.
- The Board of Statutory Auditors has the task of supervising compliance with the law and the Articles of Association, compliance with the principles of proper administration and, within the scope of its responsibility, the adequacy of the internal control system.
- An auditing company guarantees the accuracy and truthfulness of financial and asset information and ensures regulatory compliance.
- The CEO has powers of ordinary and extraordinary administration with regard to occupational safety and hygiene, as well as for the protection of the environment inside and outside the company (with the exclusion of those reserved by law or by the Articles of Association to the BoD or the shareholders' meeting).

Important activities are carried out within the organization to support corporate governance:

- Internal audits of the management system to monitor the organization's compliance with the national and international standards applied and to ensure compliance with company operating procedures.
- Management of risks associated with business activities in order to ensure the organization is capable of minimizing inefficiencies and maximizing opportunities (Risk Management).
- Import/Export compliance to guarantee OMAL S.p.A.'s business continuity is safeguarded in the case of operations with non-EU countries.



## ECONOMIC PERFORMANCE

Today, the role of a business cannot be limited to maximizing its **profit**, but must aim to maximize the benefits for its stakeholders, starting with its host community.

Never has the theory of **shared value** been more relevant, which means addressing the needs and challenges of society through the company itself.

The generation of economic value and its distribution provide a basic indication of how we have embraced this theory, by **creating wealth for our stakeholders**.

### TURNOVER 2020

**-10,68%**

Turnover was more or less constant between 2018 and 2019, but dropped in 2020 in line with the general negative trend of the pandemic period and in particular the temporary suspension of operations from 16 March to 13 April. When activity restarted, work resumed as normal and our customers continued to choose us, with no downturn in business relations.





## ECONOMIC RESULTS

Value added created	2018	2019	2020
Net sales revenue	30,7	31,2	27,5
Miscellaneous revenues and income	0,7	0,7	0,9
<b>Total value added created</b>	<b>31,4</b>	<b>31,9</b>	<b>28,4</b>

Value added withheld	2018	2019	2020
Depreciation and amortization	1,5	1,8	2,1
Provisions for risks	0,03	0,03	0,03
Financial income and expenses	-0,1	-0,1	0,006
<b>Total value added withheld</b>	<b>1,4</b>	<b>1,7</b>	<b>2,136</b>

Value added distributed	2018	2019	2020
Remuneration of suppliers	16	15	13
Remuneration of workers	5,8	6,1	6,2
Remuneration of shareholders' capital	0,8	1,2	0,4
Social system remuneration (donations and sponsorships)	0,1	0,1	1,1
Public administration remuneration (taxes and fees)	0,2	0,2	0,1
<b>Total value added distributed</b>	<b>23,0</b>	<b>22,9</b>	<b>20,9</b>

Figures in millions of euro.

## RISK MANAGEMENT

In a globalized world where competition is fierce and technological development levels out differences, success in the market, or in other words customer satisfaction, will be determined by the attention that our organization focuses on the expectations of the entities who make up the context in which we operate, by our ability to create 'value' for the local area and the community.

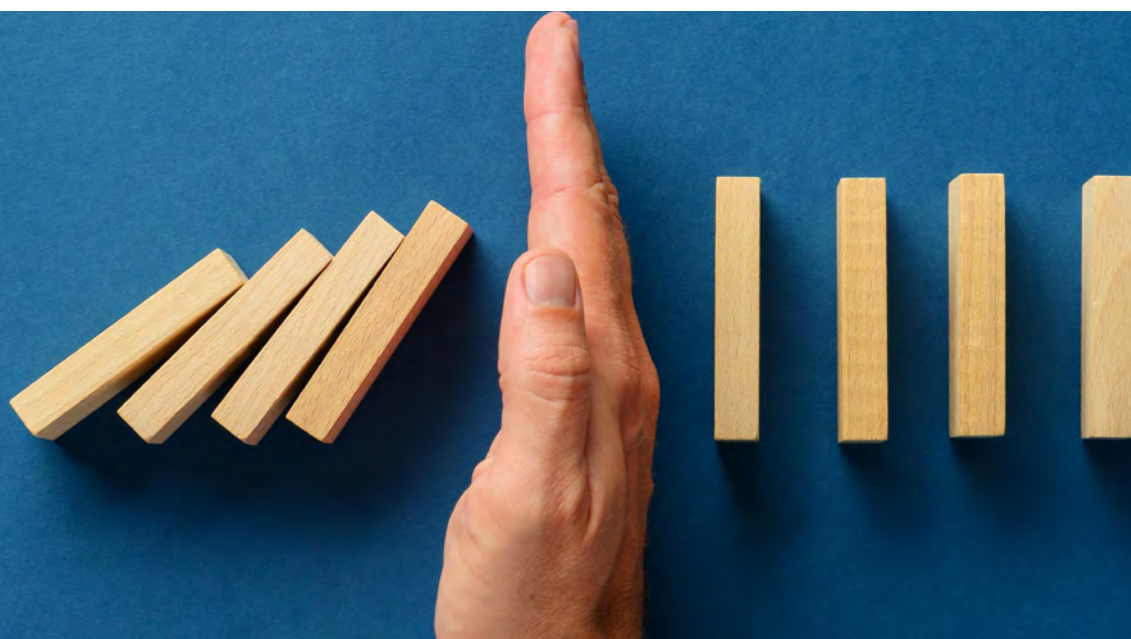
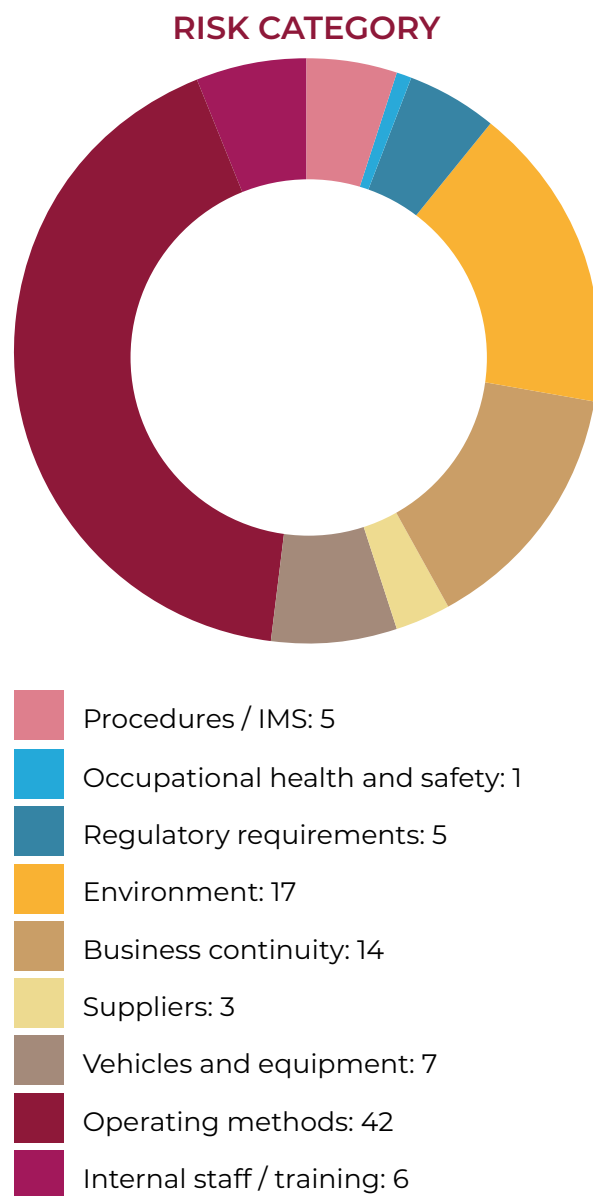
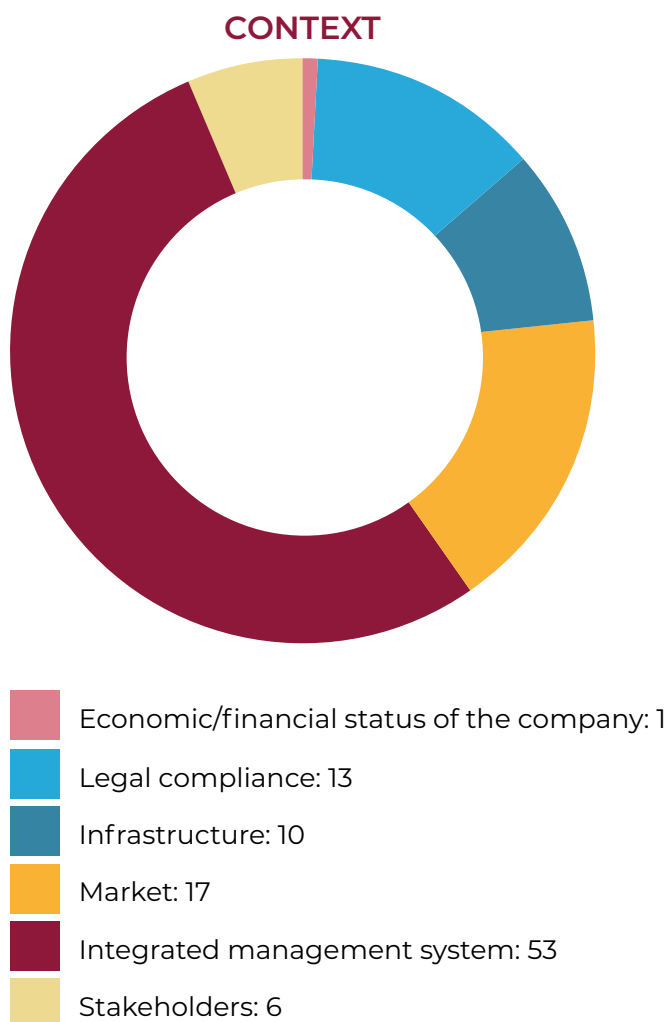
This approach to "Responsible Quality" not only favors the substantial integration, with a view to sustainability, of systems of quality management, environment and occupational health and safety, but also requires the company to use these management systems as prevention tools according to the principle of "Risk Based Thinking", whereby the organization makes decisions and takes action in response to the assessment of the possible positive or negative consequences of its choices.

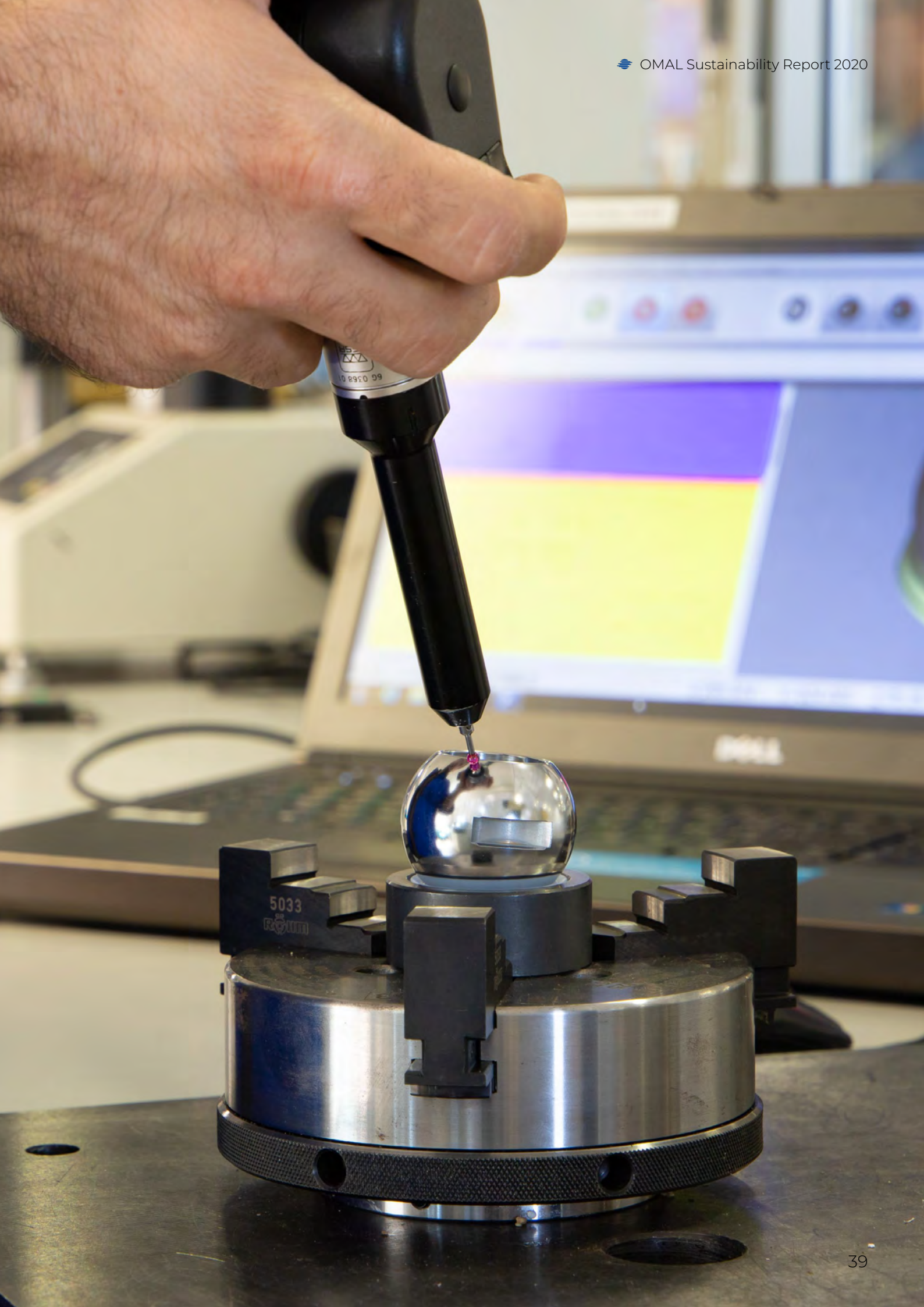
It is essential to eliminate or minimize any negative or undesirable effects on operations arising from situations within or outside the organization, in order to ensure the achievement of the expected results and, conversely, to seize any opportunities for improvement.

It requires the organization to consider the context in which it operates and the expectations of its stakeholders, to define the environmental, social, cultural, legal and economic factors and factors linked to conditions within the organization (personal skills, processes, company policies) or outside the organization that influence the context in which it intends to achieve its objectives, and, on the basis of this definition, to assess the risks and opportunities around which to shape the management system.



## IDENTIFICATION OF POTENTIAL BUSINESS PROCESS-RELATED RISKS





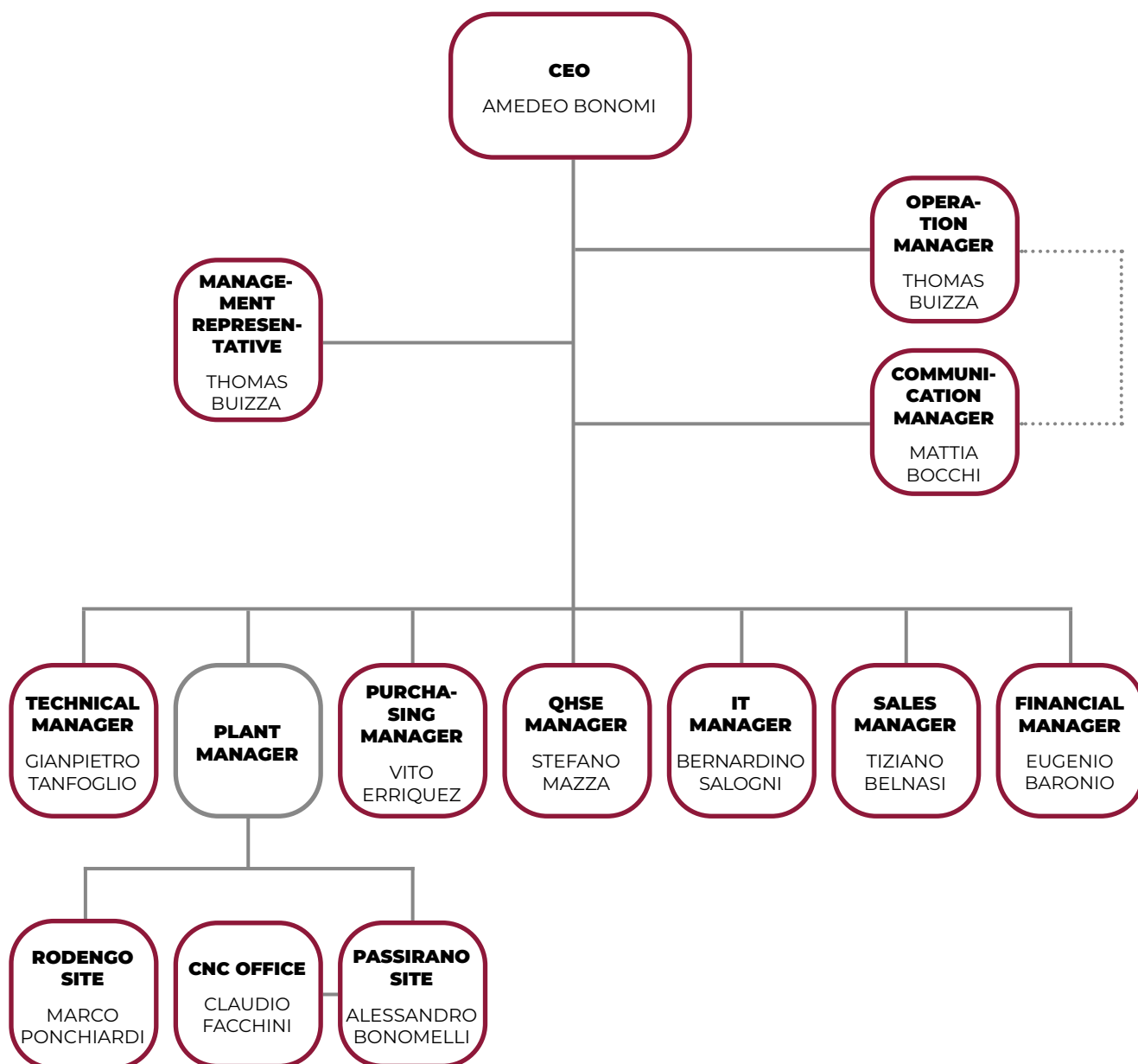
## COMPLIANCE

Corporate Compliance promotes the dissemination of a culture of legality and correct behavior as indispensable elements of good corporate functioning of the company and compliance with the principles of Business Ethics.

Anti-corruption is one of the topics covered by this function, which is also considered important in light of the provisions of the United Nations Global Compact, of which we are a member.

We reject all forms of corruption, adopting a “zero tolerance” approach and performing our activities in compliance with the highest professional and ethical standards. In order to define as clearly as possible the principles adopted in the fight against active and passive corruption, OMAL has its own Employee Code of Conduct, Code of Ethics and Supplier Code of Conduct.

## GOVERNANCE





Sustainability projects and initiatives are handled by the Management through the Integrated Management System and executed in cooperation with the process managers, who are in charge of their implementation.

The main responsibilities of management with regard to sustainability.

- Producing the sustainability report.
- Defining and managing the community care program, supporting the local communities in which the company operates.
- Managing institutional relations, representing OMAL in the various national and international trade associations.
- Assessing the environmental impact of the organization and the development of compensation mechanisms.
- Managing, together with the various company departments, relations with suppliers and customers with reference to sustainability.
- Designing, managing and monitoring sustainability projects funded by the company.



## PUTTING PEOPLE AT THE CENTRE

People have always been a precious resource at OMAL. This is why the focus on the well-being of employees and their engagement are the fundamental pillars of the company's policies.

The central importance of people is a strategic component in the pursuit of growth and improvement objectives.

Growing as a company means growing our people and their skills.

We are fully aware that **teamwork** and **valuing our staff**, without ever underestimating the uniqueness of each individual, are a strategic component in the pursuit of excellence.

In 2020, we succeeded in **keeping the work environment a safe place, creating a serene and collaborative atmosphere**, based on trust and motivation.

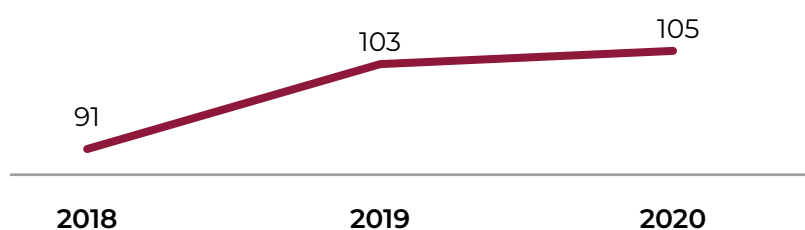
From 2012 to 2020, we organized 8 **Empowered Days** for all our staff.

In 2020, we reached **105** employees.

OMAL employees:

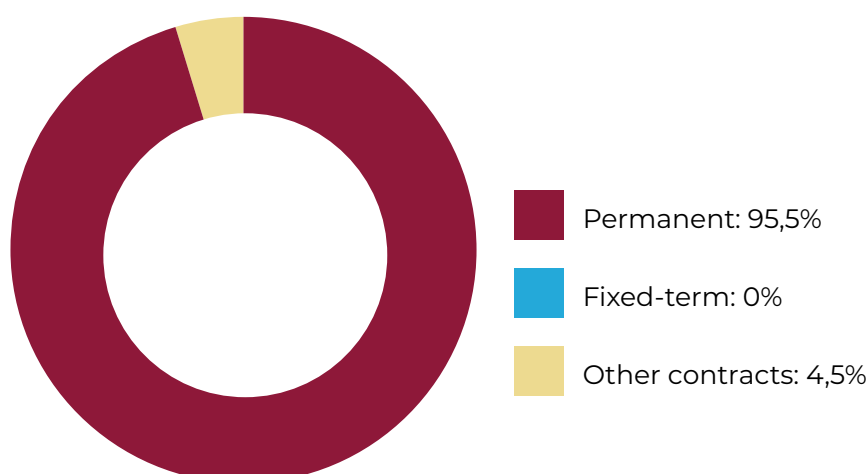
Year	Employees on permanent contracts	Employees on fixed-term contracts	Other contracts	Total	Employees without permanent contracts
2017	88	5	6	99	11,1%
2018	85	6	9	100	15,0%
2019	96	7	6	109	11,9%
2020	105	0	5	110	4,5%

### OMAL WORKFORCE OVER THE 3 YEARS



Average age of employees: **48,7**

### OMAL EMPLOYEES BY TYPE OF CONTRACT

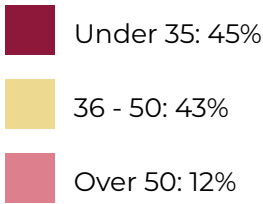
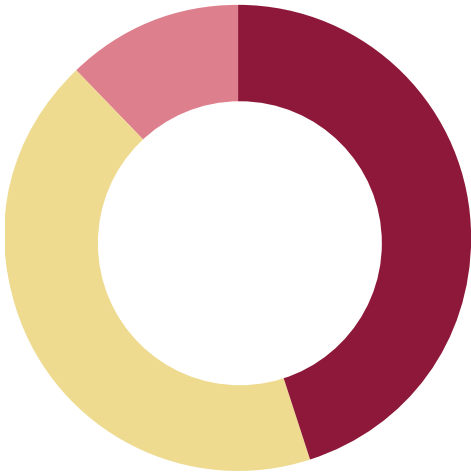




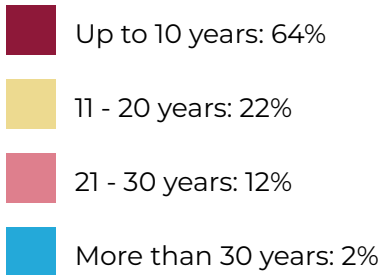
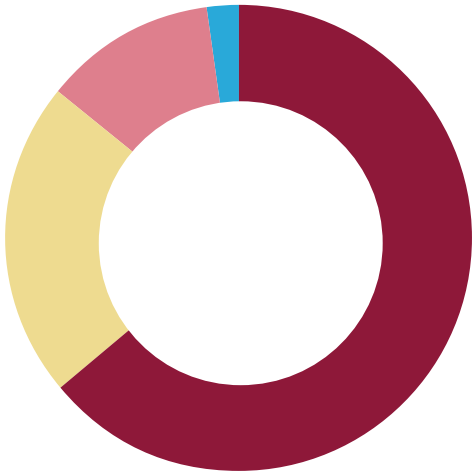
The characteristics of tour workforce remain unchanged:

- Predominance of men: men 84%, women 16%.
- Predominance of young people: about 90% under 50 (45% under 35, 43% from 35 to 50, 12% over 50).
- Strong ties with the company: over 36% of the staff have been with us for more than 10 years and 14% for more than 20 years.

AGE GROUPS



LENGTH OF SERVICE





## MEN AND WOMEN AT OMAL

The gender ratio of previous years remains the same.



## MANAGING RELATIONS WITH STAFF DURING THE PANDEMIC

The company decided to take action to support staff in coping with the difficulties created by the pandemic and the restrictions imposed to prevent the spread of the virus at both national and regional level.

- Reorganization of work spaces and rest and refreshment areas (changing rooms, canteen) to ensure they are fully functional even during health emergencies;
- Payment of the part of the salary exceeding the wage guarantee fund for the month of March 2020;
- Administering and repeating epidemiological screening (rapid tests, swabs);
- Managing communications and updates on the evolution of regulations concerning company and territorial prevention measures;
- Coverage of days off work (paid sick-leave for Covid-19) for swabs/examinations not considered sick-leave by INAIL.

## DEVELOPMENT AND TRAINING FOR PEOPLE

As the company grows, so the demand grows every year to provide an increasingly solid training course in order to meet the need for integration.

One of the objectives of this activity is to strengthen the culture of performance assessment and to develop people's potential.

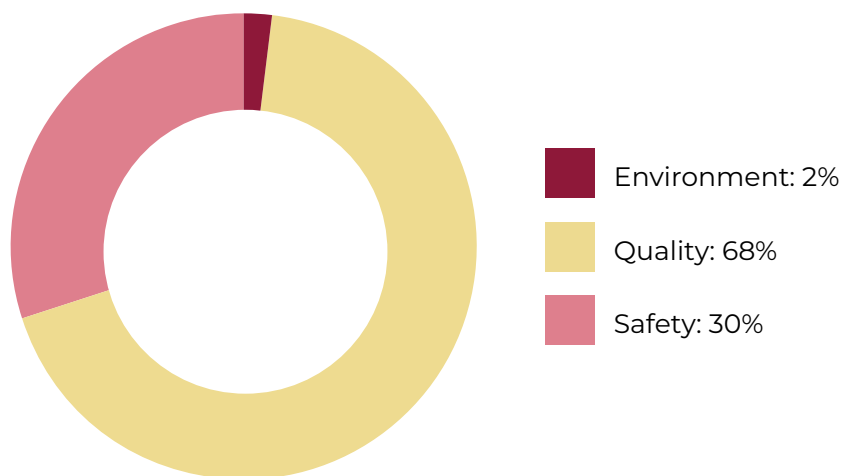
Recognizing the **value of professionalism** and the growth of skills are a strategic factor in ensuring competitiveness on the market. In addition to compulsory health and safety training, our **annual training** includes programs on basic skills, technical and specialist skills and training for new recruits.

We also organize **ad hoc training projects**, structured around the specific needs of individual employees.

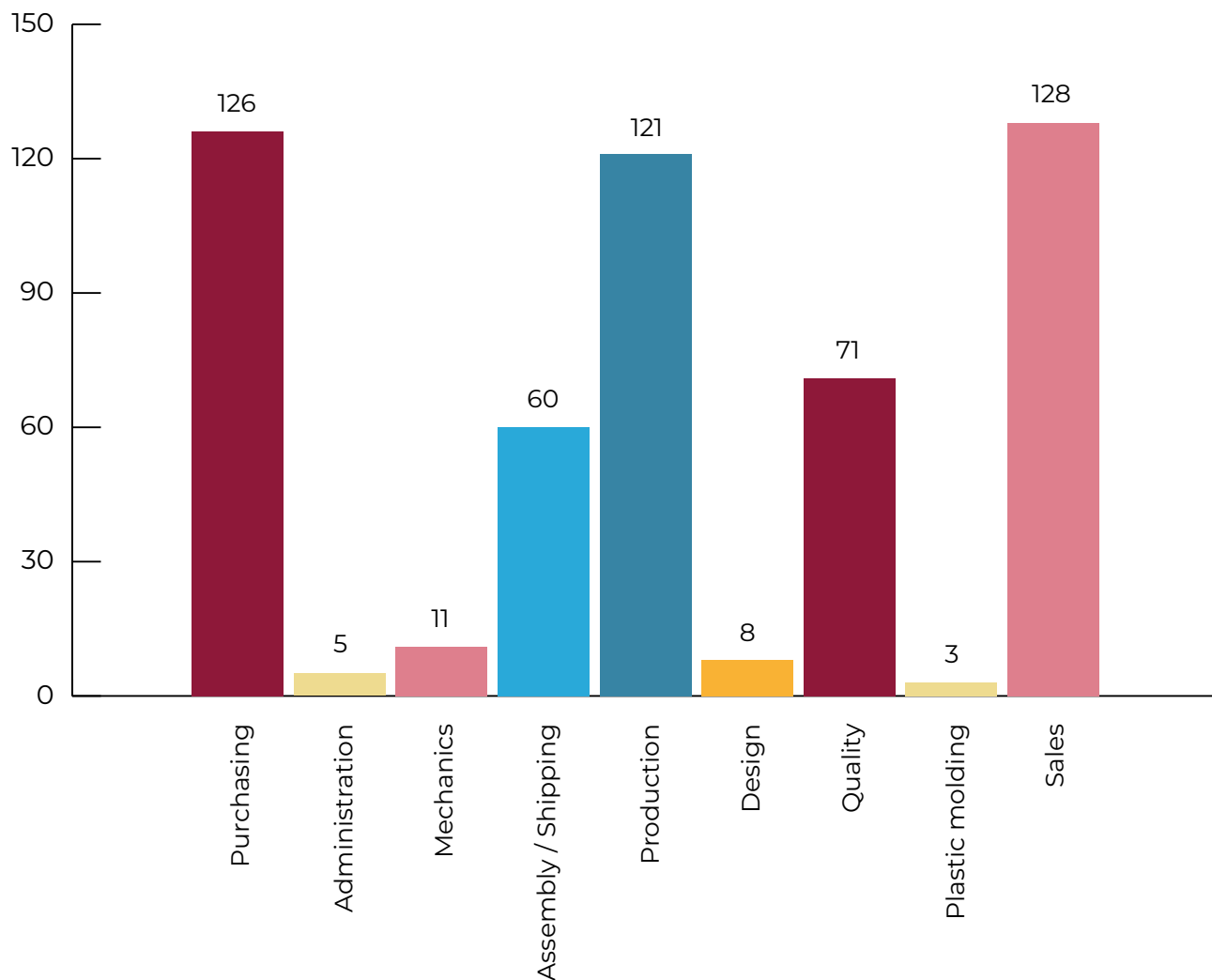
Overall, the following hours of training have been delivered over the past three years:

Year	N° of courses	N° of participants	Total hours delivered
2017	44	150	1290
2018	33	97	713
2019	67	450	1287
2020	42	117	531

## TRAINING 2020: SUBJECT AREAS OF QUALITY, ENVIRONMENT AND SAFETY



## HOURS OF TRAINING 2020



Hours of training delivered in 2020: **531**

Average hours of training per person: **4,8 hours / person**





## PERFORMANCE MANAGEMENT

**Performance management** is the process by which an organization ensures that its objectives are achieved effectively and efficiently. Collecting and analyzing data allows us to monitor the progress and performance of each activity and to measure the results achieved against the objectives set. JPA, JPM, e-sphere, Movicon11, Movicon Pro Energy, Sense, ... are just some of the new tools made available to our organization for monitoring processes and their performance.

## A FAMILY BUSINESS

We are engaged in concrete initiatives to promote and improve the well-being of workers and their families from a physical, cultural, economic and social perspective.

In recent years, we have participated in a project to construct a system of "Company Welfare", proposed by the trade organization, involving the offer of bonuses and services to employees.

Since 1 March 2018, a flexible benefits plan has been put in place for each employee, as provided for by the CCNL (National Collective Labor Agreement) signed by CONFAPI, of which we are a member.

### 1) FLEXIBLE BENEFITS

### 2) EBM HEALTH - SUPPLEMENTARY HEALTH FUND FOR SME METALWORKERS

## WORK-LIFE BALANCE INITIATIVES AT OMAL

We promote a safe and serene work environment to ensure the best possible conditions and to guarantee physical, psychological and social well-being.

To this end, we always take into account the balance between work and private life and facilitate it through dedicated initiatives. In line with this principle, we promote solutions to support the concrete and daily needs of our employees in all situations, even temporary, in which a person may find themselves during their working life.

We have always given importance to workers' demands, as we know that the whole production mechanism starts precisely with our people. To facilitate this, we promote the value of sharing in order to optimize the organization of everyone's work.



## HEALTH AND SAFETY

**Protecting the health and safety** of workers is for us of paramount importance. With this in mind, we adopt strategies to prevent the occurrence of accidents at work and occupational diseases, allocating all the necessary human and financial resources. The pursuit of “health and safety” objectives involves 3 main factors:

- Investment in new machinery, systems and technology compliant with work safety and hygiene standards;
- Continuous training of workers to create greater awareness of the risks found in the company, of their roles and their responsibilities;
- The provision of personal protective equipment, including personalized equipment (anatomical ear protectors, protective glasses with corrective lenses).

OMAL plans annual activities relating to **occupational health and safety**, provides specific training sessions on occupational health and safety for its employees, collects data from periodic health surveillance and maps and records accidents that and updates the frequency and severity indexes.

We strongly believe that striving for continuous improvement in all areas, and in particular the field of occupational health and safety, is an essential factor in the success of the organization and we intend to pursue this goal. Therefore, in line with our Occupational Health and Safety Policy, we have started to implement an Occupational Health and Safety System according to the ISO 45001:2018 standard. The adoption of a Management System allows us to define, monitor and improve all processes relating to the protection of workers' health and safety, distributing the benefits achieved both within and outside the organization.

We expect to complete the certification process by the end of 2021.

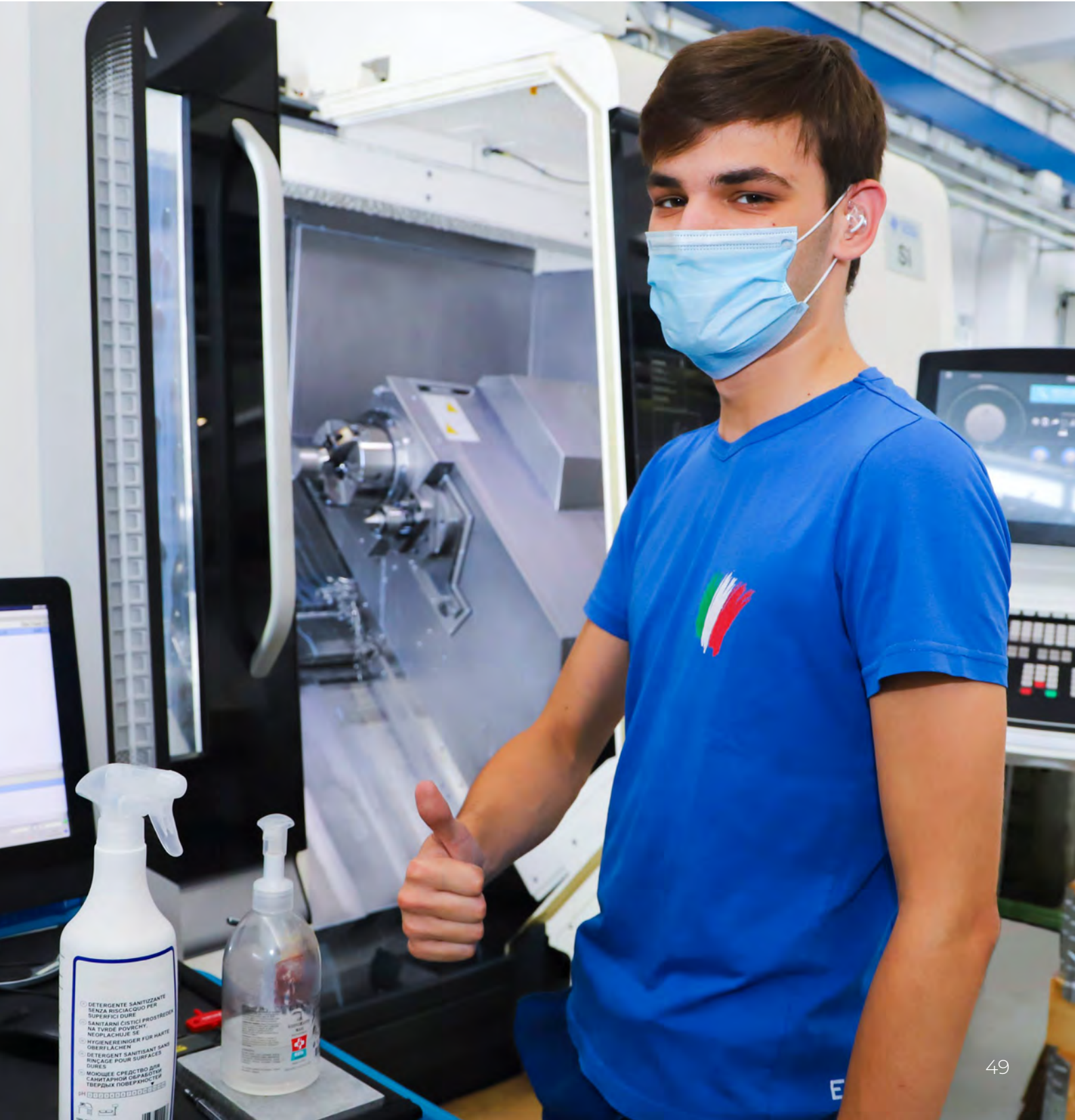
Indicator	%	Coefficient	Average for previous 3 years	2020	%	2021
A Accid. severity index IG	%	0,4	0,2	0,3	76%	0,3
B Accid. frequency index IF	%	0,3	13,4	16,6	81%	0,2
C Accid. duration index ID	%	0,3	13,7	15,3	89%	0,3





## HEALTH EMERGENCY MANAGEMENT

We have administered epidemiological screening for all employees. In collaboration with the company CDS Srl, leader in Brescia in the field of Occupational Medicine, around 190 rapid IgG/IgM tests were administered with results available in 10 minutes. These tests are only the last of a wide range of actions implemented for the management of health emergencies: purchase of safety equipment, sanitization and disinfection, monitoring. This is an important signal in terms of protecting common health, starting with the health of our workers and their families.





## RESPONSIBLE AND SUSTAINABLE SUPPLY CHAIN

In 2016, we launched an awareness campaign for our supply chain on corporate social responsibility, sharing a Supplier Code of Conduct based on the five principles summarized in the image below:

- ACTIVE RESPONSIBILITY;
- PURSUIT OF EXCELLENCE;
- INNOVATION;
- ETHICS;
- COMMERCIAL PRINCIPLES.

The five pivotal areas are based on principles of which we require full application in an active exchange with suppliers. We recognize that this is a long-term process and that our suppliers are important partners towards the construction of responsible - and therefore sustainable - practices.

### SELECTING SUPPLIERS

At OMAL, we follow a protocol for selecting our suppliers based on the values that have always set us apart, with a particular focus on sustainability criteria.

We implement our procurement policies and practices in accordance with the principles of our Code of Ethics and in particular the Supplier Code of Conduct (CCF).

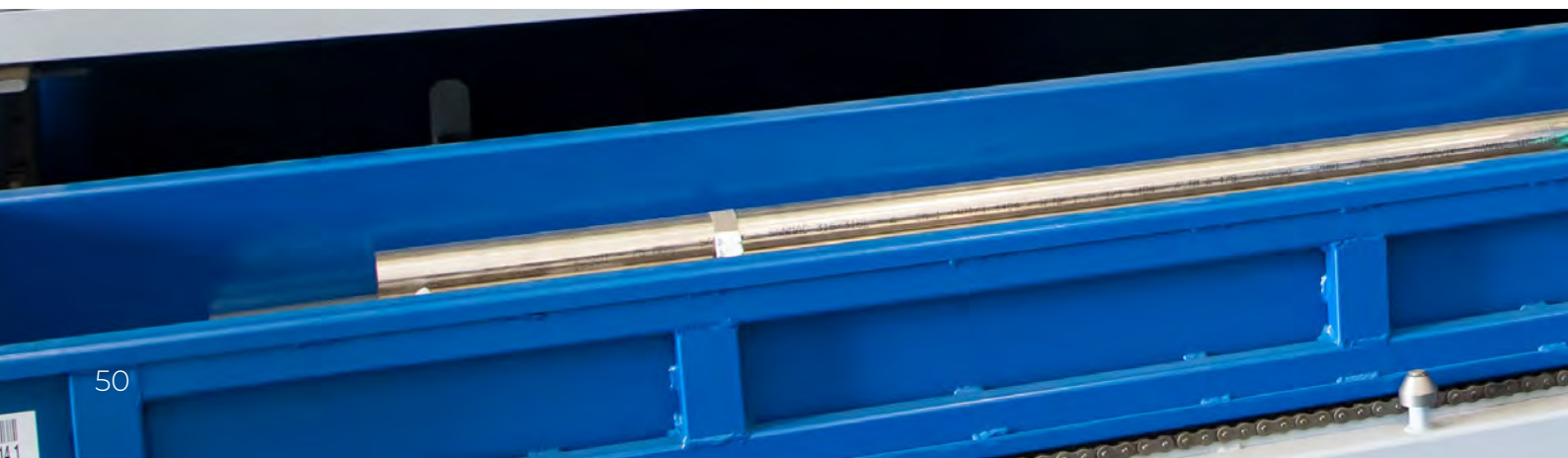
We select business partners and organizations that:

- share our values and our sensitivity towards environmental and social sustainability (they subscribe to our CCF);
- fulfil their environmental and CSR obligations (they subscribe to legal supplier requirements);
- adopt initiatives to prevent pollution and/or protect the environment;
- have implemented an environmental management system or intend to do so.

We support our suppliers in implementing virtuous practices to minimize environmental impact along the whole supply chain. This is achieved by monitoring the supply chain.

Our main objectives in this regard are:

- reducing waste,
- optimizing procurement processes,
- promotion of virtuous behavior both within and outside the organization,
- monitoring suppliers' environmental performance,
- sharing our policy with the supply chain.



## SHARING SUPPLIER CODE OF CONDUCT 2020



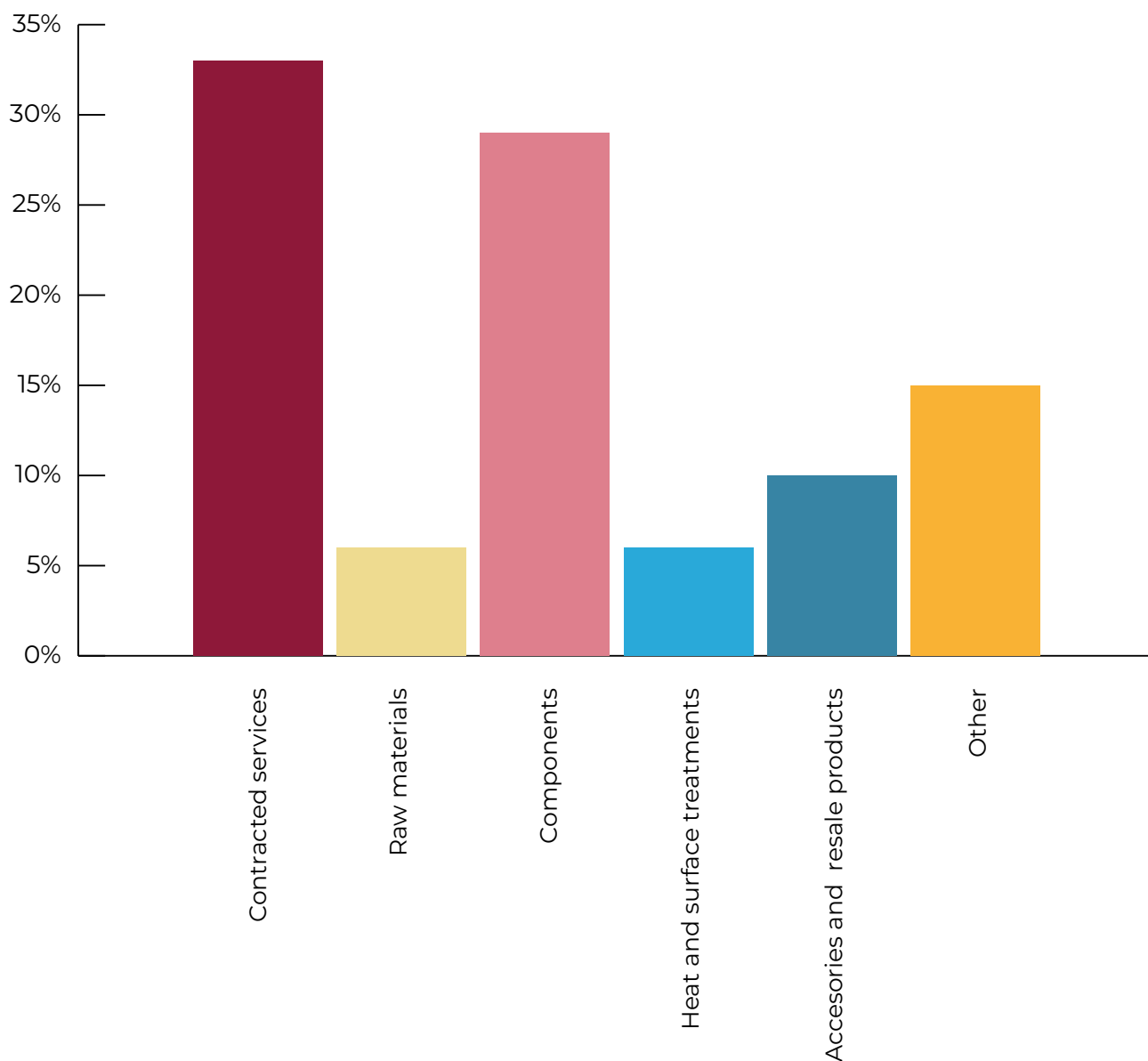
Qualified suppliers who have shared the Supplier Code of Conduct:

Year	%CDF	N° of qualified suppliers
2017	100% (*)	221
2018	87,2% (**)	188
2019	78,0%	165
2020	86,8%	273

(\*) subscribed by 57% (\*\*) subscribed 60%



## DISTRIBUTION OF TYPE OF SUPPLY

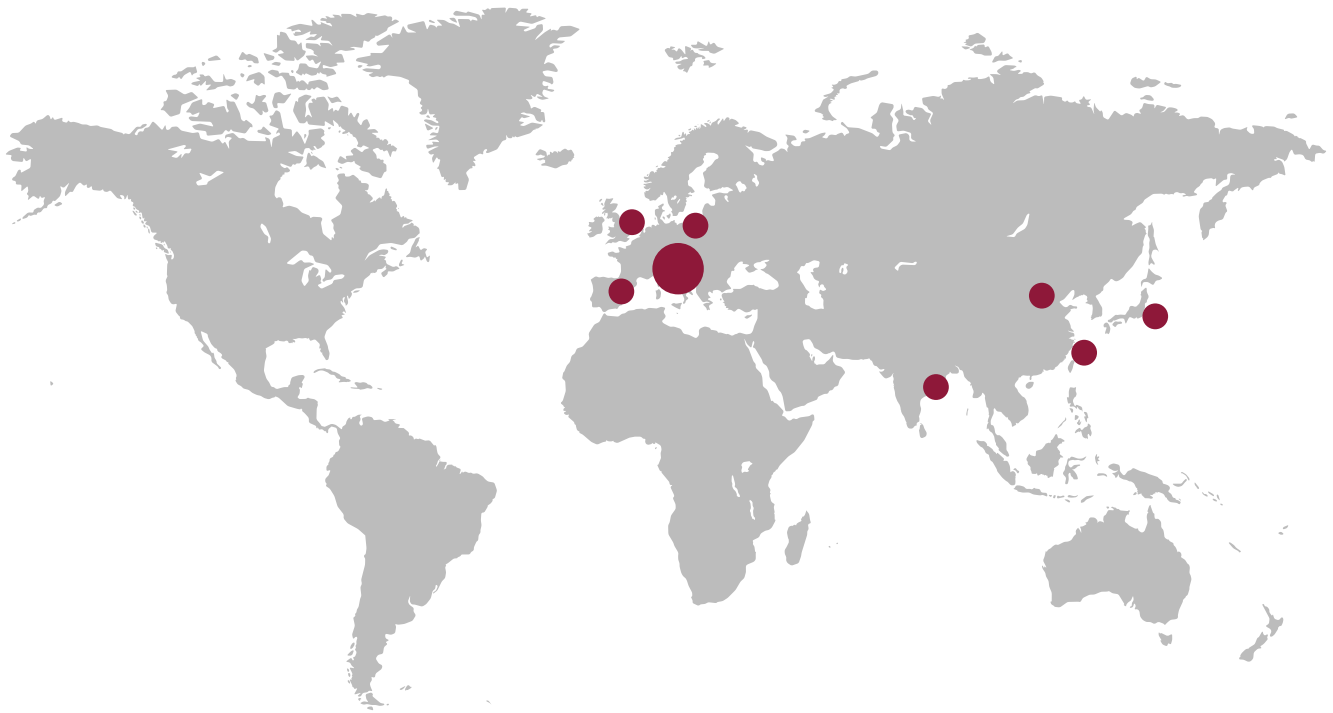


## LOCAL SUPPLIERS

Distance in km	N° of suppliers	% suppliers
<100	211	77,3%
<200	31	11,4%
<300	14	5,1%
>300	17	6,2%
<b>Total</b>	<b>273</b>	<b>100,0%</b>



## LOCATION OF THE SUPPLY CHAIN



Origin	2019		2020	
	Million €	Rate %	Million €	Rate %
Brescia	19,93	<b>59,9%</b>	16,56	<b>61,91%</b>
Lombardy (1)	8,15	<b>24,5%</b>	6,27	<b>23,44%</b>
Italy (2)	1,65	<b>5%</b>	1,51	<b>5,64%</b>
UE (3)	0,47	<b>1,4%</b>	0,15	<b>0,56%</b>
Non-EU	3,05	<b>9,2%</b>	2,26	<b>8,45%</b>

(1) excluding Brescia; (2) excluding Lombardy; (3) excluding Italy;

The following table shows the consumption of raw materials in the last 3 years (expressed in kg) for each category of supply and material.

Raw material consumption in kg			
Type of material	2018	2019	2020
Brass	573.662	347.597	414.102
Steel	535.255	471.377	421.293
Aluminium	148.041	88.797	32.797
Bronze	13.868	11.617	7.331
<b>Total (kg)</b>	<b>1.270.826</b>	<b>919.388</b>	<b>875.523</b>

Consumption figures are down on 2018 as a result of the reorganization of production and procurement processes.

## ENGAGING LOCAL COMMUNITIES

We have always been active in our local areas.

Over the years, we have forged important links with **local charitable groups**, supporting multiple projects and striving to maintain unchanged and continuous commitment to social initiatives in support of the community. In the three-year period 2018-2020, **we made donations** for a total of **€289.300**.

OMAL's Community Care is based on activities to promote the local area in which the company operates.

Community Care aims to improve the social, cultural and environmental situation of local communities. The initiatives follow clearly defined criteria. We support specific beneficiaries, such as local associations, non-governmental organizations, universities and hospitals and we work in accordance with significant institutional and territorial stakeholders, such as municipal and district authorities.

	2018	2019	2020	3-year total
<b>Donations</b>	12.025	14.729	59.152	85.906
<b>Sponsorships</b>	69.000	54.000	80.328	203.394

The Community Care program envisages support for projects that goes beyond mere donations (monetary or product) or sponsorships, engaging the company in co-planning activities with local communities.

The main projects of local community support that we backed in 2020 are:



- Local parishes



- Fondazione MAMRE Onlus



- Fondazione i Bambini delle Fate



- Spedali Civili Brescia (purchase of 6 respirators for Covid-19 emergency - investment of €50.000)



- ASD I Centurioni rugby

Among other initiatives, we chose to make our own contribution in the difficult time of the health emergency in March 2020. We donated €50.000 to the Fondazione Spedali Civili di Brescia for the purchase of equipment and BiPAP ventilators, crucial to increasing the number of intensive care beds available and helping to cope with the situation.

Another important aspect is opening up to the local area by welcoming young interns or students for periods of apprenticeship or alternation between school and work, with the aim of offering work experience or training and handing down to younger generations the company's values: passion for work, respect for the rules and for others and a sense of duty.

From this perspective, we are always open to collaboration with schools and again in 2020, despite the delicate situation, we chose to continue with this initiative.







# OBJECTIVE 9: BUILD RESILIENT INFRASTRUCTURE AND FOSTER INNOVATION



Strategic objectives	Results compared to 2019
Social investments	<b>+47,4%</b>
Social investments as a percentage of EBITDA	<b>5%</b>
Value added generated	<b>-11%</b>
Value added distributed	<b>-9%</b>
Process automation	<b>+18,8%</b>
Logistics 4.0	<b>+30%</b>

Our motto is 'Empowered Performance': a product of empowered performance can only be produced through an 'empowered' process.

Empowered Performance is achieved by carrying out all the main processes in house (creation of know-how), ensuring the quality of 100% Italian production and ensuring product control along the entire value chain (traceability).

Our suppliers are selected on the basis of both economic and sustainability parameters.

At OMAL, Empowered Performance means manufacturing with maximum care for the environment and the surrounding area, as well as for people and corporate social responsibility.

Our products are designed for maximum performance throughout the lifecycle: from design and manufacture to installation and operation, ensuring durability and low consumption.



## FLOW-CHART - PRODUCTION CYCLE:

1. Purchasing and procurement;
2. Sales;
3. Production (Passirano production site);
4. Assembly, testing, shipping (Rodengo Saiano production site).

We have achieved high levels of automation by investing in automated work islands, many of which are robotic. Improved control and efficiency of production processes has resulted in positive effects on management, leading to optimization of consumption and energy savings, as well as on the quality of the end product.

The production facilities at the Passirano site:

- 70 units,
- 28 automated work islands, of which 19 robotic.

Year	Machinery	Work islands	Robotic islands
2018	57	25	16
2019	67	26	16
<b>2020</b>	<b>72</b>	<b>28</b>	<b>19</b>

The Quality and Environmental Systems at both sites guarantee:

- Effectiveness and efficiency of internal processes in achieving their objectives,
- Continuous improvement of company performance,
- Respect for the environment,
- Control over impact and legislative compliance,
- Dynamic, innovative management model geared towards customer satisfaction and loyalty.

The “High Level Structure”, common to the “Quality and Environment Systems” ensures their increasing integration with a common terminology, greater sharing of internal procedures and more streamlined management.





## INDUSTRY 4.0 - PROCESS AUTOMATION

### Logistics: implementation of new material handling areas with AGVs

Driverless transport trucks are central to an automated warehouse, controlled by smart software. An AGV (automated guided vehicle) is a driverless vehicle used to move finished or semi-finished products from the warehouse to the assembly department along programmed routes from which it cannot deviate.



In September, we completed the new configuration of two AGVs for mixed path handling of inductive and laser circuits.

The devices are programmed to move in areas where there are people in motion. So they are able to ensure health and safety during their movements and are also fitted with safety devices in case of accidental contact (safety edges and proximity sensors).



## PRODUCT MONITORING AND CONTROL

The measurement and data collection systems are integrated by setting up control stations within production departments and in quality control areas. They use a wireless connection to monitor continuously parameters of product quality and process efficiency, also possible directly from the control stations. The data is available to production staff in real time.

In this regard, we have adopted the application MOVICON 11 (monitoring vision and control), which collects reports, data and alarms from the systems for statistical analysis.

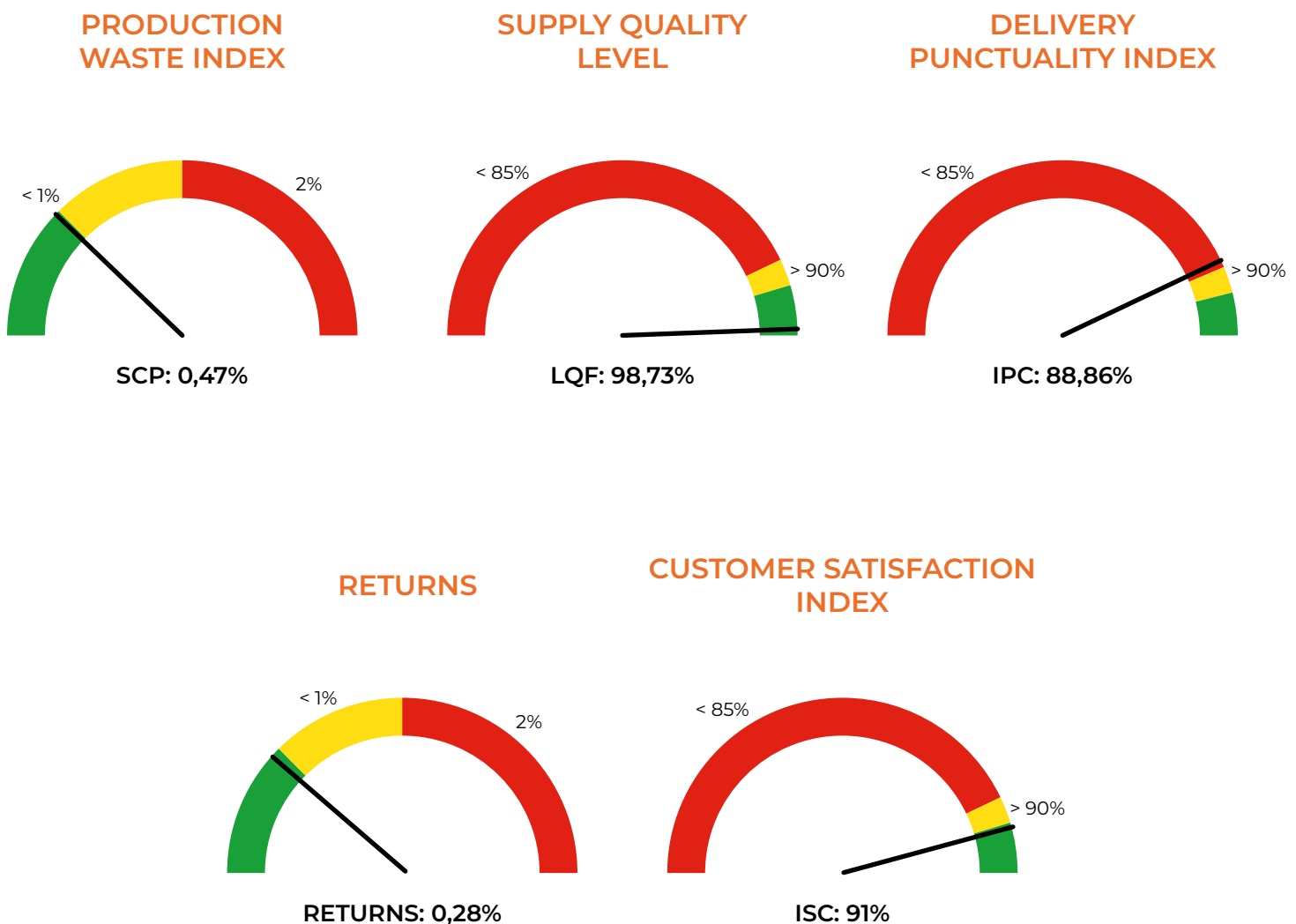
The Movicon Pro-Energy module, on the other hand, detects and manages the energy consumption of each production plant via the **energy dashboard**.

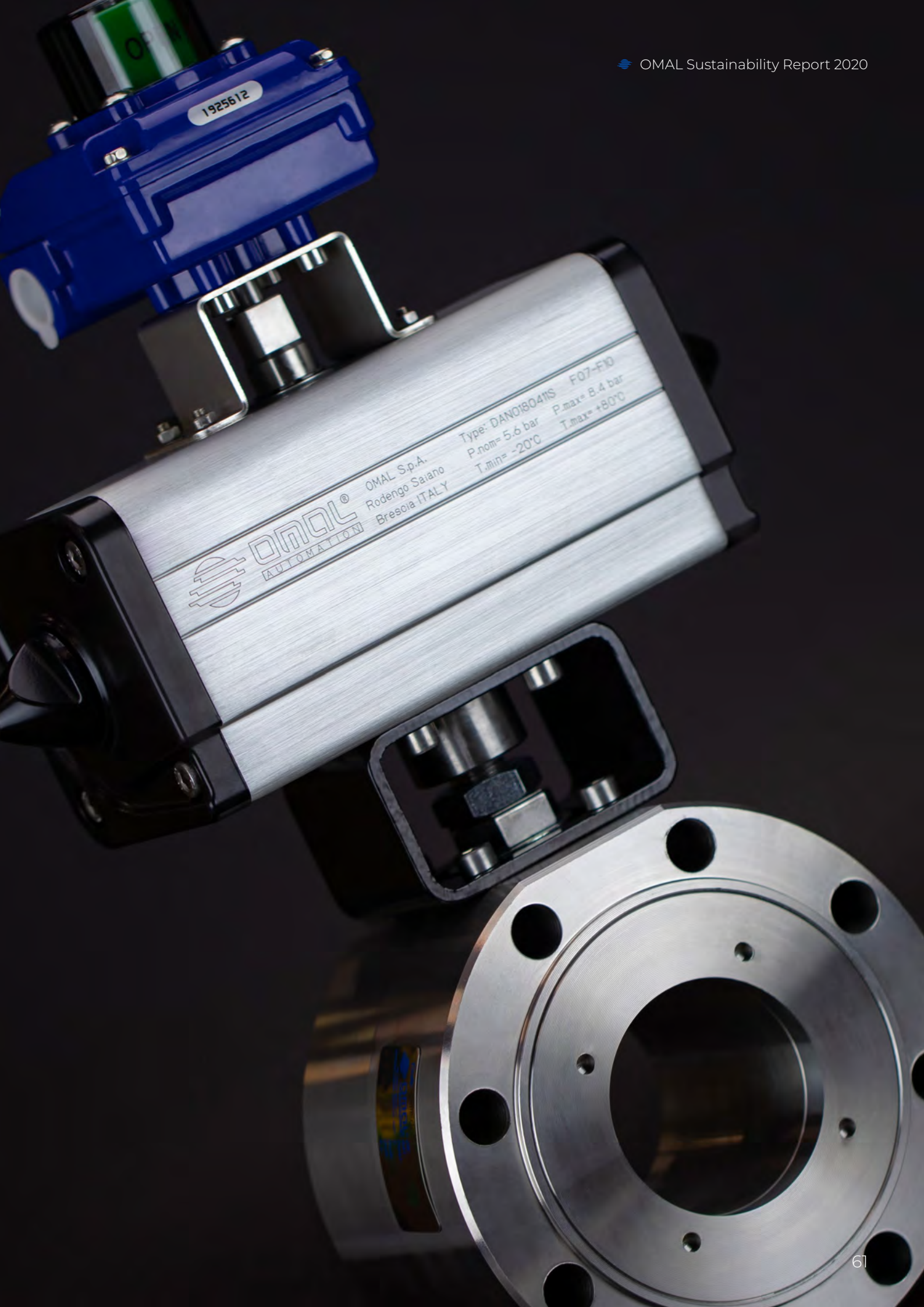


## PRODUCT PERFORMANCE

At OMAL, we have often wondered what it means to make a sustainable product. Among the many options, we have identified one: “a product is truly sustainable if it can meet the needs of today and tomorrow.” In other words, a product is sustainable if the user doesn’t have to worry about how it was produced, how it is used and how it will be handled at the end of its life.

User-friendly analysis tools, such as the applications we have adopted JPA, Qlikview and QlikSense, allow us to make decisions in real time, guided by the compass of sustainability. In particular, the software JPA is a Project Management system that enables coordinated management of activities, from planning and progress to their closure. JPA also manages some critical or strategic “internal processes” by distributing responsibilities and activities through special work-flows in order to speed up the relationships between internal processes and manage them in a more controlled manner.







## PRODUCT AND SYSTEM CERTIFICATIONS

We believe in the importance of product certifications in order to communicate unequivocally the value of our work and consequently of our brand.

The acquisition of product certifications is maintained in accordance with international standards and is conducted in agreement between the System Manager, the Sales Manager, the Design Manager and General Management.

To date, we boast a wide range of product certifications for multiple applications:



## INTEGRATED QUALITY & ENVIRONMENT SYSTEM CERTIFICATIONS



## COMMITMENT TO INNOVATION

Our main goal is to create high-performance, efficient and reliable products, which at the same time meet sustainability criteria to reduce environmental impact.

At OMAL, we focus on the transition from a simple industrial product to a green industrial product. Our idea of innovation is to consolidate various aspects of product sustainability.

We strive daily to improve our sustainability indicators by focusing on actions such as:

- minimizing the supply chain, investigating the sustainability of our suppliers,
- using functions that reduce energy consumption and ensure supply from renewable sources,
- re-introducing used materials to the production cycle, encouraging circular economy processes,
- atmospheric emissions and ensuring proper waste management, striving to reduce the amount of hazardous waste.

Innovation is about looking forwards, towards a greener, better future. Innovation is about driving performance towards peaceful coexistence with the planet while simultaneously benefiting all stakeholders.

	Investments in environmental management		
	2018	2019	2020
Reducing emissions	8.103	5.905	5.590
Certifications	10.026	19.569	23.154
Representation and other	420	626	-
<b>Total environmental costs</b>	<b>18.549</b>	<b>26.099</b>	<b>28.744</b>
<b>Total social innovation costs</b>	<b>125.864</b>	<b>112.128</b>	<b>165.326</b>
<b>Tot. sustainability investments</b>	<b>144.413</b>	<b>138.228</b>	<b>194.070</b>









# OBJECTIVE 12: RESPONSIBLE GROWTH



Strategic objectives	Results compared to 2019
Loyal customers	+3,9%
ECOVADIS rating	= (GOLD)
AGCM legality rating	= (2 stars +)
Green Impact IN	-41%
Green Impact US	-6,4%

**Objective 12** promotes the implementation of the UN's ten-year program for sustainable consumption and production. The **objective** is to adopt an environmentally friendly approach to chemicals and waste.

It is our specific responsibility to future generations to produce sustainably and to be at the forefront of addressing the urgent challenges of progress.





## IMPACT MEASUREMENT - OMAL B CORP

Certificazione



B Corp is a company that incorporates positive social and environmental impact objectives into its business strategy, in harmony with its economic and financial objectives.

B Corp® certification applies to the whole company, including all product or service lines and all business areas. A third-party audit certifies the achievement of the required social and environmental sustainability performance.

We were awarded the prestigious B Corp® certification in September 2017. What is more, in both 2018 and 2019, we won the Best for Environment award, given to the world's best-performing B Corp companies in the impact category.





## TRANSPARENCY AND LEGALITY

We are committed to a certification process promoted by the Italian Competition Authority (AGCM) to ensure maximum transparency to all interlocutors on the financial and commercial operations of our organization.

### LEGALITY RATING

This is a concise indicator of compliance with legality standards, and the score ranges from one to three stars: one star, the company complies with legality; two or three stars, the company complies with additional requirements beyond legal obligations. We have achieved a rating of: \*\*+ which ranks us among the 25% most virtuous companies out of the approximately 9000 that have now obtained a legality rating.



### LEGALITY RATING

RATING (source: AGCM, last updated 18/02/21)



IDENTIFIER: RT4847

RATING UPDATED AS AT 27/06/2019

With the Legality Rating, we comply with the following actions:

- Respect the contents of the Legality Protocol signed by the Ministry of the Interior and Confindustria (Italian Industries' Federation), the guidelines that implement it, the Protocol signed by the Ministry of the Interior and the Lega delle Cooperative (Cooperatives' League), and at local level by the Prefectures and trade associations..
- Adopt systems of payment traceability even for amounts lower than those set by law.
- Adopt an organizational structure that monitors the compliance of the company's activities with regulatory provisions applicable to the business or an organizational model pursuant to Legislative Decree no. 231/2001.
- Adopt processes to guarantee forms of Corporate Social Responsibility.
- Registered on one of the lists of suppliers, service providers and works contractors not subject to attempted mafia infiltration.
- Subscribe to self-regulating ethical codes adopted by trade associations.
- Adopted organizational models to prevent and combat corruption.

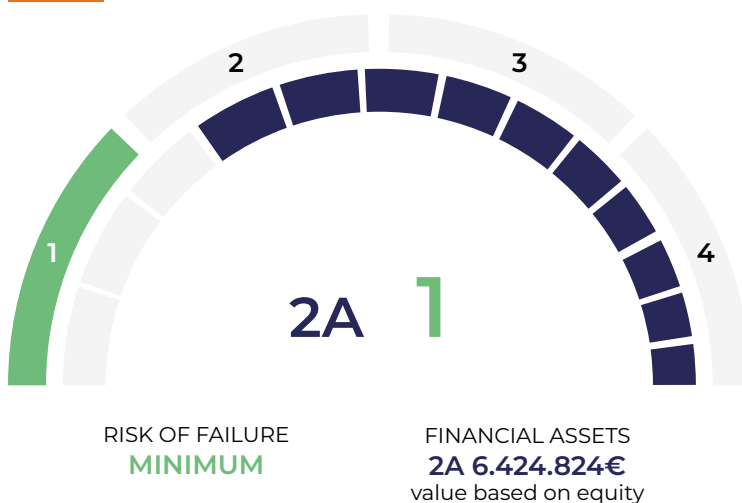
## CRIBIS PRIME COMPANY

CRIBIS D&B, a leading company in the business information sector at an international level, has classified OMAL as being of maximum economic and financial reliability by assigning us a **Failure Score of 94** with **minimum “risk of failure”**. The CRIBIS rating is an important parameter for assessing the reliability of an organization and is awarded exclusively to companies that consistently maintain a high level of economic and financial reliability and are virtuous in their payments to suppliers.

## CRIBIS D&B RATING

The rating summarizes the assets and risk levels of the company. The indicator ranges from 1 (minimum risk) to 4 (maximum risk). OMAL's business rating for the last 24 months is 1. Another important indicator is the Delinquency Score, which predicts the likelihood that a company will pay its bills significantly later than agreed over the next 12 months.

### Risk assessment



### Score factor

- Financial flow is satisfactory.
- The company has a medium level of debt.
- The current account tends towards balance.
- The obligations made by the company are met with slight delays.
- The analyses carried out over the last 12 months show that the trend in payments is constant.
- The company has been operating on the market for some time.

FAILURE  
SCORE  
(1 - 100)

DELINQUENCY  
SCORE  
(1 - 100)

PAYDEX CRIBIS  
D&B  
(1 - 100)



## OMAL ON THE ECOVADIS PLATFORM

We are on one of the most important platforms for assessing business sustainability according to criteria of ethical and social responsibility: EcoVadis.

The EcoVadis platform uses 100 indicators to assess a business's impact on the environment, ethics, responsible procurement and labor and human rights: at OMAL, have been awarded the Gold Medal, with a score of 70/100.



## GLOBAL COMPACT

The United Nations Global Compact is the world's largest voluntary corporate sustainability initiative, requiring participating companies to align with principles that promote the integration of sustainability as part of their business. We subscribed to the ten principles in 2017, pledging to renew our membership year on year.

In 2018, OMAL S.p.A. became a founding member of the Global Compact Network Italy (GCNI). The primary aim of the Global Compact Network Italy (GCNI) Foundation is to help develop the United Nations Global Compact in Italy, an initiative for the promotion of the culture of corporate citizenship promoted and managed on a global scale by the United Nations. As Founder of the GCNI Foundation, OMAL S.p.A., in accordance with its Articles of Association, has been entered in the book of Founders. It has the right to participate in association activities and meetings with voting rights and to access information prepared by the Foundation.

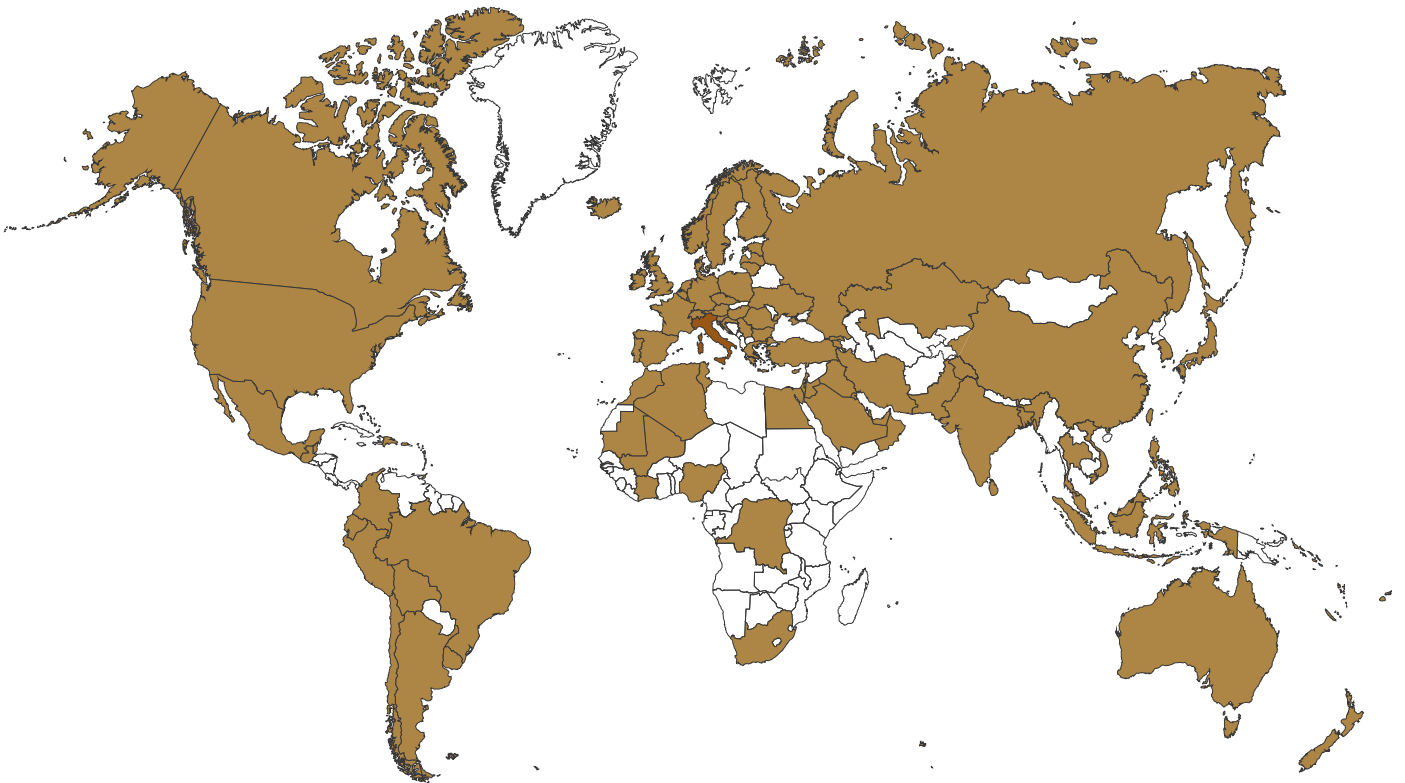
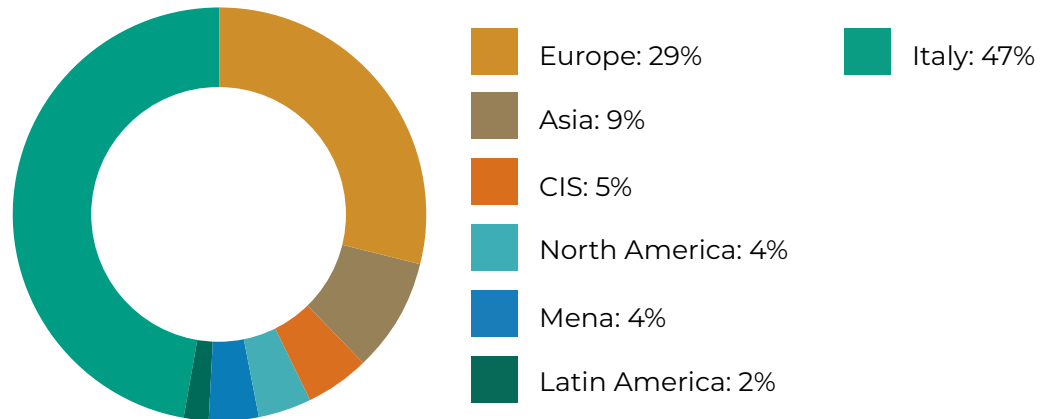




## RESPONSIBLE GROWTH ON THE MARKET

Market presence is ensured by a **sales force** consisting of multi-firm agents in Italy and a network of distributors in foreign countries (EU and non-EU).

### THE GLOBAL MARKET OF OMAL



Today, we sell all over the world and have customers in 100 countries, where agents and distributors provide services for different industries.

The following are the main activities undertaken with the aim of creating new relationships and strengthening those already existing:

- **Developing customer relations**

- New agreements with Italian agents;
- Setting up the new distribution agreement in the USA and Australia/New Zealand.

● **Market development (OMAL US, OMAL Malaysia)**

To develop the full potential of the North American market and promote the entire range of OMAL products, we created the fully-owned subsidiary OMAL USA.

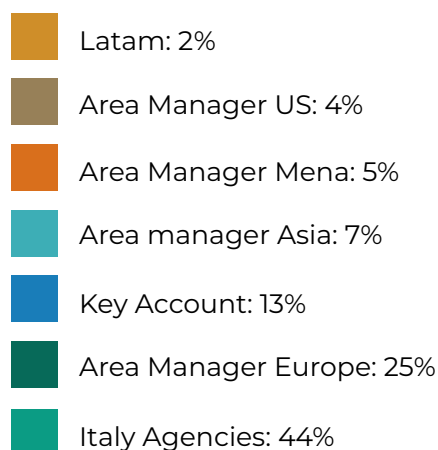
We planned the opening of a subsidiary in Kuala Lumpur for the development of the South East Asian market.

● **The OMAL organization (the Italian, European and non-European sales networks)**

The Italian sales area is based on a network of 9 agencies, one Italian area manager, two sales technicians and two supporting back office staff. An internal area manager was added for the direct management and development of the "Veneto and Friuli" area. The European market is managed directly by the Sales Manager and three supporting back office staff.

The area outside Europe is managed by two area managers and three back office staff.

SALES 2020



## CUSTOMER LOYALTY

Customer satisfaction is our most important objective and a useful indicator for monitoring the effectiveness of the actions taken and the policies implemented. The sales department is in constant contact with customers and gathers ideas and observations.

Furthermore, to assess the quality perceived by the customer in more detail, we have created certain specific indicators:

- Lead time: delivery times expressed in days;
- On-time deliveries: proportion of deliveries on time;
- Delays: Average delay in days.

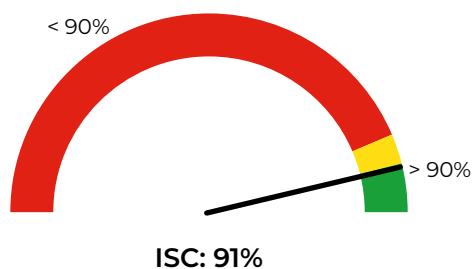
Customer satisfaction is important to us in order to build customer loyalty. At OMAL, trust and transparency are indispensable values placed at the forefront of our customer relations.

### CUSTOMER LOYALTY INDEX

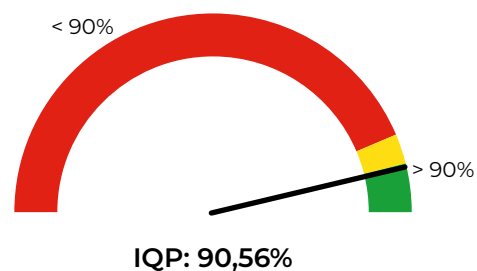
Year	N° of customers previous year	N° of customers retained	%
2017	333	<b>308</b>	92,5%
2018	334	<b>316</b>	93,7%
2019	345	<b>324</b>	93,9%
2020	328	<b>307</b>	93,6%

Customers who invoice over €10,000.00 per year were considered

#### CUSTOMER SATISFACTION INDEX



#### CUSTOMER PERCEIVED QUALITY INDEX



### EVOLUTION OF WORKING RELATIONSHIPS DURING THE PANDEMIC

As it was impossible to organize trade fairs, assignments and trips due to the pandemic, contact with customers was made exclusively via video conferences. These new technologies have proven to be sufficiently effective in maintaining and developing new business negotiations, providing technical support and delivering technical sales training.



# OBJECTIVE 13: CLIMATE ACTION



Strategic objectives	Results compared to 2019
Energy from renewables	= (100%)
Energy self-produced and consumed, photovoltaic system	-0,2% (93,1%)
Photovoltaic system efficiency	99,2%
Green investments	+10,1%
Green investments as a percentage of EBITDA	0,9%
Waste recovery	+0,3%
Production/waste efficiency	= (99,5%)

The climate emergency affects everyone, including companies, so much so that today the greatest global risks for business, according to the World Economic Forum 10, are linked precisely to the consequences of ongoing climate change.

Therefore, it is appropriate for businesses to consider climate action, “Objective 13” of the 2030 Agenda, as a priority. It is precisely because of the importance of this issue and the consequences that climate change is having on production, that we have chosen to include Objective 13 as one of our four priority objectives. Climate imbalances have important and direct consequences on the production, productivity and quality of every business. It is therefore important that we promote actions aimed both at mitigating the effects of climate change, reducing its impact, and adapting to and offsetting the effects. This chapter will report on the environmental impact indicators in terms of CO<sub>2</sub> emissions and will also describe the initiatives through which OMAL is actively promoting the adaptation and mitigation of the effects of climate change.





## PROGRAMS TO REDUCE ENERGY CONSUMPTION THROUGH EFFICIENT TECHNOLOGIES OR EQUIPMENT

### SYSTEM OF HEAT RECOVERY FROM COMPRESSORS

The heating of the building is guaranteed in part by recovering the heat produced by the compressors, installed for the production of the compressed air, during their normal operation for 16h/day. The recovered kWh are used to heat the Passirano site or to produce domestic hot water.

**The recovery of the heat produced by the compressors reduces the site's energy consumption by 1%, thus avoiding the emission of new CO<sub>2</sub>eq.**

### SYSTEM OF CONDENSATE RECOVERY AND COMPRESSED AIR CIRCUIT (PASSIRANO SITE)

The OMAL production plant is equipped with a system that recovers and reuses the production cycle condensate from the compressed air circuit of the treatment system.

- Compressed air circuit condensate recovery - expected production m3 = 30
- Compressed air circuit condensate recovery - actual production m3 = 20.1





## PHOTOVOLTAIC SYSTEM FOR THE PRODUCTION OF RENEWABLE ENERGY

We use electricity from renewable sources, saving 76% of CO<sub>2</sub> compared to standard supply. We have also installed an innovative photovoltaic system that allows the internal production of energy with a CO<sub>2</sub> savings of up to 96%.

The photovoltaic system installed at the new Passirano site consists of 400 x 250W panels arranged in 16 rows of 25 panels and connected to 5 x 20 kW inverters, for 100 kWp of installed power. This system started operating on 01/08/2017 and guarantees a minimum contribution of 100,000 kWh per year.

- Photovoltaic system - expected kWh/y production = 100,000.00
- Photovoltaic system - actual kWh/y production = 99,190.85

(Yield 99.2% = 99.19085/100.000%)

Year	kWh from photovoltaics	Energy produced
2017	52.330	105%
2018	118.122	118%
2019	112.764	113%
2020	99.191	99%





## THE ENVIRONMENTAL SYSTEM

We voluntarily adopt an Environmental System compliant with the ISO 14001:2015 standard which allows us to monitor and control environmental impact, correctly assess risks and ensure legislative compliance.

In everyday life, this is reflected in lines of action, policies and operating procedures that enable the coordinated and systematic management of all activities and processes that may affect the environment. The scope of the system concerns all activities carried out at the Rodengo Saiano and Passirano sites. With a view to continuous improvement, every year, we define specific environmental targets and sustainability objectives, which are then implemented in all business units.

The Quality Manager has the following tasks:

- supervising the correct implementation of the system;
- collecting the information necessary to update the defined performance indicators;
- verifying regulatory compliance;
- coordinating audit activities;
- managing relations with the Certification Body.

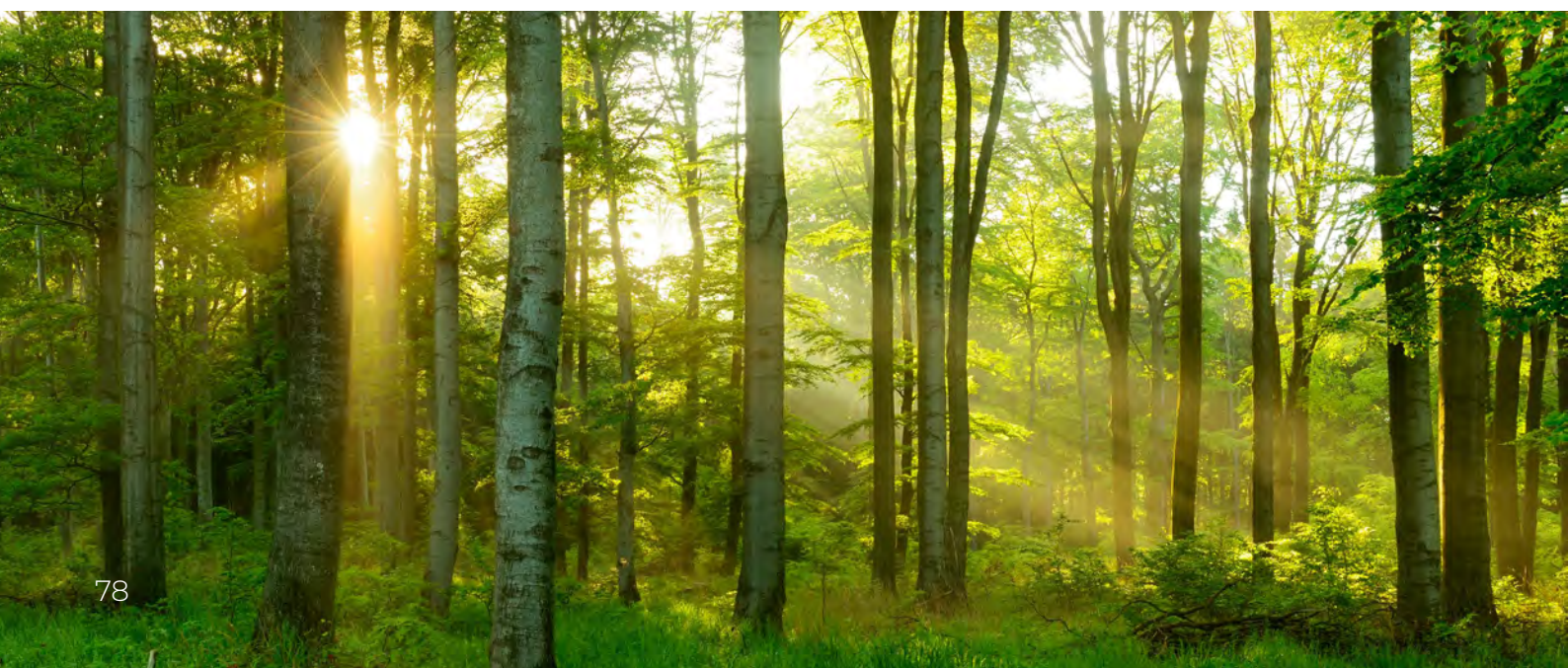
## ENVIRONMENTAL PERFORMANCE

Our commitment to protecting the environment is promoted and encouraged by the Management and extended throughout the organization, guiding daily actions towards:

- the sustainable use of resources;
- the optimization of procurement processes;
- limiting waste production;
- the recovery and/or recycling of materials with a view to circular economy;
- sharing our policies with the supply chain.

We seek to improve internal and external communication in order to promote a sustainability-oriented work culture through annual reporting and ad hoc communication campaigns on social media.

Our relationship with the environment therefore shifts from the confines of the company to relationships with customers and suppliers, considering “extended management models” capable of reducing overall impact through the engagement of all actors in the chain.

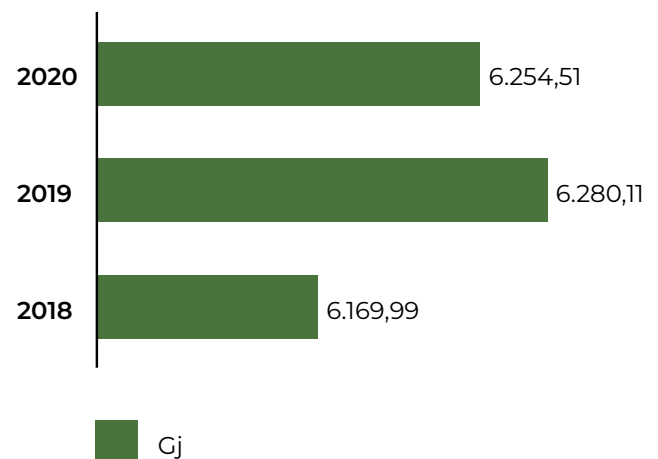
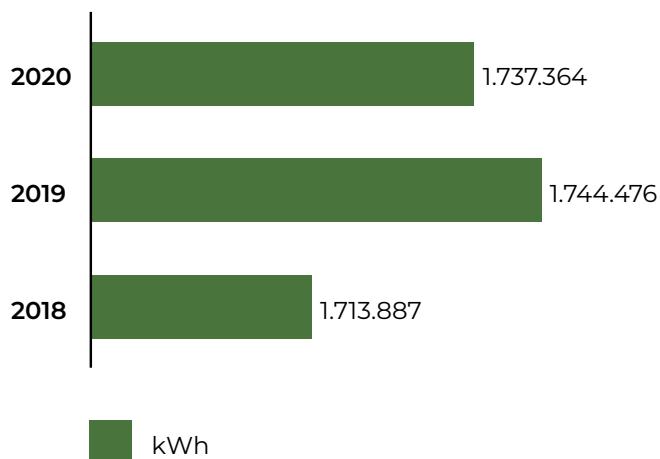


# OUR CONSUMPTION - GREEN US - GREEN IN

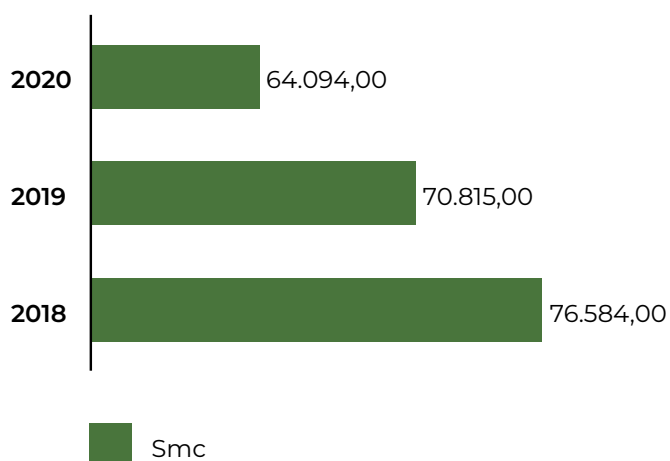
## ENERGY CONSUMPTION

Energy consumption can be attributed to production machinery, heating and air conditioning and fuel for the company's vehicles and forklifts. The trend in energy, methane and gas consumption over the last three years can be summarized as follows:

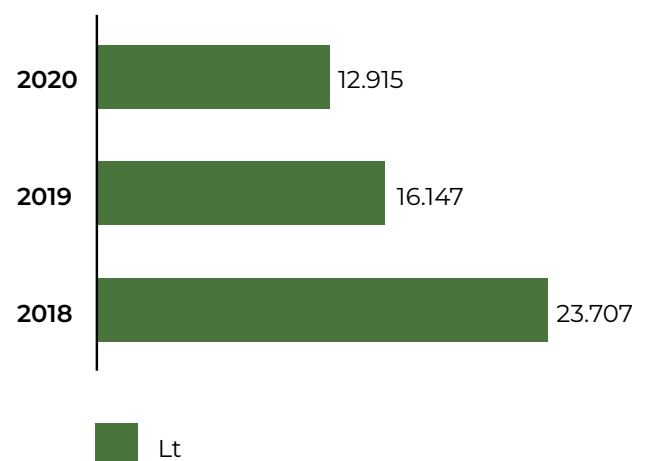
### ELECTRICITY CONSUMPTION



### METHANE CONSUMPTION



### DIESEL CONSUMPTION



\*2018 Amended data

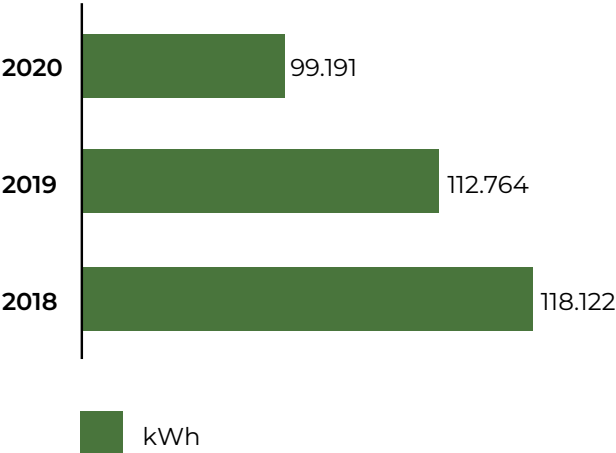
\*2018 Amended data



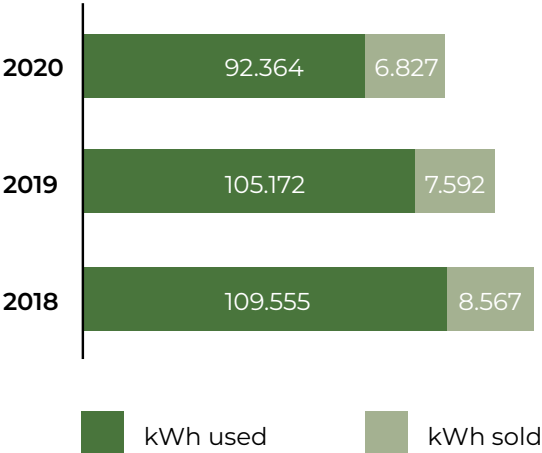
SELF-PRODUCED ENERGY

In 2020, we produced 99,191 kWh of energy, of which 93.2% used for self-consumption and 6.8% sold to the national energy grid.  
The energy used for own activities and produced by the photovoltaic system has allowed us to avoid not only CO<sub>2</sub>eq emissions linked to the production of this energy, but also grid losses linked to feeding it into the national grid.

ELECTRICITY PRODUCED BY PHOTOVOLTAICS



PHOTOVOLTAICS: ENERGY USED AND SOLD



## PURCHASE OF CLEAN ENERGY

After making our plants more efficient, recovering heat, rationalizing consumption and self-producing energy, the remaining energy needs are met by a purchase agreement for energy 100% from renewable sources to support the development of renewables, in particular hydropower produced in Italy by the energy supplier A2A Energia SPA.

Year	N° EEC certificates withdrawn	Development of renewables	Technology
2017	1.515	100%	Hydropower
2018	1.712	100%	Hydropower
2019	1.744	100%	Hydropower
2020	1.737	100%	Hydropower

The EECS (European Energy Certificate System) certificates of a size of 1 MWh, certify the use of renewable sources as defined by EU Directive 2009/28: wind, solar, aerothermal, geothermal, hydrothermal and oceanic, hydraulics, biomass, landfill gas, gas.

These certificates and their subsequent cancellation (withdrawal of the certificate from the market), even separately from the physical supply of the electricity, demonstrate commitment to the environment by allowing to pay a positive delta compared to the price of electricity from conventional sources.

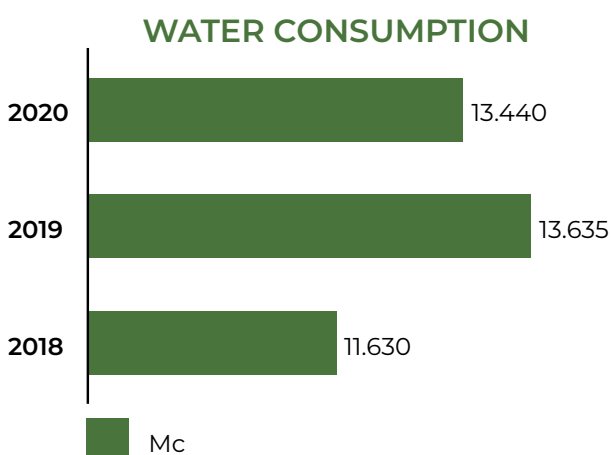




## WATER - A RESOURCE PARTLY RETURNED TO THE ENVIRONMENT

Water consumption mainly concerns civil uses and the irrigation of the green spaces surrounding the two sites, while production activities do not require significant water consumption. In 2019, we completed the project for the recovery and reuse of condensate generated by the compressed air plant at the Passirano site. The system separates the water from the condensate oil and breaks down the bacterial load using specific substances by treating it with UV radiation. Every year, the plant can treat and reuse as much as 30,000 liters of water in the production process. In addition to water recovery, this system also treats the wastewater from the compressed air system, which can contain variable quantities of oil and particularly polluting impurities.

Below, we show the water consumption for the three-year reference period 2018-2020:



### PHYTO-PURIFICATION SYSTEM

The Passirano site has adopted a phyto-purification system for waste water. Thanks to specific plants that absorb heavy metals such as lead and nickel, we return water to the environment that has been purified in terms of chemicals and bacteria. These plants protect the purification system from low winter temperatures, ensure a greater spectrum of activity for the bacterial micro fauna and absorb the mineral substances released during the purification process. The phyto-purification plant for waste water at the Passirano site came into operation in 2016 and guarantees the recovery of waste water similar to domestic sewage.





## CARBON FOOTPRINT



Our focus on the issue of GHG emissions from our activities led us to calculate and certify the carbon footprint according to the ISO 14064:2012 standard back in 2016; a study that was replicated in 2018. In 2019 and 2020, the analysis was limited to our internal calculation of Scopes 1 and 2.

In accordance with the standard and the GHG Protocol, OMAL's emissions were accounted for according to:

**SCOPE 1: DIRECT EMISSIONS** - direct GHG emissions from installations within the boundaries of the organization.

**SCOPE 2: INDIRECT EMISSIONS FROM ENERGY CONSUMPTION** - indirect GHG emissions from the generation of electricity, heat and steam imported and consumed by the organization.

The results show a general decrease in impact in terms of CO<sub>2</sub> equivalent (-0.8%), due mainly to an improvement in the consumption covered by "Scope 1" but also the fall in production due to the pandemic. Aware of our impact and the importance of having to offset our emissions, in 2021, we will resume the measurement of Scope 3 with the new Carbon Footprint, followed by the preparation of an annual offset plan.

The table below shows the comparisons for the years 2017-2018-2019-2020, divided into the macro-categories defined by the reference standard:

GHG Protocol	GHG emissions 2017 [tCO <sub>2</sub> eq]	GHG emissions 2018 [tCO <sub>2</sub> eq]	GHG emissions 2019 [tCO <sub>2</sub> eq]	GHG emissions 2020 [tCO <sub>2</sub> eq]
<b>Scope 1 Direct emissions</b>	182	191	184	164
<b>Scope 2 Indirect emissions from energy consumption</b>	191	218	222	216



Below are the data relating to the CO<sub>2</sub> recorded as part of the GREEN US and GREEN IN projects

GREEN US - Greenhouse GAS emissions (Tons CO <sub>2</sub> eq)					
Year	F gas	Methane	Diesel	Electricity	Total
2017	-	122	60	191	<b>373</b>
2018	-	152* (127)	75* (64)	218	<b>445* (409)</b>
2019	-	141	43	222	<b>406</b>
2020	2	127	35	216	<b>380</b>

\*Amended data

NB: Leakage of fluorinated greenhouse gases (R407C) from plants in 2020 = 1.8 tons CO<sub>2</sub>eq.

GREEN IN - Greenhouse GAS emissions (Tons CO <sub>2</sub> eq)				
Year	Schenker	DHL	APRILE	Total
2017	71	17	117	<b>205</b>
2018	93	7	135	<b>235</b>
2019	51	10	148	<b>209</b>
2020	47	10	66	<b>123</b>
<b>Total</b>	<b>262</b>	<b>45</b>	<b>466</b>	<b>773</b>

#### % incoming logistics offset out of total (GREEN IN)

2017	50%
2018	89%
2019	90%
2020	94%

The CO<sub>2</sub>eq emissions resulting from outbound logistics and performed in 2020 with the same carriers were also offset: % outgoing transport offset out of total: 44%  
Therefore, 71.75% of incoming and outgoing transport in 2020 was offset.

The transport carried out through Aprile S.p.A. were offset with the following project:

#### Photovoltaic solar power generation in China

The project was developed in Baitugang, near the city of Lingwu, China, and generated around 56,330 MWh of solar electricity per year. The project not only provides clean electricity to the grid, but also contributes to the sustainable development of local communities, by reducing polluting emissions and creating jobs, during both the construction and operation of the plant.

Subject: **Freight transport carried out by Aprile S.p.A.**

Tons of CO<sub>2</sub>: **66**

Offsetting project: **Photovoltaic solar power generation in China**

Unique code: **LXT-71\_BTP**

The transport carried out by Schenker Italia S.p.A. were offset through the following project:

#### Electricity generation from wind power in China

The proposed project is a newly built wind farm, located south of Guyuan County, Hebei Province, China. We installed 133 wind turbines with a total capacity of 199.5 MW, which will generate clean electricity that will be fed into the North China Power Grid (NCPG). The electricity supplied annually is 405,685 MWh and the estimated annual reduction in GHG emissions is 427,936 tCO<sub>2</sub>eq.

Subject: **Freight transport by Schenker Italiana S.p.A.**

Tons of CO<sub>2</sub>: **47**

Offsetting project: **Electricity from wind power in China**

Unique code: **DLY-21-EXL**

The transport carried out by DHL were offset by financing the following projects:

- Efficient stoves, Lesotho (CDM 5482, GS 913) Water Filters, Guatemala (GS 1321);
- Energy from biomass, Brazil (GS 1042) Hydro energy, Laos (GS 2707);
- Household biogas, Vietnam (GS 1083) Energy from landfill gas, Chile (GS 3976);
- Borehole rehabilitation, Eritrea (GS 1247) Wind energy, Aruba (GS 816), India (GS 4603);
- Tonnellate di CO<sub>2</sub>: 10.



We offset the CO<sub>2</sub> emissions generated by viewing 600.00 pages per year on the company website through the CO<sub>2</sub>web Project by Reteclima, planting trees to **neutralize the website's greenhouse gas emissions.**

PROJECT zero CO <sub>2</sub> web	
Year	CO <sub>2</sub> offset Kg
2017 - 2018	200
2018 - 2019	200
2019 - 2020	450
2020 - 2021	

\* Amended data

Il sito web [www.omal.it](http://www.omal.it) è

**CO<sub>2</sub>web**

**CO<sub>2</sub> emission zero**

mediante il progetto di nuova forestazione urbana nazionale realizzato in Milano, con neutralizzazione di:

**450 kgCO<sub>2</sub>eq (\*)**

**grazie alla posa di 4 alberi urbani**

codice attestato: **1080116504M** data scadenza attestato: **30/09/2021**

CO<sub>2</sub>web è un progetto di **rete clima**

\*) valori di assorbimento lungo il ciclo vitale arboreo



## ZERO PAPER PROJECT

The “Zero Paper” project brings together all the activities and projects to digitize business processes and documents that have been launched since June 2012. The following activities were launched and consolidated in 2020:

1. product quality control data collection system (measurlink),
2. OMAL app (digital catalogue),
3. company website
4. waste management document management system,
5. **new e-sphere** production scheduler.

One way of measuring the effect of these initiatives on the organization is to monitor the consumption of printed paper. Below is the consumption of printed paper (no of copies printed) in recent years which shows a decrease in consumption of 20% compared to 2017.

CHANGE COMPARED  
TO 2017

-20%



## FOR A CIRCULAR ECONOMY

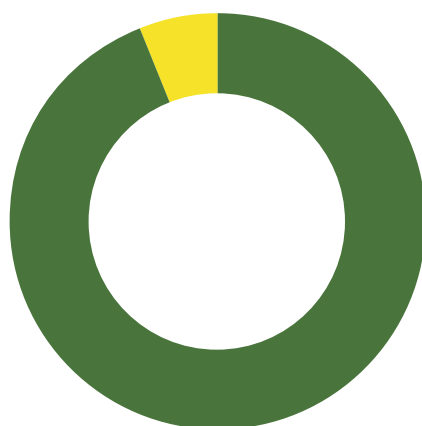
The objective of sustainable waste management is achieved through the following actions:

- reducing the waste produced and implementing circular economy actions;
- maximizing the amount of waste sent for recovery;
- reducing the proportion of hazardous waste out of total waste;
- reducing the proportion of waste sent to landfill.

In the belief that great results can also be achieved through small efforts, we have invested in training and raising staff awareness on proper waste separation and sorting in order to send as much waste as possible for recovery.

Waste produced (kg) year 2020			
Waste	Passirano	Rodengo Saiano	OMAL
NP (kg)	434.060	62.936	496.996
P (kg)	20.157	2.635	22.792
T (kg)	454.217	65.571	519.788

**HAZARDOUS /  
NON-HAZARDOUS  
WASTE**



Non-hazardous: 95,6%  
Hazardous: 4,4%

Waste produced (kg) year 2020			
Waste	Passirano	Rodengo Saiano	OMAL
Recovered	453.065	65.246	518.311
Disposed of	1.152	325	1.477
Produced	454.217	65.571	519.788
Circular recovery	432.837	59.148	491.985





Collection data for the last three years show that OMAL's efforts are improving, ensuring the majority of waste is recycled.

	2019	2020
Waste produced (kg)	582.321	519.788
Hazardous waste as a percentage of the total	3,60%	4,4%
Percentage of waste sent for recovery	99,40%	99,7%
Percentage of waste sent to landfill	0,60%	0,30%

As can be seen in the table, the share of waste produced fell by 9.3%; moreover, the quality of the collection meant that we sent just 0.3% of waste to landfill (against 0.6% last year).

**Of the waste produced, 95% was recovered for the production of new raw materials to be reused in the same production processes to make new products.**



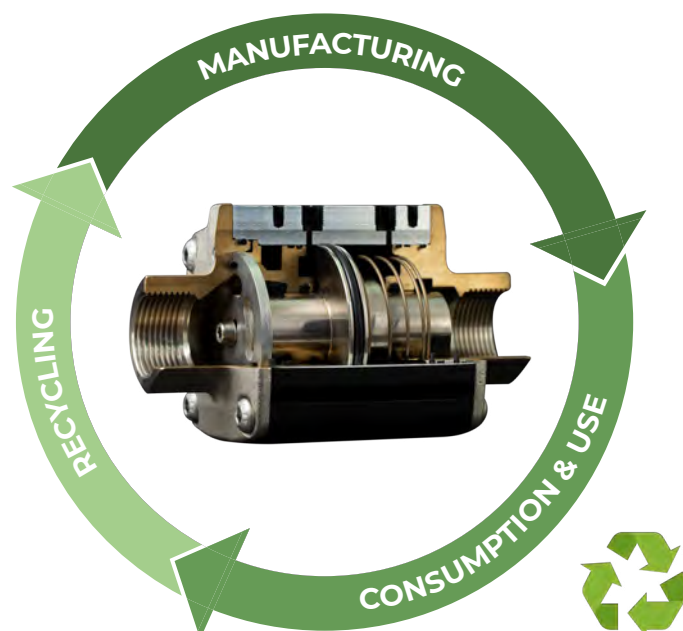
Waste recovery	
2019	2020
94,9%	94,7%

## MANAGING PRODUCTEND-OF-LIFE

OMAL products are designed so that they can be completely disassembled at the end of their useful life, separating the various materials for proper disposal.

They are accompanied by a user manual that lists the raw materials used and an exploded view of the product that indicates where the materials are found and how to dispose of them.

The choices made by OMAL in the design of its products mean the materials and lubricants used can be disposed of as "non-hazardous special waste". This is on condition that they are not polluted by substances classified as hazardous during their use.



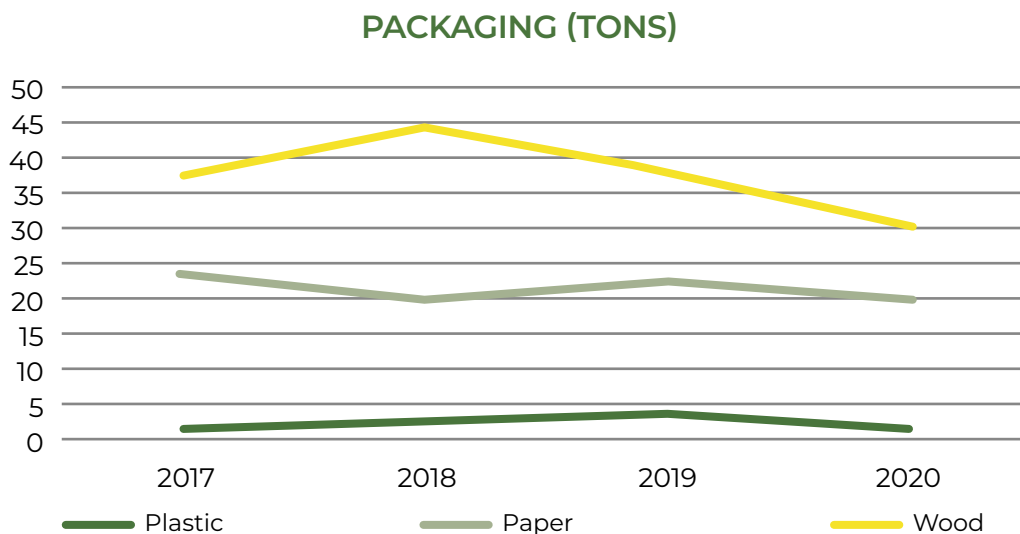


## WASTE RECOVERY - PACKAGING MATERIALS

We joined the sorted waste collection service organized in the area on 1 July 2012 for the recovery of paper and cardboard, plastic, aluminum, glass and organic waste from the canteen service, refreshment areas and offices.

- **Result of sorted waste collection in the municipality of Rodengo Saiano in 2020: 61.7%**
- **Result of sorted waste collection in the municipality of Passirano: 82.5%**

We have also ensured the recovery of packaging waste from production by delivering it to companies specialized in the recovery of waste paper, plastic and wood.



# METHODOLOGICAL NOTE

## OBJECTIVES OF THE DOCUMENT AND REFERENCE TOOLS

The Sustainability Report is the tool through which we communicate annually our progress in sustainability to our stakeholders.

Details of the content reported within the scope of the Sustainability Report 2020 can be found in the section “Scope of reporting and period analyzed”.

The Department responsible for management systems coordinated the drafting of the Sustainability Report, with the support of a team of external consultants, involving the entire organizational structure of the company in the scope of the report.

The document was prepared taking as technical and methodological reference the “Global Reporting Initiative Sustainability Reporting Standards” (hereinafter GRI Standards) issued by the “Global Reporting Initiative” in 2016. In particular, according to the provisions of the standard GRI 101: Foundation, paragraph 3, we chose to prepare the document according to the “GRI - CORE” method, using a selected set of standards to prepare the information included in this Report.

The GRI indicators were chosen taking into account the degree of importance to us of the different material topics. The references to the GRI Standards are given in the final table of indicators.

Finally, this Report is the tool for reporting on the company’s commitment to the United Nations Global Goals, to which we have devoted four chapters, each providing a report on our efforts towards achieving specific targets.

The paragraph “OMAL and the Global Goals” in this section instead details the approach that OMAL followed to identify the priority objectives.

## SCOPE OF THE REPORTING AND PERIOD ANALYSED

The data included in this document refer to OMAL S.p.A. as at 31.12.2020 and report the relative data in correlation with the previous two-year period 2018-2019.







# GRI INDICATORS

The following table shows the list of indicators reported in this Sustainability Report. Alongside each GRI indicator, we give the page or section reference or, where the data or information is not found in the text, we give a description of the indicator itself.

## CONTENT INDEX

GRI Standards	Disclosures	Page(s)	Omissions
GENERAL SECTION			
GRI 102 General disclosures 2016	<b>ORGANIZATIONAL PROFILE</b>		
	102-1 Name of the organization	Cover	
	102-2 Activities, brands, products and services	28	
	102-3 Location of headquarters	30	
	102-4 Location of operations	30	
	102-5 Ownership and legal form	40	
	102-6 Markets served	71	
	102-7 Scale of the organization	42	
	102-8 Information on employees and other workers	42, 43, 44	
	102-9 Supply chain	50, 51, 52, 53	
	102-10 Significant changes to the organization and its supply chain	There were no significant changes	
	102-11 Precautionary principle or approach	35, 38	
	102-12 Adoption of codes of conduct (economic, social and environmental) - external initiatives	51	
	102-13 Participation in initiatives and trade associations	13	
	<b>STRATEGY</b>		
	102-14 Statement from senior decision-maker the organization	8	
	<b>ETHICS AND INTEGRITY</b>		
	102-16 Values, principles, standards and norms of behavior	28	
	<b>GOVERNANCE</b>		
	102-18 Governance structure	40	

<b>GRI 102 General disclosures 2016</b>	<b>STAKEHOLDER ENGAGEMENT</b>		
	102-40 List of stakeholder groups	13	
	102-41 Collective bargaining agreements	42	
	102-42 Identifying and selecting stakeholders	13	
	102-43 Approach to stakeholder engagement	13, 14	
	102-44 Key topics and concerns raised	14, 15	
	<b>REPORTING PRACTICE</b>		
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	102-46 Defining report content and topic boundaries	90	
	102-47 List of material topics	14, 15	
	102-48 Restatements of information	79, 84	
	102-49 Changes in reporting (material issues, scope of reporting)	16	
	102-50 Reporting period	90	
	102-51 Date of the most recent report	5 - annual	
	102-52 Reporting cycle	5, 90	
	102-53 Contact points for questions regarding the report	98	
	102-54 Claims of reporting in accordance with the GRI Standards	90	
	102-55 GRI content index	92, 93, 94, 95	
<b>GRI 200 - ECONOMIC PERFORMANCE INDICATORS</b>			
<b>GRI 103 Management Approach 2016</b>	<b>ECONOMIC MANAGEMENT</b>		
	Describe the management approach for economic performance using KPI GRI 103: Management Approach		
	Chapter: "OBJECTIVE 8: DECENT WORK AND ECONOMIC GROWTH"  Chapter: "OBJECTIVE 9: BUILD RESILIENT INFRASTRUCTURE AND FOSTER INNOVATION"	35, 36, 37, 54, 63	
<b>GRI 201 Economic Performance 2016</b>	<b>ECONOMIC PERFORMANCE</b>		
	201-1 Direct economic value generated and distributed	36, 37	
<b>GRI 203 Indirect economic impacts 2016</b>	<b>INDIRECT ECONOMIC IMPACTS</b>		
	203-1 Infrastructure investments and services supported	54	
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GRI 204 Procurement practices 2016	<b>PROCUREMENT PRACTICES</b>		
	204-1 Proportion of spending on local suppliers	50, 51, 52, 53	
GRI 205 Anti-corruption 2016	<b>ANTI-CORRUPTION</b>		
	205-1 Operations assessed for risks related to corruption	50, 51	
<b>GRI 300 - ENVIRONMENTAL PERFORMANCE INDICATORS</b>			
GRI 103 Management Approach 2016	<b>ENVIRONMENTAL MANAGEMENT</b>		
	Describe the management approach for economic performance using KPI GRI 103: Management Approach	from 79 to 89	
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GRI 303 Water and Effluents 2018	<b>WATER</b>		
	303-1 Interactions with water as a shared resource	82	
	303-5 Water consumption	82	
GRI 305 Emissions 2016	<b>EMISSIONS</b>		
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GRI 306 Effluents and waste 2016	<b>EFFLUENTS AND WASTE</b>		
	306-2 Waste by type and disposal method	87, 88, 89	
GRI 307 Environmental Compliance 2016	<b>ENVIRONMENTAL COMPLIANCE</b>		
	307-1 Non-compliance with environmental laws and regulations	78	
GRI 308 Supplier Environmental Assessment 2016	<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>		
	308-1 New suppliers that were screened using environmental criteria	50, 51, 52, 53	



GRI 400 - SOCIAL PERFORMANCE INDICATORS			
<b>GRI 103 Management Approach 2016</b>	<b>SOCIAL PERFORMANCE</b>		
	Describe the management approach for social performance using KPI GRI 103: Management Approach	42, 45, 46, 47, 48, 50, 51, 54	
	Chapter: "OBJECTIVE 8: DECENT WORK AND ECONOMIC GROWTH"		
	Chapter: "OBJECTIVE 12: RESPONSIBLE GROWTH"		
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	401-1 New employee hires and employee turnover	42	
<b>GRI 403 Occupational health and safety 2018</b>	<b>OCCUPATIONAL HEALTH AND SAFETY</b>		
	403-1 Occupational health and safety management system	48	
	403-2 Hazard identification, risk assessment, and incident investigation	48	
<b>GRI 404 Training and education 2016</b>	<b>TRAINING AND EDUCATION</b>		
	404-1 Average hours of training per year per employee	45, 46	
	404-2 Programs for upgrading employee skills and transition assistance programs	47	
<b>GRI 412 Human Rights Assessment 2016</b>	<b>HUMAN RIGHTS ASSESSMENT</b>		
	412-1 Operations that have been subject to human rights reviews or impact assessments	50, 51	
<b>GRI 413 Local Communities 2016</b>	<b>LOCAL COMMUNITIES</b>		
	413-1 Operations with local community engagement, impact assessments, and development program	54	
<b>GRI 414 Supplier Social Assessment 2016</b>	<b>SUPPLIER SOCIAL ASSESSMENT</b>		
	414-1 New suppliers that were screened using social criteria	50, 51	
<b>GRI 419 Socioeconomic Compliance 2016</b>	<b>SOCIOECONOMIC COMPLIANCE</b>		
	419-1 Non-compliance with laws and regulations in the social and economic area	No episodes of non-compliance were detected	



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*We are passionately committed to ensuring that our business creates value for our stakeholders, fostering the growth of our employees and generating positive effects on the community, always caring for the environment around us.*

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