



SUSTAINABILITY REPORT

2023

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LETTER TO THE STAKEHOLDERS



Dear Stakeholders,

It is with great enthusiasm that we present Eurotrol's first Sustainability Report, with which we intend to provide an overview of the company's goals for continuing to do business over the long term.

The principles of sustainability have been part of our DNA since before the financial disclosure and markets placed them at the centre of a process that has forever changed the way we manage our work activities and resources and understand society.

In the almost twenty-five years since its foundation, Eurotrol has grown from a small Italian family business into a company structured to serve customers all over the world. All this has been possible thanks to the determination, professionalism and passion of all the individuals who have contributed to making it what it is today: a solid and reliable company that has never stopped embracing the values it believes in.

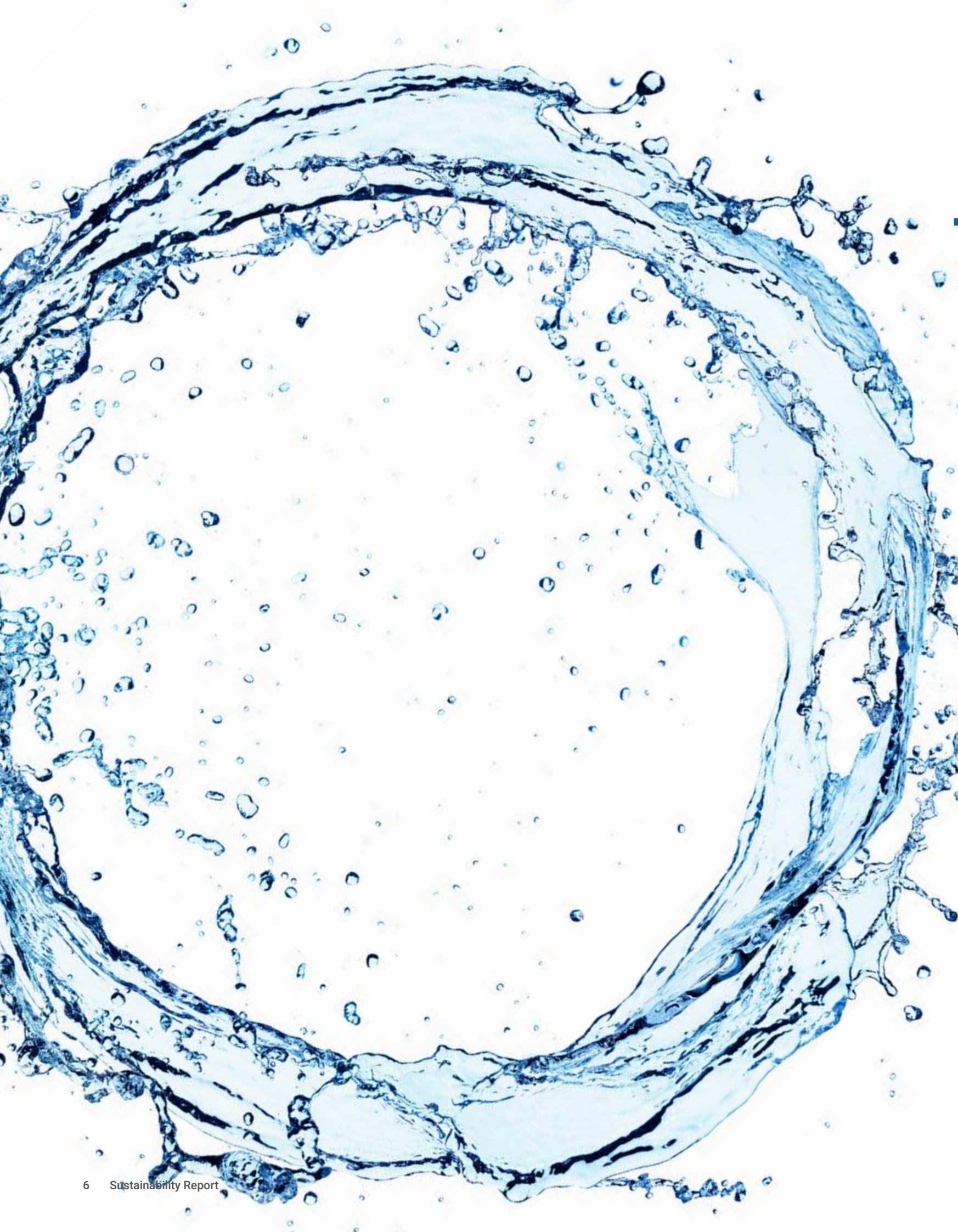
Continuing to evolve within a competitive scenario like that of primary water treatment, increasingly placing the environment and people at the centre of the company's decisions, and respecting ethical principles in every field of operation, entails a desire to stay involved and to create a new way of doing business, while at the same time remaining faithful to one's own ideals.

It certainly won't be an easy journey: we like to think of it as the beginning of a transformation process that will allow us to evolve and continue to create value in the years to come, even leading us, as is my hope, to achieve goals we never imagined possible.

Happy reading!



Patrizia Leoni
CEO



REPORT STRUCTURE

This report consists of **five parts**, divided into just as many chapters.

01

The **first chapter** provides a basic description of the organisation, its identity, history and ownership structure.

02

The **second chapter** lays out the bodies, principles, and procedures the company has adopted for its proper management.

03

The **third chapter** details how the organisation uses productive, economic, human and intellectual resources to generate value, the impacts, risks and opportunities associated with this process, and the strategies that enable sustained and shared value creation.

04

The **fourth chapter** goes into detail about the company's achievements, activities and objectives in terms of Environmental, Social, and Governance (ESG) aspects.

05

The **last part** contains the references used to draft the report, an index of the GRI indicators utilised, and a glossary for a better understanding of some of the terminology used.

INTERVIEW



COMM. N.

~~ALAG~~

VISION

"We dream of a world where everyone has the possibility of drinking their own tap water"

We aim to safeguard and facilitate the sustainable management of water as a precious and limited commodity, with maximum respect for people and the Planet. We believe that this essential resource must be used in a responsible and forward-looking way in order to ensure that it will remain available for future generations.

MISSION

"To guide partners in the choice of the best water treatment components"

Selecting, producing, and distributing state-of-the-art components and solutions for primary water treatment worldwide.

We are constantly searching for excellent and innovative products of certified and guaranteed quality. We offer our customers a wide range of components, and comprehensive, tailor-made services: from highly specialised technical consulting, to order preparation, delivery management, and flexible and attentive after-sales service.

VALUES

We pursue our business objectives without ever losing sight of the values that characterise our family business.

Expertise
Listening
Reliability
Professionalism
Quality
Integrity
Respect
Collaboration
Passion
Courage
Ambition
Curiosity
Innovation

Through the **skills** acquired over the years, and by **listening carefully to our customers and their needs**, we are able to offer ourselves as a **solid and reliable partner** for primary water treatment components.

We are convinced that dreams come true when each team member feels that they are a significant, valued, and involved part of the organisation: **respect and the spirit of collaboration** between people are among the strategic assets that allow us to continue to grow and evolve.

Passion, courage, and an insatiable curiosity do the rest.





OWNERSHIP AND OPERATIONAL STRUCTURE

Eurotrol was founded in 2000 as a family-owned Italian company that markets components and solutions for primary water treatment.

The company targets the B2B segment, and offers solutions for residential, commercial, and industrial applications, with worldwide distribution.

Today, the company is led by the family's second generation, represented by CEO Patrizia Leoni.

Over the years, Eurotrol has managed to consolidate a leading position on the highly competitive market of water treatment components, also thanks to the proprietary brand MWG® which offers an entire range of products designed and engineered in-house and manufactured for Eurotrol.

The company stands out for its unique know-how, its portfolio of excellent products, which are always in stock, and its highly specialised technical consulting services, with pre- and after-sales support provided on all the components it distributes.

Eurotrol S.p.A. locations

Headquarters, offices and warehouses:
Via Enrico Fermi 23

Warehouse: Via Fermi 9,
20019 Settimo Milanese (MI) Italy

HISTORY

2000

Eurotrol was founded by Rino Leoni.

The company positioned itself on the market as a distributor of softening and filtration valves in Italy, and subsequently expanded its marketing activities throughout Europe

2002-2005

Expansion of the component portfolio to include pressure vessels, cabinets, brine tanks, reverse osmosis membranes, vessels, rotary pumps, UV sterilisers, filters, cartridges, resins and filter media, home osmosis components, and water softeners

2006

Entry of the family's second generation into Eurotrol

2012

Eurotrol begins researching and designing a proprietary brand of primary water treatment components to address specific customer needs

2015

Commercial expansion in the Middle East

2019

Expansion of the component range: 4,500 product codes always in stock

2022

The family's third generation joins the company

2002

For the first time, Eurotrol takes part in the world's leading trade exhibition dedicated to water: Aquatech, in Amsterdam

2010

Growth: the company's workforce reaches 28 employees

2005

Market expansion in Europe and North Africa

2013-2014

Development and launch of the proprietary MWG® brand of water treatment components

2021

Patrizia Leoni becomes Sole Director

2016

18 EU Design Patents registered for MWG® brine tanks and cabinets

2023

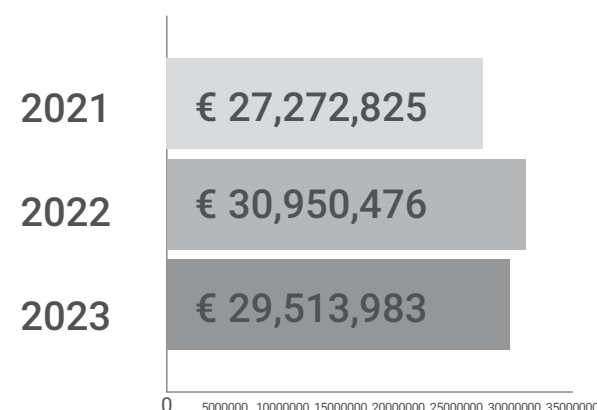
Start of the Sustainability pathway



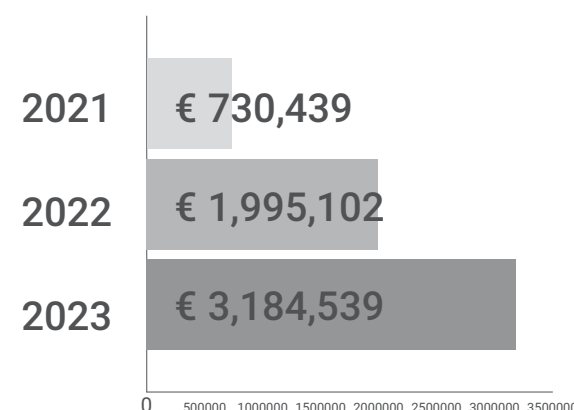
SUMMARY DATA



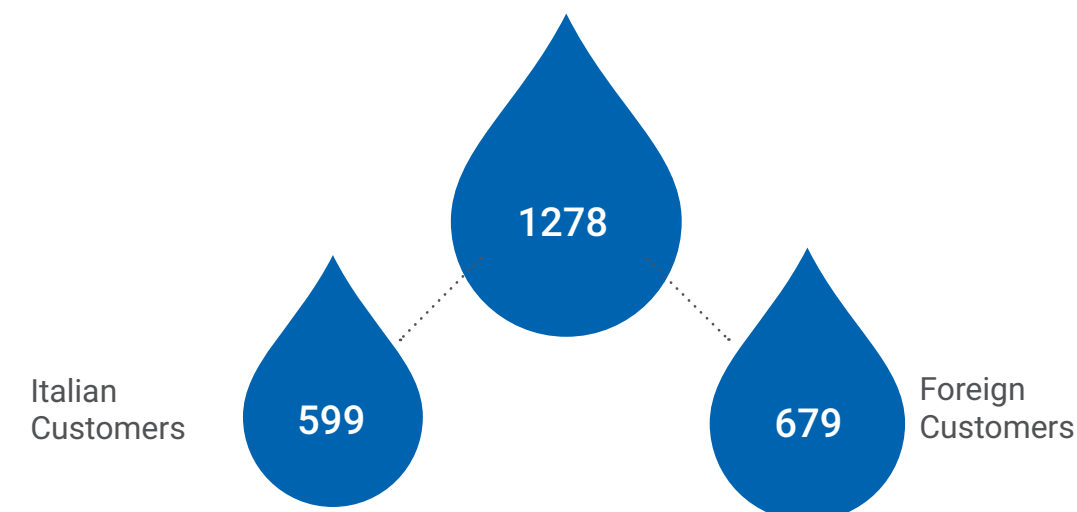
Turnover



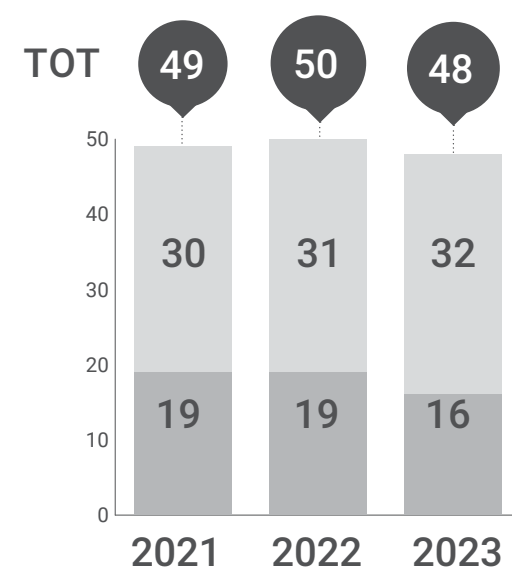
EBITDA



No. of Customers
in 2023



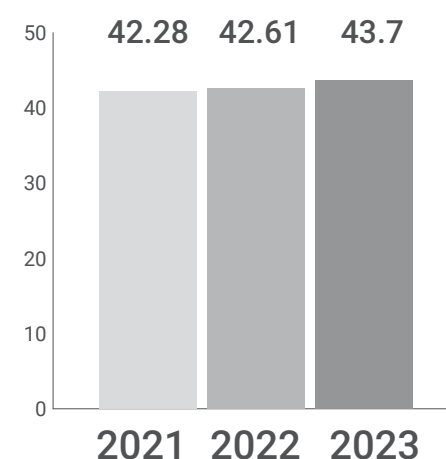
Employees



● WOMEN ● MEN



Average age



Markets Served

2021	2022	2023
- Italy - Europe - North Africa - Near and Middle East	- Italy - Europe - North Africa - Near and Middle East	- Italy - Europe - North Africa - Near and Middle East



02 CORPORATE GOVERNANCE



GRI 2-9 Governance structure and composition
GRI 2-11 Chair of the highest governance body

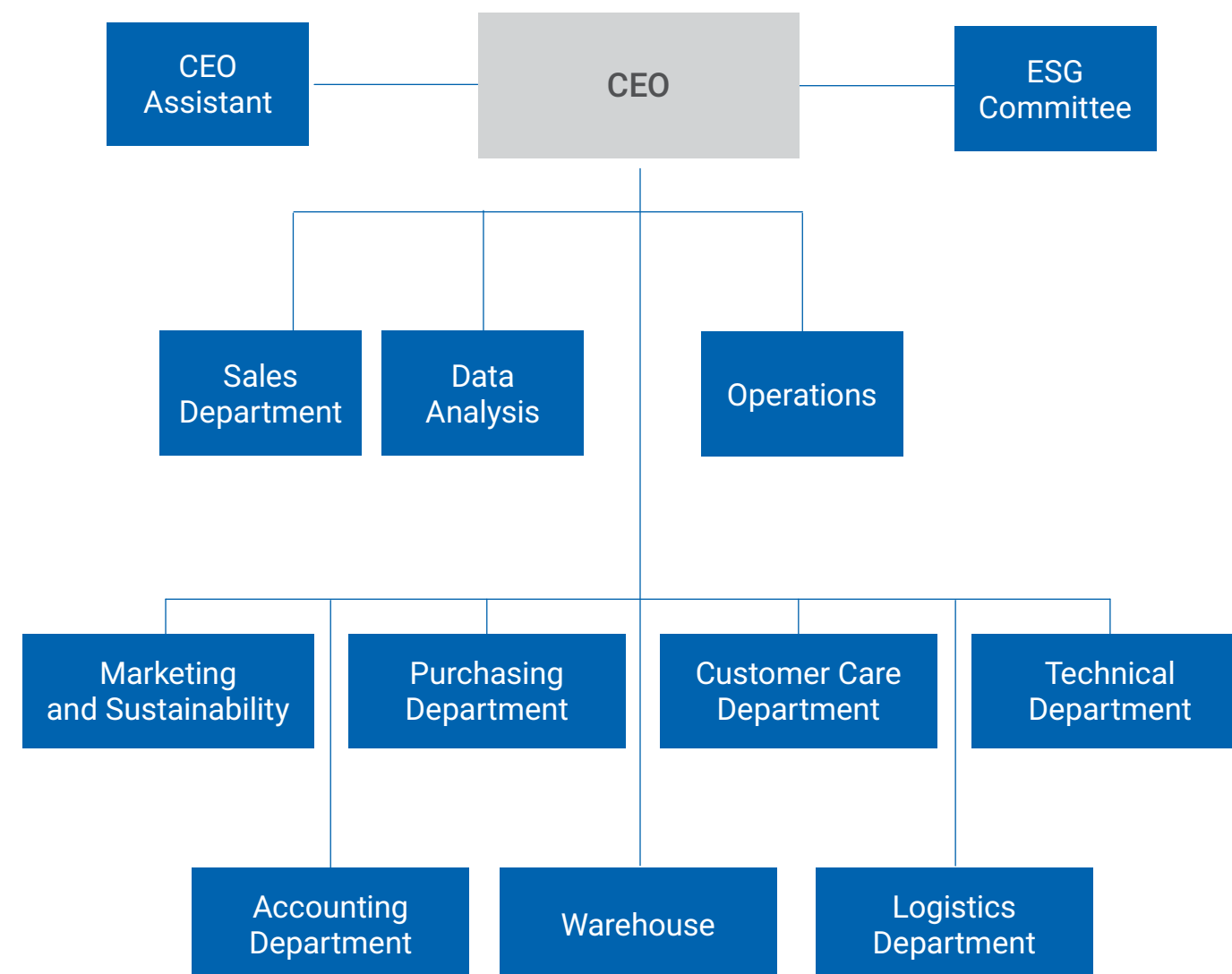
GOVERNANCE STRUCTURE

Eurotrol's governance structure is illustrated by the organisational chart shown opposite.

At the top is Patrizia Leoni, CEO and Sole Director of the company.

Eurotrol's corporate structure consists of the following departments:

- Management
- Sales Department
- Technical Department
- Data Analysis Department
- Purchasing Department
- Logistics Department
- Operations
- Marketing and Sustainability Department
- Accounting Department
- Customer Care
- Warehouse



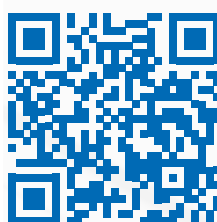


CODE OF ETHICS

Eurotrol has adopted an Organisation, Management and Control Model (pursuant to Legislative Decree no. 231/2001) and a Code of Ethics, which provides clear and shared guidelines with which all external and internal stakeholders are expected to comply.

The Code of Ethics is fundamental to Eurotrol's smooth functioning and reliability. The individual and collective behaviour of Eurotrol's employees and collaborators must therefore be in line with the company's policies, and must concretely translate into collaboration, reliability, social responsibility, and respect for the current legislation, following the standards of conduct identified by the Code itself, which is inspired by the following values:

Honesty
Transparency
Impartiality
Pursuit of excellence
Staff enhancement



The Code of Ethics is an annex to the Organisational Model pursuant to Legislative Decree no. 231.

The full Code of Ethics can be viewed by scanning the QR Code

Eurotrol has chosen to adopt and implement a Whistleblowing Policy for reporting unlawful corporate conduct.

With this internal policy, the company has organised itself to handle every whistleblower report in a timely manner, offering a confidential channel for promptly reporting any unlawful activity encountered in relation to various types of risk, guaranteeing the complete protection and anonymity of the whistleblower.

QUALITY POLICIES AND MANAGEMENT SYSTEMS

Eurotrol performs internal quality controls on the incoming products that it markets.

The results obtained are analysed and recorded on the company's software systems and are monitored periodically.

The company has also adopted internal procedures for the operational management of its workflows and the functional organisation of its various divisions.

CERTIFICATIONS

In 2023, Eurotrol obtained **AEO** Certification, becoming an Authorised Economic Operator.

This certificate, issued by the Customs Authorities, proves reliability and compliance with all customs and security regulations, thus attesting to Eurotrol's commitment not only to providing quality components, but also increasingly well-structured and timely services.



MEMBERSHIP IN ASSOCIATIONS

Eurotrol belongs to the most prestigious trade associations: it is an active member of **Aqua Italia**, the Association of Primary Water Treatment Manufacturers (part of **ANIMA** Confindustria Meccanica Varia), which is committed to improving water quality through major projects dedicated to educating and disseminating information.

Eurotrol is a member of **Assolombarda**, the largest and most representative association within Confindustria, which expresses and protects the interests of its member companies vis-à-vis the institutional stakeholders in the region.

Lastly, it is also a member of **AICE**, the Italian Foreign Trade Association: this non-profit business association represents the interests of Italian companies that mainly engage in foreign trade activities, both import and export, or intend to expand their business activities into foreign markets.





03 THE BUSINESS MODEL



DESCRIPTION OF THE EXTERNAL CONTEXT

Eurotrol is a leading international distributor of primary water treatment materials, components, and solutions for commercial, residential, and industrial applications. Among its portfolio of products and spare parts by some of the best brands, the company's proprietary brand MWG® stands out.

Eurotrol does not supply finished systems, but a wide range of products suitable for a broad range primary water treatment sectors, from HO.RE.CA. to agri-food, pharmaceuticals, steelworks, water houses, and domestic under-sink systems, to name but a few.

Eurotrol operates nationally and internationally, with a presence in over 70 countries worldwide.

The main markets are Italian and European, followed by North Africa and the Near and Middle East.

The primary water treatment components and accessories sector is going strong, with positive economic performance and a stable international growth trend.

In addition to the modernisation, technological innovation, and green transition processes currently underway in the water treatment sector, the favourable market dynamics and the absence of direct competition reflecting the same business model have allowed Eurotrol to consolidate a prominent position within the industry.

The ever-increasing media attention to climate change, the environment, water and its limited availability, also perceived at the level of public opinion, are helping to broaden Eurotrol's horizons and mission.



The National and European directives drive and regulate the operations of the sector in which the company is active, which has also benefited from the increasing attention paid to the protection and management of water resources by institutions, companies, and local government bodies.

For Eurotrol, being a B2B company is a business philosophy and a conscious choice: the company caters exclusively to the business segment, allocating its entire range of products and services to support plant engineers, and public and private companies of various sizes.

The customer service is tailor-made: the most suitable components for the type and purpose of the system are identified and delivered anywhere in brief time frames. These two fundamental phases rely on a logistical consulting and management service developed by the company over the years, which supports the customer throughout every step of the process, thanks to the professionalism of all the collaborators involved.



THE EUROTROL RANGE OF PRODUCTS AND SERVICES

Eurotrol offers a wide range of components and solutions for primary water treatment, such as:

VALVES AND CONTROLLERS

WATER SOFTENERS

COMPONENTS
FOR DOMESTIC OSMOSIS

PRESSURE VESSELS

REVERSE OSMOSIS
MEMBRANES

ION EXCHANGE RESINS
AND FILTER MEDIA

VESSELS AND ROTARY
PUMPS

UV STERILISERS

CABINETS

FILTER HOUSINGS,
CARTRIDGES
AND POLYPHOSPHATE
FEEDERS

BRINE TANKS

All of the products, accessories, and spare parts are always in stock and ready for delivery.





_THE BUSINESS MODEL

The products and services offered by Eurotrol are backed by the company's experience, professionalism, and innovation.

All of the products distributed undergo a meticulous selection process by the engineers in order to guarantee components and accessories of the highest quality.

The product portfolio includes the industry's top brands, plus the proprietary MWG® brand.

The catalogue of available products is constantly expanding in order to meet the changing market demands in a flexible manner; through its purchasing department, the company is constantly researching and scouting potential suppliers in order to identify new solutions and alternatives to propose to its partners.

Components recognised by leading Italian and international quality standards are chosen: quality and safety are guaranteed.



Thanks to the know-how and experience gained over the years, Eurotrol offers technical training courses on all of the components in its catalogue. The personalised training can be provided on the company's premises or at the customers' facilities, both in Italy and abroad.

The engineers in charge are always up-to-date on the product and water treatment safety regulations in order to offer timely, qualified, and professional advice.

Eurotrol has always been present with a stand at Aquatech Amsterdam, the leading trade fair dedicated entirely to the world of water treatment. Eurotrol Area Managers regularly visit major trade fairs around the world.

_THE BUSINESS MODEL

Eurotrol is customer-oriented: the customer's needs, the criticality of the project, and the purpose of use are analysed in order to offer the best consultancy possible, leading to the identification of the most suitable treatment components for each plant. Eurotrol does not supply finished plants, but rather components to make them as efficient as possible.

The service is tailor-made: specialised, punctual, flexible and customised. The quality products offered are always in stock and competitively priced, and the service offered is a major plus.

Eurotrol assists the customer through specialised in-house resources who constantly follow them, establishing a relationship of trust; the team remains available at all times for any after-sales needs or emergencies.

Technical advice is provided by qualified engineers with specific know-how in the water treatment sector.

The sales network is active and widespread nationally and internationally. The relationship between Area Managers and customers is structured over time, with frequent face-to-face meetings.

Customer service supports the company's partners every step of the way; from order to delivery, the conditions are created to ensure the best possible purchasing experience.

Integrated logistics is an additional asset of Eurotrol, which has been an AEO-recognised operator since 2023; it offers the complete management of product transport and delivery in extremely short timeframes, and at competitive prices, while also handling the paperwork and insurance.





MWG® is Eurotrol's proprietary brand for a wide range of primary water treatment components.

The brand was established in 2014, driven by specific market demands, resulting in components designed and engineered directly by Eurotrol and manufactured by selected third-party companies.

MWG® products are known for their reliability, durability, and essential design, characterised by a perfect balance of form and function.

Eurotrol holds 18 European design patents for brine tanks and cabinets (EU Design Registration No. 003156272)

MWG® branded products can be customised based on the customer's needs.





THE CREATION OF SHARED VALUE

The diagram summarises how Eurotrol generates value by analysing the capital (financial and non-financial) that the organisation uses, and how it is transformed into impacts (outcomes) through its business activities.

INPUTS → THE CREATION OF VALUE → OUTPUTS → OUTCOMES 2023

Environmental

- Plants and company locations

Social

- Employees
- Investments in Training
- Customers
- Suppliers

Governance

- Equity
- Investments in Research & Development
- ESG Committee
- Organisational Model

Vision

We dream of a world where everyone has the possibility of drinking their own tap water

Mission

To guide partners in the choice of the best water treatment components

Strategic Goals

Packaging circularity
Reducing packaging
Increasing the use of renewable energy
Reducing the Carbon Footprint
Workplace Health and Safety
Corporate Welfare
Needs analysis and structured training plan
Governance and ESG committee establishment
Improving transparency and internal/external ESG communication
Smartworking and flexitime

Values

Expertise
Listening
Reliability
Professionalism
Quality
Integrity
Respect
Collaboration
Passion
Courage
Ambition
Curiosity
Innovation

What the company produces

Marketing of primary water treatment products and components for the B2B segment with customised service and consulting

Environmental

- Waste generated: **48t**, 50% paper and cardboard
- Total electricity: **563.7 GJ**
- Change with respect to 2022: **6.04% reduction**

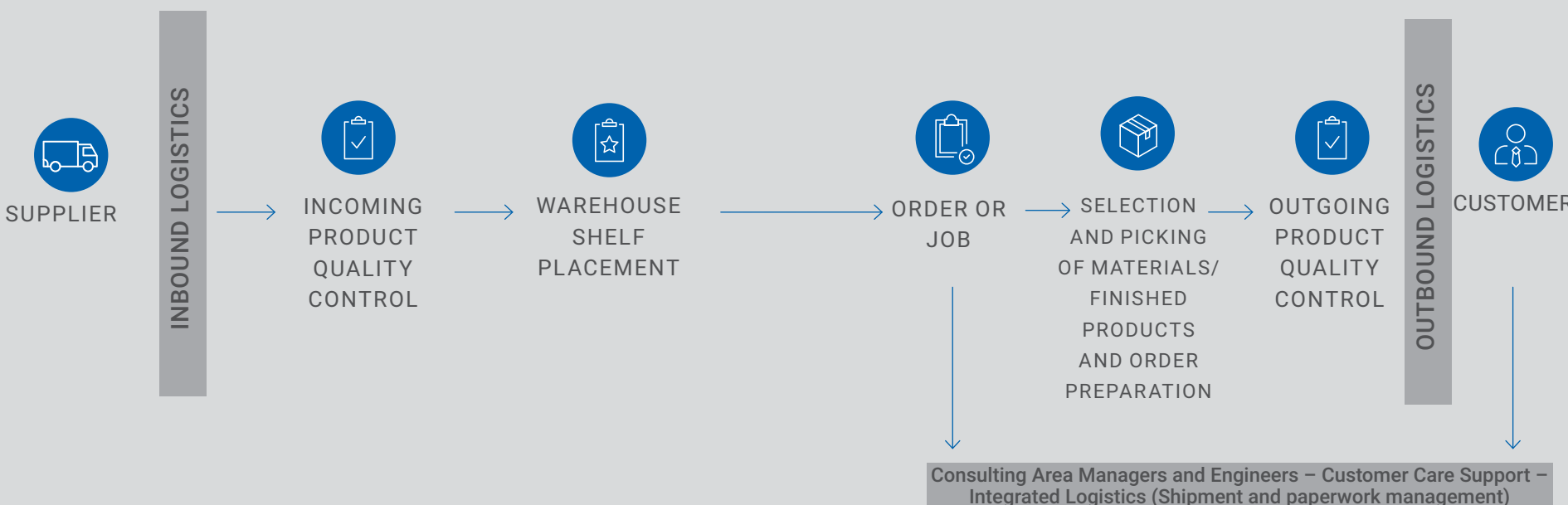
Social

- Training
Total training hours provided: **214 hours**
- Gender Diversity
%. Female employees: **33%**
%. Male employees: **67%**
- Turnover
3 new employees hired
5 terminated

Governance

- Economic value generated: **€ 24,453,438**
- Economic value distributed: **€ 22,778,342**
- Economic value retained: **€ 1,675,096**

Eurotrol's production activities



THE MATERIALITY MATRIX AND STAKEHOLDER ENGAGEMENT

The **first step** in the establishment of a corporate sustainability ESG strategy was taken through the materiality process. This analysis aims to identify, among the significant topics, those that are actually considered to be “material”, or rather relevant to the company, through a process of listening to its stakeholders.

For the purpose of preparing the materiality matrix, a number of specific national and international stakeholders (employees, customers, suppliers, banks and investors, consultants, trade associations, etc.) were asked to express their opinions on several topics potentially relevant for the creation of shared value, by completing a dedicated survey.

The engagement process brought out insights and additions that enriched the issues relevant to the sustainability of the company, and offered reflections of potential mutual commitment on common pathways.

The stakeholders were asked to indicate an order of preference among the ESG issues indicated, based on the lesser or greater impact of each issue on the company’s ability to generate value over the medium to long term.

The table shows the topics put to the vote, while the figure illustrates the materiality matrix, where the horizontal axis shows the results of the Board’s votes, while the vertical axis shows the averages of the votes of the various categories of stakeholders, including employees.

The analysis of material topics was carried out by assessing the extent of the impacts they could have on the organisation’s strategy, governance, performance and prospects.

THE MATERIAL TOPICS SELECTED

are highlighted in bold:

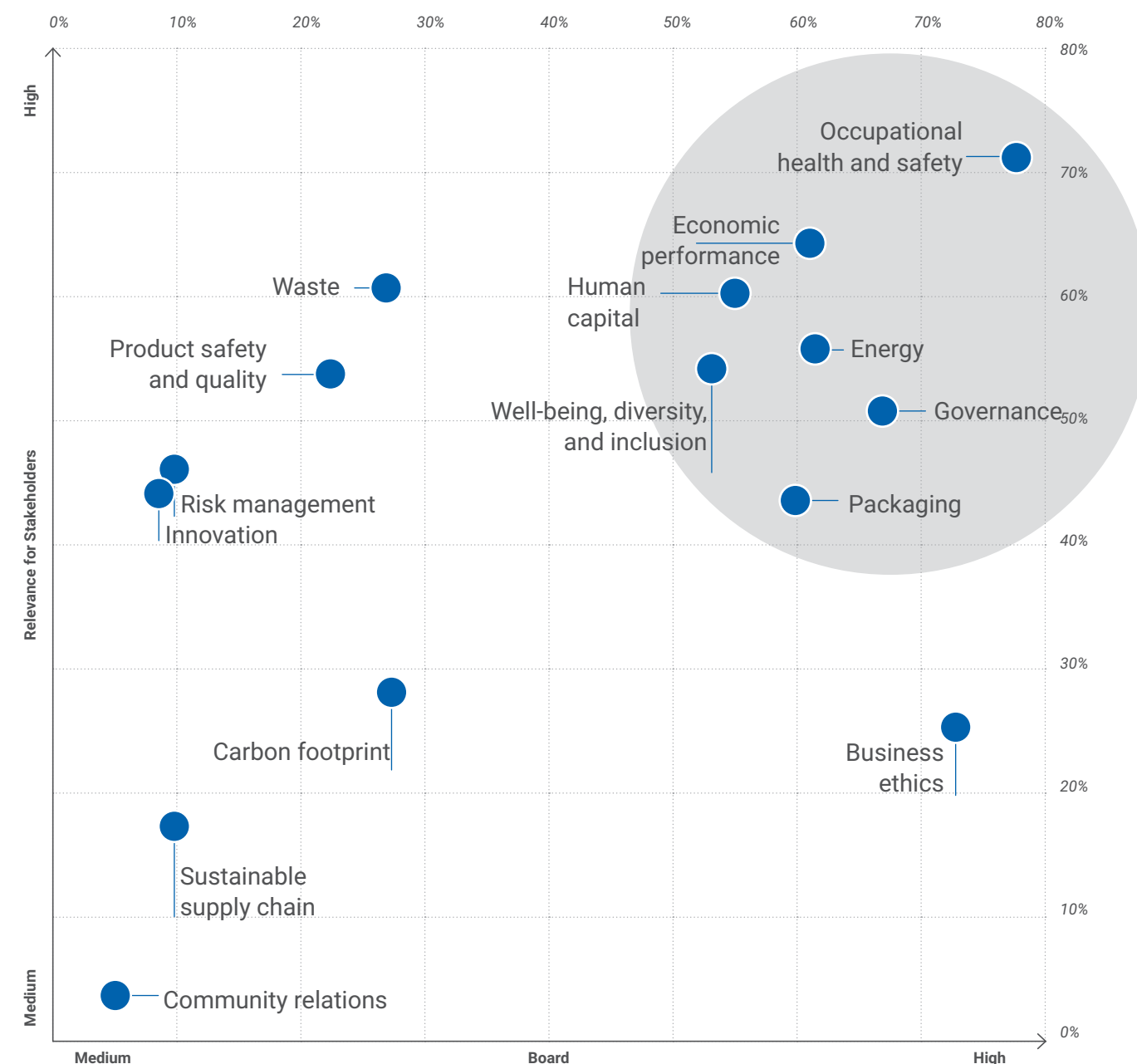
Carbon footprint
Packaging
Energy
Waste
Occupational health and safety
Well-being, diversity, and inclusion
Human capital
Product safety and quality
Sustainable supply chain
Community relations
Economic and financial performance
Governance
Risk management
Innovation
Business ethics



GRI 3-1
Process to determine material topics
GRI 3-2
List of material topics



GRI 2-29
Approach to stakeholder engagement





SUSTAINABILITY STRATEGY

The Sustainability Strategy for the future arises from the analysis of the material topics selected by the company and its stakeholders.

Eurotrol has identified its goals for the three-year period of 2024-2026, broken down into ESG (Environmental, Social, Governance) aspects, as well as an action plan to achieve these goals, appointing internal managers to manage and carry out the individual actions planned.

The company has also established performance indicators for each defined action in order to measure the progress and the results achieved.

Below is a representation of the Strategic Sustainability Plan for the three-year period indicated.

The detailed view shows the material topic broken down into goals and actions for each year.

SUSTAINABILITY STRATEGY

● YES ○ NO

MATERIAL TOPIC		GOAL	ACTIONS	2024	2025	2026
E Packaging Sustainability initiatives related to packaging and packaging-related waste generation		Increasing the circularity of the packaging	"As-is" analysis of the degree of circularity	●	●	○
			Cost/benefit alternatives	○	●	○
			Adoption of circular alternatives	○	●	●
		Packaging reduction	Pack mapping	●	○	○
			Identification of corrective actions	●	○	○
			Implementation of corrective actions	●	●	○
E Energy Intensity of energy use and use of renewable energy		Increasing the use of renewable energy	Energy supplier evaluation	○	●	○
			Increase of self-generated renewable energy	○	○	●
		Reducing energy intensity	Energy consumption assessment	○	○	●
			Improvement actions for the offices	○	○	●
			Improvement actions for the warehouses	○	○	●
		Reducing the Carbon Footprint	Scope 1 and 2 calculations	○	●	●
			Evaluating reduction actions	○	○	●
			Organisation carbon neutrality	○	○	●
		Hybrid and/or electric corporate vehicle fleet	Renewal	○	○	●
		Charging stations	Installation	○	●	○

SUSTAINABILITY STRATEGY

● YES ○ NO

MATERIAL TOPIC		GOAL	ACTIONS	2024	2025	2026
 Human Capital Improvement of human resources skills and attracting talent	Development of a competence model		Developing a training plan	●	●	●
	MBO system		Career management policy	○	●	○
	Attraction of talent and employer branding		Continuous involvement of all staff on ESG issues	●	●	●
 Well-being diversity inclusion Policies related to employee welfare, inclusive work environment	Welfare		Assessing feasibility	○	●	○
			Possible implementation	○	○	●
	Sustainable Workplace		Flexitime and smartworking	●	○	○
 Occupational health and safety Health and safety compliance	Oversight and maintenance		Well certification evaluation	○	●	○
	Planning beyond the current regulations		Attainment of Well certification	○	○	●
			On-the-job monitoring and awareness-raising	●	●	●
			Innovative and supplementary training beyond that which is compulsory	●	●	●

SOCIAL

SUSTAINABILITY STRATEGY

● YES ○ NO

		MATERIAL TOPIC	GOAL	ACTIONS	2024	2025	2026
G 	Governance Management of key governance issues (Vision, Mission, Values, Management Systems, etc.)	ESG Governance Implementation	ESG committee establishment		●	○	●
				Implementation	○	●	○
		Integration of ESG principles into decision-making processes	Mapping critical decision-making processes		○	●	○
				Redefining decision-making processes with ESG criteria	○	○	●
		Improving ESG transparency and communication	Implementation of stakeholder engagement (Standard AA1000)		○	●	○
				ESG engagement and communication plan	○	●	●

GOVERNANCE

This chapter describes the results for the reporting period and the goals of the sustainability plan in terms of environmental, social, and governance (ESG) aspects. For each aspect, the results and targets are measured through the GRI standards and are associated with the United Nations Development Goals (SDGs)

04 ESG ASPECTS

ENVIRONMENTAL ASPECT

Eurotrol's environmental strategy aims to effectively measure, monitor, and manage the impact of its production and operational activities on the environment, starting with the impact generated by **packaging and electricity**.

The company is committed to sustainability initiatives related to packaging and the relative waste generation, both incoming and outgoing.

The aim is to increase the circularity of the packaging, starting with an analysis of the degree of circularity of the materials selected for the packaging of the products distributed and marketed.

The next goal is to **reduce the amount of packaging** utilised. Eurotrol aims to identify and gradually introduce corrective actions capable of containing the purchase of materials for product packaging and reducing the amount of waste produced for this category.

Eurotrol has set targets for the sustainable procurement and responsible use of electricity.

It is committed to **reducing the intensity of the electricity** used and **increasing the use of electricity from renewable sources**. The corporate objectives also include the purchase of electric/hybrid cars to be introduced into the company's fleet, and the installation of electric vehicle charging stations.

For the environmental aspect, the indicators are reported with reference to the Global Reporting Initiative (GRI) for the year 2023.

Material Topics

- Packaging
- Energy



COMPANY PERFORMANCE

 GRI 302-1 Energy consumption within the organisation	2021	2022	2023
a. Total energy consumption from non-renewable sources	1544.0 GJ	1459.1 GJ	1196.7 GJ
of which Natural gas	952.6 GJ	859.1 GJ	633.0 GJ
of which Petrol	81.7 GJ	342.2 GJ	492.1 GJ
of which Diesel	658.0 GJ	467.1 GJ	565.6 GJ
of which Consumption of purchased electricity	591.4 GJ	600.0 GJ	563.7 GJ

COMPANY PERFORMANCE

 GRI 302-3 Energy intensity	2021	2022	2023
Total energy consumed (GJ)/ revenues (in millions of Euros)	52.64	41.23	48.94
 GRI 303-3 Water withdrawal	2021	2022	2023
Third-party waters Aqueduct (in Megalitres)	1.09	1.10	0.61
 GRI 305-1 Direct (Scope 1) GHG missions GRI 305-2 Energy indirect (Scope 2) GHG emissions	2021	2022	2023
SCOPE 1 Direct Emissions in tCO2	53.5	48.3	35.6
SCOPE 2 Indirect emissions from energy consumption (Location based) in tCO2	42.3	49.2	46.2
TOTAL Location based GHG EMISSIONS in tCO2	95.8	97.5	81.8

 GRI 306-3 Waste generated	2021	2022	2023
Total waste produced	26t	79t	48t
printer toners	0.00t	0.02t	0.00t
chemical material (190905)	0.00t	6.00t	0.00t
wood (150103)	3.30t	16.17t	17.65t
paper and cardboard (150101)	9.47t	34.96t	23.78t
mixed materials (150106)	13.20t	21.54t	6.36t
glass	0.00t	0.00t	0.05t

SOCIAL ASPECT

Eurotrol places its people at the centre of its operations, and is committed to constantly enhancing their value as a fundamental resource for business growth.

The company aims to continue improving its employees' skills, proposing and developing ad hoc training plans for updating and growth, engaging all the divisions with a specific communication plan.

Eurotrol is committed to maintaining and improving the well-being of all the company's personnel. The aim is to introduce a corporate welfare system and to take targeted actions to improve the working environment, with the aim of ensuring sustainability, as well as to foster work-life balance through specific initiatives.

Eurotrol wants to increase its attractiveness to potential employees through the introduction of structured policies for individual assessment and growth, career development, specific retention measures for existing employees, and the enhancement and development of the employees' professional and personal skills.

Occupational health and safety has always been a priority topic for the company: Eurotrol is committed to complying with all legal provisions on health and safety, with the aim of introducing training programmes that go beyond the current regulations.

For the Social aspect, the indicators are reported with reference to the Global Reporting Initiative (GRI) for the year 2023.

Material Topics

- Human Capital
- Well-being, Diversity and Inclusion
- Occupational Health and Safety



Since 2020, the company has periodically donated to the **Limbiate Lions Guide Dog Service**. Eurotrol supports the organisation's activities in the growth and extensive training of the puppies that will go on to become guide dogs. The aim of the service is to be able to offer guide dogs to all blind people who need them.

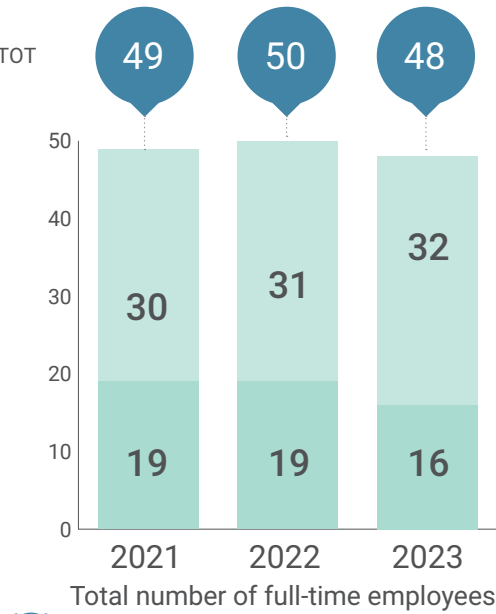


COMPANY PERFORMANCE

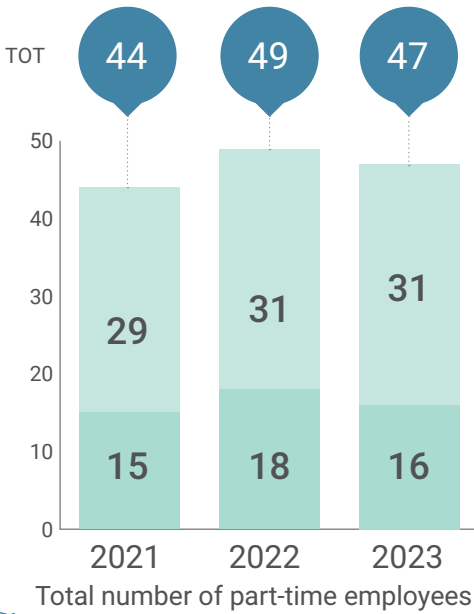
 **GRI 2-7 Employees**

Men Women

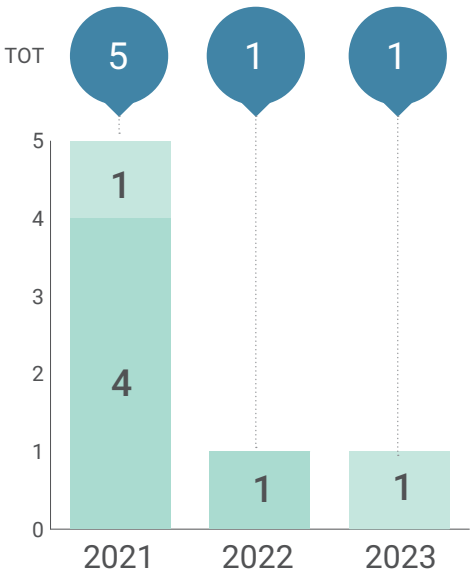
 Total number of employees



 Total number of permanent employees

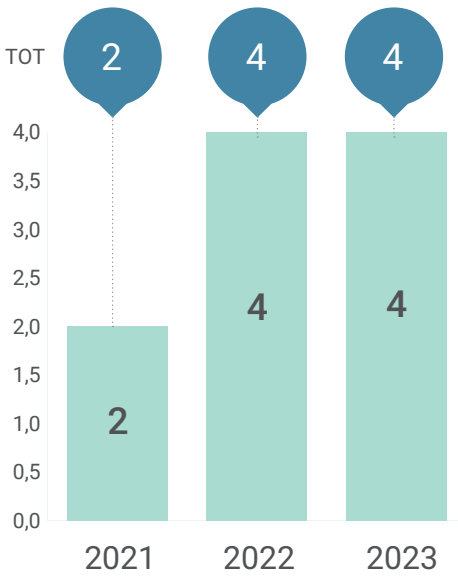
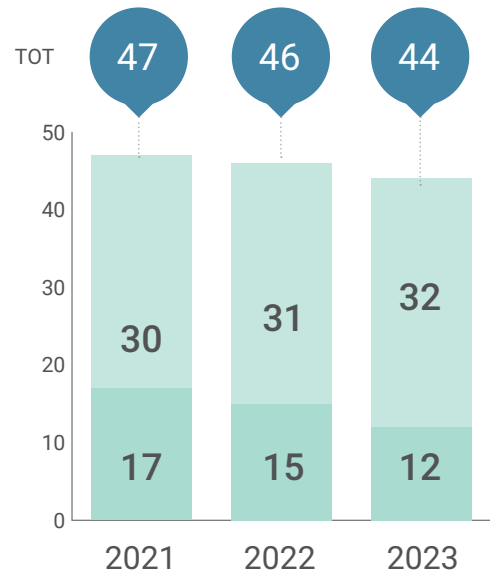


 Total number of fixed-term employees



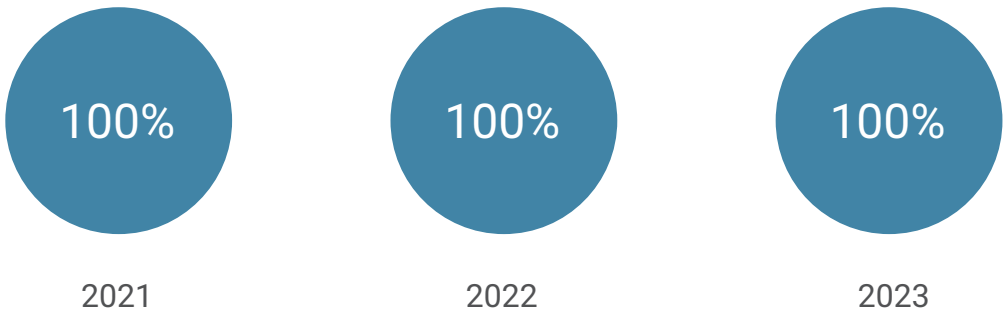
 Total number of employees with non-guaranteed hours

No employees with non-guaranteed hours were recorded during the three years covered by the reporting period.



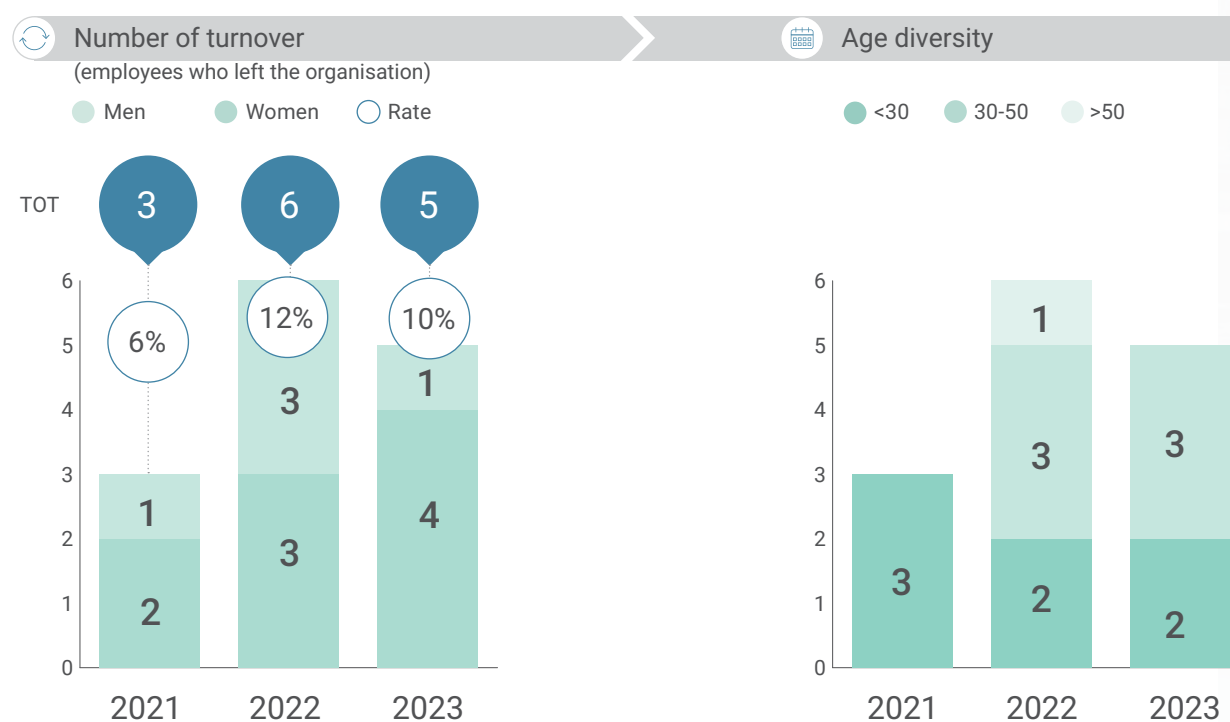
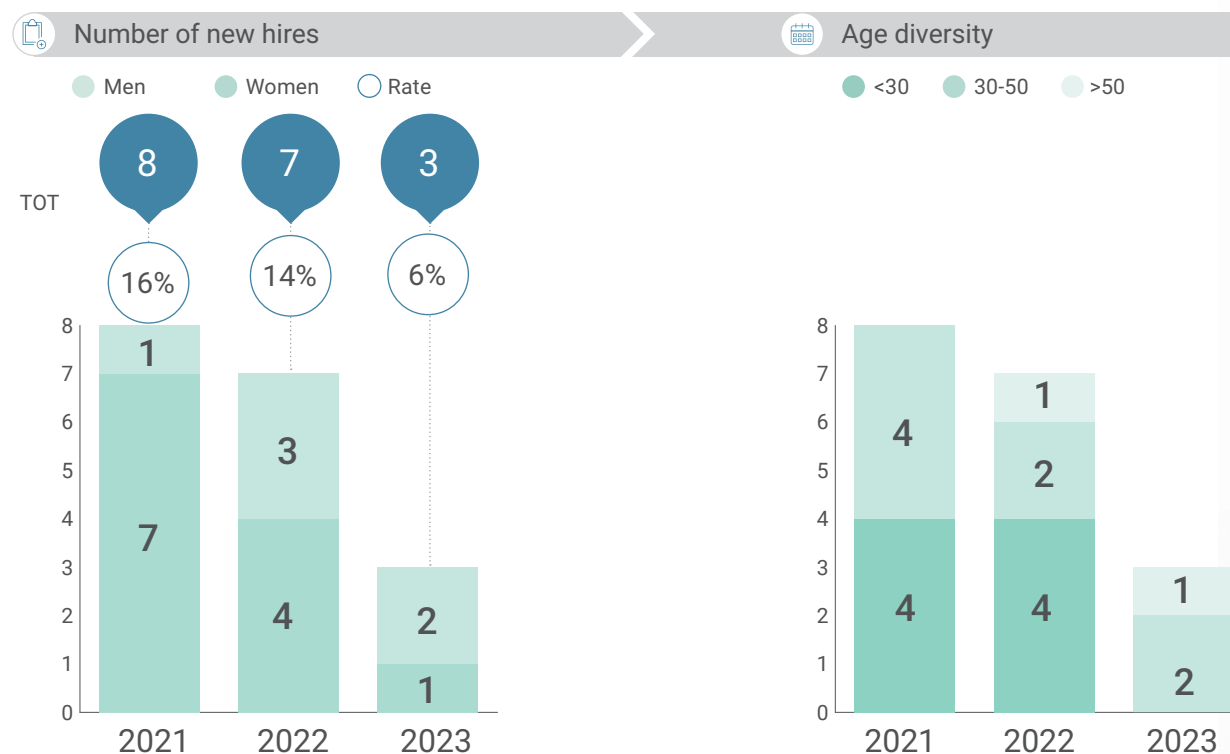
 **GRI 2-30 Collective bargaining agreements**

 Percentage of employees covered by agreements out of the total



COMPANY PERFORMANCE

GRI 401-1 New employee hires and employee turnover





COMPANY PERFORMANCE

The main workplace hazards that pose a risk of injury with serious consequences are:
Manual handling of loads (MHL) and pulling and pushing activities.

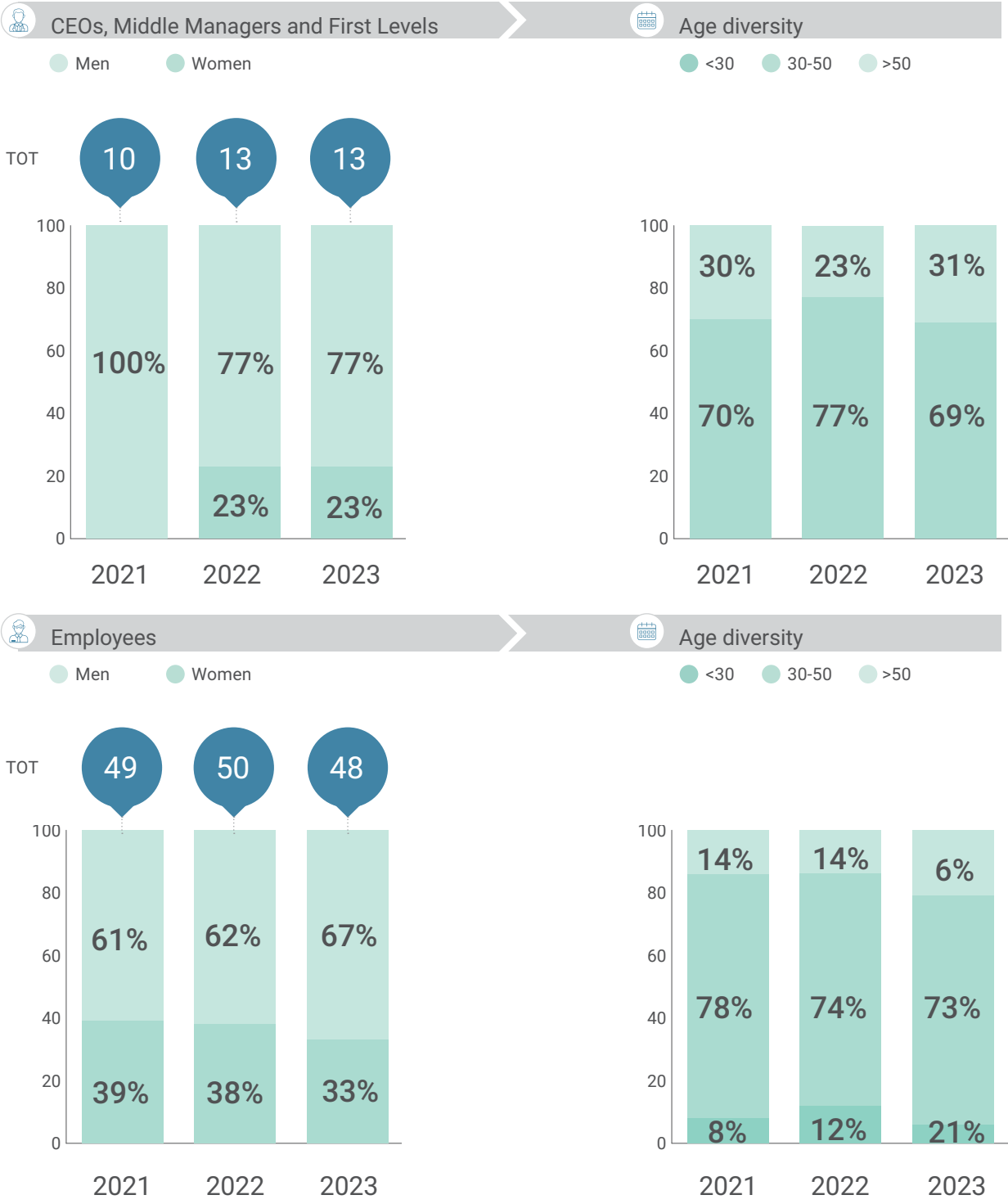
 GRI 403-9 Work-related injuries		2021	2022	2023
Deaths as a result of workplace accidents		0	0	0
Workplace accidents with serious consequences		0	0	0
Recordable workplace accidents		2	0	1
Recordable workplace accident rate		26.3	0.0	11.9
Main types of workplace accidents		MHL and while commuting	-	While commuting
Number of hours worked		75,952	85,842	84,130

 GRI 403-10 Work-related ill health		2021	2022	2023
Deaths due to occupational disease		0	0	0
Recordable cases of occupational disease		0	0	0

COMPANY PERFORMANCE

 GRI 404-1 Average hours of training per year per employee	2021	2022	2023
Average training hours 	10.9	5.7	4.5
Total training hours 	534	284	214
Total training hours EXECUTIVES	0	24	0
Total training hours MIDDLE MANAGERS	220	72	0
Total training hours WHITE COLLAR STAFF	220	44	116
Total training hours BLUE COLLAR STAFF	20	50	30
Total training hours APPRENTICES	74	94	68
Total MANDATORY training hours	94	144	98
Total NON-MANDATORY training hours	440	140	116

 GRI 405-1 Diversity of governance bodies and employees



GOVERNANCE ASPECT

The company's main objective is to manage key governance issues in a conscientious and structured manner starting with the implementation of ESG governance. The company aims to integrate ESG principles into its decision-making processes, improving transparency and dedicated communications.

The next aim will be to combine internal and external stakeholder satisfaction with business performance. This commitment is particularly focused on the careful monitoring and enhancement of the generational transition. Eurotrol is committed to managing this process in order to foster stability and continuity in the creation of shared value, creating a bridge between outgoing and incoming human resources.

For the "Governance" aspect, the indicators are reported with reference to the Global Reporting Initiative (GRI) for the year 2023.

Material topics

- Governance

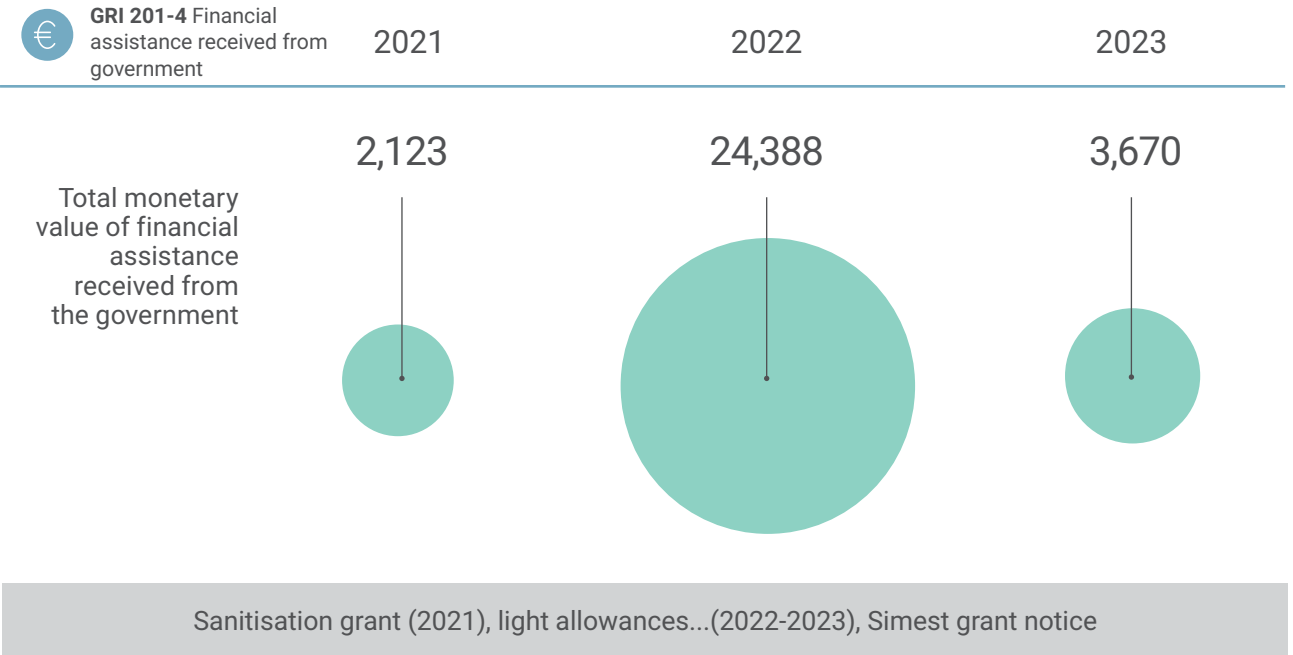


COMPANY PERFORMANCE

€ GRI 201-1 Direct economic value generated and distributed*	2021	2022	2023
A. ECONOMIC VALUE GENERATED	29,333,019	35,391,526	24,453,438
A1. Net turnover	27,272,825	30,950,476	29,513,983
A2 Other revenues	238,359	26,236	45,737
A3 Changes in product inventories**	1,821,835	4,414,814	- 5,106,283
B. DISTRIBUTED ECONOMIC VALUE	29,175,491	34,896,331	22,778,342
B1. Operating Costs	26,342,500	31,040,381	18,784,259
B2. Salaries and employee benefits	2,477,822	2,939,912	3,113,443
B3. Payments to capital suppliers	181,270	387,833	163,382
B4. Payments to governments	168,899	521,205	711,758
B5. Investments in the community	5,000	7,000	5,500
RETAINED VALUE (A- B)	157,528	495,195	1,675,096

* Table generated from the income statement

** A positive value on line A3 indicates an increase in product inventories, a negative value on line A3 indicates a decrease in product inventories.



€ GRI 406-1 Incidents of discrimination and corrective actions taken	2021	2022	2023
Total number of incidents of discrimination	0	0	0
€ GRI 417-2 Incidents of non-compliance concerning product and service information and labelling			
Total number of cases of non-compliance with regulations or self-regulatory codes on product and service information and labelling	0	0	0
€ GRI 417-3 Incidents of non-compliance concerning marketing communications			
Total number of cases of non-compliance with regulations or self-regulatory codes on marketing communications, including advertising, promotion and sponsorships	0	0	0
€ GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			
A. Total number of substantiated complaints received concerning breaches of customer privacy	0	0	0
B. Total number of customer data leaks, thefts or losses detected	0	0	0
€ GRI 2-27 Compliance with laws and regulations			
Total number of significant cases of non-compliance with laws and regulations	0	0	0

There were no incidents with regard to the GRIs reported during the reporting periods.



05 THE DRAFTING METHOD

THE LIMITATIONS OF THE SUSTAINABILITY REPORT

Eurotrol S.p.a.'s Sustainability Report 2023 is the result of the first reporting cycle the company has implemented to effectively inform the stakeholders about its sustainability performance. This document aims to provide information on the management model, the policies practised, and the main risks, opportunities and effects related to ESG topics identified as material. The ultimate goal is to provide evidence of the actions taken with respect to sustainability objectives in response to the legitimate expectations of all Eurotrol S.p.A. stakeholders.

DRAFTING PRINCIPLES

For the drafting of this document, the company used the **GRI 1 Foundation 2021**, published by the **Global Reporting Initiative (GRI)**, as a reference.

Statement of use:

Eurotrol S.p.A. reported the information cited in the index (on the next page) for the period from 1 January to 30 June 2023 with reference to the GRI Standards.



GRI INDICATORS



GRI STANDARDS	Description	Page
GRI 2: General Disclosures 2021	2-1 Organisational Details	13
GRI 2: General Disclosures 2021	2-2 Entities included in the organisation’s sustainability reporting	13
GRI 2: General Disclosures 2021	2-6 Activities, Value Chain and Other Business Relationships	17, 28, 30
GRI 2: General Disclosures 2021	2-7 Employees	17, 58, 59
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	5, 41
GRI 2: General Disclosures 2021	2-23 Policy commitments	22
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	69
GRI 2: General Disclosures 2021	2-28 Membership associations	24
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	39
GRI 3: Material topics 2021	2-30 Collective bargaining agreements	59
GRI 3: Material topics 2021	3-1 Process to determine material topics	39
GRI 3: Material topics 2021	3-2 List of material topics	39
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	68
GRI 201: Economic Performance 2016	201-4 Financial assistance received from government	69
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	52

GRI STANDARDS	Description	Page
GRI 302: Energy 2016	302-3 Energy intensity	54
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	54
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	54
GRI 305: Emissions 2016	305-4 Intensity of GHG emissions (location based)	55
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	60
GRI 403: Occupational health and safety 2018	403-9 Work-related injuries	63
GRI 403: Occupational health and safety 2018	403-10 Work-related ill health	63
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	64
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity of governance bodies and employees	65
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	69
GRI 417: Marketing and labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labelling	69
GRI 417: Marketing and labelling 2016	417-3 Incidents of non-compliance concerning marketing communications	69
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	69



GLOSSARY

Agenda 2030 for Sustainable Development: this is the Plan of Action for People, Planet and Prosperity signed in September 2015 by the governments of the 193 UN member states. The Agenda incorporates the 17 Social Development Goals (SDGs) (see the next items).

Sustainability Report: this is a concise communication tool that illustrates how the company is committed to sustainability issues and measures its performance.

Carbon Footprint: expresses the total greenhouse gas emissions associated directly or indirectly with a product, organisation, or service as CO2 equivalent. This indicator is used to measure the sustainability of companies.

ESG (Environmental, Social, Governance): indicates the sustainability aspects by which an organisation's activities are evaluated, not only from an economic and governance standpoint, but also from an environmental and social standpoint.

Circular Economy: a production and consumption model involving the sharing, reuse, repair, reconditioning, and recycling of materials and products.

Global Reporting Initiative (GRI): a non-profit international body created to establish the standards for reporting on the sustainability performance of organisations.

Governance: Persons or bodies (e.g. the board of directors or a corporate trustee) responsible for overseeing the strategic direction of an organisation and its accountability and stewardship obligations.

Greenwashing: the disclosure of one's sustainability information in a fraudulent manner.

SDGs (Sustainable Development Goals): 17 UN goals to be achieved by 2030. These goals serve as a guideline for contributing to global development, promoting human welfare, and protecting the environment.

Stakeholders: entities, organisations, or individuals who can be impacted by the organisation's activities, products, and services, or who have the ability to influence the organisation's decisions.

Shared Value: a business model in which a company's pursuit of financial economic success and competitive advantage includes environmental and social aspects and strategies.



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