



IMPACT REPORT

2024

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Letter from the CEO

Our adventure as a Company began about a year and a half ago when, intrigued by this business model that integrates, in its corporate purpose, the aim of having a positive impact on society and environment, we felt it was 'ours'. In many actions, in fact, the company had already been trying for some time to operate with care for environment - for example by inviting employees not to print documents except in strictly necessary cases, by providing them with reusable water bottles and filtered water in the office, thus cutting down on the use of disposable PET bottles - and towards our employees, through actions such as smart working, experimented in the Covid period and never abandoned, or the introduction of the learning organisation as an organisational model, putting people, their well-being and the search for excellence in skills at the centre of the company project.

Attentions that were previously left to our sensitivity and our will, with the transition to a Benefit Corporation in January 2024 have become part, black on white, of our Articles of Association, becoming the strategic focus of our activity. A commitment, therefore, that we make today and that will be a constant in ZPC's future, measurable in its impacts and effects.

We present here the story of our first year as a Benefit Company, a challenging year of analysis, study, attempts, goals achieved and others still to come, because the great thing about being a Benefit Company is that we are constantly evolving, listening to ourselves, our employees and their needs, but also to the territory and the community in which we live and operate. This year has been an important starting point for us and at the same time a great school; but we have certainly not finished learning, and we face the beginning of 2025 with enthusiasm and full of new ideas to put on the ground, the fruit of the attempts we have made, the experience we have gained, meetings and exchanges we have had in our first year as a Benefit Society. We hope that this way of operating in the business world, and at the same time in society, in the community and in the environment, will soon inspire new realities - particularly among our stakeholders - to espouse this approach, spreading it more and more. In our own small way, we will increasingly try to give tangible evidence of this, demonstrating how, today, a business model that is not only profitable, but also sustainable, is not only possible, but increasingly necessary.

Zeno Poggi

President of ZPC Srl – Società Benefit



Methodology

This Impact Report complies with the non-financial reporting requirements set out in the regulations on *Benefit Societies* pursuant to Law No. 208 of 28 December 2015, Sole Article, paragraphs 376-384.

It contains a description of the specific objectives, methods and actions implemented by the directors in pursuit of the goals of common benefit.

The Impact Assessment was carried out using an external and independent evaluation standard: the Good Enterprise Self-Assessment Tool, (www.labuonaimpresa.it) promoted by the Good Work Foundation, created to support companies in reading, evaluating and reporting on their ability to create value through business activity.

The tool bases its analysis on three fundamental pillars:

- the success of their products or services,
- the creation and organisation of good jobs,
- the creation of economic value.

The report is based on the principle of 'stakeholder reporting', which determines which issues are important according to each stakeholder, making reporting and evaluation essential.

This is the first Impact Report for ZPC Srl a socio unico - Società Benefit (henceforth ZPC) covering the year 2024 and will be followed by annual updates.

The reporting scope of the document is inherent to the activities carried out by ZPC.



CHAPTER 1: COMPANY

IDENTITY

ZPC supports companies and financial institutions in navigating the complex landscape of international trade regulations, helping them to manage risks and operate safely. Its main strategic areas are Trade Compliance, Export Controls and Customs Aspects. More than a thousand companies have relied on ZPC to address the regulatory requirements of global markets, optimising their presence in foreign markets.

ZPC's goal is to turn compliance into an opportunity for growth by ensuring accurate management of each step and constant regulatory updates. In this way, it protects the work of its customers, helping them to prevent risks and reduce management time and costs. ZPC helps companies avoid legal violations, over-enforcement of regulations, optimise compliance costs, and protect corporate reputation and assets while improving international performance.

HISTORY

Zeno Poggi Consulenze Srl started work in 2005; after a 10-year growth and development path, in 2015 the company obtained ISO 9001:2015 certification, one of the first companies in Italy to achieve this recognition.

In 2016, the company embarked on a path of digital service development, with the aim of supporting companies in Industry 4.0¹. In this context, *ECP® Export Controls Platform*, an innovative platform for the management export controls, is launched on the market. In the same year, the company launched *AWOS - A World of Sanctions*, the first Italian public-private collaboration project focused on export controls investigations, geopolitical risk analysis and predictive monitoring of sanctions regimes. The following year, Zeno Poggi Consulenze Srl decided to expand its scope of intervention by also starting to support banks and financial institutions.

In 2018, the CEPAS-certified *ECO®* (Export Compliance Officer) training course was added to the range of services offered, aimed at creating a new professional figure who deals with risk management in companies and ensures compliance with regulations.

In 2019 a real change of style took place: Zeno Poggi Consulenze Srl changed its company name to ZPC srl, in light of its transformation into a structured company and no longer as a reality linked only to the figure of the founder. This reflects a path of transformation and internal innovation realised to offer services to partners and clients at a global level.

In 2020, the company adopts an organisational model based on *learning* organisation, which places people at the centre of the company project, their continuous training and internal innovation of the structure, seizing as an opportunity the new working arrangements resulting from the COVID emergency, such as smart working, and recognising the maturity, autonomy and responsibility of its human resources.

CEPAS² certification for the Internal Compliance Programme (ICP) was obtained in 2022. This programme helps companies ensure compliance with Export Controls regulations and international sanctions.

¹ The term describes the adoption of advanced technologies in production processes to create 'smart' factories. This evolution aims to integrate digital, physical and biological technologies with the aim of making production more automated, interconnected, flexible and efficient.

² CEPAS is an accredited Italian certification body that deals with the certification of professional skills. The acronym CEPAS stands for 'Centre of Excellence for Professionalism and Security'. It is a body that issues recognised certifications for professional figures, particularly in the areas of compliance management, safety, quality and other technical fields.

In 2024, ZPC took another important step on its growth path by becoming a Benefit Corporation. This transformation reflects the company's growing commitment to environmental and social sustainability, a commitment that has been developed and consolidated in recent years.

TARGET MARKET

The international consulting market in which ZPC operates is closely linked to key global areas such as foreign trade, exports and imports, and customs management. These areas are characterised, on the one hand, by the growing interdependence of economies and, on the other hand, by the globalisation crisis and the emergence of new protectionism and trade barriers, which lead companies to the need to comply with increasingly complex international regulations. In the foreign trade context, companies engaged in international trade are confronted with increasingly stringent regulations, such as product conformity, safety, certification and labelling. Internationalisation drives companies to invest in consultancy in order to avoid violations, sanctions and customs delays. Regulatory compliance and risk management are therefore strategic areas to access new global markets safely and efficiently.

More in detail, **the international compliance activity** deals with ensuring that companies comply with regulations on compliance, safety, and labelling of products in global markets, sustainability requirements and in general ESG (**Trade Compliance**) parameters, international export and import regulations, and assessing any trade and financial transactions with countries, subjects, goods and technologies subject to various forms of restrictions or sanctions (**Export Controls**). Finally, the work area related to **Customs Aspects** includes the classification of goods, determination of customs duties, origin of goods and enforcement of trade agreements. Effective customs management companies optimise shipping times, reduce costs and ensure that products arrive at their destination quickly and safely.

The market for compliance consulting in international trade is booming because of the significant legal risks involved, the desire to protect corporate assets and the need to maintain a good corporate reputation.

According to a report by MarketsandMarkets³, the global trade management market, which includes advanced solutions for trade compliance, export management, and customs process automation, is set to grow from USD 6.4 billion in 2022 to USD 10.4 billion by 2027, registering a compound annual growth rate (CAGR) of 9.8%. This development reflects the increasing complexity of international regulations and the expansion of integrated technology solutions that help companies more efficiently manage risks related to international sanctions, export controls and customs procedures.

WHY BE A BENEFIT SOCIETY

ZPC has always believed that, in order to create shared value relations between market stakeholders, it is essential to act in a transparent, respectful and sustainable manner. This conviction led the company to embark on a path of transformation into a Benefit Corporation.

Being a Benefit Company means making a daily commitment to pursue aims of common benefit, acting responsibly towards people, communities and territories. This commitment translates into continuous improvement of activities

³MarketsAndMarkets (2023), 'Trend Management Market'.

company and in a constant focus on three fundamental areas, outlined in the Articles of Association: Environmental, Social and Governance.

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"We have chosen to strive every day to make the world a better place through a sustainable business, starting from what we know best - our services, our collaborators, the territory and the community in which we live - and formalising, in our charter, our commitment".

”

THE COMMON BENEFIT PURPOSES OF ZPC

The aims of ZPC's Common Benefit are organised around three pillars:

- *Environmental Area*
- *Social Area*
- *Governance Area*

Environmental Area:

ZPC is committed to promoting paths that *'provide for a selection of suppliers, through vendor rating, preferring those that stand out for sharing common objectives in the social, environmental and 'governance' spheres; provide for the adoption of measures that guarantee a lower environmental impact through a preventive analysis of risks and impacts; provide for the dissemination and awareness of good environmental practices inside and outside the company'.*

Social Area:

ZPC promotes projects that *'give new human and relational value to company places and spaces, sharing them with civil society organisations; valorise voluntary activities carried out during working hours by members and employees; respond to the needs of the territory with strategic philanthropy interventions and of employees with home-work balance interventions'.*

Area of Governance:

ZPC is committed to *guaranteeing actions that 'ensure maximum conditions of transparency and accountability towards primary and secondary stakeholders through an external review of the company's financial dynamics; always guarantee certain payment conditions towards all suppliers in any form of contractualisation; activate awareness-raising paths on subject of Benefit models in its territory'.*

MISSION

Always at our customers' side to overcome challenges and pitfalls in international trade by sharing successes with them.

VISION

Propose to the market an organisation determined to grow doggedly, in weight and quality, the traditional way but also and above all in the most modern and innovative ways, to be always ready to face the new and continuous challenges that internationalisation offers to companies.

VALUES

- **Respect for Laws and Ethical Principles**
 - ZPC attaches fundamental importance to compliance with legal regulations and the working environment in which it operates
- **Respect for the Person**
 - ZPC believes it is essential to promote respect for the individual, his or her physical integrity, diversity and well-being, recognising these as the foundations for an enriching and virtuous collaboration.
- **Honesty and Transparency**
 - ZPC condemns all forms of corruption and promotes commitment through actions marked by fairness and rectitude.
- **Information Security and Confidentiality**
 - ZPC is committed to protecting information and data, ensuring their security and compliance in line with national and European privacy and confidentiality regulations.
- **Social Responsibility and Sustainability**
 - ZPC is committed to supporting cultural, social and environmental initiatives, contributing to the wellbeing of the community and the sustainability of the area
- **Safeguarding Reputation**
 - ZPC is committed to consistency and credibility in every choice it makes, believing it is crucial for its brand that there is total alignment between values and actions

Below is the organisation chart of ZPC for the Benefit 2024 reporting year:

Pictured: Organigram ZPC 2024



The investments made in 2024 related specifically to the areas of common benefit of ZPC were as follows:

- Consultancy on ESG issues and implications with related transformation into a Benefit Society
- Change of articles of association to Benefit and notarial registration of the deed
- Using software to digitise business cards
- EcoVadis Certification
- Purchase of backpacks made from environmentally sustainable materials provided to employees for smart working
- Maintenance water purification plant enables employees in the office to avoid using plastic bottles
- Purchasing certified green energy
- Organisation of team building activities
- Purchases of external training on ESG issues
- Buying a new electric company car

The sum allocated by ZPC during this reporting year for the above-mentioned investments for the common benefit was EUR 58,055.86.

In the investments made in 2024 related specifically to the areas of common benefit, the entry for external training purchases on ESG topics was zero. This does not mean that no training was carried out, but that all training activities were offered free of charge. In fact, these courses are usually provided directly by the European Union or other non-governmental bodies.

Instead, in July 2024 ZPC purchased a new, 100% electric company car to replace a hybrid car. The choice was dictated by the desire to actively contribute to the reduction of emissions by not emitting exhaust gases into the atmosphere during journeys.

In December, ZPC organised a company Christmas party at the headquarters of the Fondazione ETS Famiglie per la Famiglia, a daytime educational community for minors and adolescents in the municipality of Verona. In exchange for a donation, the Foundation made its premises available for an afternoon dedicated to taking stock of the past year and defining objectives for 2025, followed by an aperitif (also organised by the association) and Christmas greetings. The choice of this location was motivated by ZPC's intention to start a collaboration with the Foundation in 2025. This collaboration could take the form of donations, corporate volunteering projects at their premises, or support in promoting their work to ZPC's stakeholders.



Photo: pictures of the corporate Christmas event - December 2024

CHAPTER 2: SHARED BENEFIT

GOVERNANCE

ROLES AND RESPONSIBILITIES

The Impact Contact Person is the figure who guides and coordinates the process of analysing, measuring and reporting on the impacts of a company, monitoring the results achieved against the set targets. In ZPC, this role is held by Nicola Gelder.

The company's Board of Directors (CDA) is currently composed of two figures: Zeno Poggi, as chairman, and Nicola Gelder, as director. Both are the founders of what was initially Zeno Poggi Consulenze Srl, which has now evolved into ZPC.

Both board members are accomplished professionals with established careers and in-depth industry knowledge. Belonging to the 50+ age group, they combine maturity and foresight to provide a combination of experience and openness to future challenges.

ZPC 2025 Governance Targets:

- *Prepare a welcome letter for new employees explaining what it means for ZPC to be a Benefit Society*
- *Prepare a letter of introduction for new suppliers explaining what it means for ZPC to be a Benefit Society*
- *Prepare a letter of introduction for new customers explaining what it means for ZPC to be a Benefit Society*

PEOPLE

EMPLOYEES

At ZPC, there are 21 employees; during the reporting year, four new resources were added, who were initially placed on probation and later confirmed within the workforce.

Most of the company's employees are employed on a full-time, permanent contract, involving 18 people (one of whom is part-time). The remaining resources are instead employed with an apprenticeship contract (3 people). The average age of employees is 37 years, while the average age of service is 4.2 years.

The gender breakdown of ZPC employees is as follows: 17 women and 4 men. In percentage terms, out of a total of 21 employees, 81% are women, while 19% are men. There are also collaborations with external consultants and freelancers, with a total about 10 collaborations activated in 2024 between lawyers, accountants, benefit consultants, graphics and printing firms, etc.

The wage difference between men and women is not particularly significant in the lower-level categories, such as apprentices and levels 3 and 4, where the disparity is between 1% and 2%. At level 2, on the other hand, the difference is more pronounced, with male employees receiving about 9.5% higher wages than female employees. At Quadro levels, the disparity narrows but reverses, with women earning on average 3.9% more than their male colleagues.

All full-time contracts provide the possibility of smart working. This form of work is used in ZPC, which grants two days of teleworking per week, net of any sick days and holidays. On average, a total of 14,000 smart working hours are worked in a working year (about 700 per employee).

Also on the subject of employee care, ZPC Srl carried out several training sessions during the reporting year for employees in different categories including:

- Training **on environmental issues**: a total of 26 hours of training carried out for 6 employees
- **Training on gender equality and pay issues**: a total of about 3.5 hours for two employees

These training activities were carried out to raise employee awareness and share performance improvement intentions with internal stakeholders. Furthermore, to strengthen the bond between ZPC team members, a team building activity entitled '*Shaping our future*' was organised in July 2024. The initiative involved all employees and took place in ZPC's corporate spaces reserved for Academy & Events. This activity involved workers making clay sculptures, some photographs of which are shown below.



A moment from the team building activity that involved all ZPC members; a creative experience that led the workers to create unique pots with passion and collaboration.

In addition, ZPC has individual agreements to ensure greater customisation and flexibility of employees' working conditions. These agreements include, among other things, MBO (Management by Objectives) plans that allow for an evaluation based on the achievement of specific objectives, *smart working* (offered in a structured manner and in an agreed manner), and meal vouchers to the value of 8.00€ that are given to employees for each day they are in the office. In addition, health insurance cover has been provided to protect employees with appropriate and tailor-made solutions. Finally, the promotion of the company's *learning organisation* culture enables employees to acquire new skills, learn more about specific topics or keep up to date in areas relevant to their position, in order to meet individual training needs.

Social Goals ZPC 2025

- *Increase specific training on SB for employees, to involve them more in the planning and dissemination of this model*
- *Involving employees in the identification of home-work reconciliation actions that could be most useful*

- Establish, through the provision of anonymous questionnaires, an 'observatory' on the level of employee satisfaction, identifying areas for improvement and then proposing concrete proposals for improvement

“We invest in the training and development of our employees because only in this way can we create a collaborative and proactive environment in which everyone becomes a protagonist of their own professional growth”.

SUPPLIERS

In total, for the year 2024, there were 225 ZPC suppliers. Of these, the geographical distribution is as follows: 26 suppliers are located in Europe, 27 suppliers come from non-European countries, while the majority, i.e. 172 suppliers, operate in Italy.

ZPC's suppliers mainly deal with information services, platform subscriptions and consumables. Of these, four are Benefit Societies.

In 2024, the Sustainability Vendor Rating was enhanced with the addition of questions on the social, environmental and governance impacts of suppliers. Furthermore, with regard to energy supplies, a switch to a greener electricity distributor was made, with EKOenergy certification ⁽⁴⁾.

Among the suppliers, special mention must be made of the Cooperativa Sociale Agespha, which is responsible for the management of the greenery at Villa Bocelli-Poggi in Rivoli, home of the ZPC Academy. Founded in 2003, Agespha is socially committed and promotes the employment of people with disabilities, offering them a second chance through integration into its workforce.

In the course of 2024, ZPC received approximately 700 invoices from its suppliers and, out of these, a total of 10 complaints were registered, all relating to payment reminders. Of these, 4 had already been handled internally but had not yet been settled according to the data provided by the suppliers. Overall, in 2024, ZPC met its payment deadlines in 98% of the cases.

Social Goals ZPC 2025

- Increase the number of suppliers recognised as Benefit Societies
- Increase the number of suppliers with certifications on ESG issues, such as gender equality certification, EcoVadis and others
- Raise awareness of suppliers that are not benefit companies and/or are not certified on ESG issues, making them aware of these issues through targeted communications

“Creating a network between benefit realities becomes a concrete way to demonstrate that this model not only works, but that it has the potential to become, in the near future, the only way to do business”.

⁴ The EKOenergy label is an internationally recognised eco-label for electricity, gas, heat and cooling produced in a renewable way. The label is mentioned in several certifications including LEED, Greenhouse Gas Protocol and WWF Green Office.

CUSTOMERS

During the reporting year, ZPC served around 350 customers, almost all of whom are in Italy. Only seven customers operate abroad: three in the European Union and four outside.

Working with Italian customers allows ZPC to strengthen its local impact, aligning itself with the specific needs and dynamics of the domestic market. Moreover, by operating in Italy, the company is able to more easily connect with the cultural and social values of its customers.

During the last year of reporting, ZPC's customers also included three Benefit Societies, demonstrating the company's commitment to working with and supporting sustainability-oriented entities and integrating social and environmental objectives into their business model.

Social Goals ZPC 2025

- *Increase the number of customers identified as Benefit Societies, through targeted marketing actions towards SB companies in the country*
- *Increase the dissemination of information on the SB model among its customers, to stimulate reflection on the topic*
- *Actively participate, as a benefit company, in meetings on the subject, to offer its testimony and invite our customers - current and future - to follow these meetings, through the sending of targeted communications (newsletter / LinkedIn post)*

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"Disseminating the Benefit Society model among our customers means demonstrating that doing business sustainably is possible".

”

COMMUNITY

In carrying out its activities, ZPC seeks to support the local community within it operates. To this end, a free open event called '*Musical Charity Event*' was organised in which more than 140 people participated. This event took place in the vicinity of Villa Becelli-Poggi, the headquarters of the ZPC Academy & Events division, and was organised in cooperation with the Associazione Pensiero Solidale Onlus in support of the '*Città in fiore*' project. The partner association is actively dedicated to collecting and recovering surpluses produced by the production system, with the aim of redistributing them free of charge to organisations working to combat various forms of poverty.

During the evening, more than €8,000 was raised for the '*Blossoming City*' project, dedicated to supporting people in housing emergencies. This project is committed to providing tailor-made housing solutions, considering the specific needs of each individual.

ZPC's financial commitment for the organisation of the event, which included the availability of company premises and utilities, amounted to approximately €6,000.

OFFLINE MEDIA AND ONLINE COMMUNITIES

Increasingly, companies are interfacing with an online audience that they know through interactions via social media or through the purchase of products and then because of reviews, or live events on sharing platforms.

In this respect, ZPC's initiatives mostly focus on raising awareness of ESG issues through sending of informative communications, including

including a mailing activity aimed at providing updates on developments at European legislative level on sensitive topics such as, for example, packaging and green claims. During the reporting period, ZPC shared 28 newsletters to its subscribers, averaging two per month. These were flanked symmetrically by news on the website and on LinkedIn, designed to tell the same news to different audiences and therefore developed with an information register dedicated to each type of audience. An effort, the latter, that well describes ZPC's dedication to correct information and transparent and comprehensible communication to all its stakeholders.

The topics dealt with during the year were varied: the following is a list of the topics touched upon as of February 2024, at the same time as the amendment of the Articles of Association. In the first three months of the reporting year, seven communications were shared on the following topics:

- The Regulation on Deforestation and Forest Degradation: Impacts on Business.
- The digital product passport, with a focus on textile manufacturers.
- The Carbon Border Adjustment Mechanism (CBAM) guide for the late submission of the first declaration.
- Information on the EU proposal for the Packaging and Packaging Waste Regulation.
- The Corporate Sustainability Due Diligence Directive (CSDD) and corporate due diligence for sustainability.
- An in-depth look at the Green Claims Directive and the position of the European Parliament.
- latest EU updates on the Packaging Regulation and the Duty of Care for Sustainability.

From May to July 2024, on the other hand, six communications were sent to customers, partners and suppliers on the following topics:

- Italian Plastic Tax: new postponement of entry into force.
- Placing Packaging on the Market: News about empty and full packaging, with a focus on the UK.
- Ecodesign for Sustainable Products: Analysis by the European Union.
- Right to Repair Directive: EU approval, specific to Circular Economy.
- Packaging and Waste Guidelines: updates with focus on Spain.
- Updates from the EU Commission: new information and an FAQ section on the CBAM (Carbon Border Adjustment Mechanism).
-

Four communications were shared in August and September 2024, with the following topics:

- Second phase of the CBAM transitional period: insights into implications and opportunities.
- Regulation on deforestation and forest degradation: information on entry into force, including new certification schemes to support companies.
- News on EPR (Extended Producer Responsibility): updates focused mainly on developments in the US.
- Self-Assessment Tool for CBAM: communication about the development and forthcoming publication of the self-assessment tool for companies.

In October - December 2024, communications were sent out on the following 10 topics:

- CBAM: Commission FAQ update and MASE clarification on reporting in case of missing actual emission data.
- CBAM: MASE clarifications on reporting obligations in case missing actual emission data.
- EUDR regulation on deforestation: EU updates anticipation of streamlining ESG reporting requirements.
- Triman logo: update on the EU Commission's infringement proceedings against France.
- EUDR: one-year postponement of the implementation of the Deforestation Regulation confirmed.
- EUDR: Registration in the Information System now underway.
- CBAM: latest updates.
- Focus Spain: published an interpretative note on environmental labelling for packaging.
- The Packaging and Packaging Waste Regulation adopted.
- New European Commission infringement procedure on packaging labelling: the case of Spain.

Finally, ZPC wanted to strengthen its online campaign through posts on LinkedIn and the company website. A total of 15 posts were published during the year, matched by an equal number of posts on LinkedIn and the website, the main topics of which were:

- Transformation into a Benefit Corporation.
- Entrusting the management of the company's green spaces to Cooperativa Sociale Agespha Onlus, set up to meet the socialisation and social and employment needs of adults with disabilities.
- Focus on the smart working activity implemented within ZPC.
- More information on Benefit Societies and their expansion in Italy.
- Change of electricity supply company to a greener company.
- EcoVadis certification, for which ZPC received a bronze medal.
- Creation of a section of the website dedicated exclusively to Benefit Society and ethical issues.
- Sponsorship of Musical Charity event
- Possibility to accommodate employees' pets (mainly dogs and cats) in the office

Social Goals ZPC 2025

- *Continue project collaboration with local associations for the advancement of shared ideas*
- *To act as a sounding board - through the dissemination of news and newsletters - for the associations in the area with which we will collaborate during the year, to allow our stakeholders to get to know them and their projects*
- *Working to bring the community of informed stakeholders closer to our activities and the Benefit model, transforming involvement from the 'virtual' to the 'real'.*

“

"We commit a collaborate with realities associations of the territory, listening to their needs and putting our skills and time at their disposal, thus giving substance to the commitment made as a Benefit Society"

”

INSTITUTIONS

At the level of advocacy with institutions, ZPC has not taken any corporate initiatives. However, Nicola Gelder - member of ZPC's board of directors and impact manager - is:

- vice-president of Assosport, the national trade association of sporting goods manufacturers;
- Assosport representative at FESI (Federation of the European Sporting Goods Industry) for the topics Trade and Customs, Corporate Responsibility and Sustainability
- involved in several standardisation bodies, where it participates in technical tables dedicated to sustainability in the fashion industry, contributing to the definition of standards and best practices.
- active with Assosport and FESI in round tables, conferences and seminars, where they address issues related to ESG practices.

The sensitivity it has shown in accompanying professional and territorial institutions on ESG-impact issues and oriented towards Benefit Corporate Behaviour, will guide ZPC in the coming years towards the realisation of similar opportunities for discussion and exchange - not for profit - as part of its commitment as a Benefit Company.

Social Goals ZPC 2025

- *Cultivate relationships with institutions engaged in our fields of expertise, particularly ESG legislation, in order to network our knowledge and know-how*
- *Actively cooperating with associations and foundations in the dissemination of knowledge on ESG issues*
- *Actively cooperate with associations and foundations in spreading knowledge about the Benefit model*

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"Encouraging the creation of opportunities for meeting and exchange between institutions, the profit and non-profit worlds, circulating ideas, needs, objectives and together helping to ground them, becomes a concrete way of bringing together worlds that are only apparently distant, that influence each other and that can work together towards a common goal"

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ENVIRONMENT

ZPC has always been committed to respecting the environment in which it operates, favouring a green supply chain and reducing its ecological footprint. By virtue of this, the company has made a series of daily choices in 2024 that involve reducing the environmental impacts of the organisation.

In particular, the company takes concrete actions to reduce the environmental impact of its operations by engaging in an ongoing dialogue with the supply chain.

In fact, during this reporting year, the Vendor Rating of ZPC suppliers was strengthened with some additional questions related to ESG performance. In addition, a switch was made to a greener electricity distributor with EKOenergy⁵ certification.

ZPC also made a commitment internally, creating a corporate paperless plan that enabled the creation of digital business cards for all employees within the organisation by 2024. This choice allowed ZPC to achieve both economic and environmental savings. In economic terms, in fact, the company spent about 500€ each year to purchase business cards for all employees, while the software used to create them digitally had a total annual cost of about €80. Furthermore, from an environmental point of view, the new solution significantly reduced the use of paper, as approximately 1 kg of paper was consumed each year to print these cards.⁶

Lastly, as already reported on page 10, in July 2024, ZPC purchased a new 100% electric company car (replacing a hybrid car) for EUR 43,971.60.

ZPC 2025 Environmental Targets

- *Activating a plan for separate waste collection in offices*
- *Consolidating the corporate paperless plan*
- *Activating a corporate plastic-free plan*

“Minimising our environmental impact is a way to leave future generations a more liveable and just world. In our own small way, we want to spread knowledge about good environmental practices to our employees and their families, and to our stakeholders, with the conviction 'many small people in many small places make many small things, they can change the face of the world'.”

⁵ The EKOenergy label is an internationally recognised eco-label for electricity, gas, heat and cooling produced in a renewable way. The label is mentioned in several certifications including LEED, Greenhouse Gas Protocol and WWF Green Office.

⁶ According to the guidelines provided by TAGA Italy (Technical and Graphic Arts Association), the paper used for printing business cards has a grammage of 300 g/m² in A4 format. Each business card weighs an average of 5 grams. Therefore, for a total of 210 cards (100 cards for 21 people), the total weight of the card is 1050 grams (5g for 210 cards).



CHAPTER 3: ASSESSMENT OF IMPACTS

For its first 2024 Impact Report, ZPC adopts the SABI method, a self-assessment approach designed to support companies in analysing key dimensions of systemic value creation. This method allows results to be monitored against standardised, model-defined criteria, assesses company performance in a structured manner and offers the opportunity to set targets for continuous improvement.

For ZPC, 2024 represents the first year of use of the tool, with commitment to make its application increasingly comprehensive and reasoned, to provide evidence of a pathway to improved management of impact analysis.

The following paragraphs will provide an analytical assessment of the data from the following areas of analysis:

- Product
- Work
- Economic Value

and comment on the scores given internally and externally to the different themes, including a reflection on the most important environmental and social issues.

Creating Value with the Product

Regarding the area 'Creation of value with the product' on various topics such as end-of-life, product innovation, culture, product quality and customer relations, the evaluations made internally and by stakeholders differ slightly, always remaining under half a score difference.

However, in two topics (Raw materials and Contribution to people's well-being) the difference between the two assessments is more pronounced.

On the first issue, this misalignment relates to the fact that, as ZPC is a service company, its stakeholders are not aware of and do not appreciably perceive the management of the company's raw materials, which in any case have little impact on the company's business.

Regarding the Contribution to People's Well-being, ZPC operates mainly in the B2B sector, rather than B2C, which makes it more difficult for stakeholders to perceive the actions the company takes for the benefit of individuals. In addition, the difference in ratings could also be attributed to communication that is not particularly focused on this issue.

Below are the evaluation grids obtained from the SABI software.

Elemento di valutazione	Autovalutazione	Media valutazione stakeholder	Impatti generati
Qualità del prodotto	5	4.49	
Qualità della Relazione con i clienti	5	4.69	
Contributo al benessere delle persone	5	4.1	
Materie prime	4	2.68	Circolarità e uso delle risorse
Fine Vita del prodotto (economia circolare)	4	3.62	Circolarità e uso delle risorse
Innovazione di prodotto	4	3.72	
Fi Cultura	5	4.66	

In the table below, the relationship between the average relevance given by stakeholders and the relative internal self-assessment conducted by ZPC on the topics listed above is illustrated. In all the topics analysed, the internal assessment is higher than that provided by the stakeholders. This result can be linked mainly to the recent transformation into a Benefit Corporation, which certainly made employees and collaborators more aware of the value of the topics in question. However, need for greater stakeholder involvement in the perception of the company's efforts from a Benefit perspective may emerge from the second year of reporting onwards.

Elemento di valutazione	Autovalutazione	Media valutazione stakeholder	Impatti generati
Qualità del prodotto	5	4.49	
Qualità della Relazione con i clienti	5	4.69	
Contributo al benessere delle persone	5	4.1	
Materie prime	4	2.68	Circularità e uso delle risorse
Fine Vita del prodotto (economia circolare)	4	3.62	Circularità e uso delle risorse
Innovazione di prodotto	4	3.72	
Cultura	5	4.66	



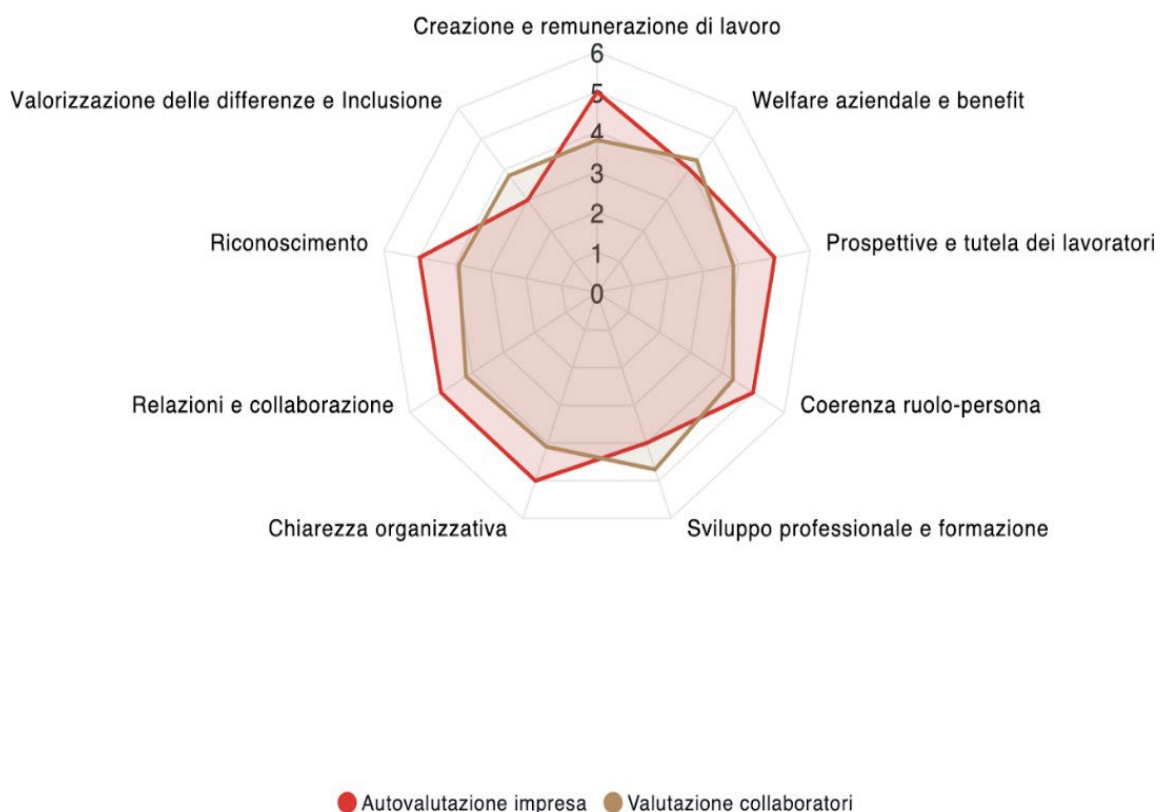
Creating value through work

With regard to the creation of value through work, the company provided in self-assessment higher values than its stakeholders, consistent with the strategic choice to become a Benefit Corporation.

The difference in values provided by ZPC and its employees may stem from a different understanding of roles within the working relationship and from the still not fully effective (as it has only just started) communication of the aims and commitments that the company aims to fulfil as a Benefit Company for its employees. With regard to the topic 'Valuing differences and inclusion', the majority of employees at ZPC are women. In this, the company sees this as barely positive, since - although with opposite genders to the standard model - there remains an underlying imbalance in favour of the female component.

With regard to 'Professional Development', ZPC gave a slightly lower score than that assigned by the employees, as it is probably aware of further possible progress which, however, is not perceived in the same way by the employees (also due to obvious asymmetries in knowledge and training governance).

Complementarily, on all the other points, the company provided more positive answers than what emerged from the questionnaires collected among the employees, who, although on a high level, rated less positively the contribution that the company makes in terms of 'Job Creation and Remuneration', 'Perspectives and Protection of Workers', 'Role-Personal Coherence', 'Organisational Clarity', 'Relationships and Collaboration' and, finally, 'Recognition'.



The table below shows the self-assessment scores, and the averages of the ratings received from the stakeholders. To be considered 'positive', according to the methodology, the scores must be above a value of 3. All scores are therefore positive, even if their distributional geometry presents some misalignment.

La creazione di valore con il lavoro

Elemento di valutazione	Autovalutazione	Media valutazione stakeholder	Impatti generati
Creazione e remunerazione di lavoro	5	3.8	Sviluppo, benessere e realizzazione dei lavoratori
Welfare aziendale e benefit	4	4.3	Salute e sicurezza dei lavoratori Sviluppo, benessere e realizzazione dei lavoratori
Prospettive e tutela dei lavoratori	5	3.84	Diritti Umani Sviluppo, benessere e realizzazione dei lavoratori
Coerenza ruolo-persona	5	4.35	Sviluppo, benessere e realizzazione dei lavoratori
Sviluppo professionale e formazione	4	4.7	Educazione, informazione e cultura Sviluppo, benessere e realizzazione dei lavoratori
Chiarezza organizzativa	5	4.1	Sviluppo, benessere e realizzazione dei lavoratori
Relazioni e collaborazione	5	4.2	Sviluppo, benessere e realizzazione dei lavoratori
Riconoscimento	5	3.9	Sviluppo, benessere e realizzazione dei lavoratori
Valorizzazione delle differenze e Inclusione	3	3.8	Diritti Umani Sviluppo, benessere e realizzazione dei lavoratori



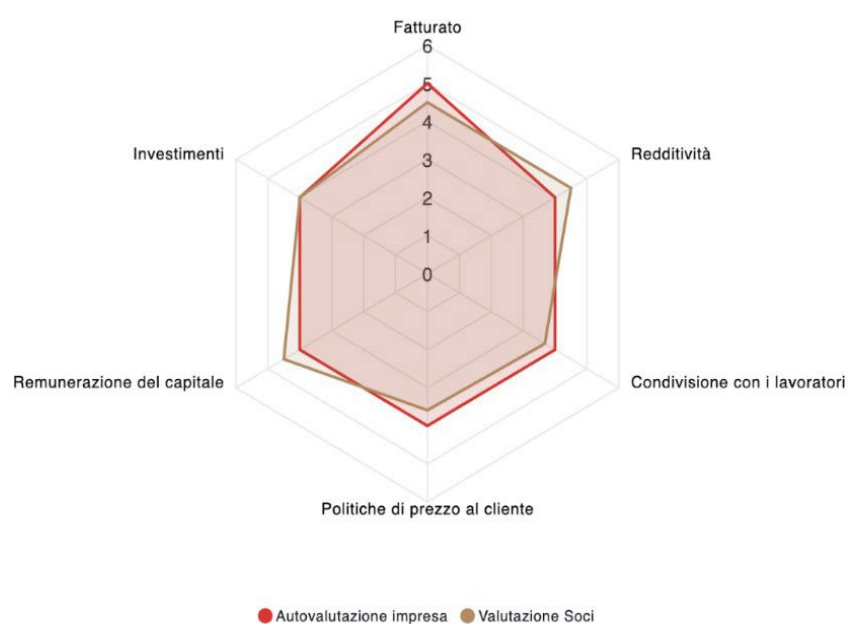
values

The Creation of Economic Value

As far as the creation of economic value is concerned, the view of the company and its shareholders is strongly aligned on all items under evaluation. The importance attached to individual topics is high for both respondent categories, with scores exceeding 3.5 points.

The only two topics for which members gave a higher rating than the self-assessment were profitability and return on capital. This is understandable, as it is natural that members perceive these aspects as more important than turnover, pricing policies towards customers and sharing results with employees, areas in which the self-assessment gave slightly more weight.

The graph offers a substantially aligned and symmetrically distributed view between the shareholders and the company, highlighting a strong cohesion in priorities and evaluations with respect to the strategic aspects in question. This alignment underlines the harmony between the company's objectives and the expectations of the shareholders, confirming a shared governance aimed at value creation.



The table below shows the ratings provided: as can be seen, the maximum difference between the two ratings is only 0.5 points, further confirming the alignment displayed in the previous paragraph.

La Creazione di valore economico

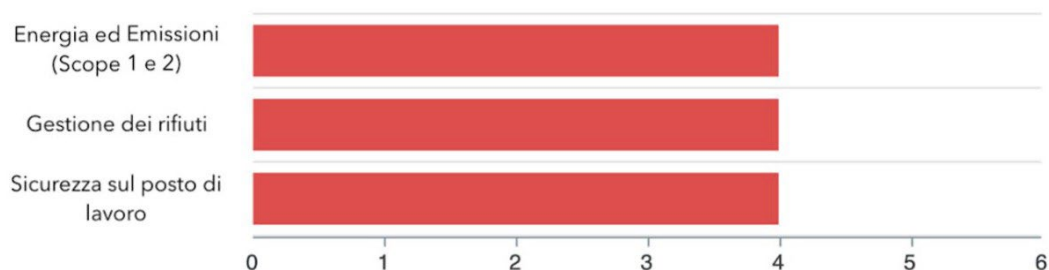
Elemento di valutazione	Autovalutazione	Media valutazione stakeholder	Impatti generati
Fatturato	5	4.5	
Reddittività	4	4.5	
Condivisione con i lavoratori	4	3.68	Sviluppo, benessere e realizzazione dei lavoratori
Politiche di prezzo al cliente	4	3.59	
Remunerazione del capitale	4	4.5	
Investimenti	4	4	

Operations Sustainability Self-Assessment

This section presents the detailed results of the self-assessment questionnaire on the sustainable management of business operations.

The self-assessment shows overall positive scores, with a uniform score of 4 out of 6, in the three service delivery aspects. ZPC perceives its work in the areas of Emissions and Energy Management (i), Waste (ii) and Workplace Safety (iii) as highly advanced and relevant.

Processi di produzione



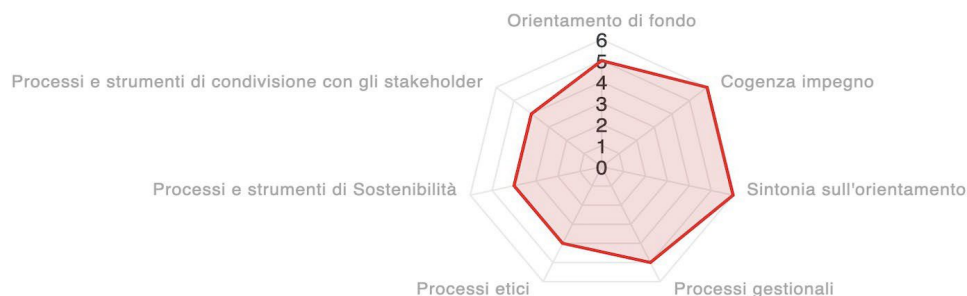
Sostenibilità delle Operations

Elemento di valutazione	Autovalutazione	Impatti generati
Energia ed Emissioni (scope 1 e 2)	4	Cambiamento climatico Inquinamento Circolarità e uso delle risorse
Gestione dei Rifiuti	4	Cambiamento climatico Inquinamento Biodiversità ed ecosistemi Circolarità e uso delle risorse
Sicurezza sul posto di lavoro	4	Salute e sicurezza dei lavoratori Benessere degli individui Diritti Umani Sviluppo, benessere e realizzazione dei lavoratori



Self-assessment with respect to Governance

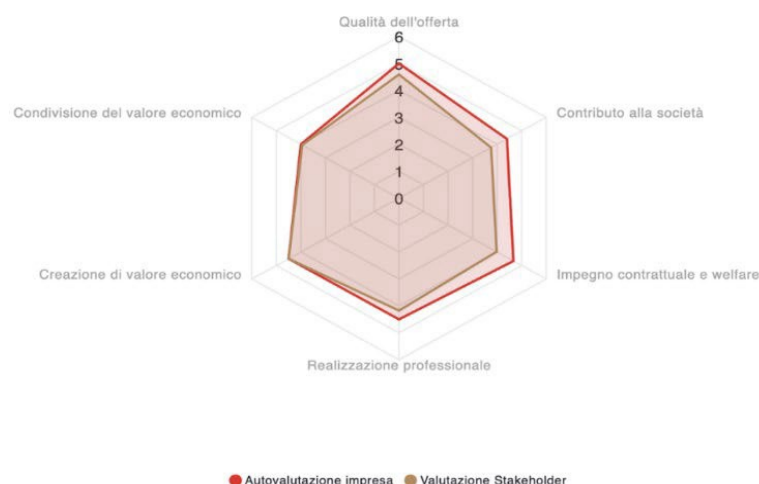
With regard to the self-assessment on Governance, ZPC attached great importance to this aspect, generally awarding scores of 4 or higher. In detail, the topics that received the highest scores were 'Cogency of Commitment', 'Fundamental Orientation' and 'Atonement on Orientation'. In addition, as a natural consequence of the transformation into a Benefit Company but also as an innate corporate predisposition to enhance virtuous themes, other themes also received high ratings, including 'ethical processes', 'management processes', 'sustainability tools and processes' and 'stakeholder sharing processes and tools'. This last theme, although it received a score of 4 in the self-assessment, appears to be less consistent with the results of the previously illustrated double grids, which often showed slight gaps. In this sense, it is necessary to further develop a more heartfelt stakeholder sharing process that allows - in the next evaluation - to reduce the differentials between the company's self-perceived and the stakeholders' self-declared, as in the case - for example - of the topic of Value Creation through Work.



Summary of Value Creation

The following graph provides a summary of value creation across the main pillars assessed: Product, Labour and Economic Value. The first two dimensions of each pillar are represented in the figure. The overall rating for each dimension (red line for the company and brown line for the stakeholder of reference) represents the average of the ratings assigned to the individual elements that make up that dimension.

Overall, the two ratings are aligned, with a slight difference in the topics 'Contribution to society' and 'Contractual commitment and welfare', which are more appreciated by the company than by the stakeholders. ZPC's commitment to its stakeholders is therefore to continue to improve its offering and ESG impacts to achieve full alignment of the values displayed in the graph in the coming years.



Continuity of Value Creation over time

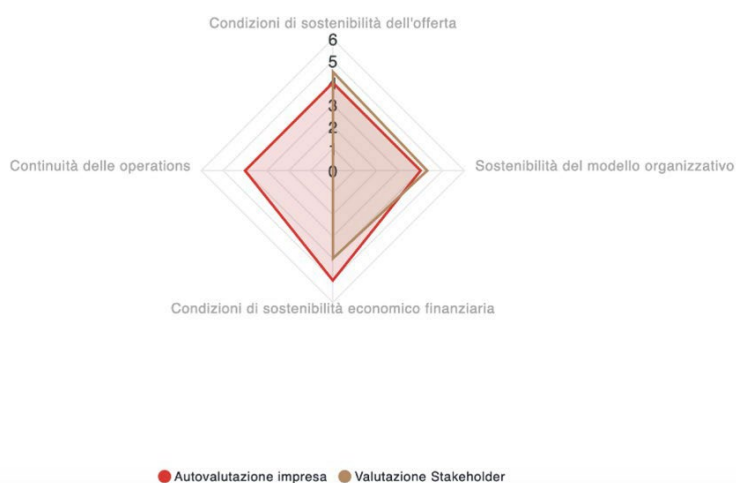
Finally, the following graph provides an overview of one of the distinctive aspects of the Good Company model: the ability continue generating value for society in the long term.

The 'Sustainability of the organisational model' received almost identical scores from the different respondents, being rather high overall, i.e. above 4 out of 6 points. This means that, in addition to having an organisational model that ZPC considers effective, it is also positively recognised by its stakeholders for being fruitful in the long run. In other words, ZPC has succeeded in creating a model that not only works but is perceived as long-term.

The same applies to the 'Sustainability conditions of the offer', which received identical scores, although the stakeholders gave a slightly higher score than the company.

The 'Economic and financial sustainability conditions' are of greater importance for the company (5 out of 6), while they are also relevant for the stakeholders, albeit to a lesser extent (4 out of 6). This reflects the company's priority in ensuring a solid economic and financial basis for its development, which certainly also applies to the other stakeholders, but with less weight.

Finally, the last vertex represents the overall assessment of the sustainability of operations, which is considered a crucial factor in ensuring the long-term success of the company's business. Here, too, an assessment is made of the strength of the company's relationships with suppliers and business partners, while there is no stakeholder assessment for this specific aspect.



ZPC IMPACTS ON SUSTAINABLE DEVELOPMENT GOALS

SDGs stands for *Sustainable Development Goals*. The 17 goals are very diverse, ranging from the fight against poverty and hunger, gender equality fair industrialisation to climate change and the conservation of oceans and marine species.

Identified in 2015 by the UN, they are 17 in all and are part of the *2030 Agenda Sustainable Development*, an action plan for people, planet and prosperity. This agenda was signed by 193 UN countries, including Italy, to ensure a better present and future for the planet. These 17 goals are broken down into 169 targets and over 240 indicators that serve to assess







periodically by the UN (with the support of national and international institutions) of each individual country and ascertain its actual progress.

The SDGs are considered the basis for Sustainable Development and are addressed to organisational forms: companies, institutions, non-profit, individuals. As far as businesses are concerned, the goals provide a concrete overview of the issues to be considered in corporate sustainability strategies and offer private for-profit companies benefits in terms of stakeholder relations and market stabilisation (thanks to transparent communication and finance systems), attracting more investors and talent.



Methodologically, the impact achieved through the Product is attributed directly by the enterprise, while the impacts generated through the other pillars of enterprise activity are assigned automatically.

IMPATTO MOLTO RILEVANTE		
Educazione, informazione e cultura ①	✓	4 ISTRUZIONE DI QUALITÀ
IMPATTO MOLTO RILEVANTE		
Sviluppo, benessere e realizzazione dei lavoratori ①	✓	8 LAVORO DIGNITOSO E CRESCITA ECONOMICA

IMPATTO ABBASTANZA RILEVANTE		
Salute e sicurezza dei lavoratori ⓘ		
IMPATTO ABBASTANZA RILEVANTE		
Diritti Umani ⓘ		
IMPATTO ABBASTANZA RILEVANTE		
Circolarità e uso delle risorse ⓘ		

The first target is Goal 4 'Quality Education'. Considering ZPC's business, which provides consultancy services for international exchanges, the quality of the service provided is an absolute necessity. Consequently, it is crucial that ZPC's employees are adequately trained, competent and ready to offer a service that meets the standards required and necessary to ensure excellence.

ZPC also chose to become a Benefit Company in order to guarantee its employees a safe, inclusive and stimulating working environment that fosters the development of professional and personal skills.

Goal 8, 'Decent work and economic growth', is therefore directly linked to one of the motivations for ZPC to embark on this path.

The assessment of workers' health and safety is slightly lower, since ZPC is not involved in the production of goods but provides services. Although this issue is of 'fairly high' importance, it is not one of the main priorities for ZPC, although it receives the necessary attention.

Goal 2, 'Defeating Hunger', which is closely linked to human rights, also has a direct connection to the ZPC impacts of trade liberalisation, one of the strongest levers for strengthening actors operating in subsistence economies.















Goal 12, 'Responsible Consumption and Production', is linked to ZPC in particular regarding circularity and resource use and is closely linked to the value the company places on reducing waste, reuse, managing emissions and optimising energy consumption.













One of ZPC's primary objectives is to minimise its impacts, which is why this objective was considered in alignment with ZPC's business proposition.


CHAPTER 4: SUMMARY AND OUTLOOK

ZPC 2025 Targets

ENVIRONMENTAL TARGETS 2025			
GENERAL OBJECTIVE	SPECIFIC OBJECTIVE	KPI	SDG GOAL
Implementation of a vendor rating	Use clear ways of choosing suppliers, preferring those with the least environmental impact.	N actions implemented by suppliers to their environmental impact	 
Reducing paper in the company	Activating a corporate 'paperless' plan	Presence of business plan	 
Reducing plastic in companies	Activate a corporate 'plastic free' plan	Presence of business plan	 
GOVERNANCE OBJECTIVES 2025			
GENERAL OBJECTIVE	SPECIFIC OBJECTIVE	KPI	SDG GOAL
Sensitising new employees on SB topics	Prepare a welcome letter for new employees explaining what it means for ZPC to be a Benefit Society	N welcome letters delivered	 
Sensitising new suppliers on SB issues	Prepare a letter of introduction for new suppliers explaining what it means for ZPC to be a Benefit Society	N presentation letters delivered	 
Sensitising new customers on SB topics	Prepare a cover letter for new customers explaining what it means for ZPC to be a Benefit Society	N presentation letters delivered	 
SOCIAL OBJECTIVES 2025			
GENERAL OBJECTIVE	SPECIFIC OBJECTIVE	KPI	SDG GOAL
EMPLOYEES			
Specific training on SB issues	Increasing specific SB training for employees to involve them	N hours of training on SB topics	 

	<i>more in the programming and dissemination of this model</i>		
<i>Development of a participatory approach in the definition of Corporate Welfare initiatives</i>	<i>Involve employees in the identification of home-work reconciliation actions which could be more useful</i>	<i>No. activity identification meetings held</i> <i>N of initiatives actually identified and activated</i>	 
<i>Improving employee satisfaction</i>	<i>Establish, through the provision of anonymous questionnaires, an 'observatory' on the level of employee satisfaction, identifying areas for improvement and then proposing concrete proposals for improvement</i>	<i>N questionnaires delivered</i>	 
SUPPLIERS			
<i>Establishment of a Vendor Rating</i>	<i>Increase the number suppliers recognised as Benefit Societies</i>	<i>N suppliers SB</i>	 
<i>Establishment of a Vendor Rating</i>	<i>Increase the number of suppliers with certifications ESG issues, such as gender equality certification, EcoVadis and others</i>	<i>N suppliers ESG-related certifications</i>	 
<i>Raising supplier awareness</i>	<i>Raise awareness of suppliers that are not benefit companies and/or are not certified on ESG issues, making them aware of these issues through targeted communications</i>	<i>N targeted communications to suppliers</i>	 
CUSTOMERS			
<i>Increasing the new of SB customers</i>	<i>Increase the number customers identified as Benefit Societies, through targeted marketing actions towards SB companies in the country</i>	<i>N targeted SB-themed marketing actions</i>	 
<i>SB model awareness</i>	<i>Increase the dissemination of information on the SB model among its customers, to stimulate reflection on the topic</i>	<i>N meetings with customers</i>	 

SB model awareness	Actively participate, as a benefit company, in meetings on the subject throughout the country, to offer its testimony and invite our customers - current and future - to follow these meetings, through the sending of targeted communications (newsletter / linkedin posts)	N targeted communications (newsletter - LinkedIn posts)	 
COMMUNITY			
Raising awareness of the SB model on the ground	Continue project collaboration with local associations for the advancement of shared ideas	N associations involved	 
Awareness-raising activities in the area	To act as a sounding board - through the dissemination of news and newsletters - for the associations in the area with which we will collaborate during the year, to allow our stakeholders to get to know them and their projects	N newsletters or promotional LinkedIn posts on activities in the area	 
Raising awareness of the SB model on the ground	Working to bring the community of informed stakeholders closer to our activities and the Benefit model, transforming involvement from the 'virtual' to the 'real'.	N meetings held in the community	 
INSTITUTIONS			
Networking for know-how sharing	Cultivate relationships with institutions engaged in our fields of expertise, in particular ESG legislation, in order to network our knowledge and know-how	N institutions involved	 
Awareness-raising on ESG issues	Actively cooperating with associations and foundations in the dissemination of knowledge on ESG issues	N associations and foundations with it collaborates	 

<p><i>Awareness-raising on SB model</i></p>	<p><i>Actively cooperate with associations and foundations in spreading knowledge about the Benefit model</i></p>	<p><i>N associations and foundations involved</i></p>	
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GLOSSARY

Environment

(extract from UNI EN ISO 14001:2004)

Context in which an organisation operates including air, water, land, natural resources, flora, fauna, human beings and their interrelationships.

Carbon Footprint/Carbon footprint (source Ministry of Environment and Land and Sea Protection)

The carbon footprint is a measure that expresses in CO₂ equivalent the total greenhouse gas emissions associated directly or indirectly with a product, organisation or service. In accordance with the Kyoto Protocol, the greenhouse gases to be included are carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), sulphur hexafluoride (SF₆) and perfluorocarbons (PFCs). The tCO₂e (tonnes of CO₂ equivalent) is used to express the greenhouse effect produced by these gases with reference to the greenhouse effect produced by CO₂, which is 1 (e.g. methane has 25 times more greenhouse potential than CO₂, and therefore one tonne of methane is counted as 25 tonnes CO₂ equivalent). Measuring the carbon footprint of a product or process requires the identification and quantification of raw material and energy consumption at selected stages of the product's life cycle.

CO₂ eq (carbon dioxide equivalent)

Parameter used to compare emissions of various greenhouse gases according to their global warming potential, referred to as Global Warming Potential (GWP). The CO₂ equivalent value of a gas is obtained by multiplying its total weight by its relative GWP.

Direct energy consumption

Consumption related to the use of primary energy sources (methane gas, fuel, etc.) within areas owned or controlled by the organisation. An example is the consumption of methane gas for the operation of thermal plants installed at the organisation's sites.

Indirect energy consumption

Consumption related to the use of primary energy sources (coal, natural gas, fossil fuels, etc.) outside areas owned or controlled by the organisation. An example of this is the consumption of electricity purchased from a supply company, which uses primary energy sources at its own sites to produce electricity.

Value creation

The ability of the company to create value, not only of an economic nature, for its direct stakeholders and for society.

Direct emissions

Emissions from sources owned or controlled by the organisation (e.g. emissions from mobility and office heating).

Indirect emissions

Emissions resulting from the organisation's own activities, but which are generated from sources owned or controlled by other organisations (e.g. emissions resulting from the production of consumed energy).

FSC (Forest Stewardship Council)

This label identifies products containing wood from forests that are managed correctly and responsibly according to strict environmental, social and economic standards. FSC is an international certification through which an organisation can assure the market of the origin of the timber or paper used for its products and thus demonstrate its active contribution to responsible forest management in a correct, transparent and controlled manner.

Green Procurement

Integration of environmental considerations into the purchasing procedures of products and services, taking into account environmental impacts throughout their life cycle, from raw material extraction to waste disposal. Environmental impact (extracted from UNI EN ISO 14001:2004) Any change to the environment, negative or beneficial, caused wholly or partially by the environmental aspects of an organisation.

Impact

The complex of impacts that a company has with its business activity on society and the environment

ISO 9001

International standard that defines the requirements of a quality management system for an organisation. This standard provides guidelines for improving effectiveness and efficiency in the manufacture of the product or delivery of the service and for increasing customer satisfaction and loyalty.

Environmental impact (extract from UNI EN ISO 14001:2004)

Any change to the environment, negative or beneficial, caused wholly or partially by the environmental aspects of an organisation.

ISO 14001

An international standard that identifies the requirements for an 'environmental management system' capable of identifying and assessing the environmental aspects of an organisation's activities, products and services for the purpose of continual improvement of environmental performance and system requirements. The standard can be used for third-party certification, and/or self-declaration, or simply as a guideline for establishing, implementing and improving an environmental management system.

ISO 14064

Voluntary standard published by the International Organisation for Standardisation (ISO), defining international best practice in the management, reporting and verification of greenhouse gas (GHG) data and information.

Employee

Individual who is recognised under national laws or practices as an employee of the reporting organisation.

LCA (Life Cycle Assessment)

An analysis methodology that assesses the set of interactions that a product/component has with environment and defines its direct or indirect impacts, considering its entire life cycle: from production to recycling to final disposal.

Environmental policy (extract from UNI EN ISO 14001:2004)

Overall intentions and directives of an organisation relating to its environmental performance as formally expressed by senior management. The environmental policy provides a framework for conducting activities and setting environmental objectives and targets.

WEEE

WEEE stands for Waste from Electrical and Electronic Equipment (e-waste derived from the acronym Waste of Electric and Electronic Equipment- WEEE), i.e. what remains of equipment that required electric currents or electromagnetic fields for proper functioning and was designed to be used with a voltage not exceeding 1,000 volts for alternating current and 1,500 volts for direct current.

Stakeholders and multistakeholders

Stakeholders, or 'stakeholders', are groups or individuals who are reasonably expected to be significantly affected the organisation's activities, products and/or services, or whose actions may influence the organisation's ability to successfully implement its strategies and achieve its objectives. According to the AA1000SES standard (developed by the British organisation Accountability and recognised as a reference at international level),

An organisation may prioritise its stakeholders or stakeholder groups according to the relevance of each of them. Relevance is an attribute determined by the joint assessment of dependence, influence and urgency that each stakeholder has towards the organisation, or other aspects that characterise the relationship between the stakeholder and the organisation. The multistakeholder approach is one in which a given issue is addressed with the participation and collaboration of actors who represent different interests in relation to the issue and therefore have different demands. These can be, for example, the different factors that contribute to a supply chain, representatives of institutions, companies and non-profit organisations, etc.

Sustainability and Sustainable Development

The most widely used definition of the concept of sustainable development can be found in the 'Brundtland Report' of the World Commission on Environment and Development (named after the chairwoman Gro Harlem Brundtland), drawn up in 1987. Sustainable development refers to a development model "that meets the needs of the present without compromising the ability of future generations to meet their own needs". Sustainability is thus an approach (to society, as well as to business) that is geared towards ensuring a balance between present and future needs, balancing economic-financial, social and environmental concerns.

Standard

provides specific guidance on elements to be considered for evaluation (evaluation standards) or reported on (reporting standards)

Supply Chain

The process of planning, implementing and controlling the efficient and effective flow and storage of raw materials, semi-finished and finished products and related information from the point of origin to the point of consumption to meet customer requirements.

Well-to-wheel:

analysis covering the entire energy life cycle.



IMPACT REPORT

2024