



**Sustainability Report
2021**



Sustainability Report 2021





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This report was produced with the methodological contribution and the operational guide of **Team Sustainability by EY Spa**

Desktop publishing by **Pictura Studio** - Arezzo
pictura@abd.it

Printed by **Tipografia Basagni** - Arezzo

This Report was printed on "Recygal Offset" paper obtained from 100% recycled fiber in an environmentally friendly way, produced according to ISO 14001 environmental management and OHSAS 18001 occupational health and safety management standards. "Recygal Offset" is certified with the environmental labels "Ecolabel" and "Blue Angel" and sold with the forest certification of the FSC® Chain of Custody C011032.

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Dear readers,

we are presenting our latest Sustainability Report with the intention of sharing with you both our economic, social and environmental achievements, as well as the main global and sector-specific challenges we faced in 2021.

Despite the difficulties related to the continuing pandemic and the resulting supply chain crisis, we have continued our work by pursuing a strategy of constant investment in new technologies and in training our personnel. The results of our efforts have enabled us to continue to compete successfully in highly specialised activities and at the same time making a social and economic contribution to the community and region where we have our roots.

We face the challenges of today and tomorrow with a wide-ranging entrepreneurial vision. We are constantly looking for solutions to promote Integrated Pest Management as a winning strategy to offer an increasingly efficient and environmentally friendly service.

Every choice we make takes into account sustainability aspects relevant to the sector in which we operate, with the aim of increasing the quality of the services we offer while reducing the impact of our activities. Consistent with what we had set ourselves in the last Sustainability Report, we continued to improve our internal processes and policies by setting up, during the year, an integrated management system that includes environmental and worker health and safety aspects according to UNI EN ISO 14001:2015 and UNI ISO 45001:2018 standards.

Acting in accordance with the values underpinning our corporate philosophy, we have consolidated relations and relationships with both our customers and the communities in which we reside and operate, based on trust and loyalty. This has led to the creation of multiple initiatives and projects aimed at promoting the wellbeing of the community, meeting the needs and requirements of the territory in which we were born and in which we live. The link with the territory is a strongly rooted component in our culture: we have always supported our local community by working in solidarity, collaborating with administrations and private citizens, with the aim of having a positive impact of our work.

This second Sustainability Report describes the principles, values and objectives underlying our actions, and we want to convey the direction and commitments we are undertaking to be protagonists in the creation of a more sustainable future. This document is an important tool through which all our stakeholders can learn about our achievements in 2021 and the direct and indirect impacts of our activities and services, consolidating their trust in our Company.



Enjoy reading,
Alessandro Salvi
CEO

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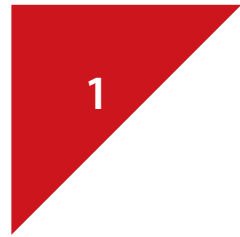
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Introducing ourselves



1.1 Who we are and what we do

1.2 Our history

1.3 Corporate values and philosophy

1.4 The key to success

Salvarat is a family-run company, created after an intuition of Salvio Salvi and carried on by his son Alessandro, current owner and managing director. In 60 years of activity, the company has acquired such professionalism and know-how as to make it compete in the diverse specializations of the sector: **pest control, sanitization, fumigation, and rodent control**, both agricultural and industrial.

While being aware of its role and responsibilities towards the environment and community, the Company combines its work with the needs of sustainable development by **protecting and fostering a constant growth of employees, creating economic shared value, and mitigating environmental impacts**. Finally, in order to limit the impact of its activities, Salvarat acts by protecting biodiversity and preserving health and safety of environments, in the meanwhile supporting customers' business continuity.

Where we work

The Company was born and thrived in Tuscany, Sansepolcro, on the border between Umbria and Marche, and then expanded throughout Italy to the point of offering its services at international level.

Salvarat carries out the provision of its services according to innovative methodologies based upon investments in new technologies, cutting-edge intervention techniques, professional updating and continuous staff training, which allow the Company to successfully compete in carrying out both routine interventions and activities that require highly specialized skills, such as conservative disinfestation treatments of artistic and architectural wooden structures commissioned by the Superintendence of Fine Arts. Furthermore,

Salvarat supports customers – at domestic and international level – with consulting services, pest management & control procedures and strategies studies, team and employees training, and support in communication activities at international exhibition fairs or B2B meetings.



Salvarat



A curiosity of 2011



In 2010 Salvarat was contacted by the Bales-trieri Society of Sansepolcro to take part in

a very special project: taking an antique crossbow on a space mission.

Thanks to its skills and knowledge, the Company played a role in the mission carrying out a disinfection treatment on the weapon. The wooden artefact could not have made its journey without this intervention.

This small crossbow called "Petra de Burgo" made by the craftsmen of Sansepolcro, left Cape Canaveral on April the 19th 2011 on the Space Shuttle's last voyage, where a demonstration firing was carried out. The crossbow's name comes from the artist Piero della Francesca, born in Sansepolcro, who used to call himself "Petrus de Burgi".



1957

Salvio Salvi, expert in the field of agricultural and industrial **pest control, sanitization, and rodent control**, leads the Company since its inception in 1957 to acquiring increasing importance across the territory where it lays its roots.



1969

Salvio Salvi sets out to extend Salvarat with the new branch **Agrochimica Toscana**, which manufactures products for agriculture.

1985-1986

In a few years Salvarat e Agrochimica Toscana successfully thrives at local level and beyond, by succeeding in acquiring ever more relevant market shares, to the point of carving out its own role among the **leading companies in Central Italy**. In 1987 the Company sets out to specialize in **industrial fumigation**, particularly for containers and grain storages, by means of a specific staff training that will allow the Company to work, from the early '90s, in the increasingly important market of intermodal transport.

1991

In 1991 Alessandro Salvi, Salvio's son, takes on the management of the Company by incorporating the activities thus giving birth to the Company **Salvarat e Agrochimica Toscana**.

2015-2016

In mid 2015 "**Salvarat e Agrochimica Toscana di Salvi A.**" takes on the route that will lead it to become **Salvarat S.r.l.** as of January

1.3 Corporate values and philosophy

Salvarat's corporate philosophy and ethics stem from the social and Catholic vision of entrepreneurship held by the founder Salvio Salvi, which finds its roots in the Rerum Novarum by Pope Leo III. "Entrepreneurship is about sharing a path of growth and value creation with people and customers, by holding human promotion and constant search for excellence at the center of one's own work".



1 Integrity and Passion

We act by pursuing excellence in our actions and passionately sharing a path with our colleagues, customers, and society to make a meaningful impact.

2 Loyalty and Trust

We establish solid relationships by taking into account the needs of our customers and employees, with the goal of strengthening transparent and long-lasting bonds.

3 Entrepreneurship and Quality

We design and provide highly specialized services with a strong propensity for attention to detail by ensuring high quality and professional standards.

4 Innovation and Dynamism

Research and attention to the new and most ecological intervention methodologies, new techniques and new products represent the uniqueness of our services. In this way we support our customers in achieving new successes.

Salvarat's corporate philosophy and ethics stem from the social and Catholic vision of entrepreneurship held by the founder Salvio Salvi, which finds its roots in the Rerum Novarum by Pope Leo III. "Entrepreneurship is about sharing a path of growth and value creation with people and customers, by holding human promotion and constant search for excellence at the center of one's own work".

Salvarat's attention to continuous improvement derives from the combination of several factors, such as the investments in new technologies, quality of services, and training of specialized staff. These elements allow the Company to provide higher added value services, and successfully compete in activities that require highly specialized skills.



Quality of services

*The adoption of a management system based upon the respect of quality principles and oriented toward continuous improvement of its performances, in compliance to **UNI EN ISO 9001:2015** and **UNI EN 16636:2015**, allows Salvarat to ensuring the highest levels of reliability of its services with the goal of fully meeting the requests from customers.*

New technologies

*The use of **cutting-edge technologies** ensures the achievement of results of the highest quality in terms of both efficiency in time and resources, and environmental impact deriving from a lesser use of products.*

Specialized training

*The design of **professional training courses** is the result of a process of listening to the requests from customers and employees. Training is of essence for acquiring operational and professional qualifications, this is why the Company carries out, among the others, training courses on health and safety which prove useful in protecting staff and customers alike.*

Integrated pest management

Salvarat works to ensure that every intervention is aiming at achieving the highest result with **the least environmental impact**. The strategy is based upon the principle of Integrated Pest Management, which Salvarat has applied on the three pillars that characterize its interventions:

Planning: designing an action plan by efficiently employing resources and scheduling timely interventions.

Products and gear: using cutting-edge tools and products compliant to current regulations, by working with the least possible quantity of products through targeted interventions to ensure the effectiveness of the treatment.

Monitoring: adopting techniques and tools for remotely monitoring the intervention parameters (temperature, humidity, and presence of gases), which will allow a reduction of the displacements of the corporate fleet, and of intervention times.

Sustainability according to Salvarat



2

- 2.1 Salvarat's approach to sustainability**
- 2.2 The global sustainability challenges of the industry**
- 2.3 Salvarat's response to the continuing pandemic emergency**
- 2.4 Sustainability impacts and materiality matrix**
- 2.5 Salvarat's sustainability path**

2.1 Salvarat's approach to sustainability

Salvarat is pursuing an **integrated approach** to sustainability that is taking into account the environmental, social, and economic aspects together with the values of **integrity, respect, and quality** which are at the basis of the Company's philosophy. Furthermore, Salvarat has designed an integrated pest management & control strategy based on the promotion of **four specific sustainability areas**: sustainability of **services, social** sustainability, **environmental** sustainability, and **economic** sustainability.



Ethics and service

Sustainability of services

Fully meeting the customers' needs and the attention to sustainability are at the core of Salvarat's action. The Company believes that **ethics and service quality** are inextricably linked to promote a tangible and shared sustainability toward its own stakeholders, and such a vision is evident in the corporate values, integrated and connected throughout the stages of the **service provision**.

The Company aims at ensuring the highest quality of its services, by working with highly specialized operators and state-of-art equipment. **Trust, responsibility, dedication, and proactivity** characterize Salvarat's way of working, by being able to quickly adapt and innovate to support Customers in identifying and sorting out today's and tomorrow's challenges. Finally, by means of its operations even in **emergency** conditions, Salvarat aims at **proactively meeting to the community needs** through h24 availability to intervene. All of these aspects contribute in highlighting the added value of work and provided services.

Environmental

Environmental sustainability

Salvarat is committed to **reduce its environmental impact** by complying with the current regulations and protecting nature from the massive use of products by means of interventions planning and monitoring, and the adoption of **integrated pest management techniques**.

In this way, the Company aims at **safeguarding bio-diversity and reducing pollution**. In providing pest management & control services, Salvarat promotes a "widespread sustainability of the supply chain", by integrating and fostering the creation of sustainability next practices with Customers and their own value chains, also by means of the best products and creating specific procedures tailored on Customers and the situation.



Economy

Economic sustainability

Salvarat promotes solutions to mitigating **costs of treatment times and waiting times**, by safeguarding the **value and quality** of the used products and usability of work spaces. The Company is committed to create **economic and added value**, so as to ensure success and satisfaction of the Customers.

Salvarat believes that the only way to build a thriving business for all is by **promoting an ethical conduct**, both internally and in business relationships, and by complying with social and environmental regulations.

**Social sustainability**

Salvarat is fostering value co-creation through **dialogue and know-how sharing**, by establishing strong relationships with all of its stakeholders, and aiming at providing a service that directly and indirectly support the **growth of the territory** where the company works and the entire value chain more in general.

Engagement, empowerment, transparency, and privacy characterize Salvarat's action. The Company is investing in advanced solutions to improve the **quality and conditions of the work environment**, by relying on **continuous training** of the employed operators to ensure their professional growth and high standards of health and safety.

Today, the **global sustainability challenges** affect all players in society: institutions, organizations and citizens are increasingly oriented toward more informed choices. Attention and commitment for a sustainable future take into account an integrated management of environmental, social, and economic impacts for a development that won't compromise the access to resources of future generations. To this end, Salvarat has taken on a path to **concretely integrate sustainability by innovating its own business** so as to keep pace with the most sustainable and effective operating practices on the relevant topics of its industry.

Correct use of biocide products to minimize the negative impacts and reduce waste

In a scenario of resource scarcity, the capability of using them accurately and effectively is essential not only to prevent squandering but also to focus the use exclusively to the requiring areas and species, thus preventing the deterioration of ecosystems and negative impacts on the surrounding environments.

Respect of human rights

Creating a good work environment that protects workers, their fundamental rights and all stakeholders, is necessary for the fair conduct of the activities and the creation of extended and shared value.

Protection of public and communities health

The Covid-19 pandemic has underlined the importance of committing to keep a healthy environment free from infesting species that may compromise the health of communities.

Adaptation to climate changes and potential infestations

Climate changes may potentially lead to make the environments more welcoming for infesting species. In helping the communities adapt to these changes, it will be increasingly necessary to take action to prevent the proliferation of infesting species and the spreading of associated diseases.

Prevention and control of pollution from chemical products

In order to minimize the impact on the environment, especially water, air and soil, it is crucial to innovate services and reduce the quantity and the massive use of products containing harmful chemicals.

Protection of bio-diversity and ecosystems health

The safeguard of bio-diversity is a priority as it strengthens the productivity of any ecosystem. By damaging it, repercussions on the food and energy spheres may take place, thus increasing the vulnerability of the territories to climate changes. Innovative pest management processes should allow the use of pest control products without affecting ecosystems.

Awareness on the use of innovative technologies

State-of-the-art technologies, functional to the collection, analysis and monitoring of data and parameters, allow for taking more efficient decisions and acting through targeted interventions. Innovative pest management processes allow for using pest control products without affecting ecosystems, and safeguarding bio-diversity.

Troubles in procurement

The Covid-19 pandemic and the global crisis have led to an increase in prices of the supplies, longer waiting times, and troubles in planning. Through its foresight, Salvarat has been able to constantly provide its services without charging Customers with the cost of the higher prices.

In 2021 many enterprises suffered from activity disruptions, and the negative impacts of the **Covid-19 pandemic** seriously jeopardized business continuity. Right from the beginning Salvarat took action to adopt any necessary measure to fight the spreading of the virus, and made itself available to employees and Customers while rushing to the aid of the community and its territory.

Salvarat toward Customers

Salvarat supported Customers in the most difficult times of the pandemic, sanitizing the spaces and offering its services at reduced prices to facilitate a safe recovery. In fact, by continuing what it started in 2020, the Company chose to maintain its investments by relying on a general recovery of the activities along the entire value chain, making itself available to both public and private sectors.



In addition, Salvarat was able to efficiently manage supplies, thus cushioning its own costs and consequently the costs borne by Customers.

Salvarat toward employees

Salvarat has put in place all necessary actions to support employees in such an uncertain time due to the impact that the pandemic had on the social and personal life of every individual. In being aware of how important its sanitization services are for those who are requiring them, but equally aware of the importance of ensuring safety and peace of mind to employees, the Company made immediate efforts to provide individual protective kits to employees and their families. In 2021 Salvarat set out to appoint permanent work teams, so as to prevent possible virus outbreaks between the employees, while ensuring continuity of service to Customers.



In addition, Salvarat set up meetings between employees and the occupational physician in order to make the latter available to answer any question on health and safety and suggest suitable behaviors to prevent infections, while maintaining the easiest social and work routine as possible. This translated into regular test sessions and the renewal of the Covid-19-specific insurance coverage to the benefit of all employees.

Salvarat toward community

Since the first outbreaks of the Covid-19 pandemic, Salvarat took action to meet the requests from the municipality administration and private individuals.

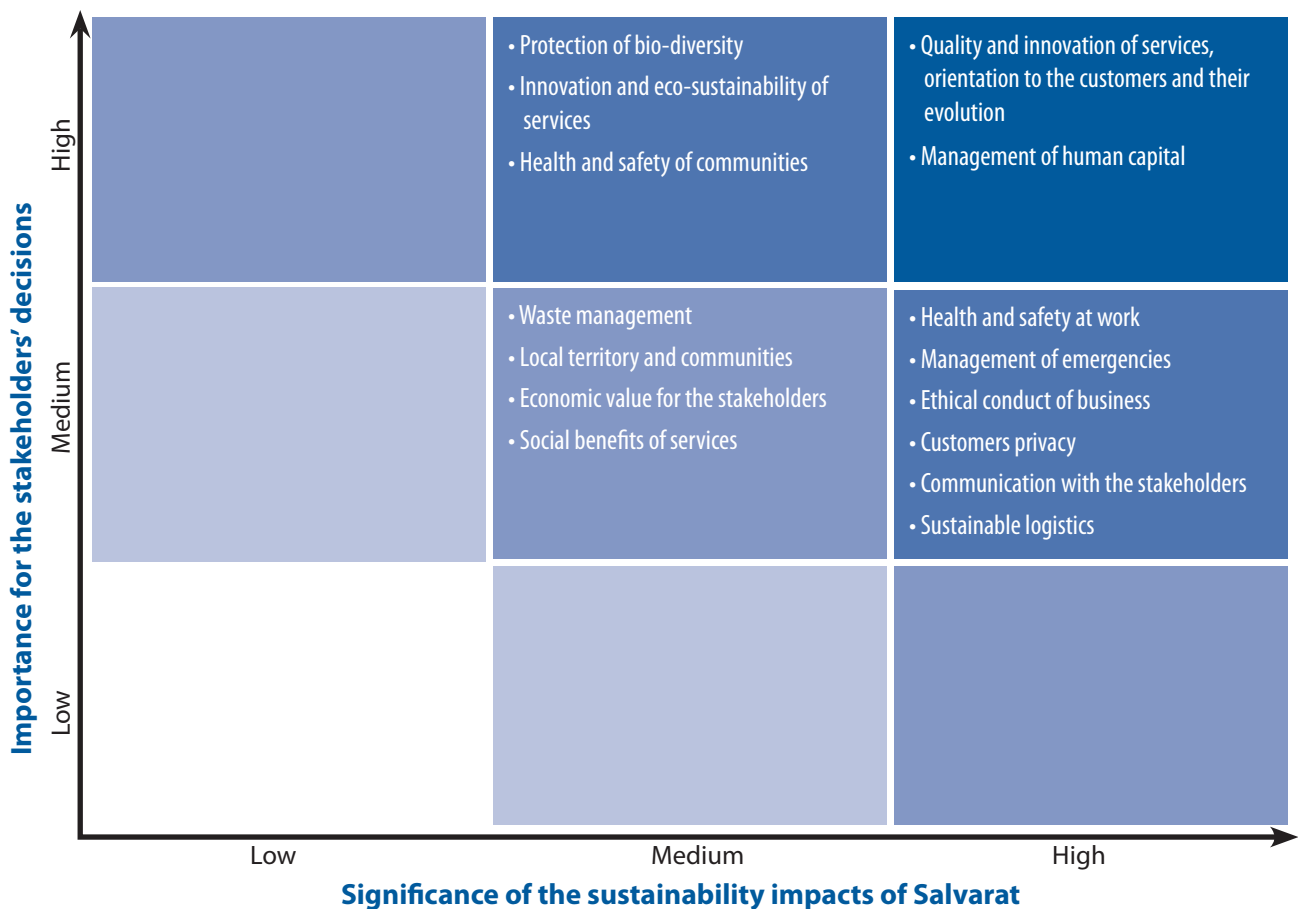
As a matter of fact, in 2021 the Company regularly carried out sanitization and disinfection procedures free of charge to all citizens of the municipality of Sansepolcro and surroundings who made request.



2.4 Sustainability impacts and materiality matrix

In 2021 the Company confirmed the **15 material topics*** identified in the previous Sustainability Report, upon which concentrating the performance reporting. This process took into account both the impacts generated by the Company on the environment, people and economy, and the stakeholders' most relevant social and environmental priorities. Therefore, the materiality matrix needed no change, and has been implemented in compliance with the international guidelines of the Global Reporting Initiative (**GRI**) standard.

ECONOMY	SERVICES	ENVIRONMENT	PEOPLE
<ul style="list-style-type: none"> Economic value for the stakeholders Ethical conduct of business 	<ul style="list-style-type: none"> Social benefits of services Quality and innovation of services, orientation to the customers and their evolution Sustainable logistics Management of emergencies 	<ul style="list-style-type: none"> Waste management Innovation and eco-sustainability of services Protection of bio-diversity 	<ul style="list-style-type: none"> Management of human capital Health and safety at work Local territory and communities Health and safety of communities Customers privacy Communication with the stakeholders



*Further information on the description of the material topics can be found in the Guide to reading section

2.5 Salvarat's sustainability path

Salvarat has set the goal of integrating the activities and services carried out with the commitment toward the topics related to the Corporate Social Responsibility. In fact, the Company has undertaken a sustainability path based on the transparency of its actions and on the respect for human beings and the environment. As a proof of this commitment, in 2004 Salvarat gained the **SA8000** certification, the international standard for Corporate Social responsibility, and the **UNI EN ISO 9001**, the international quality management system. In 2018 the Company adopted and integrated into its System the standard of reference for the Pest Management sector, thus gaining the certification **UNI EN 16636**.

In 2021 Salvarat achieved the certification of its Environmental management system according to the **UNI EN ISO 14001**, and of its management system for health and safety of workers consistent with **UNI ISO 45001**.

In addition, in the same year the Company published its first **Sustainability Report** with the goals of disseminating in a clear and transparent way its commitment on environmental, social and economic matters. The steps taken by Salvarat are leading toward a transformation of the Company so as it will gain the status of Benefit Company. The goal is particularly challenging, nonetheless it shows the formal commitment to incorporate the Mission with the creation of added value for the community and territory, by acting in a responsible, sustainable and transparent way.



NEXT STEPS

→ Salvarat is pursuing the goal of achieving the legal status of Benefit Company in the next years.

2.5 Salvarat's sustainability path

Salvarat is adopting the highest international standards for the management of corporate processes. By implementing the management system for quality (ISO 9001), social responsibility (SA8000), pest management (UNI EN 16636:2015), environmental standard (ISO 14001), and health and safety at work (ISO 45001:2018), adopted in 2021, the Company has implemented **a system of rules and procedures** for controlling the corporate processes and the services provided according to **an approach of continuous improvement**.

Sustainability path



Since 2004 the Company is certified ISO 9001:2015, the quality management system. This system allows the optimization of the corporate processes in order to meet the needs of Customers and guarantee their satisfaction in the most appropriate way.



In order to appropriately manage its Social Responsibility, since 2004 Salvarat has set to implement the SA8000 certification. According to this certification, the Company is monitoring and working to improve certain aspects of the Corporate Social Responsibility, such as the respect of human rights, the respect of the right to work, the prevention of child labor, and the assurance of health and safety at work.



The Company is certified UNI EN 16636, the standard for Pest Management. This international standard has been promoted by CEPA (Confederation of European Pest Management Association) and implemented in 2018. The certification defines the professional approach and the requisites for Pest Management, by encouraging integrated management techniques for disinfestation products, a sustainable approach, and an informed choice of products and practices to provide the services.

New in 2021



Since 2021 the Company is certified ISO 14001, recognized at international level as the standard of reference for the environmental management systems, and applicable to organizations of any size and industry. The ISO 14001 provides for a system of shared rules at international level for integrating the practices aiming at preventing relevant environmental impacts.



Since 2021, the Company is certified ISO 45001, an international standard that defines the requisites for a management system of health and safety at work by allowing a prevention plan of risks associated to the several duties performed by the workers, and injury prevention.

Benefit Company

NEXT STEPS

→ Salvarat is taking the first steps to pursue the transformation process into a Benefit Company, an important phase that shows the commitment of the Company to evolving its sustainability path.

The Benefit Companies represent an evolution of the concept itself of company as they integrate the corporate purpose, beyond the profit goals, with the aim of making a positive impact on society.

A responsible business management

3

3.1 Our governance

**3.2 Quality policy and compliance
with the rules**

3.3 Value creation and sharing

3.4 Our contribution to the value chain

**3.5 Our commitment to partners
and customers**

**3.5.1 Long-lasting partnerships
and value creation**

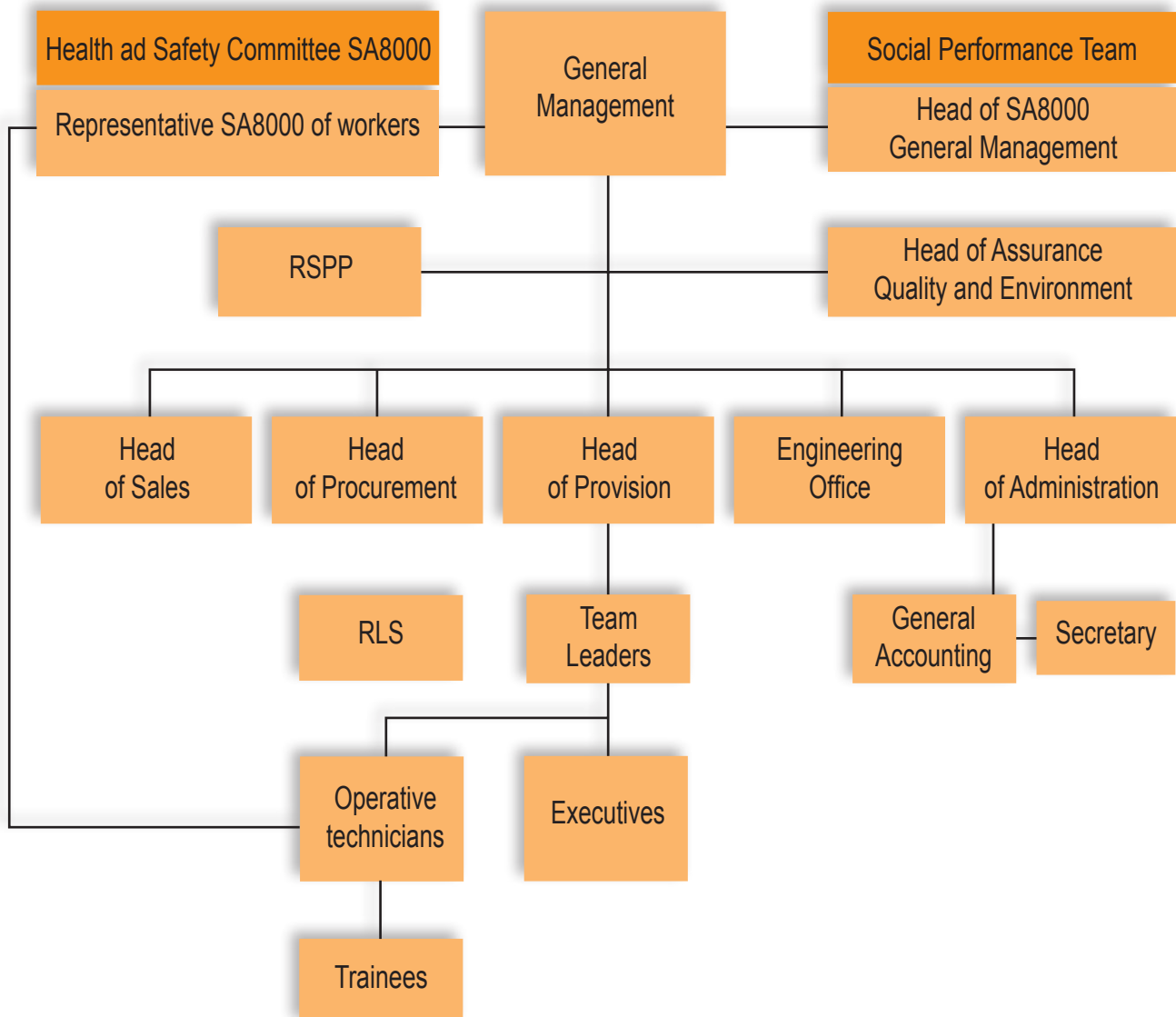
3.5.2 Customer centricity

3.5.3 Customer satisfaction

3.6 How we select our suppliers

3.1 Our governance

Salvarat's organizational structure defines roles, responsibilities and tasks of the corporate functions. The Company is led by the Managing Director Alessandro Salvi with management, administration and representation powers. The corporate governance includes a Social Performance Team (SPT) to deal with monitoring and management of Corporate Social Responsibility matters, and a Health and Safety Committee accountable for safeguarding health and safety of workers according to the provisions of the SA8000 management system.



Salvarat has adopted an **Integrated Management System** to provide services according to the highest ethical and quality standards, and increase customer satisfaction, thus establishing a solid base for monitoring environmental, social and governance matters. Salvarat aims at promoting an **ethical conduct** in internal relations with employees and in business relations by acting according to the current social and environmental regulations. The achievement of ISO 14001 and ISO 45001 certifications in 2021 represent a further step in monitoring environmental and health and safety at work topics consistent with a continuous improvement of performance approach.

Quality policy

Salvarat has adopted a **Quality policy** with the goal of setting the guiding principles for a service of excellence according to the highest reliability and safety levels consistent with the required standards.

This approach is adopted throughout the **value chain**, from customer relationship in terms of quality of provided services, to employees and suppliers relationships with regard to reliability and corporate integrity, up to the General Management in terms of internal processes control, with special reference to time of mode of service delivery.

Corporate Social Responsibility Policy

In order to promote the principles of ethical business along the value chain, since 2004 Salvarat set out to achieve the **SA8000 certification**, a standard that makes use of a dedicated management system to promote best practices in staff management, which is complementary to the monitoring of Social Responsibility in the supply chain. Every year the Company publishes a **SA8000 Report** to foster knowledge and understanding among all stakeholders about the commitments and the activities deriving from the application of the standard on seven subjects: Child labor, Forced and compulsory labor, Health and Safety at the workplace, Freedom of association and the right to collective bargaining, Non-discrimination, Disciplinary proceedings, Business hours, Remuneration.

In 2021 the Company recorded **no administrative or criminal penalties** for non-compliance with laws and regulations.



3.3 Value creation and sharing

The company's 2021 performance is characterised by a **growth trend**. This shows Salvarat's commitment to a continuous strengthening of its business processes to act on aspects that have always been close to the company's purpose and values, such as the **attention to sustainability issues** and a focus on offering services for the benefit of customers, all while respecting the community in which it operates. In particular, Salvarat generated an economic value of € 1,009,622, 89% of which was distributed to stakeholder in the form of operating costs to suppliers, taxes to institutions and personnel expenses to employees.

Value creation and sharing		
	2021	2020
Economic value generated	1.009.622	1.006.358
Distributed economic value	901.491	873.655
<i>Operating Costs</i>	<i>551.367</i>	<i>557.517</i>
<i>Value distributed to employees</i>	<i>325.863</i>	<i>283.879</i>
<i>Value distributed to capital providers</i>	<i>603</i>	<i>212</i>
<i>Value distributed to P.A.</i>	<i>23.658</i>	<i>32.047</i>
Economic value retained	108.131	132.703



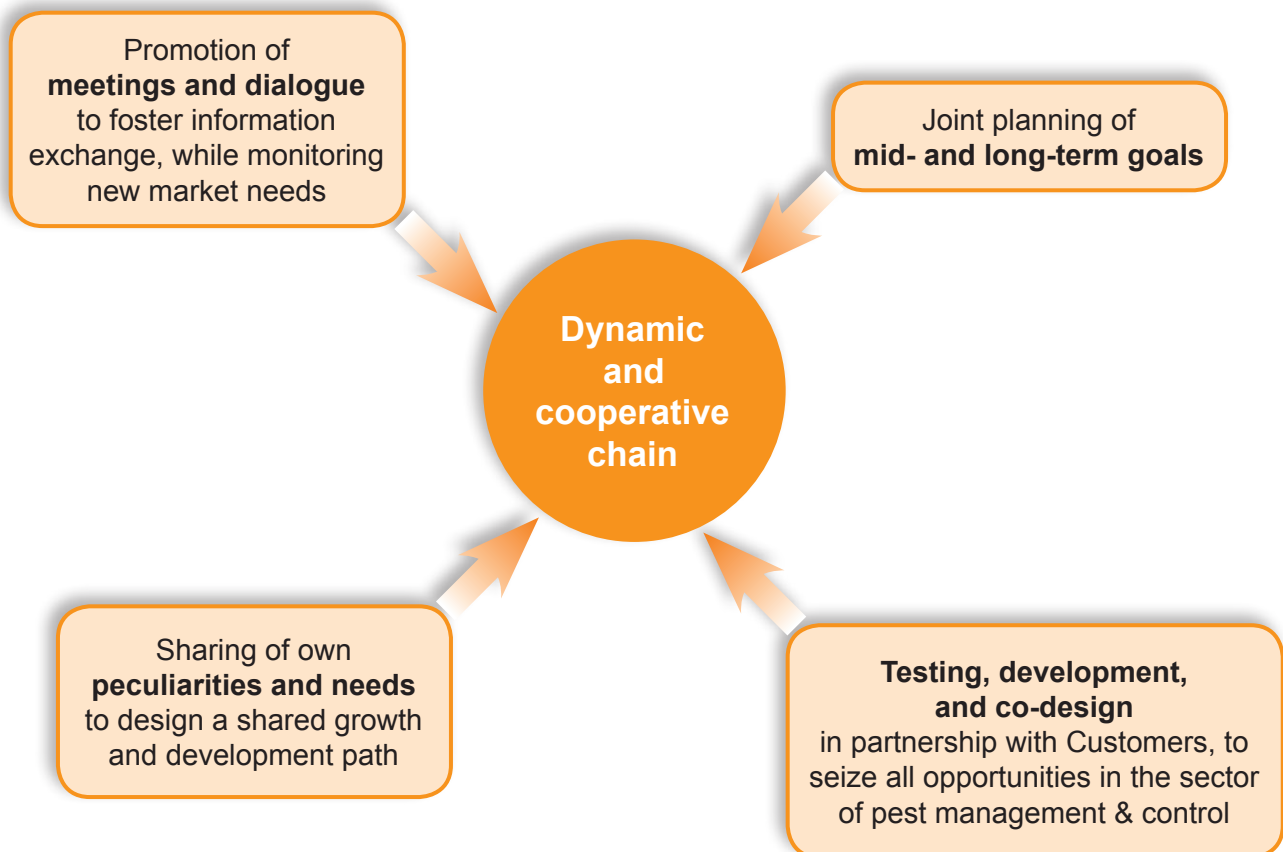
Salvarat is committed to ensuring a **high added-value** service in terms of innovation and reliability by promoting a **sustainable chain**.

The promotion of a sustainable supply chain is the key to facing the uncertainties of the present and the challenges of the future together with stakeholders.

The impact of promoting a sustainable supply chain is not only **environmental and social**, but also **economic**. In regard to the environmental aspect, the goal is to reduce the use of chemicals because this helps to combat pollution and protect biodiversity, while from an economic point of view, adopting a sustainable supply chain brings indirect benefits related to the intrinsic value of the services provided. This **added-value** represents the effort of the entire supply chain in contributing to a truly sustainable society.

Salvarat is determined to pursue these goals by investing in **innovation and reliability** towards all its stakeholders and the needs of the market in general.

To achieve this goal, Salvarat promotes a **dynamic and cooperative supply chain** in which dialogue, shared goals and values are key to facing the future challenges.



3.4 Our contribution to the value chain



Salvarat is the link between supplier and customer, and together they work for the growth and quality of the entire value chain. To this regard, the Company has always promoted and committed to the continuity of relationships with customers and suppliers, based on a close **cooperation and active participation**. This makes it possible to establish a dynamic and cooperative chain capable of **creating innovative products and solutions with a lesser environmental and social impact**.

Such an approach is beneficial to all involved players and allows for continuity and recognition of a quality service that can **meet the needs of customers** in a resilient and dynamic way compared to the market evolutions. To this end, Salvarat has adopted a **scale of criteria** in appraising new work collaborations:

- Reliability and shared principles and values
- Goals sharing and a joint project
- Reputation and ethics
- Actual availability in investing in the joint project
- Experience and technical skills
- Affordability and short-term results

Salvarat actively participates in **trade exhibitions**. Taking part in these events is of fundamental importance for the Company and for all fire participants who can benefit from the methodologies and approaches Salvarat adopts and shares with them. These moments are also important for Salvarat, which affirms its status as company at the forefront of the innovation wave, thanks to the processes it adopts and the strong focus on sustainability. This leads to a series of benefits such as increased visibility and corporate image, and knowledge of new potential customers.

Salvarat has been invited to the **tobacco trade exhibition in Sofia**, which will take place in 2022, an important moment for renewing the commitment to establishing a **sustainable chain**.

Salvarat integrates goals of social nature into its own business activities to make a positive impact on the community and territory where it operates. This is the reason why the Company has established long-lasting collaborations to carry out projects with solidarity goals.

3.5.1 Long-lasting partnerships and value creation

Scientific collaborations

For over ten years Salvarat has been collaborating with a university professor and researcher working in entomology and medical and veterinary acarology, and over the years promoted and funded ad hoc in-depth studies on particular categories of insects and pathogenic mites. In this way, the Company can provide customers with the ideal solutions to protect the environments, by acting in a targeted manner also by means of prevention interventions.

The scientific collaboration clearly shows Salvarat’s commitment to researching new solutions to anticipate the customers’ needs.

Trade associations

Salvarat carries out networking activities and keeps constantly updated on industry news through professional associations such as the **Fumigatrici Associate (IFA)**. Furthermore, these activities are essential to promote and update professional training according to the the latest industry trends.

3.5.2 Customer centricity

The corporate philosophy is based on customer centricity, that’s why the service is provided according to specific needs and characteristics defined within a customized action plan. The first approach to a new Customer is set on three priorities:



SOLVING THE OCCURRING PROBLEM

- Analysis of the infestation and detection of the causing agent;
- Acquisition of information on the morphology of the territory where it’s occurring, the structural characteristics of the premises, facilities and outbuildings;
- Collection of information on problems occurred in the past and current issues.

OPERATING SAFELY

- Cognitive acquisition of the working methodologies implemented;
- Adoption of behaviors compliant with requirements and restrictions enforced by the customer on health and safety to access and work in the facilities.

PREVENTING REINFESTATIONS

- Setting up of a joint action plan Customer/Salvarat to retain the standard achieved.

3.5.3 Customer satisfaction

Salvarat supports customers by means of specific protocols, by trying to anticipate customer needs wherever possible.

Since 2021 the Company is investing in the digital transformation of its processes by plotting a course that will lead to implementing a **business management tool**. This tool will eventually generate several benefits such as the steep reduction of paper used for records, a greater internal organization, and more efficient procedures.

All of this will positively impact on managing the **relations with the Customer** by ensuring a better organization, data traceability and availability, greater flexibility, and shorter response time.

Certified quality of services

After the provision of each service, Salvarat prepares a service report linked to a summary which is delivered to the Customer in order to keep track of every activity.

In addition, the Company certifies the works carried out to ensure quality and effectiveness, at the same time providing the Customer with valuable advice on the measures to be adopted to prevent, for instance, the occurrence of re-infestation during long journeys or storage of containers and/or goods.

Customer Privacy

Salvarat ensures **full confidentiality** and **Customer privacy protection**. Customers can rely on the **maximum discretion of all corporate staff** and, in particular, the intervention teams who personally work at the production sites.

The privacy of the companies that rest their trust on Salvarat is a business priority. This aspect takes on great relevance as the Company works directly in the production sites of the Customers.

Customer satisfaction 2021

Salvarat prepares an annual questionnaire of customer satisfaction, which takes into account the following five indicators:

- Overall image
- Fumigations
- Rodent controls
- Pest controls
- Disinfections



3,79 out of 4
Average customer satisfaction



Corporate Social Responsibility extended to suppliers

The Standard SA8000 provides for the compliance with specific social requirements and helps create a system of rules and responsibilities that set the conditions to deal with both social aspects directly managed or occurring in the supply chain.

This is a process of global and continuous improvement.

For several years now, Salvarat has been committing to asking suppliers for full compliance with Social Responsibility issues provided for in SA8000.



Salvarat has defined and implemented procedures for selection, qualification and monitoring of suppliers also according to their compliance with the requirements of Standard SA8000.

Salvarat makes sure that the principles of Social Responsibility are abided by all suppliers involved in the supply chain.

Salvarat is pursuing a process of **continuous improvement of procedures** in compliance with current regulations. This approach extends also to the network of Suppliers who are subject to compliance procedures.

Products procurement modes are regulated by a specific operating procedure which provides for appropriate measures to ensure high quality, compliance, and suitability. Although in 2021 there have been increases in prices of the chemical products used, Salvarat succeeded in preventing a fall back of higher costs on customers by leveraging of its strong organizational skills and acting preemptively by purchasing stocks of products from its Suppliers.

The appraisal of suppliers

The profiling of suppliers is carried out by means of a "supplier sheet" that includes preliminary and final appraisals compared to previous years by taking into consideration:

- **The quality of service/product;**
- **Punctuality of delivery;**
- **Fairness in billing;**
- **Price and payment terms;**
- **Flexibility and regular updates of the above.**

Inoltre, in fase preliminare è richiesto al fornitore di condividere gli obiettivi e gli intenti derivanti dalle norme ISO 9001 ed SA8000, senza dover necessariamente adottare i suddetti sistemi di gestione.

In addition, at a preliminary stage suppliers are asked to share the goals according to the ISO 9001 and SA8000 standards, without necessarily adopting the respective management systems.

- ⇒ **CHILD LABOR** L977. of 17-10-1967 : Labor protection of children and adolescents, L. 223 of 23.07.1991: Regulations on Labor Market
- ⇒ **FORCED LABOR** L300. of 20-5-1970
- ⇒ **HEALTH AND SAFETY** D.Lgs . 81 of 2018 etc.
- ⇒ **FREEDOM OF ASSOCIATION** L. 300 of 20-5-1970 etc.
- ⇒ **DISCRIMINATION** L. 300 of 20-5-1970, L. 53 of 8-3-2000 etc.
- ⇒ **DISCIPLINARY PRACTICES** D.Lgs n.758. of 1-12-1994: Amendments to the rules governing penalties in the field of employment, L. 300 del 20-5-1970 etc.
- ⇒ **BUSINESS HOURS** L. 300 of 20-5-1970, L. 196 of 24-6-1997 Rules governing temporary work, CCN national collective agreement etc.
- ⇒ **REMUNERATION** L. 300 of 20-5-1970 – CCN national collective agreement etc.
- ⇒ **CONTROL OF SUPPLIERS**
- ⇒ **CORRECTIVE ACTIONS**

Quality, innovation and sustainability of our services

4

- 4.1 Services offered by Salvarat
- 4.2 Distinctive features of Salvarat services
- 4.3 Key elements of our work
- 4.4 Sustainability of our services
- 4.5 Research, innovation and sustainability of our services
- 4.6 The organization of the intervention teams
- 4.7 Management of emergencies

4.1 Services offered by Salvarat

Thanks to the valuable experience gained in **over 60 years**, Salvarat has developed such professional skills and know-how as to make it competitive in the different specializations of the sector.

Disinfestations

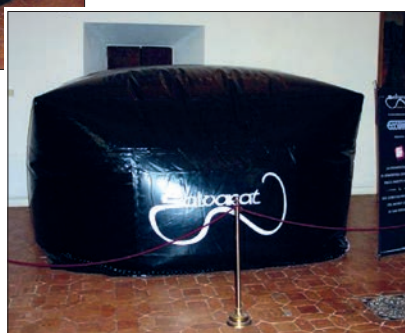
Sanitizations

Rodent and roach control
of industrial and agricultural areas and premises

Rodent and roach control
of naval units and artistic heritage

Fumigation
of containers, silos, cisterns and other industrial spaces, remediation, monitoring and related controls

Conservative disinfestation interventions
on ancient and modern wooden structures



An international service

Salvarat's expertise has gained international recognition through services provided to customers and specific consulting. A dynamic organization and the focus on flexibility, mobility and fast delivery, allow Salvarat to guarantee the provision of service **throughout Italy h24, 7 days a week**, and ensure the carrying out of **international operations** within **48 hours** after the call. The expertise gained over the years has also led the Company to apply its know-how in specific international contexts, by providing specialized consulting services and promoting knowledge exchange and professional growth.

4.2 Distinctive features of Salvarat services

Salvarat is not limiting to consolidate its own work, by providing a high-quality service without neglecting the potential impacts on people and the environment, but leverages the industry changes and growing needs of stakeholders as opportunities for continuous improvement. **Reliability and discretion, Speed and efficiency, Innovation and specialization**, are the distinctive features that characterize Salvarat on the market and combine to promote an ever-better service able to meet the needs of customers and society.

Reliability and discretion

Salvarat aims at guaranteeing long-term results by means of targeted and specialized interventions to prevent and consequently contain damages. Salvarat teams put in place the experience gained over the years, by respecting the privacy of customers and interfering to a minimum on their business continuity.



Speed and efficiency

Punctuality and promptness of service are key to get optimal results, and Salvarat teams are trained to apply these principles by ensuring a prompt response throughout Italy and abroad. Furthermore, their work is made particularly efficient by accurate preliminary analyses, and consolidated by the application of the highest quality standards according to a continuous improvement process.



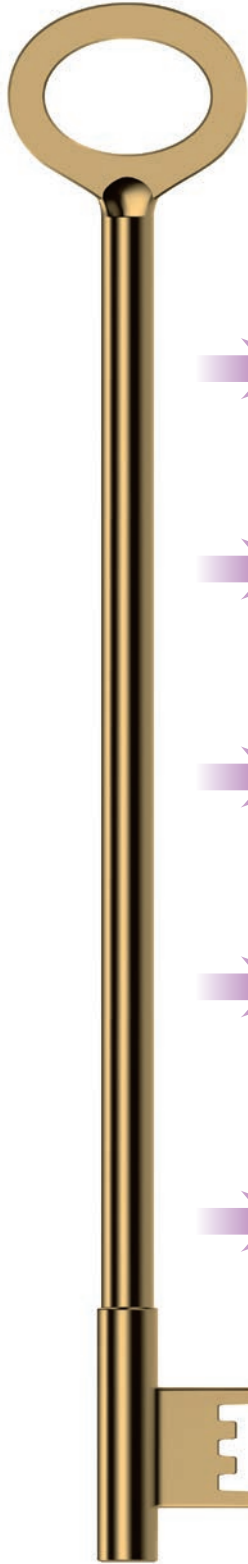
Innovation and specialization

Salvarat integrates the best practices of the industry, by investing on training and innovations that allow to provide more efficient services and minimize negative impacts. In particular, the focus is set toward:

- Innovative techniques for service provision, which allow to use resources more efficiently and maximize effectiveness of results;
- Specific training of employees, to foster their specialization and protect their health and safety.



4.3 Key elements of our work



Salvarat integrates **the most recent technologies** to increase service efficiency in operations of disinfection, sanitization, and traditional pest control.



Prevention and maintaining results over time are prerogatives of Salvarat, who acts in time to minimize the impacts generated by the provision of its services.



The Company pays close attention to the **products in use**, by exclusively using **products registered with the Ministry of Health**.



Salvarat invests on training, specialization and upgrading skills of employees, by encouraging the participation in **updating courses** and important events at international level.



Salvarat services are **customized** on the customer's activities, by closely inspecting the peculiarities of the premises where the intervention will take place in order to ensure high effectiveness by means of the most appropriate techniques and products.

Salvarat takes part in several trade fairs and collaborates with universities and trade associations.



4.4 Sustainability of our services

Salvarat's added value consists of considering services in a wider context than a single intervention, from prevention activities up to following monitoring, within a framework of complete pest management. This approach is defined as **integrated pest management**, and allows to meet the specific needs of customers by minimizing the **impact on people and the environment**. In fact, the goal is to provide a customized service, the result of the knowledge of the context and a structured planning on how to precisely intervene to optimize the service and drastically reduce the impact on the environment and biodiversity. The application of this strategy allows to improve the service efficiency, by reducing the odds for failure and optimizing the **use of products**. In addition, Salvarat considers that the need for an intervention arises when the ecosystem is altered, therefore the Company actively works to restore its normal stats. This is made possible only by **targeted interventions on target insects** and by choosing **the right time** to intervene.

Salvarat's sustainability factors

Planning

Knowing the area and context of intervention is an essential part of Salvarat work. Interventions begin with an accurate analysis and following planning of targeted actions. The attention paid to the context allows to increase the odds of a successful treatment, by requiring a lesser quantity of products and consequently resulting in a lower impact on people and the environment.



Products and equipment

Salvarat pays close attention to industry innovations, and works with **state-of-the-art equipment** capable of ensuring a better performance, by reducing the use of products and consequently ensure a lower cost for the customers and the environment. All products used are high-quality, **authorized and registered at Italian and European level** (e.g. EU Regulation on biocides n.528/2012). In addition, in recent years only micro-emulsions with water-based products are being used, which guarantee better results with less products.

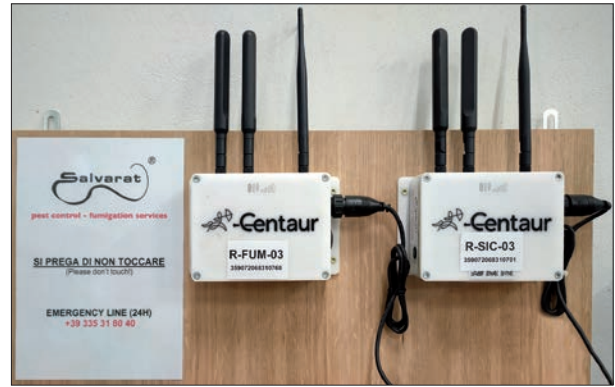
Monitoring and prevention

The **prevention** work carried out by Salvarat in close collaboration with customers, consists of **constantly monitoring the premises and prepare them**, so as to being able to intervene at the most appropriate times of the year, by working exclusively on the critical areas without having to treat all affected spaces. Not only this approach allows to use less products, but it simultaneously enables the use of products with low environmental impact, whose results are best when used at the right time, thus limiting the damages caused by pests and ensuring high effectiveness of the treatment.

Monitoring and the Centaur platform

Monitoring is at the base of an effective integrated pest management system. This allows to manage the warehouses and premises affected by pests, so as to successfully prevent their massive occurrence and consequently contain the damages. This results in a better quality of service to the customer and the optimization of disinfesting products, thus limiting the negative impacts of the interventions. The products are used less, not only because monitoring means acting in time and treating only the target premises, but also because it allows to verify the effectiveness of the treatment, by ensuring there won't be the further need to repeat the treatment and there won't occur sanctions related to the delivery of infested goods. By the end of 2020, Salvarat started experimenting an innovative remote monitoring system of fumigations, according to a continuous improvement of services approach. The Centaur platform provides for the use of sensors for remote monitoring of the fumigation process, equipped with a predictive system for processing and analysis of collected data. It consists of a system of sensors installed inside and outside the premises treated: the former ones allow to see the course of treatment; the outside ones detect possible emissions. These instruments have a cylindrical shape and process both raw and predictive data. Such experimentation, currently undergoing advanced tests, was made possible by the collaboration with selected customers and allowed to achieve the following results:

- **Effectiveness of treatment** through a continuous and accurate monitoring of the amount of product used along the treatment process, and an alert system in case of issues or inefficiencies;
- Opportunity to **monitoring the service in situations otherwise not economically affordable** (for example, in fumigation of containers located in harbor areas) and ensuring continuous monitoring and effectiveness even with more **distant** customers;
- Reduction of the environmental impact of fumigation processes: thanks to the alert system



integrated into the platform, in case of detection of discrepancies than foreseen there is the opportunity to immediately intervene without harming the process and repeating the treatment. In addition, the **predictive module** of the platform provides information on the **minimum amount** of fumigation product needed for the service to be effective and efficient;

- Less displacements and related savings in CO2 emissions;
- Achievement of an **independent certification** on the correct and effective carrying out of the fumigation service, as these instruments are calibrated and certified every year according to the international protocols established by COR-ESTA. This is made possible by the **analysis and assessment** of collected data, the fumigation conditions (properties of the used product, degassing rate, absorption rate of the fumigation product, local weather conditions), and the protocols adopted.

No less important is the social benefit of the Centaur system. The use of the platform considerably increases workers safety: thanks to the continuous monitoring of eventual leaks of fumigation product by safety sensors, the risks for workers are substantially lowered at the fumigation premises.

The system benefits from continuous improvement thanks to the regular exchanges between users and manufactures, so as the technology performs at its best on the field and in all scenarios. This dialogue ensures precise calibrations and an efficient tool.

Once the tools will be perfected, Salvarat has set out to implement their widespread use among customers as early as 2022-2023.

Equipment replacement

In 2020 Salvarat made several investments in new technologies and equipment to make the service more efficient in 2021. As for disinfestation, the Company focused on two main areas:

- **ULV* treatments for large spaces:** The electric trolley-mounted Dolly nebulizer allows to carry out nebulization with particles smaller than 20 nanometers and perform effective and long-lasting environmental pest controls, thus lowering the number of treatments necessary to control infestations, and limiting the impact of the service. The electric engine of this nebulizer makes the product suitable for internal use, by limiting air health issues for the operators who would subsequently work in the treated area;



- **Disinfestation treatments in external areas:** An Elite series atomizer for pickup trucks has been chosen because of the optional features. Unlike classic atomizers, this one features an external dosing pump for mixing products. This feature allows to carry out the mixing process outside the water tank, thus with no waste and product leftovers as only the required quantity is being used, on top of this, the atomizer is geared with a GPS transmitter that records the displacements of technicians and the amount of solution used, and collects data to make the disinfestation interventions more efficient and provide customers with detailed reports.



Digitalization, efficiency and sustainability The new management software

According to the process of continuous improvement of service, in 2021 Salvarat undertook an important digitalization project for the administration and accounting process, which consists of de-materializing the documents recording services provided to customers, by making it instantly available both to the customers themselves and the Company. By means of a reserved area, customers can immediately access to all records of treatments carried out.

The synchronization with the invoicing management software has been planned for 2022. This will further reduce the workload for Salvarat and will ensue a substantial reduction of paper with consequent effects in terms of lesser consumption of resources and waste production.

* Ultra Light Volume (ULV) refers to the dimension of nebulization in which the droplets have a diameter of less than 20 nanometres.

Salvarat is committed to offer a high quality and effective service. This goal can't be separated from the efforts to **mitigate negative externalities** and, consequently, promote a greater **environmental sustainability**. In fact, the adoption of a **systemic and integrated approach** in pest management allows to achieve better results in the long run, lower costs and a reduction of environmental impacts.

When not adequately monitored, pests multiply quickly and their late discovery entails serious product integrity and health issues, which affect product safety and service sustainability. Corrective interventions are consequently less effective, requiring massive treatments that may negatively impact on the environment and cause substantial economic loss in terms of quality and quantity of the product being processed or stored. In addition, generic pest control treatments represent a high cost in economic and environmental terms, and they can't guarantee the eradication of potential or ongoing infestations. In fact, too often pest management and control is focused on eliminating the infestation once it has occurred, without focusing on prevention, monitoring and study of the main or potential sources or causes of the infestations. Instead, Salvarat works to bring back the ecosystems to their normal equilibrium, rather than destroying them.

Salvarat's commitment

By embracing sustainability from an economic, social and environmental point of view through a stern **commitment to innovating processes and services**, Salvarat S.r.l. has developed **sustainable and effective solutions for pest management and control activities and treatments**. Such innovation has been made possible also thanks to a constant dialogue with manufacturers engaged in a mutual help relationship, who collect the on-field experiences gained by Salvarat to improve the product and actively collaborate to make it used effectively and get the best results. Compliant with the highest international standards of the industry and environmental sustainability, the Company has redefined the approach to pest management and control according to a **systemic and integrated view**, by implementing proactive procedures and innovative treatments to provide a specialized solution capable of maximizing prevention and minimizing infestation risks and the use of climate-altering products to limit infestation sources and outbreaks.



Beyond actively participating in trade fairs and exhibitions, Salvarat collaborates with and funds studies on particular insects and their genetic resistance to insecticides. In fact, knowing their genetics allows to find and use targeted and state-of-the-art products, thus **reducing waste** and ensuring that substances used hit only the **target insect**, without harming other animal species living in the areas surrounding the intervention. These studies also have implications on social sustainability, as there are some pests that, when not treated at the right time, may risk endangering people's health by provoking anaphylactic shocks, so studying them allows for their eradication and risk mitigation.

Thanks to these studies and an expertise gained on tobacco, since 2019 Salvarat is official member of CORESTA (Cooperation Centre for Scientific Research Relative to Tobacco), the association born in 1956 to promote international cooperation for the research on tobacco and derived products.



In this perspective, the Company is also moving toward the adoption of **increasingly natural products** that aim at **protecting biodiversity** without harming the ecosystem. This necessarily entails an important job of preliminary analysis and assessment, by which it can be possible identifying the most appropriate place and time to make such products as effective as those made of ingredients of not biological nature.

Salvarat's innovation

Salvarat's innovation consists of developing an **integrated system of procedures for pest management and control** based on the needs and specific characteristics of customers, by employing the best products to provide a high-quality service aiming at preserving biodiversity, and carrying out initiatives to mitigate environmental impacts.

As a matter of fact, by leveraging on its multi-decade know-how, Salvarat can advise customers on the integration of pest management procedures with their usual working procedures to **reduce potential process conflicts and the circumstances that may lead to infestation outbreaks**, by directly acting on the target insect and reducing costs that may derive from massive and corrective interventions, in terms of monetary burden and greater use of products.



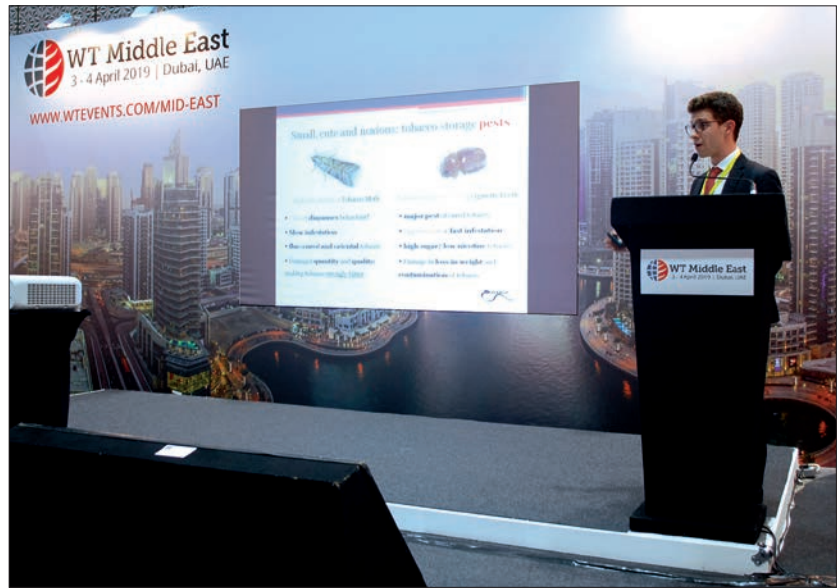
On-field work, research, and a long-lasting relationship with customers, have allowed to review the way pest management can be done to achieve concrete and long-term results. The constant dialogue with stakeholders has led to define new standards and methodologies for implementing prevention actions to guarantee a **tangible reduction of the number and intensity of infestations**,

by modelling interventions to accommodate the characteristics of the Customer and increasing adaptability and effectiveness.

This approach, together with Salvarat's sustainability factors, find their greatest interpretation in **PREMOST**.

Presented in 2019 on occasion of the conference "Innovation and sustainability in tobacco sanitation and pest control" at the World Tobacco Expo Middle East in Dubai (UAE), the PREMOST strategy suggested by Salvarat stands as **the most innovative and advanced pest management and control approach**, developed by the Company thanks to a robust and rooted expertise in the sector at Italian and international level. the PREMOST system allows to improve **quality, efficiency and sustainability in pest management and control**, by limiting waste and encouraging the use of products with lower environmental impact. Born to contribute in improving the high environmental sustainability standards of the tobacco chain industry, the PREMOST strategy has become today Salvarat's beacon for defining all pest management and control procedures in the several areas of operation.

In 2022 Salvarat returned to participating as guest in the World Tobacco Expo organized in Sofia.



In sanitization, rodent control and tradition disinfestation operations, Salvarat is on the cutting edge in the use of new and more ecological intervention technologies, of which ensures service effectiveness. In fact, in recent years the Company has set out to employ only **cold micro-emulsions with water-based products**. Those are more sustainable products, as there are no synergistic components that, together with binding components, are frequently accountable for product toxicity.

Prevention, monitoring and treatment, this is the synthesis of the **PREMOST** approach, born to meet the specific needs of the food and tobacco manufacturing industries, and extended to all pest management intervention areas. In sectors where the presence of pest harms the quality of the final product ensuing losses in terms of money, time and reputation, the adoption of a customized strategy to manage latent, likely and ongoing infestations, is the most **effective, efficient and sustainable** solution. PREMOST allows to act in a timely and targeted way, by limiting the use of products for the treatment and maximizing effectiveness by means of a series of practices applied synergistically and systematically.

PRE.MO.S.T. STRATEGY

Prevention

The implementation of **prevention protocols for the infestations in warehouses and processing units**, is the most important stage to avoid and successfully control pest infestations and product qualitative and quantitative damages. By developing specific prevention protocols in collaboration with customers, inside and outside the processing and warehousing sites, Salvarat has recorded a **reduction up to 60% of manifest and latent infestations**, and a remarkable reduction of the extension and intensity of remaining infestations. By means of a **specific study** on the characteristics and needs of customers, and an accurate planning of the routine and structured prevention procedures, the PREMOST strategy allows Salvarat to drastically reduce the number and intensity of infestations, with direct sustainability benefits.

Monitoring

The monitoring stage represents the core approach of integrated and systemic pest management and control. Monitoring is **the best method to collect and assess data**, which can alert a potential infestation. The historical analysis and the use of innovative techniques for monitoring pests and risk factors, allow to timely act against ongoing infestations and develop proactive strategies to minimize the presence of latent or potential infestations. The precise and careful application of the monitoring stage allows to perform disinfection treatments exclusively when the established tolerance limits are being exceeded; consequently, interventions are carried out only when there is a real necessity, with a lower use of disinfecting products for treating equipment and premises.

Treatment

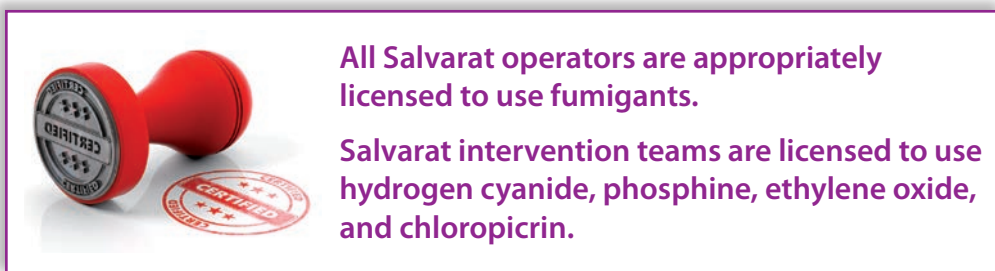
A treatment can be considered synergic when it can integrate different elements, such as:

- **Products and procedures biodiversity friendly;**
- **Current technologies;**
- **Peculiarities of the service and customer;**
- **Focus on the sources of infestation;**
- **Not-massive use of disinfection products.**

Reliability, professionalism and specialization are the characteristics that distinguish Salvarat and bring added value to customers. For this reason, the intervention teams enjoy a wide on-field expertise and an organization that ensures service continuity, even in emergency circumstances. The staff's **high professionalism** is guaranteed by several training courses provided by the Company. Each team is led by a licensed operator with at least two years of experience in the field of intervention, and all company operators who carry out activities involving the use of gas are covered by insurance and undergo regular control specialist medical examinations. Training and specialization allow to know target insects and understand well the context and morphological peculiarities of the territories to always provide a high-quality service. In 2021 the teams have been reorganized to deal with situations of potential infections. There have been defined fixed working groups as to be able to isolate the people who have been in contact with a positive case, without interrupting the provision of service nor harming the health of customers and other operators, thus guaranteeing safe continuity.

In addition, in order to ensure a **timely intervention** in case of unexpected events occurring during the provision of services, the activities planning provides for a team of operators to remain in stand-by, who can quickly get to the intervention premises together with a specialist physician. Interventions begin with a careful activity of analysis, planning and technical surveys, which allow to understand the environment and plan an effective treatment carried out with own equipment and safety gear.

In some specific services, such as **fumigations**, manual readings are carried out to check the gas penetration levels before and after the treatment, to ensure a positive result. Subsequently, the treated premises are carefully reclaimed. In fact, this is a disinfection method mainly used in the food industry or transports, which acts by means of biocide gases defined as fumigants, to eradicate all pests in a certain area. At the end of the fumigation intervention, reclaiming the treated environment becomes fundamental. This process is carried out by Salvarat only when the effectiveness period of the gases used has elapsed, so as to comply with all necessary precautions to **ensure the safety of employees and customers**.

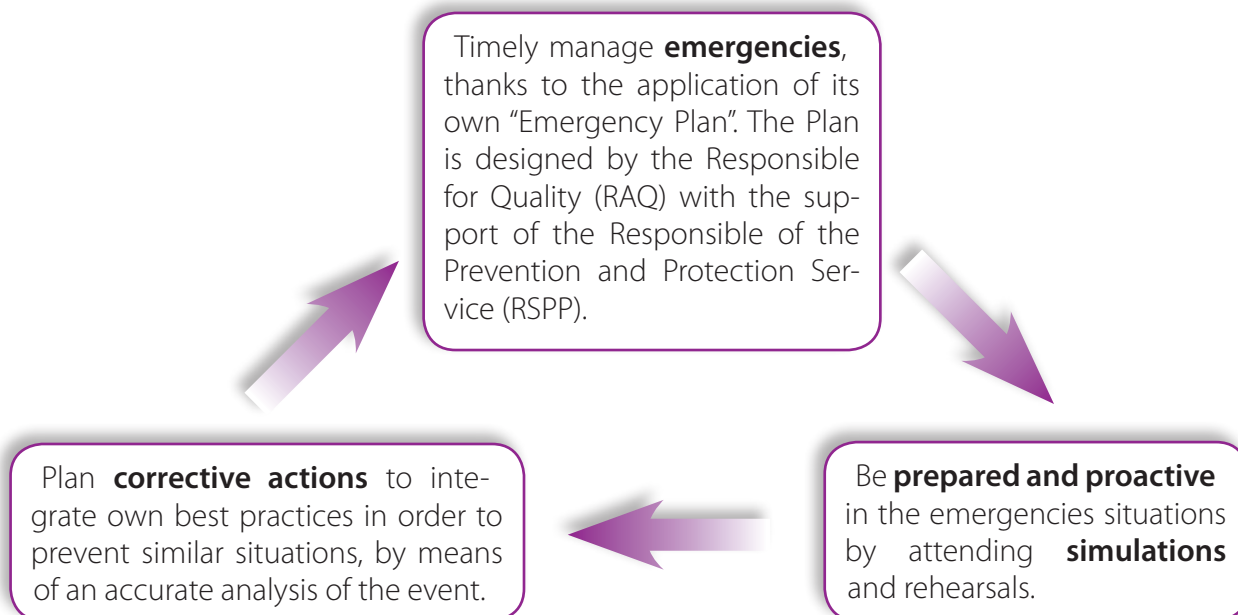


All Salvarat operators are appropriately licensed to use fumigants.

Salvarat intervention teams are licensed to use hydrogen cyanide, phosphine, ethylene oxide, and chloropicrin.

4.7 Management of emergencies

Salvarat is aware of the importance of its role in **emergency situations**. For this reason, the Company has designed a series of policies and procedures to ensure a **timely, professional, and effective intervention**. In particular, Salvarat has an internal procedure – Operational control and emergency response – and an operational instruction – Management of emergencies for spills of liquids/solids of chemical origin. These procedures and instructions, combined with training for all high-level operators, are implemented to:



The emergency management process

The potential risks to which Customers' premises are subject in case of an **accidental spill** of products (related to insecticides or disinfecting products), have been assessed and **mitigated** by means of a specific operational instruction defined by the Company.

Mitigation begins with prevention and, in this regard, Salvarat carries out regular analyses of the likely spill scenarios that may occur in daily operations, to foresee the causes and consequences. Instructions also include the specific steps to activate the reclaiming systems in case of spills.

One of the most significant risks, related to

the spill of chemicals, is **contamination** of people and the environment, with harmful effects mainly on health and safety. In such a context, the circumstances of a spill of flammable substance are particularly relevant, as they may lead to fires or explosions. A further element of attention is represented by the **land-spreading of liquid substance**. This consists of an element of risk for health and safety as it may cause slipping and falling of workers, with potential physical traumas, and heeling of vehicles (e.g. vans, forklifts, etc.). The risk is mitigated by anti-spilling kits onboard all vehicles, which include sacks for the recovery of the spilled/soaked materials.

The goal of procedures and policies, training and regular drills, is to preventing and limiting the potential impacts of emergency events on people, the environment, and business.

In 2021 no spills or major accidents occurred.

Taking care of our people



5

5.1 Our Team

5.2 Health and safety of our people

5.3 Valuing and well-being of people

**5.4 Our people and their families,
a 360° commitment**

Salvarat is actively engaged in establishing a safe and positive working environment that may foster the personal and professional growth of people. They represent an essential resource, the key to operational efficiency and heart of the corporate growth. For this reason, Salvarat is committed to disseminating the corporate culture, based on mutual understanding and respect, collaboration and valuing of personal and professional qualities.

In 2021 Salvarat employed 9 people. There were no substantial changes happened in the corporate staff, with the exception of a recruitment in 2021. A very important achievement for the Company, which aims at consolidating the work team by focusing on the professionalization of all employees.

This commitment is confirmed by the choice of employing all people with permanent contracts despite the high seasonality of the sector.



Employees by type of contract				
	Gender	2019	2020	2021
Permanent contract	Women	2	2	2
	Men	6	6	7
	Total	8	8	9
Temporary contract	Women	0	0	0
	Men	0	0	0
	Total	0	0	0

Employees by type of contract				
	Gender	2019	2020	2021
Full-time	Women	1	1	1
	Men	6	6	7
	Total	7	7	8
Part-time	Women	1	1	1
	Men	0	0	0
	Total	1	1	1

Valuing diversity

Salvarat promotes a **fair, welcoming and inclusive** working environment by encouraging gender plurality and ethnic and religious diversity.

Women represent the 25% of work force and hold senior management or quality assurance positions. The very nature of field work can justify the predominance of men in charge of carrying out the work at the customers' premises. Among them, some workers belong to different nationalities. The Company commitment to protect diversity and foster the integration of different cultures, complies with the principles defined in the SA8000 Management System.

In particular, Salvarat rules out any form of discrimination in employment, remuneration, access to training and integrity, by ensuring fair opportunities for all. The adoption of the SA8000 Standard constantly leads the Company to focusing on the feedbacks from employees, and consequently entails the commitment to fostering the best possible internal climate. No discrimination episodes have occurred in the Company.

Every year the Company administers an appraisal questionnaire, which in 2021 recorded a positive score of 3.96/4 showing how satisfaction and well-being of employees are being kept in high regard.

5.1 Our Team

Salvarat pays close attention to employees and safety at work, a commitment that extends to the companies with which it entertains business relationships. Since 2004 the Company adopted a **SA8000** Management System to affirm its commitment and accountability in pursuing and implementing the **principles of Social Responsibility**, by standing out as an **excellent operator with regard to its Social Responsibility**.

Salvarat's SA8000 Management System for Social Responsibility



The Social Accountability 8000 (SA8000) Standard is the first international standard issued in 1997 describing the requirements of social responsibility to increase competitiveness of those companies that voluntarily vouch for the ethical conduct along their supply chain and production cycle. This standard is based upon several international conventions, such as the International Labor Organization (ILO), the United Nation Convention on the Rights of the Child, and the Universal Declaration on Human Rights.

Salvarat has been one of the first companies to achieve the certification, and since 2005 the Company has been publishing its own SA8000 Report, in order to:

- Let stakeholders know about the Company's Social Responsibility Policy;
- Promote knowledge and understanding of the Company's commitments among all stakeholders;
- Provide the General Management with a useful tool for the Internal Review of the

Social Responsibility Policy and check on the achievement of Corporate Goals;

- Highlight the continuous improvement of Corporate Management by means of the trends of adopted indicators.

This management systems allows for the integrated monitoring of all features related to the social sphere of employees and suppliers. The responsibility for monitoring compliance with requirements is held by the **Social Performance Team**, which regularly meets to appraise the progress achieved with regard to the following aspects:

- 1) Child Labor
- 2) Forced and compulsory labor
- 3) Health and Safety at work
- 4) Freedom of association and Right to collective bargaining
- 5) Discrimination
- 6) Disciplinary procedures
- 7) Business hours
- 8) Remuneration



Since 2021 Salvarat is certified UNI ISO 45001:2018 with the goal of strengthening the commitment toward health and safety of employees. This choice belongs to the wider framework of establishing an integrated management system to ensure performance improvement and growth of the Company toward a new model of sustainable competitiveness by monitoring all relevant social and environmental issues of the business context.



Salvarat's 45001 Management System for Health and Safety at work



The **UNI ISO 45001:2018** Standard "Management systems for health and safety at work" is the first international standard describing the good practices for **protecting workers** worldwide. The Standard has been issued by the International Organization for Standardization (ISO) with the contribution of experts from more than 70 countries and adopted at domestic level by the Italian body for standardization (Ente Italiano di Normazione – UNI).

More in detail, the Standard establishes a framework for improving safety, reducing risks at work, and improving health and safety of workers.

The Safety Management System adopted by the Company has been applied by comply-

ing with the principles from UNI ISO 45001:2018 and current regulations, and also by taking into account the nature and scope of corporate risks, as well as the peculiarities of the organizational structure.

Salvarat is committed to set up an adequate document management system to ensure that every worker can be aware of the importance of complying with safety procedures, requirements of the safety management system, and individual responsibilities and duties.

The **Policy on Health and Safety at work** lays down the commitment to constantly gauging the system's capability in achieving the initial objectives planned, in order to take corrective action where necessary.

5.2 Health and safety of our people

The activities carried out and the development of a certified management system are concrete examples of how Salvarat pays close attention to health and safety of workers, for whom the Company over the years has arranged all necessary measures to lessening the risks of injury and promoting safe environments.



Compliant with the current regulation (D.lg. 81/08 – Accordo Stato Regioni n°221 del 21/12/2011), Salvarat regularly updates the **Risk Assessment Document** (Documento di Valutazione del Rischio - DVR) to identify health and safety risks for the employees, and also for those external individuals who may be involved in the corporate activities. In order to ensure a safe work environment, the Company regularly updates the definition of the causes of the most serious diseases and ailments (e.g. related work stress, manual handling of loads, noise, video terminal use). In addition, Salvarat adopts specific measures such as **training courses, flexibility of business hours, and regularly scheduled substitution of machinery/lorries** in order to make the working conditions of employees more comfortable, and increase their efficiency and reliability. Workers are **directly involved** in the processes of detecting and mitigating the occupational risks. This approach allows for a more structured and complete safety management, and the adoption of more effective preventive measures, especially with regard to the operational tasks more at risk. Safety monitoring also extends to the activities carried out at the customers' premises. To this end, Salvarat undertakes a preliminary risk assessment and adopts related operational strategies for mitigation. Ultimately, the Company has implemented a **Maintenance Plan for Equipment and Vehicles** to regularly verify their suitability and safety, as well as confirming the 2018 **Health Surveillance Plan** of the newly incorporated Salvarat S.r.l., which provides for a basic protocol of compulsory health tests (instrumental and laboratory exams) for each task.



Health and Safety management bodies

The bodies appointed to Health and Safety at the Company are the **Social Performance Team** (SPT) – the committee established in compliance with SA8000:2014 – and the **Health and Safety Committee** made of the General Management, the Workers' Representative for Safety (Rappresentante dei Lavoratori per la Sicurezza - RLS), and the Head of Quality Assurance (Responsabile Assicurazione della Qualità - RAQ). These bodies hold the responsibility of examining, suggesting and approving activities and investments, such as health and safety training for all employees, in order to ensure they best meet the needs of the Company.

In May 2020, in response to the health emergency caused by SarCov-2, compliant with the "Shared protocol on regulations and measures to counter Covid-19" the Company appointed a **Control Committee** made of the General Management, the **Head of Prevention and Protection Service** (Responsabile del servizio di prevenzione e protezione - RSPP), the RLS, and the Occupational Physician. The latter committee held the responsibility of monitoring the situation in order to protect the health of employees and those whom they interacted with. Throughout 2021, Salvarat has been aligning protocols and procedures with current regulation to mitigate and counter the spreading of Covid-19.

Safety in Logistics

In being aware that one of the highest risks in carrying out the activities lies in the **displacements of the teams to the customers' premises**, Salvarat adopts a series of preventive measures. More in detail, the corporate fleet is regularly replaced – every 3 years for the most widely used vehicles, every 5 years for the remaining ones – and serviced, in order to **ensure safe displacements**. In addition, employees attend "Safe Driving training courses" – carried out at the race circuit in Misano Adriatico and other race tracks in Italy – to learn how to handle heavy duty lorries and promptly react in case of need. As in previous years, the 2021 training courses have been extended to spouses and their offspring holding a recent driving license to disseminate a culture of "safe driving" to the younger generations.

The General Management has set out to gear the fleet with semi-automatic defibrillators and involved all employees in the IRC Project, by providing the optional course "Basic Life Support – IRC".

According to a larger concern for safety, Salvarat has provided for an efficient organization of the intervention teams by establishing fixed work groups so as to timely stop possible outbreaks and limit the consequent spreading of the disease.

Zero injuries

As a proof of the constant efforts made by Salvarat to ensure health and safety to employees, **no injury has been recorded in the past 15 years.**



Prevention by training

Every year Salvarat designs a **Training Plan** together with corporate managers (RSPP, RLS, SPT and Occupational Physician). The contents of the courses are based upon the regulations framework and the specific business context, and offered in the language employees can best understand. Since some employees belong to different nationalities other than Italian, the induction process includes the distribution of a corporate brochure translated into their mother tongue. The Company avails itself with the consultancy of two training agencies for carrying out the training on Health and Safety at work, which covers the following contents:

1. Compulsory training Art. 37 D.lg. 81/08 - Accordo Stato Regioni n.°221 of 21/12/2011;
2. Regular update Art. 37 D.lg. 81/08 - Accordo Stato Regioni n.°221 of 21/12/2011;
3. Training and Regular update for RSPP;
4. Training and Regular update for RLS;
5. Training and Update for Firefighting team, Evacuation team, First Aid team.

In addition, to further prevent risks and have the teams drilled and ready in case of need, Salvarat has set out to provide all employees with a first aid and firefighting training. For some specific roles, defined as responsible for first aid or firefighting intervention, every year the Company provides in-house simulations.

Salvarat, also with regard to training, has a direct dialogue with employees since the Company is committed to collect feedbacks and ideas for improvement to check the effectiveness of the courses provided.



5.3 Valuing and well-being of people

Salvarat believes that employees' satisfaction is greatly contributing to the overall growth of the Company. For this reason, over the years the Company has established an **extended corporate welfare** system by investing on the well-being of workers, their sense of economic and social safety, their professional and personal growth, and their sense of belonging to the Company. Furthermore, Salvarat has started a series of initiatives for the employees' relatives to contribute to their serenity, economic and social well-being, and confidence.

Internal climate analysis

In order to gain a deeper knowledge about the opinions and satisfaction of employees on social topics, Salvarat has established a system for the analysis of the corporate climate compliant with the SA8000 requirements. This annual analysis allows for the collection of answers from employees about several aspects, such as clarity of information on health and safety, child protection, reliability of the paycheck, etc.

The company carries out a regular review of the employees' satisfaction, and the topics with a low score are subject to corrective actions. All collected ideas are included in the improvement plan for the next year, which sets the goals to be maintained or achieved.



Continuous training for all employees

In 2021 Salvarat designed a **training program** compliant with the binding obligations (D.Lg. 81/08), which represents an opportunity for the individual and professional growth of employees. On top of **Health and Safety training** (updating on firefighting, use of defibrillators, first aid), which aim at delivering skills that might be of use in everyday life, a professional training provides employees with operational skills based on customers' requests as well as ideas and needs from employees.

More in detail, in 2021 the Company provided training courses on new technologies and methodologies, and specific training courses (e.g. forklift operator) to increase the skills set of attending employees.

A part of the training is represented by updating courses, annually included according to the expiry dates of qualifications/licenses; the remaining part **varies year on year**. Training hours, which in 2021 amounted to **345 hours**, can also vary every year according to the specific needs of the Company.





In order to protect the health of works and ensure a working environment where employees can feel safe, in 1998 Salvarat subscribed **the first cumulative accident/health insurance** to supplement the insurance provided for by the Law, which covers all employees h24/7 day a week. Later, since 2012, the Company registered all employees in the San.Arto Fund, the **Supplementary Healthcare Fund** for workers of the craft sector.

Finally, following the Covid-19 health emergency, the Company subscribed a **specific cumulative insurance** that has been extended to 2021. With regard to the Covid-19 pandemic, in compliance with current regulations the Company has continued the distribution of individual protection gear and molecular tests to employees, in order to ensure protection in carrying out daily work activities.

The Company meets the needs of workers by providing the opportunity of flexible work according to their individual requests. In addition, since 2019 Salvarat has been encouraging employees with young children to attend **pediatric first aid courses** offered by the Company. The knowledge of simple maneuvers in some cases can be determinant in avoiding panic crisis in critical moments.

In 2021 Salvarat distributed **5 fuel vouchers** of 50 Euro each to all employees, for a total amount of 2.000 Euro, as a year-end reward to recognize their commitment in overcoming the difficulties due to the health emergency period.

On occasion of the Christmas festivities, Salvarat donated to its employees the “Parcels of the Farmer” by the benefit company Biofarm, containing high quality organic food from local Italian farmers, with a total amount of 400 Euro.

This gift holds a **high social value** as the purchase of those products allowed Salvarat to help support small-sized organic farmers and the research on children’s cancer by the Italian Foundation for Cancer Research (AIRC).

5.4 Our people and their families, a 360° commitment

Salvarat believes that spiritual and cultural growth should be an important aspiration of the whole society and, consequently, that the Company should hold the **responsibility and interest** in pursuing this ambition. The commitment of the Company in promoting the access to culture extends beyond the national borders.

The Salvio Salvi scholarships

The scholarships were started in 2002 upon the wish of Alessandro Salvi, at the time sole owner of the company "Salvarat e Agrochimica Toscana di Salvi Alessandro", who set out to establish them **in memory of his father Salvio Salvi**, founder of Salvarat. The latter strongly believed in the power of education and the **importance of school** as a fundamental player in the youths' cultural and social growth. Salvarat has always included the **cultural, moral and human education** of the younger generations among the founding principles of the corporate philosophy. For this reason, the Company provides scholarships for the children of its employees of all levels of education, with a variable amount. With this contribution, the Company hopes to stimulate an ever-greater growth, to the benefit of all.



Study, work, and share

"Study, so that professional training will never be an end in itself, but will stimulate growth and intellectual curiosity, for solving problems and human promotion. Work, in order to solve and anticipate problems, with dedication and passion, by investing in one's own values and belief, so as to contribute to a better tomorrow. Share, by gifting our uniqueness and commitment to the welfare of the community and the others."

School ranking	Valore "Borsa di Studio Salvio Salvi"		
	2021	2020	2019
School year			
Kindergarten	€ 300,00	€ 150,00	€ 150,00
Primary school	€ 250,00	-	-
Lower secondary school	€ 1000,00	€ 500,00	€ 500,00
Lower secondary school	€ 800,00	€ 800,00	€ 800,00
University	€ 2000,00	€ 2000,00	€ 2000,00
Total amount	€ 4350,00	€ 3450,00	€ 3450,00

The commitment to local community and people

6

- 6.1 Our commitment to the
community and territory in Italy
- 6.2 A glimpse into the world for
the support and development
of people

The value of the community according to Salvarat

Salvarat is not estranged from the socio-economic reality where it is rooted and works; rather, it has always showed a special awareness on **the needs of the community and territory where it has grown and thrived.**

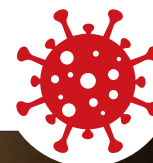
Salvarat has always paid attention to the requests from the community, which has been possible by fostering relationships with Public bodies, Associations and other local stakeholders. As a matter of fact, in the past the Company has funded cultural projects carried out by local Secondary Schools and High Schools, and in more recent years it has taken over the requests received from the Public Administration and local cultural associations such as, for example, fund raising for **Christmas packages for the most disadvantaged families.** Over the last few years, the Company has been at the forefront of social and humanitarian initiatives, even beyond national borders.

*“Salvarat is made of people,
and as such it interacts with other people”*



*“Salvarat wants to give back to the community,
as this is an intrinsically idealistic
and programmatic part of the DNA
itself of the Company's business.”*

The continuing health/social emergency caused by the Covid pandemic



The **Covid-19 pandemic** that started in 2020 has brought negative consequences worldwide, by changing the set of needs of people and communities. In order to guarantee health and safety to employees, Salvarat has promptly adopted the measures advised by relevant local bodies and implemented a series of stricter and weaker provisions according to the occurrence of specific events.

As the pandemic continued, in 2021 all difficulties and challenges arisen in the preceding year continued too, even if in a lesser way, and many companies had had to act in a climate of insecurity intrinsic to the evolution of the pandemic. Salvarat thus decided to keep on walking on the path designed in 2020, by fostering collaboration and solidarity in support of the recovery of the community.



In 2021, in fact, the Company has also kept on carrying out sanitization interventions to secure several premises: on one hand, **when requests came from other companies**, Salvarat committed to quoting very low margin prices, as it did the previous years; on the other hand, **when requests came from private individuals**, especially families residing in the municipalities of Sansepolcro and Tiberina Valley, the Company kept on offering Covid-19 sanitization services at no charge, to support families affected by the disease and by the ensuing social isolation, in such a difficult moment.

At the same time, after making donations of individual protection gear (DPI – dispositivi di protezione individuale) in 2020, Salvarat in 2021 kept on making food donations to local community people who had to face this difficult time, for a total amount of 25,000 Euro.

Salvarat carries out a fundamental job in ensuring the **well-being of the community** and **business continuity** of several enterprises located in different areas of the Italian territory.

Salvarat's work, in the first place, allows to prevent, monitor and manage infesting pests, by ensuring the production efficiency of the companies where services are provided, and consequently allowing the marketing of healthy products made in healthy premises.

The **importance of health and safety** doesn't stop at the working context, but it's rather embedded in the Company's activities for customers and communities, as represented by the services of sanitization and pest control to ensure healthy premises. According to this philosophy, Salvarat has succeeded in keeping its working environment safe also in particularly difficult conditions, by focusing its commitment on various sectors: from the manufacturing industry up to artistic and architectural locations.

In strengthening its commitment to significantly supporting the community, the Company has set out to continue the long-standing collaboration with the **Order of Malta**.

For more than 900 years the Order of Malta has been mainly dealt with healthcare activities, social assistance, interventions in occurring humanitarian crises, and diplomatic activities. The Order is strongly inclined to community support and integrity, which reflect the same fundamental values of Salvarat, by aiming at ensuring maximum transparency by means of its own legality and anti-money laundering policies.

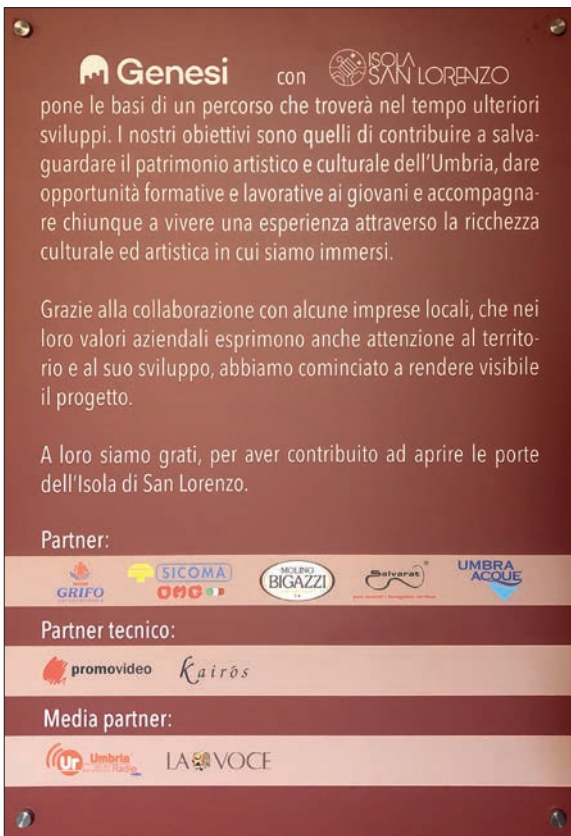
Value of donations			
	2021	2020	2019
Food donations related to the Covid-19 emergency	€ 25,818.32	€ 33,303.26	€ 3,723.09
Medical donations (DPI) Covid-19	-	€ 3,764.60	-
Donation for youth projects	-	€ 1,900.00	€ 4,180.00
Project of cultural interaction with communities	€ 7,598.36	-	-
Charity donations	€ 12,209.76	-	€ 9,974.83
Total	€ 47,647.44	€ 38,877.86	€ 17,877.92

Between 2019 and 2021, Salvarat donated a total amount of over 104,000 Euro.

Over the last few years, Salvarat has been involved in the following areas:

1. Food Donations: to meet the requests for help from local communities who had to face the food emergency consequent to the strong socio-economic crisis due to Covid;
2. Medical donations: of medical supplies or protection equipment, and first-aid supplies;
3. Donations for cultural interaction with the communities: aimed at socio-cultural development, of which Salvarat set out to support three projects:
 - a) Concert of Rebirth 2021: a classical music concert organized by the town of Sansepolcro to promote local young talents, who had the opportunity to be noticed with participations and mentions at regional and/or national awards. Some accomplished artists at national level performed together with these promising youths.
 - b) Study Center Vox Populi: promoter of “the Gordian Knot”, a think-tank and scientific journal specialized in analyzing geo-political scenarios of the Mediterranean and Central Asia;
 - c) Project “Island of San Lorenzo”: a project for the redevelopment of an archeological site located in Perugia;
4. Charity donations: all donations related to assistance projects of people in need, including those territories where social emergencies occurred due to socio-political situations that dramatically disrupted the daily life of residents.





Project «Island of San Lorenzo»

As evidence of Salvarat's commitment toward the territory and desire to promote its cultural growth, the Company funded part of the project **“Island of San Lorenzo and the path in the Shape of Time”** amounting to 10,000 Euro, on request of the Diocese of Perugia-Città della Pieve through the company Genesi S.r.l. This project aimed at recovering and valuing the Monumental Complex of San Lorenzo by restoring it to the benefit of the cultural heritage of the town of Perugia and the entire Umbria region. The intervention focused on redeveloping the archeological part of the Monumental Complex, the so-called “sun hill”, where the ancient acropolis of the city was located.

The subterranean part reaches a 15-metre depth under street level, and presents evidence of the four historical eras that characterize the town: Etruscan, Roman, Medieval, and Renaissance. The place perfectly represents the history of Perugia, by linking the ancient with the new, and providing visitors with the opportunity to join a journey along more than 2,000 years.

After completing the recovering and valuing activities in 2021, the underground path opened to the public.



Our commitment to the environment

7

7.1 Salvarat's environmental policy

7.2 Salvarat's environmental analysis

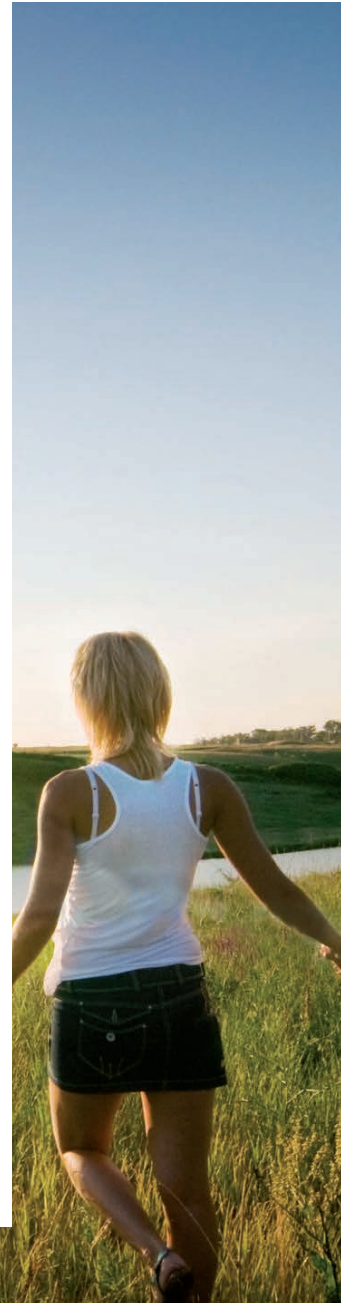
7.3 Waste disposal

7.1 Salvarat's environmental policy

Services provided by Salvarat, such as rodent control, disinfestation, sanitization, and fumigation, have a potentially significant impact on the environment. For this reason, the Company deems it necessary to adopt a proactive approach, by assessing with extreme accuracy all possible impacts of its activities. This requires Salvarat to introduce and implement policies, goals and programs on environmental matters, by simultaneously integrating the adoption of effective management systems to reduce and solve **environmental issues**. Such an approach aims at maintaining and ensuring compliance with all current regulatory provisions, and carrying on with continuous improvement to reduce environmental impact to a level "correspondent to the economically viable application of the best available technology". The Company's **environmental policy** is based upon well-defined action principles. In particular, Salvarat has set the following **objectives**:

Our commitment to the environment

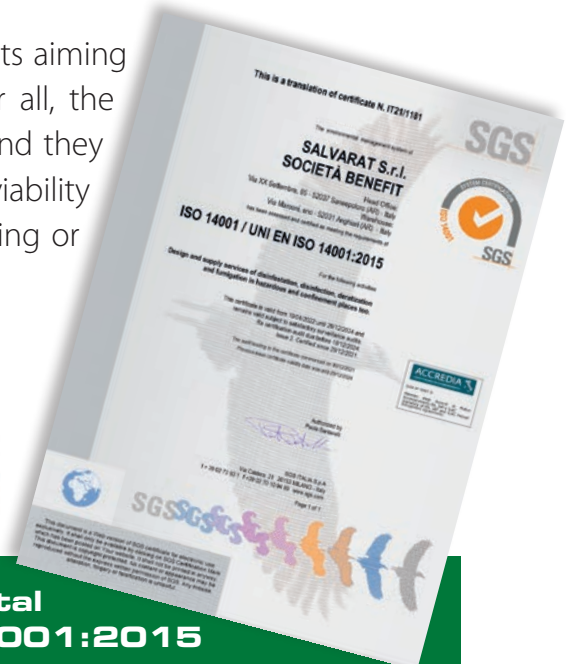
- ➔ Implementing an Environmental Management System compliant with UNI EN **ISO 14001:2015**, by applying integrated modules with the Quality System and the Social Responsibility and Safety at Work System, where possible;
- ➔ Adopting a system for **early detecting and appraising environmental risks**, by using it to implement the necessary measures to cancel or reduce to a minimum the environmental impact of the Company, and committing to preventing pollution and minimizing polluting emissions and waste;
- ➔ Promoting accountability of employees at every level toward environment protection, and creating **information and training programs for employees**;
- ➔ Implementing **controls to monitor eventual negative impacts on the environment**;
- ➔ Implementing **energy saving** and consumption reduction of natural resources;
- ➔ Improving the **separate collection of waste generated**;
- ➔ Appraising **suppliers** also from an environmental standpoint;
- ➔ Pointing out to **Customers** the appropriate warnings in order to respect the environment;
- ➔ **Disclosing to the public**, by carrying out an open dialogue, the necessary information to understand the effects on the environment of the Company activities.



7.1 Salvarat's environmental policy

Being a company carrying out disinfestation services, Salvarat has always had a strong vocation to respect the environment, in the belief that this represents a fundamental component of its own Corporate Social Responsibility. In order to strengthen this approach, to make it known to the outside, and to foster the highest "transparency" in a context where customers pay great attention to environmental matters, the Company has set out to acquire the Environmental Certification according to the **UNI EN ISO 14001**, to be integrated with the Company's Quality Management System compliant with UNI EN ISO 9001 and UNI 16636 standards.

To fulfill this goal, Salvarat has been subject to external audits aiming at checking compliance with the required standards. After all, the benefits of integrating management systems are intuitive, and they not only lead to increasing efficiency, effectiveness and viability of the Company itself, but they are fundamental in preventing or mitigating legal risks that may be occurred.



Salvarat and the Environmental Management System ISO 14001:2015

The standard **UNI ISO 14001:2015** "Environmental management systems - Requirements with guidance for use" is a voluntary international standard applicable to any public or private organization, which details the requirements of an environmental management system. Originally developed by the International Organization for Standardization (ISO), it belongs to the standards ISO 14000 series developed by the technical committee ISO/TC 207.

Based on a "Plan-Do-Check-Act" methodology, the standard helps identifying, managing, and monitoring the environmental effects of the activities of an organization. In this way, the organization can monitor its own environmental performance and processes, by keeping under control its

accountability toward the environment and sustainability.

Salvarat's Environmental Management System has been implemented according to the principles included in the UNI ISO 14001:2015 standard.

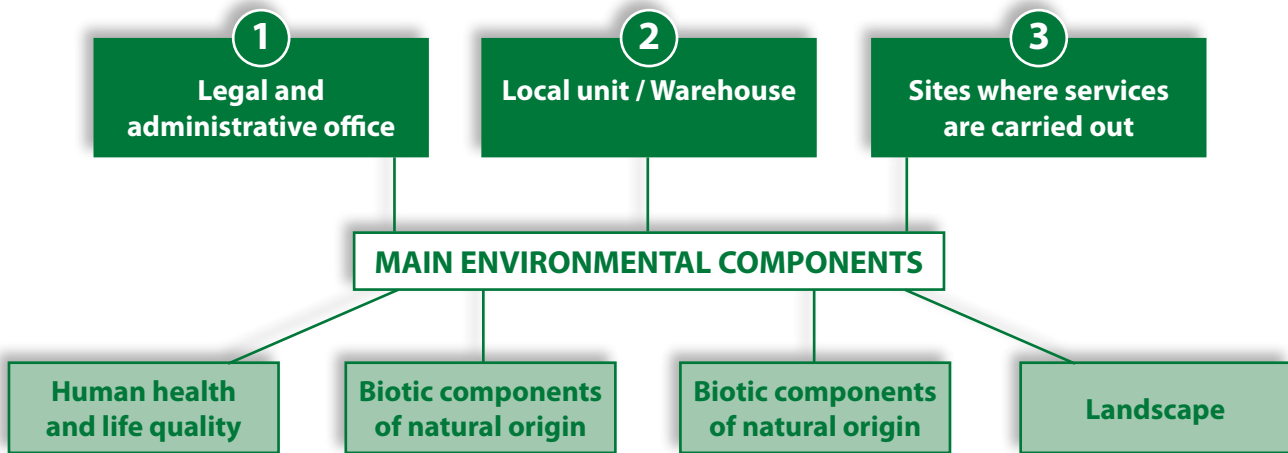
By following this standard, the General Management has committed to define an appropriate recording and training system in order to allow every worker to become aware on the importance of eliminating or limiting as much as possible the environmental impact of the Company.

By means of implementing its own **Environmental Policy**, Salvarat can constantly monitor the system's capability of achieving the goals set, in order to carry out preventive and corrective actions where necessary.



7.2 Salvarat's environmental analysis

In walking the path leading to the ISO 14001 certification, Salvarat has carried out its own **initial environmental analysis on three different sites:**



1 Legal and administrative office

Water supply

Water comes exclusively from the municipal aqueduct, and it's being used only for sanitation and for the ordinary cleaning of the premises.

Air emissions

There is 1 conveyed emission point related to the smoke evacuation systems of the methane-fueled boiler serving the structure, monitored annually.

Water sewage

Water sewage derive exclusively from sanitation and ordinary cleaning of the premises.

External noise

The corporate activity carried out at the site has no critical aspects.

Environmental damage

There are no known forms of environmental contamination

related to soil, groundwater, surface waters, etc.

Waste

At Salvarat's legal and administrative office, waste derive from ordinary office work.

Plant safety

Thermal and electrical plants are certified and subject to regular maintenance in compliance with current regulations.

Vehicle traffic

Salvarat's vehicular traffic is broken down as follows:

- Employees commuting to work with their own vehicle;
- Employees displacing to the customers to carry out the service with a company vehicle;
- Traffic related to the procurement of supplies by courier service.



2

Local unit / Warehouse

Water supply

Water comes exclusively from the municipal aqueduct, and it's being used only for sanitation and for the ordinary cleaning of the premises.

Air emissions

Not present

Water sewage

Water sewage derive exclusively from sanitation and ordinary cleaning of the premises.

External noise

The corporate activity carried out at the site has no critical aspects.

Waste

Salvarat temporarily generates/stores in the Company's warehouse non-hazardous and hazardous special waste, delivered on a regular basis to companies authorized for recovering/recycling of disposal according to the

type of waste.

Environmental damage

There are no known forms of environmental contamination related to soil, groundwater, surface waters, etc.

Plant safety

The electric system has been installed in 2008, holds a certificate of compliance, and undergoes regular maintenance according to current regulations.

Vehicle traffic

Salvarat's vehicular traffic is broken down as follows:

- Employees commuting to work with their own vehicle;
- Employees displacing to the customers to carry out the service with a company vehicle;
- Traffic related to the procurement of supplies by courier service.

3

Sites where services are carried out

Water supply

In carrying out the service, there must be considered a series of factors that combined together ensure that water use is controlled and measured on the real need for completing the service, thereby limiting the risk of waste. Such factors are:

- The use of instruments that receive regular maintenance;
- The use of instruments that allow to mix the product (insecticide) with water to make an optimal solution for carrying out the required treatment;;
- The possibility to modulate/calibrate the jet spray.

External noise

In general, there are no particular issues related.

Environmental damage

There are no known forms of environmental contamination related to soil, groundwater, surface waters, etc.

Energy consumption

In managing services at the customers', energy consumption is limited to about 5% of the disinfection/sanitization services carried out in a year. Vehicles suitable for transporting people and materials are all fueled by diesel; the equipment used for the provision of services is fueled by diesel, gasoline-diesel mix, rechargeable batteries or electricity from power supply.

Waste

Waste from the activities concerned are exclusively generated in anomalous/emergency situations related to spills due to malfunction of equipment for disinfection (liquids/oils spill). In this case, waste generated and/or accidentally spilled is managed according to the corporate procedure "Operational control and emergency management".

Air emissions

Today, Salvarat's vehicles are fueled by diesel (some of them feature the adblue system), and generate air emissions of greenhouse-gases. The Company has chosen to purchase state-of-the-art vehicles that are managed in full compliance with the "scheduled maintenance guidelines" provided for by the manufacturer. The most recently purchased vehicles include green-technology features.

Use of toxic gases

Fumigants are directly delivered at the treatment site by the suppliers. All employees are trained and licensed by means of an appropriate training course. All personnel are trained and instructed on operational procedures.

Vehicle traffic

On average, two Company vehicles operate on a work shift. Daily mileage amount to 400 km, on average. Vehicular traffic related to corporate activities has no significant impact on city traffic.

By following its own Environmental Policy, Salvarat is committed to reduce waste and environmental impacts of services, from the correct use of chemical products to managing waste generated while carrying out a service.



All waste is managed by the Company in **compliance with current regulations**, by means of collection, classification, and delivery to authorized disposal providers.

With the weakening of the pandemic in 2021, Salvarat recorded an increase of non-hazardous and plastic waste, mainly due to the higher numbers of activities carried out. Plastic waste generated from carrying out services at the Customers' sites, are collected and delivered to an external authorized company accountable for certifying **100% of recycling**.

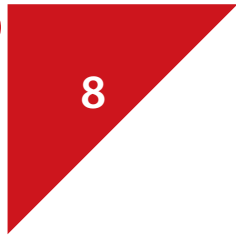
In addition, since one of Salvarat's goals is reducing the **impact of waste along the value chain**, all materials used for carrying out the services at the Customers' sites are recovered and brought back to the Company. In this way they can be separated between reusable materials and waste, and subsequently they are divided according to the EWC code (European Waste Catalogue) for being correctly sent to disposal or recycling.

By means of a specific procedure called "Management of waste generated by the Company", Salvarat ensures that all materials used are **managed exclusively by Salvarat operators**, as to properly verify at the end of the working day what materials have been actually used in the provision of the services.

All waste generated by the Company is stored in a temporary warehouse property of Salvarat, and subsequently delivered to a company holding the authorizations for waste transport and/or disposal. The Company verifies on a regular basis that companies used for transporting, disposing of, and recovering of waste hold the permissions **according to the law**.

In addition, Salvarat's administration office is responsible for managing the Forms and bookkeeping of **loading/unloading records** for the administration offices and warehouse, and every year the Company prepares the environmental statement form (**MUD** – Modello Unico di Dichiarazione ambientale).

Salvarat adopts all necessary measures to prevent accidental spillage of substances into the soil and chemical emissions into the atmosphere, by ensuring collaboration with public authorities and customers to define and update emergency procedures that may help in minimizing the effects of any accidental discharge into the environment.



8.1 Methodological Note

8.2 Ways of engaging Stakeholders

8.3 Corporate Governance

8.4 Materiality analysis

8.1 Methodological Note

Salvarat's Sustainability Report 2021 describes the results achieved in the fiscal year 2021 (from January 1st to December 31st, 2021). Where possible, data from the past three-year period have been compared.

This Sustainability Report, edited annually, aims at showing sustainability strategies of Salvarat S.r.l., its organizational and management system, the results of the activities, and the corporate goals together with their quantitative and qualitative impacts on the economic, social, and environmental context.

The Report has been edited in compliance to the "Global Reporting Initiative Standards" as defined in 2016 by the Global Reporting Initiative (GRI), and according to the "Core" reporting option. As for the specific GRI Standard 403 (Health and Safety), it has been adopted the most recent version published in 2018; with regards to the GRI Standard 306 (Waste), instead, it has been adopted the version published in 2020.

Information and data included herein refer to the year 2021, whilst performance trends refer to the three-year period 2019-2021, where available. Qualitative and quantitative information have been collected with the collaboration of the company representatives involved.

No specific activities have been excluded from the reporting. Within the reporting year no significant changes in the nature of business have occurred.

This chapter includes the table with the reported GRI indicators referred to the paragraphs of the document, and a connecting table between the material topics, linked GRI aspects, and the perimeter of impacts, which serve as a reading compass.

Consistent with the principle of materiality, the editing process of this document has provided for the identification of the most significant aspects ("material topics") by means of the process of materiality analysis, within which the management has been involved to identify and prioritize the relevant environmental, economic, and social aspects.

For further information and recommendations,
[please contact: etica@salvarat.com](mailto:etica@salvarat.com)

Supervision upon sustainability is structured and **integrated within the Corporate Governance** by means of the **Social Performance Team (SPT)**, which monitors and manages Corporate Social Responsibility matters as outlined by the SA8000 management system by aiming at continuous improvement, and the **Health and Safety Committee**, which acts under the same SA8000 framework to protect health and safety of workers.

	Types of communication and engagement	Average frequency of engagement
Employees	<ul style="list-style-type: none"> ▶ Dedicated meetings ▶ Communications 	<ul style="list-style-type: none"> ▶ Regular ▶ Regular
Suppliers	<ul style="list-style-type: none"> ▶ Direct contacts ▶ Dedicated meetings 	<ul style="list-style-type: none"> ▶ Frequent ▶ By appointment
Associates and external companies	<ul style="list-style-type: none"> ▶ Direct contacts 	<ul style="list-style-type: none"> ▶ Frequent
Universities and research centers	<ul style="list-style-type: none"> ▶ Direct contacts 	<ul style="list-style-type: none"> ▶ Recurrent
No-profit associations/ organizations	<ul style="list-style-type: none"> ▶ Direct contacts 	<ul style="list-style-type: none"> ▶ By appointment
Institutions	<ul style="list-style-type: none"> ▶ News releases ▶ Direct contacts 	<ul style="list-style-type: none"> ▶ Regular ▶ Regular
Customers	<ul style="list-style-type: none"> ▶ Direct contacts ▶ Surveys ▶ Dedicated meetings 	<ul style="list-style-type: none"> ▶ Continuous ▶ Recurrent ▶ Recurrent

Contents and indicators subject to reporting herein have been defined according to the results of the materiality analysis. The materiality matrix is the result of a multi-stage process that involved Salvarat's management in the definition of the Company's priority topics, by starting from a study of the external scenario aimed at understanding the point of view and the main pressures of stakeholders.

The process followed the stages hereunder:

Stage 1. IDENTIFICATION OF THE MATERIAL TOPICS

Identification of the potentially material topics for the Company and its stakeholders through the following analyses:

Benchmark analysis: documents and reports on sustainability and social responsibility (where available) published by companies working in Pest Management have been analyzed to identify the topics deemed relevant by those companies comparable to Salvarat;

Sector trend analysis: the non-financial/sustainability aspects deemed relevant for the sector have been mapped. In particular, the publications of some international companies and research and consultancy firms have been analyzed, together with a selection of standards and guidelines of reference;

Stakeholders' pressures analysis: critical reading of documents attesting the interests of the Company's stakeholders, among which the analysis of the priorities of consumers and trade associations at global level, with the consequent identification of the priority topics for such categories;

Macro-trend analysis: carried out on

documents related to the main sustainability rating agencies (DJSI, MSCI, etc.), international organizations (GRI), influencers (World Economic Forum, etc.), and European policies (Green New Deal, EU Taxonomy);
Analysis of the Company's internal priorities: critical reading of the main corporate documents and identification of the main areas/topics on which the Company is investing resources, pays more attention and has made commitments, and which may pose some risks.

All topics emerged from these analyses have been considered as material for the Company, and have been subsequently grouped in macro-topics.

Stage 2. PRIORITIZATION OF THE MATERIAL TOPICS

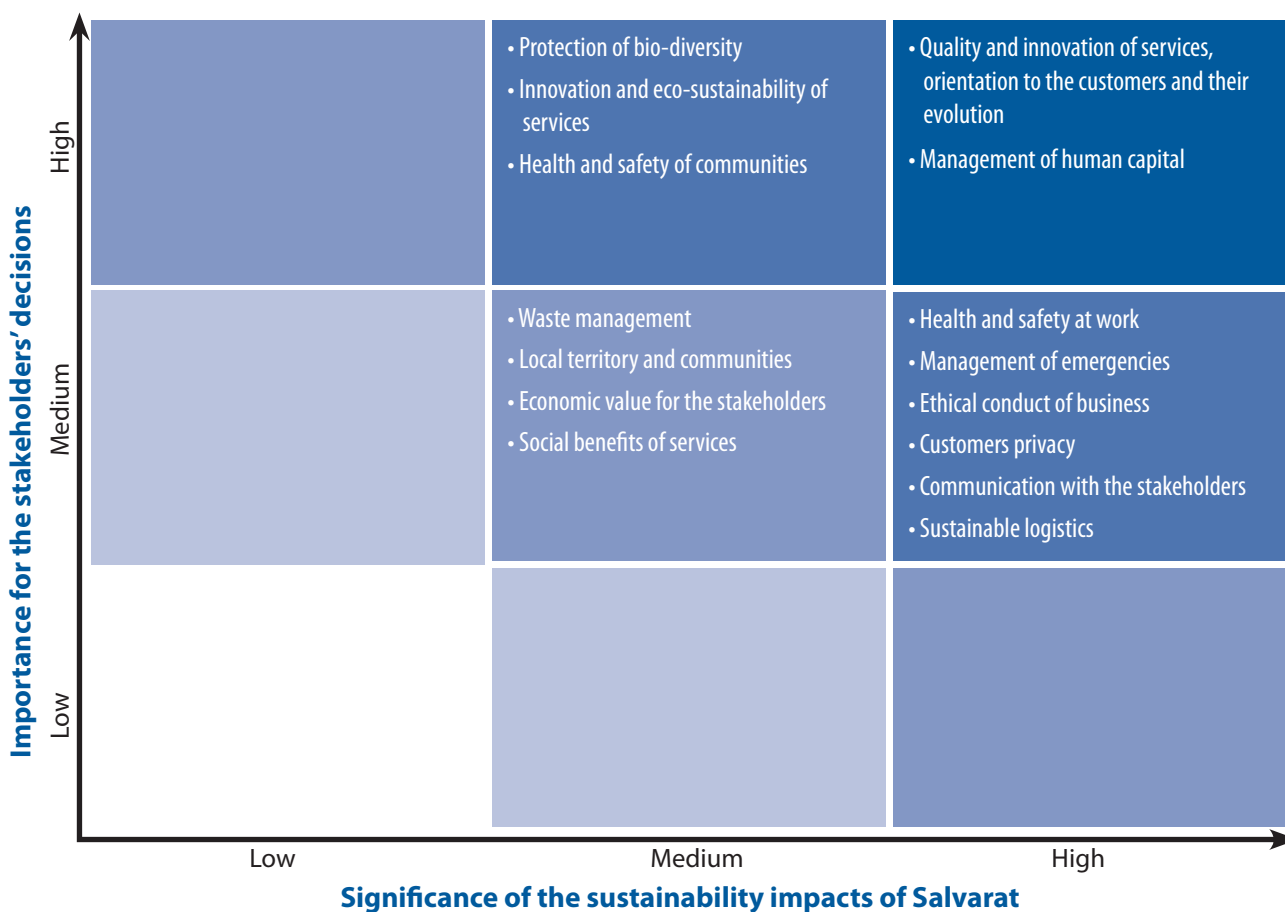
The material topics identified have been prioritized by Salvarat management by means of a specific questionnaire related to the impact of those topics on strategy, costs and revenues, sales, business continuity, reputation, and license to operate. Prioritization has been carried out according to the following criteria:

- 1.** Internal prioritization: the impact of the topic on the business, the risks associated with it, and the commitments made by the Company;
- 2.** External prioritization: the stakeholders' pressures and expectations, and the importance for the stakeholder's company which affects the topic under analysis.

Once the priorities have been assigned to the material topics, the materiality matrix have been validated by means of a dedicated workshop.

8.4 Materiality analysis

ECONOMY	SERVICES	ENVIRONMENT	PEOPLE
<ul style="list-style-type: none"> Economic value for the stakeholders Ethical conduct of business 	<ul style="list-style-type: none"> Social benefits of services Quality and innovation of services, orientation to the customers and their evolution Sustainable logistics Management of emergencies 	<ul style="list-style-type: none"> Waste management Innovation and eco-sustainability of services Protection of bio-diversity 	<ul style="list-style-type: none"> Management of human capital Health and safety at work Local territory and communities Health and safety of communities Customers privacy Communication with the stakeholders



8.5 Material topics for the Company

Material topic	Description of the topic and why it's relevant for Salvarat	Linked aspect of GRI Standard	Impacts perimeter	Types of impact
Economic value for the stakeholder	Designing the activities and the business strategy to create economic value, at the same time meeting new needs and social and environmental challenges.	› GRI 201-1: Economic value directed generated and distributed	<ul style="list-style-type: none"> • Salvarat • Stakeholder 	Caused by the Company and directly linked to its activities
Ethical conduct of business	Promoting an ethical conduct of business, both internally and in own business practices, by acting in compliance with the current social and environmental regulations.	<ul style="list-style-type: none"> › GRI 307: Environmental Compliance 2016 › GRI 419: Socio-economic Compliance 2016 	<ul style="list-style-type: none"> • Salvarat 	Caused by the Company and directly linked to its activities
Social benefits of services	Promoting a service that not only respects the community of reference, but that proactively meets the needs of the territory where Salvarat operates (e.g. fighting the Covid pandemic).	–	<ul style="list-style-type: none"> • Salvarat 	Caused by the Company and directly linked to its activities
Quality and innovation of services, orientation to the customers and their evolution	Providing a service with the highest quality standards, in terms of efficiency and dynamism of the procedures used, and flexibility in response time, by ensuring the maximum transparency, specialization and adaptability of the services offered, through the development and promotion of innovative methodologies to meet the new and emerging needs of customers, and promote value creation and sharing, with a view on economic, social and environmental sustainability.	–	<ul style="list-style-type: none"> • Salvarat • Customers 	Caused by the Company
Sustainable logistics	Developing and planning measures aiming at efficiency and safety of the corporate fleet, by limiting the environmental impact due to the emissions, and improving comfort and safety of vehicles.	› GRI 403: Health and safety at work 2018	<ul style="list-style-type: none"> • Salvarat 	Caused by the Company and directly linked to its activities
Management of emergencies	Planning and implementing procedures for managing critical and/or emergency situations, within the corporate premises and at the customers', in order to ensure health and safety of work and communities, also on occasion of events far from the operational context or responsibilities of Salvarat.	–	<ul style="list-style-type: none"> • Salvarat • Customers 	Caused by the Company and directly linked to its activities
Innovation and eco- sustainability of services	Taking care of choosing the products used and the methods of providing services by paying attention to ensuring the effectiveness of treatments in compliance with ecological sustainability.	› GRI 416: Health and safety of customers	<ul style="list-style-type: none"> • Salvarat 	To which the Company contributes, directly linked by means of a business relationship

8.5 Material topics for the Company

Material topic	Description of the topic and why it's relevant for Salvarat	Linked aspect of GRI Standard	Impacts perimeter	Types of impact
Protection of bio- diversity	Ensuring the least environmental impacts on bio-diversity during the service planning and provision stages.	› GRI 304: Bio-diversity 2016	• Salvarat	Caused by the Company
Waste management	Ensuring that waste from provided services are disposed of adequately, by complying with the disposal practices provided for by the relevant regulations.	› GRI 306: Waste 2020	• Salvarat	Caused by the Company
Management of human capital	Fostering the training and professional growth of employees, on sustainability topics included, by offering and appropriate remuneration policy, and ensuring employment stability without discriminations and inequalities.	› GRI 401: Employment 2016 › GRI 402: Relationships between workers and management 2016 › GRI 404: Training and education 2016 › GRI 405: Diversity and equal opportunities › GRI 406: Non discrimination	• Salvarat	Caused by the Company and directly linked to its activities
Health and safety at work	Promoting a work environment where working conditions ensure the full respect of the right to health, and high standards on health and safety of workers.	› GRI 102-41: Collective bargaining agreements › GRI 403: Health and safety at work 2018	• Salvarat	Caused by the Company and directly linked to its activities
Local territory and communities	Supporting initiatives that benefit the community and territory, by ensuring economic development and generating value through the promotion and innovation of the underlying social structures.	–	• Salvarat • Communities	To which the Company contributes, directly linked by means of a business relationship
Health and safety of communities	Fostering a work environment where working conditions ensure the full respect of the right to health, and high standards on health and safety of neighboring communities and society, by complying with the current regulations and the adoption of procedures and appropriate levels of professionalism.	› GRI 414: Social appraisal of suppliers 2016 › GRI 416: Health and safety of customers 2016	• Salvarat • Communities	To which the Company contributes, directly linked by means of a business relationship
Customers privacy	Respecting and protecting the privacy of customers data held by the organization.	› GRI 418: Customers privacy 2016	• Customers	Caused by the Company
Communication with stakeholders	Promoting inclusive communication and an active engagement of internal and external stakeholders, by establishing transparent and long-lasting relationships to allow for a timely and shared exchange of information, especially about matters related to Salvarat's economic, environmental and social impacts.	› GRI 102-40: List of stakeholder groups › GRI 102-42: Identification and selection of stakeholders › GRI 102-43: Approach to stakeholder engagement	• Salvarat • Stakeholders	Caused by the Company

8.6 GRI Content Index

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GENERAL STANDARD DISCLOSURES				
GRI 102 GENERAL DISCLOSURES 2016	102-1 Name of the organisation	8.1 Methodological Note	-	Cover of this Report
	102-2 Activities, brands, products and services	1.1 Who we are and what we do	6	-
	102-3 Location of headquarters	1.1 Who we are and what we do	6	-
	102-4 Location of operations	1.1 Who we are and what we do	6	-
	102-5 Ownership and legal form	1.2 Our history	7	-
	102-6 Markets served	1.1 Who we are and what we do	6	-
	102-7 Scale of the organisation	1.1 Who we are and what we do	6	-
	102-8 Information on employees and other workers	5.1 Our Team Data tables	44 85	-
	102-9 Supply chain	3.4 Our contribution to the value chain	23	-
	102-10 Significant changes to the organisation and its supply chain	-	-	During 2021, there were no significant changes in the size, structure, ownership of the organisation or its supply chain.
	102-11 Precautionary Principle or approach	-	-	The precautionary approach referred to in Principle 15 of the UN Rio Declaration is applied by Salvarat to protect the environment from development to the introduction of new services and in the planning of operations.
	102-12 External initiatives	4.3 Key elements of our work 6.2 A glimpse into the world for the support and development of people	32 56	-
	102-13 Membership of associations	4.3 Key elements of our work	32	-

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GENERAL STANDARD DISCLOSURES				
GRI 102 GENERAL DISCLOSURES 2016	102-14 Statement from senior decision-maker	Letter to stakeholder	3	-
	102-16 Values, principles, standards and norms of behaviour	1.3 Corporate values and philosophy	8	-
	102-18 Governance structure	3.1 Our governance 8.3 Corporate Governance	20 70	-
	102-40 List of stakeholder groups	8.2 Ways of engaging Stakeholder	69	-
	102-41 Collective bargaining agreements	-	-	All employees are covered by collective bargaining agreements
	102-42 Identifying and selecting stakeholders	8.2 Ways of engaging Stakeholders	69	-
	102-43 Identifying and selecting stakeholders	8.2 Ways of engaging Stakeholders	69	-
	102-44 Key topics and concerns raised	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	102-45 Entities included in the consolidated financial statements	8.1 Methodological Note	68	-
	102-46 Defining report content and topic boundaries	2.4 Sustainability impacts and materiality matrix 8.1 Methodological Note 8.4 Materiality analysis 8.5 Material topics for the Company	16 68 71 72	-
	102-47 List of material topics	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis 8.5 Material topics for the Company	16 71 72	-
	102-48 Restatements of information	-	-	No significant change occurred
	102-49 Changes in reporting	-	-	No significant change occurred
	102-50 Reporting period	-	-	Calendar year 2021
	102-51 Date of most recent report	-	-	2020
	102-52 Reporting cycle	-	-	Annual
	102-53 Contact point for questions regarding the report	8.1 Methodological Note	68	-
	102-54 Claims of reporting in accordance with the GRI Standards	8.1 Methodological Note	68	-
	102-55 GRI content index	GRI content index	74	-
	102-56 External assurance	-	-	This Sustainability Report has not been externally audited

8.6 GRI Content Index

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 200 – ECONOMIC PERFORMANCE				
Economic value for the stakeholders				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.3 Value creation and sharing	22	-
	103-3 Evaluation of the management approach	3.3 Value creation and sharing	22	-
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	3.3 Value creation and sharing	22	-
Ethical conduct of business				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.2 Quality policy and compliance with the rules	21	-
	103-3 Evaluation of the management approach	3.2 Quality policy and compliance with the rules	21	-
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	-	-	During the years 2019, 2020 and 2021, no cases of corruption were established within Salvarat
Ethical conduct of business				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.2 Quality policy and compliance with the rules	21	-
	103-3 Evaluation of the management approach	3.2 Quality policy and compliance with the rules	21	-
GRI 206: Anticompetitive Behaviour 2016	GRI 206-1: Actions for anti-competitive behaviour, antitrust and monopolistic practices	-	-	During the years 2019, 2020 and 2021, no legal actions for anti-competitive behaviour, antitrust and monopolistic practices were established within Salvarat.

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 300 – ENVIRONMENTAL PERFORMANCE				
Protection of bio-diversity				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	4.4 Sustainability of our services 4.5 Research, innovation and sustainability of our services	33 34	-
	103-3 Evaluation of the management approach	4.4 Sustainability of our services 4.5 Research, innovation and sustainability of our services	33 34	-
GRI 304: Biodiversity	304-2 Significant impacts of activities, products and services on biodiversity	4.4 Sustainability of our services 4.5 Research, innovation and sustainability of our services	33 34	None of the activities carried out by Salvarat (e.g. rodent control, pest control, disinfection) have significant impacts on biodiversity.
	304-4 Species listed on the IUCN Red List and national lists that find their habitat in the organisation's areas of operation	-	-	In 2019, 2020, and 2021, Salvarat found itself operating in craft/industrial activities that are not located in environments that fall within the covered cases.
Waste management				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	7.2 Salvarat's environmental analysis 7.3 Waste disposal	62 65	-
	103-3 Evaluation of the management approach	7.2 Salvarat's environmental analysis 7.3 Waste disposal	62 65	-
GRI 306: Waste (2020)	306-1 Waste generation and significant waste-related impacts	7.3 Waste disposal Data tables	65 85	-
	306-2 Management of significant wasterelated impacts	7.3 Waste disposal Data tables	65 85	-
	306-3 Waste produced	7.3 Waste disposal Data tables	65 85	-
	306-4 Waste diverted from disposal	7.3 Waste disposal Data tables	65 85	-
	306-5 Waste directed to disposal	7.3 Waste disposal Data tables	65 85	-

8.6 GRI Content Index

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 300 – ENVIRONMENTAL PERFORMANCE				
Ethical conduc of business				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.2 Quality policy and compliance with the rules 4.7 Management of emergencies 7.1 Salvarat's environmental policy	21 41 60	-
	103-3 Evaluation of the management approach	3.2 Quality policy and compliance with the rules 4.7 Management of emergencies 7.1 Salvarat's environmental policy 7.2 Salvarat's environmental analysis	21 41 60 62	-
GRI 307: Environmental compliance	307-1 Non-compliance with environmental laws and regulations	-	-	During 2020 and 2021 there were no cases of non-compliance with environmental laws or regulation

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 400 – SOCIAL PERFORMANCE				
Management of human capital				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	5.1 Our Team	44	-
	103-3 Evaluation of the management approach	5.1 Our Team	44	-
GRI 401: Employment 2016	401-1 Nuove assunzioni e turnover	5.1 Our Team Data tables	44 85	-
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.3 Valuing and well-being of people 5.4 Our people and their families, a 360° commitment	50 51	-
Management of human capital				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	5.1 Our Team 5.3 Valuing and well-being of people	44 50	-
	103-3 Evaluation of the management approach	5.1 Our Team 5.3 Valuing and well-being of people	44 50	-
GRI 402: Labour- management relations 2016	402-1 Minimum notice period for operational changes	Data tables	85	-

8.6 GRI Content Index

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 400 – SOCIAL PERFORMANCE				
Health and safety at work - Sustainable logistics				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	5.2 Health and safety of our people	47	-
	103-3 Evaluation of the management approach	5.2 Health and safety of our people	47	-
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	5.2 Health and safety of our people	47	-
	403-2 Hazard identification, risk assessment and incident investigation	5.2 Health and safety of our people	47	-
	403-3 Occupational health services	5.2 Health and safety of our people	47	-
	403-4 Worker participation, consultation, and communication on occupational health and safety	5.2 Health and safety of our people	47	-
	403-5 Worker participation, consultation, and communication on occupational health and safety	5.2 Health and safety of our people 5.3 Valuing and well-being of people	47 50	-
	403-6 Promotion of worker health	5.2 Health and safety of our people	47	-
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.2 Health and safety of our people	47	-
	403-8 Workers covered by an occupational health and safety management system	5.2 Health and safety of our people	47	-
	403-9 Workers covered by an occupational health and safety management system	5.2 Health and safety of our people	47	In 2019, 2020 and 2021, there were no cases of occupational accidents
Management of human capital				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	5.3 Valuing and well-being of people	50	-
	103-3 Evaluation of the management approach	5.3 Valuing and well-being of people	50	-
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	5.3 Valuing and well-being of people Data tables	50 85	-

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 400 – SOCIAL PERFORMANCE				
Management of human capital				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	5.1 Our Team	44	-
	103-3 Evaluation of the management approach	5.1 Our Team	44	-
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	5.1 Our Team Data tables	44 85	-
Management of human capital				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	5.1 Our Team	44	-
	103-3 Evaluation of the management approach	5.1 Our Team	44	-
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	5.1 Our Team	44	In 2019, 2020 and 2021, there were no incidents of discrimination in Salvarat

8.6 GRI Content Index

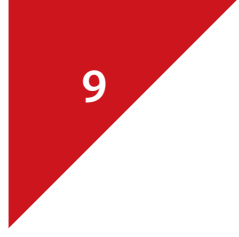
GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 400 – SOCIAL PERFORMANCE				
Sustainable logistics - Health and safety of communities				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.4 Our contribution to the value chain 3.6 How we select our suppliers	23 27	-
	103-3 Evaluation of the management approach	3.4 Our contribution to the value chain 3.6 How we select our suppliers	23 27	-
GRI 414: Supplier social assessment 2016	414-1 New suppliers that have been evaluated using social criteria	3.4 Our contribution to the value chain 3.6 How we select our suppliers	23 27	-
Innovation and eco-sustainability of services - Health and safety of communities				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.4 Our contribution to the value chain 3.5 Our commitment to partners and customers	23 25	-
	103-3 Evaluation of the management approach	3.4 Our contribution to the value chain 3.5 Our commitment to partners and customers	23 25	-
GRI 416: Customer health and safety 2016	416-1 Assessment of health and safety impacts by product and service categories	3.4 Our contribution to the value chain 3.5 Our commitment to partners and customers 4.4 Sustainability of our services	23 25 33	
	416-2 Incidents of non-compliance concerning health and safety impacts of products and services	-	-	In 2019, 2020 and 2021, there were no incidents of non-compliance concerning the health and safety impacts of products and services

GRI Standard	Disclosure	Paragraphs	Pages	Notes
GRI 400 – SOCIAL PERFORMANCE				
Customers privacy				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.5 Our commitment to partners and customers	25	-
	103-3 Evaluation of the management approach	3.5 Our commitment to partners and customers	25	-
GRI 418: Customer privacy 2016	GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	-	In 2019, 2020 and 2021, no complaints regarding breaches of customer privacy were ever registered. No leaks, thefts or losses of customer data have ever been detected within Salvarat
Ethical conduc of business				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.2 Quality policy and compliance with the rules	21	-
	103-3 Evaluation of the management approach	3.2 Quality policy and compliance with the rules	21	-
GRI 419: Socio-economic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	-	-	During 2019, 2020 and 2021, no non- compliances with social and economic laws and regulations were recorded

8.6 GRI Content Index

GRI Standard	Disclosure	Paragraphs	Pages	Notes
ASPECTS NOT COVERED BY GRI INDICATORS				
Social benefits of services				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	2.3 Salvarat's response to the continuing pandemic emergency 3.4 Our contribution to the value chain 6. The commitment to local community and people	15 23 54	-
	103-3 Evaluation of the management approach	2.3 Salvarat's response to the continuing pandemic emergency 3.4 Our contribution to the value chain 6. The commitment to local community and people	15 23 54	-
Quality and innovation of services, orientation to the customers and their evolution				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	3.5 Our commitment to partners and customers 4.5 Research, innovation and sustainability of our services	25 34	-
	103-3 Evaluation of the management approach	3.5 Our commitment to partners and customers 4.5 Research, innovation and sustainability of our services	25 34	-
Management of emergencies				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	2.3 Salvarat's response to the continuing pandemic emergency 4.7 Management of emergencies	15 41	-
	103-3 Evaluation of the management approach	2.3 Salvarat's response to the continuing pandemic emergency 4.7 Management of emergencies	15 41	-
Local territory and communities				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	2.4 Sustainability impacts and materiality matrix 8.4 Materiality analysis	16 71	-
	103-2 The management approach and its components	2.2 The global sustainability challenges of the industry 2.3 Salvarat's response to the continuing pandemic emergency 6. The commitment to local community and people	14 15 53	-
	103-3 Evaluation of the management approach	2.2 The global sustainability challenges of the industry 2.3 Salvarat's response to the continuing pandemic emergency 6. The commitment to local community and people	14 15 53	-

Data tables



GRI 102-8: Information on employees and other workers					
Employees	Type of contract	Gender	2019	2020	2021
Employees by type of contract and gender	Permanent contract	Women (n. of heads)	2	2	2
		Men (n. of heads)	6	6	7
	Temporary contract	Women (n. of heads)	0	0	0
		Men (n. of heads)	0	0	0
Employees by type of employment and gender	Full-time	Women (n. of heads)	1	1	1
		Men (n. of heads)	6	6	7
	Part-time	Women (n. of heads)	1	1	1
		Men (n. of heads)	0	0	0
Employees and other works			2019	2020	2021
Total employees (n. of heads)			8	8	9
Total trainees (n. of heads)			0	0	0
Total interns			0	0	0
Total workers under staff leasing contracts			0	0	0
Total			8	8	9

GRI 306-3: Waste generated							
Waste composition	Unit of measure	2019		2020		2021	
		Total waste generated	Hazardous/ non- hazardous waste	Total waste generated	Hazardous/ non- hazardous waste	Total waste generated	Hazardous/ non- hazardous waste
Paper *	-	N/A	N/A	N/A	N/A	N/A	N/A
Plastic	Kg	2,860	-	4,620	-	7,830	-
Food waste	-	N/A	N/A	N/A	N/A	N/A	-
Printer toners	Kg	8	-	8	-	8	-
Electric/electronic equipment not-working	Kg	0	-	25	-	-	-
Waste from production cycle	Kg	1,590	-	1,760	-	1,396	-
TOTAL WASTE GENERATED FOR THE YEAR INDICATED	kg	4,458	-	6,413	-	9,234	-
Please provide the information necessary to understand the data and provide an explanation on how data have been compiled.	Data above have been collected from the annual "Environmental Statement Form (MUD – Modello Unico di Dichiarazione Ambientale)".						

* All paper waste generated within Salvarat's office sites has been collected separately and sent to recovery by door-to-door collection, which also involves the enterprises locate in the municipality of Sansepolcro.

GRI 306-4: Waste recovered and diverted from disposal										
Waste	Unit of measure	2019			2020			2021		
		On site	Off site	Total	On site	Off site	Total	On site	Off site	Total
Total hazardous waste	Kg	-	-	101	-	-	157	-	-	108
of which processed for re-use	Kg	-	-	-	-	-	-	-	-	-
of which sent to recycling	Kg	-	-	-	-	-	-	-	-	-
Other recovery operations	Kg	-	-	16	-	-	69	-	-	11
Total non-hazardous waste	Kg	-	-	4,349	-	-	6,207	-	-	9,126
of which processed for re-use	Kg	-	-	-	-	-	-	-	-	-
of which sent to recycling	Kg	-	-	2,860	-	-	4,620	-	-	7,830
Other recovery operations	-	-	-	-	-	-	-	-	-	-

GRI 306-5: Waste directed to disposal											
Waste	Unit of measure	2019			2020			2021			
		On site	Off site	Total	On site	Off site	Total	On site	Off site	Total	
Total hazardous waste	Kg	-	-	86	-	-	143	-	-	-	
of which directed to incineration (with energy recovery)	-	-	-	-	-	-	-	-	-	-	
of which directed to incineration (without energy recovery)	-	-	-	-	-	-	-	-	-	-	
of which directed to landfill	-	-	-	-	-	-	-	-	-	-	
Other disposal operations	D10 disposal	Kg	-	-	86	-	-	143	-	-	97
Total non-hazardous waste	Kg	-	-	1,668	-	-	1,587	-	-	1,296	
of which directed to incineration (with energy recovery)	-	-	-	1,668	-	-	1,587	-	-	1,296	
of which directed to incineration (without energy recovery)	Kg	-	-	-	-	-	-	-	-	-	
of which directed to landfill	-	-	-	-	-	-	-	-	-	-	
Other disposal operations	-	-	-	-	-	-	-	-	-	-	

GRI 401-1: New employee hires and employee turnover					
Indicator	Gender	Age	2019	2020	2021
			Number of hires	Number of hires	Number of hires
New employee hires from 1 st January to 31 st December	Women	< 30 years old	0	0	0
		Between 30 and 50 yrs.	0	0	0
		> 50 years old	0	0	0
	Men	< 30 years old	2	0	0
		Between 30 and 50 yrs.	0	0	1
		> 50 years old	0	0	0
Employees			2019	2020	2021
Total women hires (n. of heads)			0	0	0
Total men hires (n. of heads)			2	0	1
Total hires			2	0	1

GRI 401-1: New employee hires and employee turnover					
Indicator	Gender	Age	2019	2020	2021
			Number of layoffs	Number of layoffs	Number of layoffs
Layoffs from 1 st January to 31 st December	Women	< 30 years old	0	0	0
		Between 30 and 50 yrs.	0	0	0
		> 50 years old	0	0	0
	Men	< 30 years old	0	0	0
		Between 30 and 50 yrs.	0	0	0
		> 50 years old	0	0	0
Employees			2019	2020	2021
Total women layoffs (n. of heads)			0	0	0
Total men layoffs (n. of heads)			0	0	0
Total layoffs			0	0	0

GRI 401-1: New employee hires and employee turnover					
Indicator	Gender	Age	2019	2020	2021
			Number of employees	Number of employees	Number of employees
Number of employees as of 31 st December	Women	< 30 years old	0	0	0
		Between 30 and 50 yrs.	2	0	0
		> 50 years old	0	2	2
	Men	< 30 years old	4	3	3
		Between 30 and 50 yrs.	1	2	3
		> 50 years old	1	1	1
Employees			2019	2020	2021
Total women (n. of heads)			2	2	2
Total men (n. of heads)			6	6	7
Total employees			8	8	9

GRI 402-1: Minimum notice periods regarding operational changes				
Minimum notice periods regarding operational changes	Unit of measure	2019	2020	2021
Minimum notice weeks generally notified to employees and workers' representatives prior to significant operational changes that may have considerable effects on workers.	n.	12	12	12

GRI 403-8: Workers covered by an occupational health and safety management system

Employees	Unit of measure	2019	2020	2021
Number and rate of workers covered by such a system	n.	8	8	9
	%	100%	100%	100%
Number and rate of workers covered by such a system, the latter having been subject to internal audit	n.	8	8	9
	%	100%	100%	100%
Number and rate of workers covered by such a system, the latter having been subject to audit or certified by independent third parties	n.	8	8	9
	%	100%	100%	100%
Total number of employees	n.	8	8	9

GRI 403-8: Workers covered by an occupational health and safety management system

Workers who are not employees, whose job or workplace is controlled by the Company	Unit of measure	2019	2020	2021
Number and rate of workers, who are not employees, covered by such a system	n.	-	-	-
	%	0%	0%	0%
Number and rate of workers, who are not employees, covered by such a system the latter having been subject to internal audit	n.	-	-	-
	%	0%	0%	0%
Number and rate of workers, who are not employees, covered by such a system the latter having been subject to audit or certified by independent third parties	n.	-	-	-
	%	0%	0%	0%
Total number of workers who are not employees	n.	-	-	-

GRI 403-9: Work-related injuries				
Employees	Unit of measure	2019	2020	2021
Hours worked	n.	11,135	11,769	12,613
Total number of recordable work-related injuries, including fatalities	n.	0	0	0
Of which, during displacements <i>(only if transport has been organized by the Company, and if displacements happened in business hours)</i>	n.	0	0	0
Total number of work-related injuries with serious consequences (>6 months of absence, not including fatalities)	n.	0	0	0
Of which, number of fatalities	n.	0	0	0
Rate of recordable work-related injuries	-	0	0	0
Rate of work-related injuries with serious consequences	-	0	0	0
Rate of fatalities	-	0	0	0

GRI 403-9: Work-related injuries				
Workers who are not employees, whose job and/or workplace is under control of the Company	Unit of measure	2019	2020	2021
Hours worked	n.	0	0	0
Total number of recordable work-related injuries, including fatalities	n.	0	0	0
Of which, during displacements <i>(only if transport has been organized by the Company, and if displacements happened in business hours)</i>	n.	0	0	0
Total number of work-related injuries with serious consequences (>6 months of absence, not including fatalities)	n.	0	0	0
Of which, number of fatalities	n.	0	0	0
Rate of recordable work-related injuries	-	0	0	0
Rate of work-related injuries with serious consequences	-	0	0	0
Rate of fatalities	-	0	0	0

GRI 404-1: Average hours of training per year per employee

Training hours by employment category	Unit of measure	2019	2020	2021
Managers	h	32	14	40
Executives	h	202	171	208
Employees	h	31	51,5	97
Total hours of training provided to employees	h	265	236.5	345
Average training hours per employee (overall)	h	40.4	34.2	34.66
Average training hours per manager	h	32	14	40
Average training hours per executive	h	-	-	-
Average training hours per employee	h	15.5	25.75	48.5

GRI 404-1: Average hours of training per year per employee

Training hours by employees gender	Unit of measure	2019	2020	2021
Training hours provided to women	h	31	51.5	97
Training hours provided to men	h	234	185	248
Total hours of training provided to employees	h	265	236.5	345
Average training hours per employee (woman)	h	13.12	25.75	48.5
Average training hours per employee (man)	h	31	30.83	35.42

GRI 414-1: New suppliers that were screened using social criteria				
Type	Unit of measure	2019	2020	2021
Total number of new suppliers	n. of heads	1	1	N/A
Number of suppliers that were screened using social criteria	n. of heads	1	1	N/A
Rate of new suppliers that were screened using social criteria	%	100%	100%	In the reporting period from 1.01.2021 to 31.12.2021 there haven't been new suppliers.

GRI 405-1 Diversity of governance bodies and employees					
Board of Directors by gender and age		Age	2019	2020	2021
			Number of layoffs	Number of layoffs	Number of layoffs
Directors as of 31 st December, by age	Women	< 30 years old	-	-	-
		Between 30 and 50 yrs.	-	-	-
		> 50 years old	-	-	-
	Men	< 30 years old	-	-	-
		Between 30 and 50 yrs.	-	-	-
		> 50 years old	1	1	1
Employees			2019	2020	2021
Total women (n. of heads)			-	-	-
Total men (n. of heads)			1	1	1
Total employees			1	1	1

GRI 405-1 Diversity of governance bodies and employees							
Employees by employment category and gender		2019		2020		2021	
		Women	Men	Women	Men	Women	Men
Employees with an employment contract as of 31 December	Executives	0	1	0	1	0	1
	Managers	0	0	0	0	0	0
	Employee	2	0	2	0	2	0
	Worker	0	5	0	5	0	6
TOTAL		2	6	2	6	2	7

Employees by employment category and age group		2019			2020			2021		
		< 30 yrs. old	between 30 and 50 yrs.	> 50 yrs. old	< 30 yrs. old	between 30 and 50 yrs.	> 50 yrs. old	< 30 yrs. old	between 30 and 50 yrs.	> 50 yrs. old
Employees with an employment contract as of 31 December	Executives	0	0	1	0	0	1	0	0	1
	Managers	0	0	0	0	0	0	0	0	0
	Employee	0	1	1	0	0	2	0	2	0
	Worker	3	2	0	3	2	0	2	4	0
TOTAL		3	3	2	3	2	3	2	6	1

