

servotecnica



Innovation, Designed with Care

SUSTAINABILITY REPORT 2024

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Letter to Stakeholders

GRI 2-22



Our commitment to those who trust in us

Dear stakeholders,

It is with great satisfaction that we present you with Servotecnica's first Sustainability Report, an important milestone marking the start of an increasingly mindful, transparent and responsible growth path.

This document is the result of a desire to measure, report and improve our impact, embedding sustainability into the heart of our corporate strategy. In an ever-changing business world, we believe that technological innovation should go hand in hand with respect for people, the environment and the community in which we operate.

Choosing to prepare our first Report in accordance with the GRI Standards means making a solid commitment to sustainability. It means looking beyond short-term performance to contribute – with accountability, competence and innovation – to the creation of shared value for our customers, employees, partners and community.

For over forty years, Servotecnica has been harnessing technology in the service of motion to offer advanced automation and motion control solutions. Now we want to take the same precision and dedication that we devote to our products and apply them to the sustainable management of our business. This commitment begins with valuing our people and guaranteeing occupational safety and extends to improving energy efficiency, reducing our environmental footprint and making our supply chain more ethical and responsible.

And this is just the beginning. All progress starts with a choice, and we have chosen to build a business model that combines technical excellence with a positive impact. We will do this with transparency, rigour and a spirit of collaboration, while continuing to innovate in accordance with the principles that have always been our guide.

On behalf of the entire team, I would like to thank those who help Servotecnica grow every day: our employees, customers, suppliers, partners and the communities with whom we share the same goals and values. It is thanks to your trust that we look ahead to the future with determination, eager to rise to the challenges of the sustainable transition with expertise and accountability.



Warm regards,

Adriano Salgarello
FOUNDER Servotecnica S.p.A.

Emilio Bistoletti
FOUNDER Servotecnica S.p.A.

Methodological note

GRI 2-1/2/3/4/5/6

This is the first Sustainability Report that Servotecnica S.p.A. has published and it refers to the year 2024 (hereinafter the 'Report'). In line with the principles of transparency, accountability and continuous improvement, this Report provides stakeholders with a clear, structured and integrated view of the Company's operations, strategies and results on its path towards sustainable development, with a focus on the economic, environmental and social impacts generated.

The Report has been prepared in accordance with the guidelines of the Global Reporting Initiative Sustainability Standards (GRI Standards), published in 2021 by the Global Reporting Initiative (GRI), an independent body that develops international non-financial reporting standards.

The reported indicators are detailed at the end of this Report, in the GRI content index.

This Sustainability Report, the Company's first, has not undergone an external assurance process. However, Servotecnica has undertaken to consider external assurance for future reports in order to further strengthen stakeholder confidence and consolidate its sustainability approach.

This Report presents the Company's economic, social and environmental results for financial year 2024 (1 January—31 December 2024), in line with the Financial Report. Where available, comparative data for 2022-2023 is given.

To ensure the reliability of the information, directly measurable data was preferred over estimates. When used, estimates are based on accepted methodologies consistent with best practices.

Servotecnica S.p.A. has two operating sites:

- **Administration and operations:** Via Ettore Majorana, 4 – 20834 Nova Milanese (Monza-Brianza), Italy
- **Registered office:** **Via Uberto Visconti di Modrone, 11 – 20122 Milan (Milan), Italy**

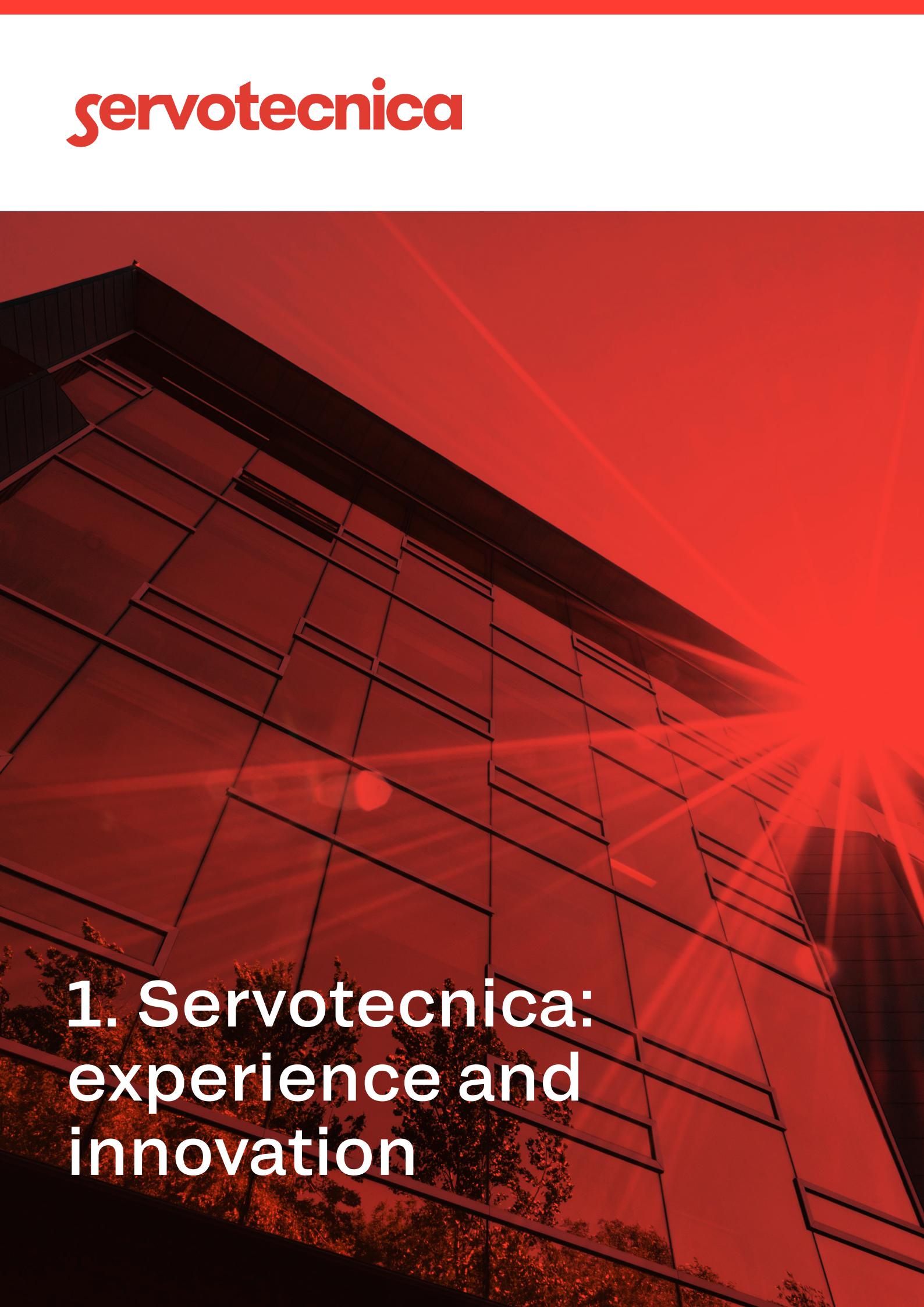
The reporting boundary for financial, environmental and social data and information coincides with the administration and operations site in Nova Milanese (Monza-Brianza).

Any exclusions or limitations are clearly indicated throughout the document.

The content of the Report was defined on the basis of materiality (GRI 3: Material Topics 2021), following an analysis conducted in the first half of 2025, which led to the identification of the most material impacts and topics for the Company and its stakeholders, guiding the selection of information to be reported.

The 2024 Sustainability Report was published in December 2025 and is available on the company website, in the 'Sustainability' section. For further enquiries, please write to: info@servotecnica.com.

servotecnica

A photograph of a modern building with a glass and steel facade. The building has a curved, angular design. The sky is bright, creating lens flare effects and casting a warm glow on the building's exterior. Some trees are visible in the foreground.

**1. Servotecnica:
experience and
innovation**

1. Servotecnica: experience and innovation

1.1 Who we are and what drives us: identity, mission and values

GRI 2-6

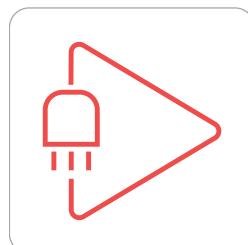
Founded in 1980, Servotecnica is an Italian company specialising in the distribution and integration of mechatronic components for industrial automation. Based in Nova Milanese, it is a technical partner for companies seeking to make their processes more efficient, precise and sustainable.

Servotecnica's mission is to harness technology in the service of people and the environment with solutions that boost productivity and reduce energy consumption, playing an active part in the transition to a more electrical and digital industrial sector.

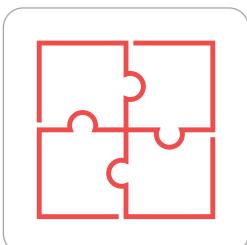
The Company stands out for its culture. It prioritises quality, innovation and people's well-being by valuing skills, teamwork and professional growth in an inclusive and welcoming work environment.

Servotecnica's identity is shaped by the values that guide every strategic and operating choice it makes. Innovation is the force that drives the Company to look ahead, investing in technology and skills to improve the quality of life and the quality of its services. A spirit of collaboration encourages teamwork between different people with different skills, creating a dynamic and goal-oriented environment. Over time, determination and the desire to continuously improve have made Servotecnica a benchmark for motion control in Italy. At the same time, the Company cultivates a deep sense of responsibility, which it expresses by showing respect for its employees, customers, community, the environment and land. By sharing its know-how, it upholds a solid commitment to passing down knowledge and values to younger generations, consolidating a technical and cultural heritage that forms an integral part of the Company's history.

Up close



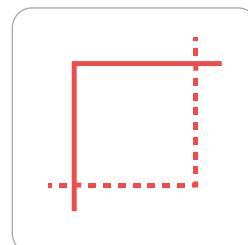
Innovation



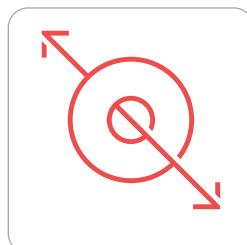
Team spirit



Determination



Responsibility



Passing on know-how





Total employee turnover far below the Italian average¹



Progressive elimination of **plastic packaging** for shipments to customers



81% response rate to the **materiality analysis questionnaire**

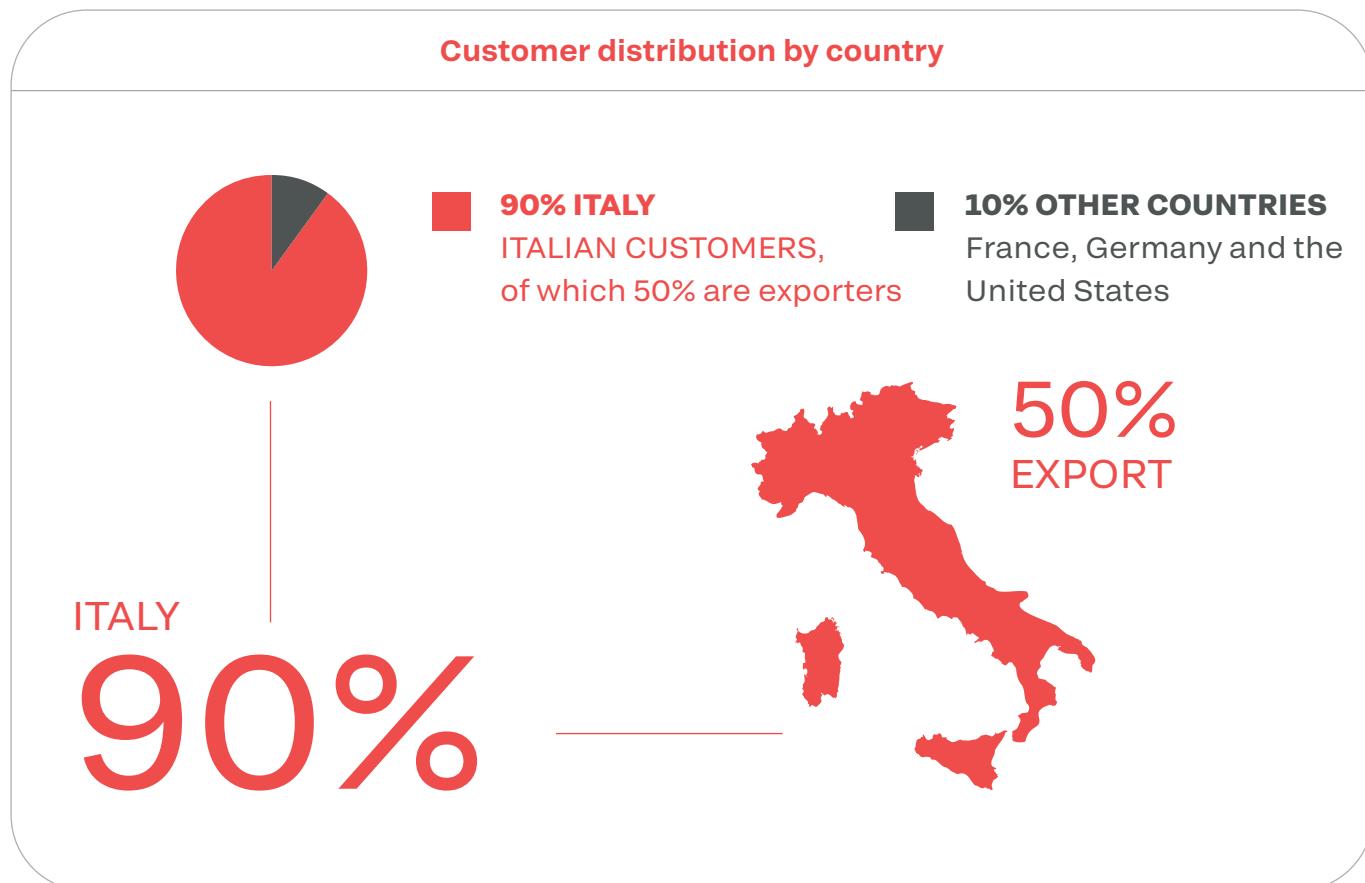


96% self-produced electricity consumed

1.2 History and development

GRI 2-6

Since it was founded in the heart of the automation industry, Servotecnica has evolved with determination and innovation, charting a course of steady growth and consistently expanding its technical and business expertise. The Company has progressively integrated new products, markets and service models to consolidate its role in the mechatronic automation landscape.



¹ Source: 2024 Confindustria labour survey - Centro Studi Confindustria.

Timeline

1980s



THE COMPANY'S ORIGINS AND PIONEERING SPIRIT

Servotecnica was founded in 1980 with the aim of introducing the first advanced motion control solutions to the Italian market. Within the span of a few years, it had expanded its offer to include servomotors, servo drives and direct systems, getting a head start on industrial automation's evolution towards greater efficiency and precision.

1990s



THE TECH BOOM

In the decade that followed, the Company consolidated its technical expertise with the addition of new product families like rotary joints and torque motors, and the adoption of the market's first soft motion platforms. In this way, it established itself as a strategic partner for companies in need of reliable and customised motion control solutions.

2000s



ORGANISATIONAL GROWTH AND CONSOLIDATION

As it entered the new millennium, Servotecnica strengthened its organisation and logistics, inaugurating the new headquarters and expanding its product lines, such as with the new Slip Rings & Servomotors division. This decade also marked the beginning of a process of continuous improvement and internal process digitisation.

2010s



INTERNATIONALISATION AND INNOVATION

From 2010 on, Servotecnica began consolidating its footprint in international markets with the foundation of Servotecnica GmbH in Germany (2016) and the development of the Micromotors line (2018). The Company has positioned itself as a global provider of high-precision mechatronic solutions, integrating innovation, energy efficiency and sustainability.

2020s



TOWARDS SUSTAINABLE AUTOMATION

In 2020, Servotecnica opened a subsidiary in the United States, further expanding its sales and service network. At the same time, it renewed its commitment to digital innovation and sustainability as it kicked off projects in the fields of artificial intelligence, cybersecurity (ISO 27001) and environmental impact reduction. Today, the Company is poised to move forward as an enabler of efficiency and sustainable technology for the industry of tomorrow.

1.3 Automation technologies and services

GRI 2-6

Servotecnica's goal is to facilitate the transition to a more efficient, productive and sustainable industry by providing its customers with advanced mechatronic technologies and components.

'Mechatronics' refers to the integration of mechanics, electronics and information technology applied to industrial automation for the purpose of improving the efficiency, precision and sustainability of production processes

The Company carefully selects, distributes and customises motion control solutions to make industrial processes more efficient while reducing energy consumption and wasted resources.

Servotecnica solutions cover the entire range of precision automation systems, from motors and actuators to electronic controls and intelligent sensors. Thanks to its technical expertise and partnerships with highly-specialised international players, the Company acts as a technological liaison between companies and manufacturers, guiding its customers in the transition to more efficient, compact and digitised machinery.

When they use the technologies promoted by Servotecnica, companies reduce their environmental impact. These technologies increase energy efficiency and decrease mechanical losses, driving a transition to electrical solutions over traditional pneumatic or hydraulic ones. In this way, the Company's products are tools that genuinely enable sustainable innovation. They generate environmental, economic and operational benefits over the entire life cycle of the relevant industrial applications.

Innovative, high-efficiency solutions

Brushless motors are one of Servotecnica's most successful products of all time. They are also one of the solutions most widely associated with the sustainable innovation approach. Because they do not have brushes, friction and sparks are eliminated, reducing mechanical losses and the amount of heat generated. This means less energy is used while output remains the same, for high efficiency over a wide load and speed range, with lower consumption and a more compact size.

Durability is another strength of brushless motors. As none of their parts are subject to wear, they require little maintenance and boast a longer service life. This means lower operating costs and higher plant availability.

From a functional standpoint, brushless motors are precise, dynamic and silent, adjusting torque, speed and position with great accuracy thanks to digital drives and vector control. They are integrated with encoders, diagnostics and industrial buses for predictive monitoring and improved functional safety.

They are therefore the ideal choice for applications that require energy efficiency, long life and high performance, from packaging to robotics and electric mobility. Servotecnica also distributes its own brand of brushless motors, upholding its commitment to more efficient and environmentally-friendly automation technologies.



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2. Stakeholder engagement

2. Stakeholder engagement

2.1 Stakeholder mapping and engagement

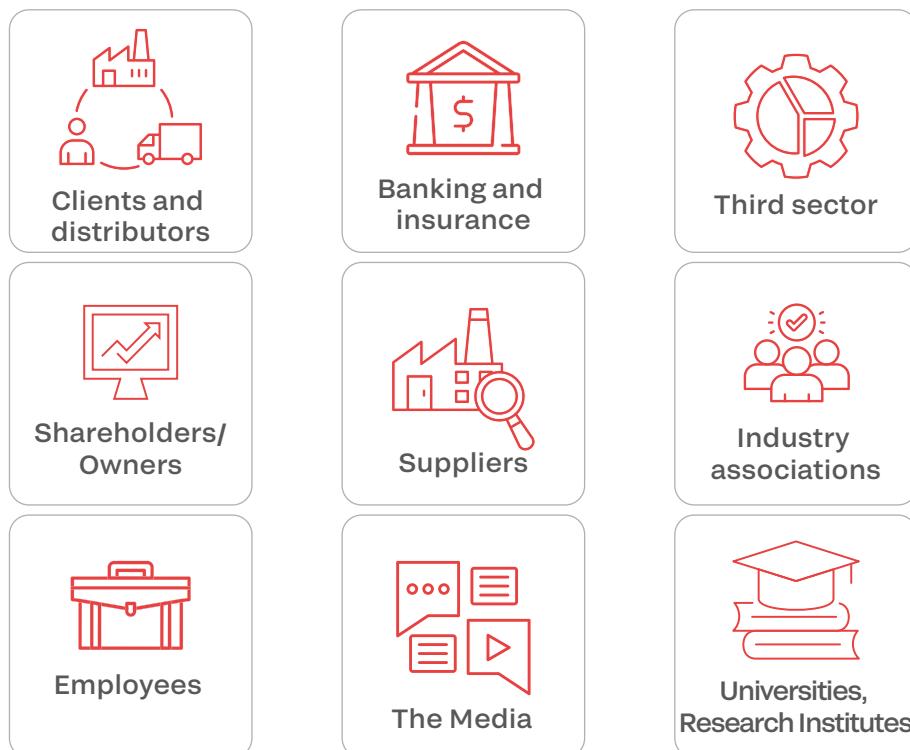
GRI 2-29

Servotecnica undertook a structured process of dialogue with stakeholders for the preparation of its first Sustainability Report. Its aim was to gain an understanding of their expectations and priorities in relation to environmental, social and governance topics and to improve transparency and accountability with all stakeholders in the value chain.

In 2024, the Company completed the mapping and engagement of internal and external stakeholders, comprising the people, organisations and entities that directly contribute to the creation of value or that are directly or indirectly affected by Servotecnica's activities. This process was aligned with the international AA1000 Stakeholder Engagement Standard (AA1000-SES), which promotes inclusive, effective and transparent stakeholder engagement.

As a key part of the process, Servotecnica conducted a materiality analysis to identify the most material sustainability topics relating to its sector and the priorities expressed by its stakeholders. To this end, it administered a questionnaire to 106 stakeholders, divided into nine categories and including both internal stakeholders (54) and external stakeholders (52). The overall response rate was 81%, which testifies to the high level of engagement and the Company's ability to forge solid and collaborative relationships with its stakeholders.

In 2024, Servotecnica identified and engaged the stakeholder categories shown in the chart below:



2.2 Materiality analysis: shared priorities

GRI 2-14, 3-1, 3-2, 3-3

This sustainability report has been prepared on the basis of the material topics with a specific focus on the concept of impacts and the risk analysis. In accordance with the GRI Standards, material topics are those that reflect the organisation's most significant impacts on the economy, environment and people (including human rights).

In 2025, Servotecnica conducted its first materiality analysis, with the aim of identifying the most material ESG topics in relation to its specific industrial sector and the expectations of its stakeholders. It carried out the process in accordance with GRI 3 (2021) for the definition of the priorities on which to focus sustainability reporting and strategies.

The materiality analysis was carried out in four main steps:

1

Step 1: analysis of the organisation's context



Servotecnica conducted an in-depth analysis of its operating environment considering the business model, the mechatronic and automation solutions offered, the markets served and relationships with customers, suppliers and technology partners. This step also included an assessment of the ESG context – environmental, social and economic – and the mapping of key internal and external stakeholders. The analysis provided an integrated view of the Company's activities and impacts along the value chain.

Step 2: identification of potential and actual impacts



2

Based on the context analysis, the Company identified the main ESG issues of interest to stakeholders and the current and potential, positive and negative impacts on the economy, environment and people, including human rights. Each impact was associated with one or more material topics.

3

Step 3: assessment of significance



The identified impacts and topics were assessed by management and stakeholders. Stakeholders were engaged via a questionnaire, in which they were asked to score the priority of taking action for each topic on a scale of 1 ('Insignificant') to 4 ('Very significant'). A total of 21 topics were assessed, of which seven related to governance, ten to people and four to the environment.

Step 4: prioritisation of topics and impacts



4

The topics and impacts were prioritised according to their significance in order to define the material topics to be included in the reporting. A materiality threshold of 3.5 was set.

In addition, Servotecnica decided to include certain topics that are strategic for the Company, such as:

- Energy efficiency and reducing consumption
- Reducing CO2 emissions and combating climate change.

Ownership validated and approved the impacts that emerged, thus defining the scope of reporting.

The topics deemed material, which were therefore reported in accordance with GRI requirements, consisted, in particular, of **14 topics**, while for the other GRI topics, information and data were collected quantitatively and qualitatively where possible.

In **Table 2** there is a list of impacts and topics deemed respectively the most significant and material by Servotecnica and its stakeholders.

2024 IMPACTS	MATERIAL TOPIC	E, S, or G	IMPACT TYPE	IMPACT STATUS	IMPACT SCORE	SDG	
Impacts related to failure to monitor and comply with laws and regulations	Regulatory compliance	G	Negative	Potential	3.85		
Impacts generated by offering safe, quality products	Safe, quality products	S	Positive	Actual	3.78		
Impacts generated by data protection controls	Data protection and privacy	S	Positive	Actual	3.69		
Impacts generated by compliance and anti-corruption prevention activities	Preventing corruption	G	Positive	Potential	3.69		
Impacts generated by adequate customer care and related complaints	Service quality and customer satisfaction	S	Positive	Potential	3.67		
Impacts related to the implementation of initiatives to improve worker wellbeing	Worker well-being	S	Positive	Actual	3.64		
Impacts generated by the failure to spread a risk management culture	Culture of responsibility and risk management	G	Negative	Potential	3.62		
Impacts generated by the delivery of compulsory and non-compulsory training	Training and professional development	S	Positive	Actual	3.60		
Impacts related to continuous product innovation and process digitisation	Technological innovation and digitisation	S	Positive	Actual	3.59		
Impacts generated by ethical and transparent decision-making practices	Ethics and transparency	G	Positive	Potential	3.58		
Impacts generated by a management approach focused on innovation and long-term economic viability	Economic sustainability	G	Positive	Actual	3.57		
Impacts generated by compliance and promotion of best practices in occupational safety, prevention and hygiene	Occupational health and safety	S	Positive	Potential	3.56		

Impacts of adopting measures to reduce energy consumption	Energy	E	Positive	Actual	3.33	
Impacts of reduced CO ₂ emissions through efficiency measures to fight climate change	CO2 emissions and climate change	E	Positive	Potential	3.31	

Table 1 - List of the most significant impacts and the most material topics for Servotecnica and its stakeholders

“The 2030 Agenda and Sustainable Development Goals (SDGs)”



Endorsed in 2015 by more than 150 countries, the 2030 Agenda for Sustainable Development is a global initiative that marks a paradigm shift from previously adopted documents. Moving away from the previous approach, instead of focusing on the problems of developing areas and how developed economies can help them, the 2030 Agenda addresses challenges common to everyone, according to a principle of universality.

2.3 Sustainability goals

GRI 2-25

Based on the priority topics that emerged from the materiality analysis, Servotecnica set forth a series of objectives and commitments to be implemented in the short term (0-1 year), medium term (1-3 years) and long term (3-5 years), with the aim of building an increasingly solid, coherent and structured sustainability strategy.

SDGs	Material topic	Description of the commitment	Time horizon	
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Regulatory compliance	Maintain zero incidents of legal and anti-corruption non-compliance	Long term	
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Safe, quality products	Maintain zero incidents of non-compliance concerning the health and safety of products sold	Long term
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Data protection and privacy	<ul style="list-style-type: none"> Carry out a business continuity risk analysis Implement and certify an Information Security Management System in accordance with ISO/IEC 27001 	<ul style="list-style-type: none"> Short term Medium term
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Prevent corruption	Open a whistleblowing channel for all stakeholders	Short term	
 3 GOOD HEALTH AND WELL-BEING	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Service quality and customer satisfaction	Maintain zero incidents of non-compliance while maintaining and improving customer satisfaction performance	Medium term
 3 GOOD HEALTH AND WELL-BEING	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Worker wellbeing	Receive UNI/PdR 125:2022 gender equality certification	Short term
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Culture of responsibility and risk management	Provide all employees with risk training to promote awareness and engagement	Medium term
 8 DECENT WORK AND ECONOMIC GROWTH	 4 ISTRUZIONE E QUALITÀ	Training and professional development	Continue to invest in employee training to improve skills and stimulate a work environment capable of generating innovation	Long term
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Technological innovation and digitisation	Continue ongoing updates to the Company's digital infrastructure to keep apace with industry innovations	Long term	
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ethics and transparency	Implement the organisational model ('Model 231') to identify risk areas and prevent offences	Medium term	
 8 DECENT WORK AND ECONOMIC GROWTH	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Economic sustainability	Promote the Company's long-term financial soundness through innovation-based growth strategies consistent with changes on the market	Long term
 3 GOOD HEALTH AND WELL-BEING	 8 DECENT WORK AND ECONOMIC GROWTH	Occupational health and safety	<ul style="list-style-type: none"> Maintain a long-term accident rate of zero Introduce a near miss log Formalise the Company's health and safety policy in a Code of Ethics 	Medium term
 7 AFFORDABLE AND CLEAN ENERGY	Energy	Consider adding more photovoltaic panels to reduce the Company's dependency on the grid and fossil fuels	Medium term	
 13 CLIMATE ACTION	CO2 emissions and climate change	<ul style="list-style-type: none"> Progressive roll-out of hybrid vehicles in the car fleet to reduce emissions from travelling Progressively involve suppliers in sustainability initiatives to reduce environmental impacts 	<ul style="list-style-type: none"> Short term Medium term 	

Table 2: Servotecnica's sustainability commitments

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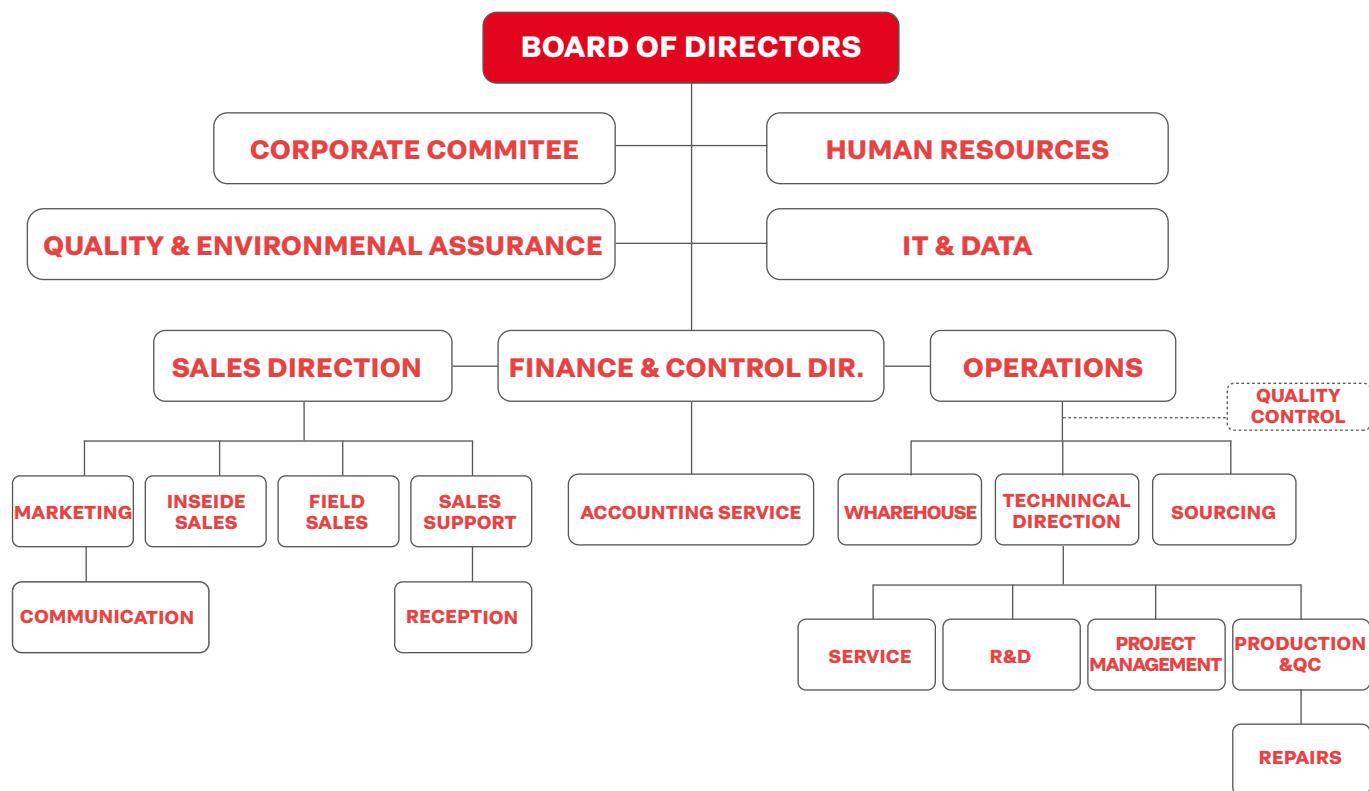
3. Responsible governance

3. Responsible governance

GRI 2-9/10/11/12/13/14/15/16/17/18/26

The governance structure is designed to genuinely make the Company more competitive and its development more sustainable over time. Servotecnica was founded on corporate governance principles that clearly define roles, responsibilities and decision-making processes, encouraging an effective internal control system and the mindful management of business risks.

The Company's leadership is directly involved in day-to-day management, with roles and responsibilities assigned by function. Matteo Salgarello is responsible for the Company's financial and business management, while Fabio Bistoletti coordinates sales. Both have been named legal representatives of the Company.



Company's financial and business management, while Fabio Bistoletti coordinates sales. Both have been named legal representatives of the Company.

The members of the Board of Directors are appointed by the shareholders considering their managerial skills and their ability to contribute to the Company's development. The Company has not currently established formal criteria relating to diversity, independence or direct stakeholder involvement in the appointment process.

Servotecnica's governance is characterised by transparency and consistency with its corporate values. It is progressively embedding ESG policies into its strategic decisions. Although the Company does not yet have a dedicated sustainability officer, the Board of Directors and management are directly involved in defining ESG strategies, policies and objectives and in updating the Company's mission, values and purpose statements. Company leadership is constantly updated on developments in sustainability issues and their implications through discussions with customers, suppliers and other companies in the industry. Specific training will be provided in the short term to further improve their understanding of this area and help them make better strategic decisions.

The Board also oversees due diligence processes and the management of economic, environmental and social impacts, ensuring alignment with stakeholder expectations and adopted standards. It approved the content of this Sustainability Report, including the material topics identified, while the CEO validated the results of the materiality analysis, confirming their consistency with the Company's strategy.

The Company has a box for employees in the break area where they can submit complaints and reports. It is not currently subject to any legal obligations with respect to setting up a whistleblowing system as its workforce is under the threshold of 50 employees. Nevertheless, the Company is setting up a system which will be available in 2026.

3.1 Ethics, transparency and compliance

GRI 2-23/27, GRI 205-3

Servotecnica has based its governance on the principles of transparency and accountability, which guide corporate decisions and define relationships with its stakeholders. Its organisational culture is based on fairness and respect for rules, with the conviction that integrity is essential for generating lasting value and consolidating mutual trust.

Legal compliance and corruption prevention are central elements of the corporate strategy. The risk of corruption is assessed as medium in terms of exposure, but with a very low probability of occurrence, due to the robustness of internal controls and corporate culture. To oversee these aspects, Servotecnica has prepared a Quality Policy that incorporates ethics and accountability principles and plans to adopt an Organisational Model pursuant to Legislative Decree 231/2001. The model is slated for completion by the end of 2026.

There were no instances of corruption, regulatory violations or sanctions for legal or regulatory non-compliance during the reporting period. Similarly, no conflicts of interest emerged, and the Company is committed in the short term to implementing the necessary policies and procedures to prevent them. The stakeholders will be sufficiently informed of them to ensure that responsibilities are transparent and clear.

3.2 Economic performance: value generated and distributed

GRI 201-1

For Servotecnica, financial soundness is a prerequisite for long-term sustainability and the creation of shared value. The Company operates with an integrated model that combines economic growth, technological innovation and a focus on quality.

Over the three years between 2022 and 2024, Servotecnica generated considerable economic value, which totalled more than €25 million in 2024, distributed to internal and external stakeholders. The trend in revenues reflects market dynamics in the post-pandemic period. 2022 revenues (approximately €32 million) were influenced by the readjustment phase after Covid-19, when many customers, having exhausted the stocks built up during the pandemic due to procurement difficulties, replenished their warehouses.

In the following years, procurement regained a more regular and physiological pattern, with volumes returning to levels in line with the sector's structural trend.

Euro	2024	2023	2022
Revenues	25,853,467	28,430,132	32,139,005
Operating costs	20,152,230	21,125,333	26,550,477
Wages and benefits	3,802,163	3,680,988	3,762,977
Capital providers	1,128,975	1,343,935	500,000
Public authorities	551,596	746,606	802,510
Investments in the community	52,890	52,890	52,890
Value distributed	25,687,854	26,949,752	31,668,854
Value retained	165,613	1,480,380	470,151

Table 3: Direct economic value generated and distributed - GRI 201-1

Not only is the Company committed to its economic performance, but it also upholds an ongoing commitment to social responsibility, as detailed further on.

3.3 Supply chain management

GRI 2-6/23/24

The supply chain is a strategic element for Servotecnica, as the Company operates as a distributor and integrator of mechatronic solutions and relies on a network of specialised partners for the production of mechanical and electronic components. Supplier stability, quality and sustainability are crucial to ensuring business continuity, traceability and reliability.

The Company has two operating models for supply chain management:

- Servotecnica branded products: the Company provides production partners with the technical drawings and design specifications. After production, the components are sent to the Nova Milanese facility, where they undergo inspection and quality control before being shipped to end customers.
- Products distributed under the manufacturers' brands: Servotecnica receives the components from its international partners and can integrate or re-engineer them according to the customer's specifications. For shipments to foreign markets, the products can be sent to local subsidiaries in Germany or the United States, which handle the final delivery.

Over the past few years, the Company has been pursuing a strategic shift which will see it expand its role as distributor to manufacturer as well, with the development of own-brand solutions and the strengthening of its in-house design and assembly area.

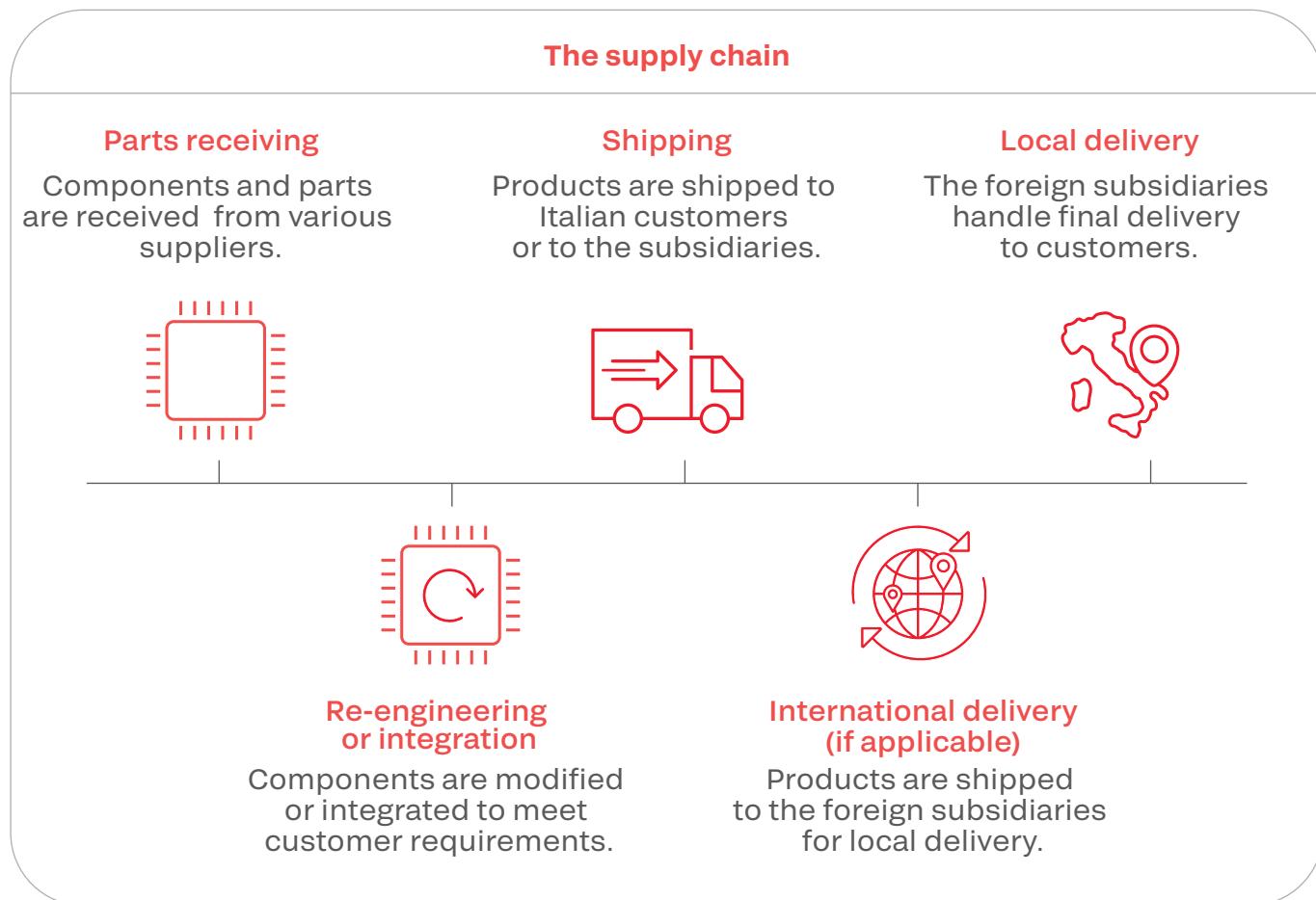
The supply network includes partners in China, the United States, the European Union, Switzerland and the United Kingdom. These partners are selected according to criteria of innovation, reliability and quality standards. In 2024, Servotecnica strengthened its qualification and monitoring processes with the introduction of business intelligence tools for performance analysis and by developing long-term contracts with strategic suppliers.

The supplier qualification procedure is currently based on how strategic the supplier is, with annual assessments differentiated by product category and verification of certifications. Incidents of non-compliance, customer complaints and improvement plans are tracked and audits are planned accordingly. Strategic suppliers with unsatisfactory performance are audited within six months and must prepare improvement plans, the implementation of which is monitored until the effectiveness of the corrective actions is confirmed.

This approach is fully consistent with the commitments expressed in the Quality and Environment Policy, which, in addition to affirming the general principle of continuous improvement, states the Company's goal of reducing its environmental impact through the efficient

use of resources and by preventing pollution and raising awareness throughout the organisation, with the active engagement of the supply chain in this endeavour. With this in mind, Servotecnica is committed to involving its partners in the adoption of responsible practices so they can contribute to a shared path of continuous improvement.

By 2025, the Company plans to systematically embed ESG criteria into its supplier assessment and screening processes, in line with the recommendations of ISO 20400 and the ISO 14001 improvement plan, with the aim of making its value chain increasingly transparent, traceable and sustainable over time.



3.4 Service quality and customer satisfaction

GRI 417-2

Servotecnica stands out as a motion control specialist offering integrated and customised solutions that pair technical expertise with flexibility.

It monitors service quality through an ISO 9001:2015-certified quality management system that is both effective and constantly updated.

The Company routinely monitors customer satisfaction both directly with twice-yearly surveys and indirectly with annual analyses of feedback and operating performance. The results of these surveys and analyses confirm a high degree of customer loyalty and a steady push for improvement.

The main improvement actions that the Company has taken in the three-year period relate to:

- the timeliness of deliveries by implementing tighter monitoring of suppliers and lead times;
- Improving technical support, with the roll-out of a ticketing system and the creation of a dedicated team for foreign markets;
- customised project management, with specific project management training and new testing and validation procedures for branded products.

Incidents of non-compliance are managed and monitored using specific software, which ensures a structured and traceable analysis and improvement process. During the reporting period, there were no incidents of non-compliance with regard to the information and labelling of products and services.

Servotecnica is a member of AICE (the Italian Association of Foreign Trade), through which it participates in round tables and initiatives dedicated to the innovation, quality and competitiveness of Italian companies in global markets.

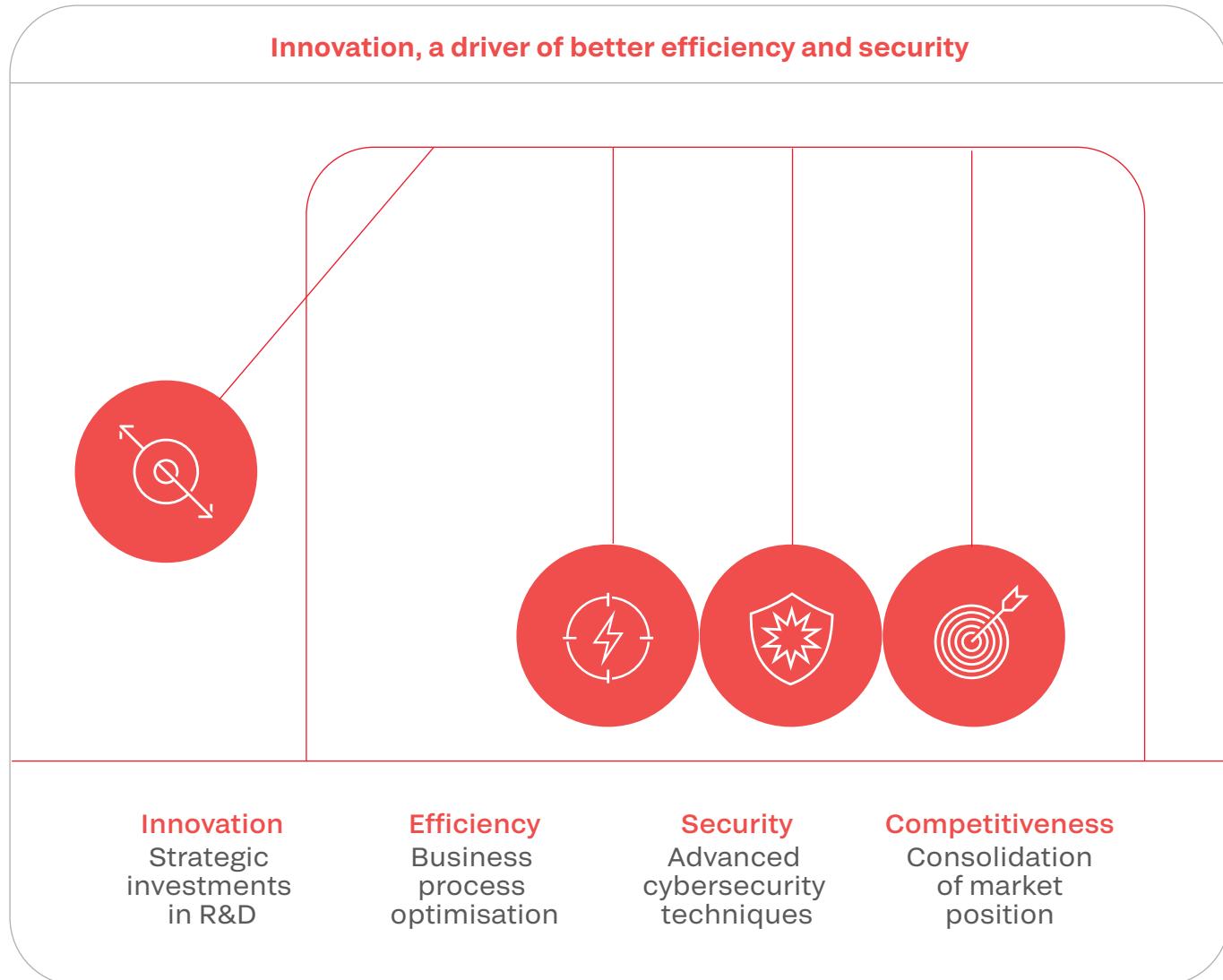
3.5 Innovation and information security

GRI 418-1

Innovation is a strategic pillar for Servotecnica, which strives to improve internal efficiency and the quality of its solutions. The Company is progressively evolving from distributor to technology partner and manufacturer, investing in research and development (R&D) and specifically in the development of SVT-branded products to bolster its competitiveness and profit margins.

Servotecnica is also investing in digital technology and artificial intelligence (AI) to optimise processes, analyse data and support business decisions. Over the past five years, it has built

an advanced data analysis and business intelligence system in-house. This sophisticated system enables the real-time monitoring of performance indicators of the sales, technical and quality departments. Developed and managed by the IT Manager and Chief Information Security Officer, it integrates data from across the organisation and supports management in strategic planning.



The Company's advanced technological infrastructure was designed by an in-house team with strong IT skills and a penchant for innovation. In 2024, the IT Manager started a master's programme in Data Science at the Polytechnic University. Servotecnica has provided a financial contribution with the aim of developing in-house expertise in predictive analytics and artificial intelligence algorithms applied to business processes.

In terms of information security, the Company began working towards ISO/IEC 27001 certification in 2024 in order to secure structured and certifiable management of information security. It is also a member of the ACN (the National Cybersecurity Association) and has already achieved compliance with the European NIS2 Directive, which has classified it as an 'important' entity for cyber security.

Advanced technical and organisational measures have been implemented, including the encryption of corporate data, multi-factor authentication (MFA) for all users, and the establishment of 20-day data retention for internal servers and six weeks for external cloud backups. The disaster recovery procedure and the business continuity plan are already operational and are currently being formalised. They will be officially approved in 2025.

Furthermore, assessments began on critical IT suppliers in 2024. Five suppliers were classified as at risk, and minimum security requirements and non-disclosure agreements have already been submitted for two of them. The security self-assessments will be completed during 2025.

The Company has provided cybersecurity training since 2018. Until 2024 it was delivered by outside consultants and starting in 2024, it will be delivered internally by the CISO, in accordance with the ISO 27001 requirements. The training plan, scheduled for May-June 2025, will involve 90% of employees and 100% of the board members, raising their awareness and improving their ability to prevent cyber risks.

During the reporting period, there were no reported incidents of breaches of customer privacy or losses of customer data, nor were there any substantiated allegations of leaks or misuse of sensitive information. Servotecnica will continue to upgrade its security management system in line with ISO 27001 and NIS2 standards and GDPR requirements, with the aim of completing the certification process by the second quarter of 2026.

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4. Focus
on people

4. Focus on people

4.1 Identity and corporate culture: a place for people

GRI 2-7/8/30

Servotecnica's culture is rooted in collaboration and shared responsibility, with people working together in a solid professional environment focused on quality. The Company maintains an organisation in which people are valued and direct, transparent working relationships are encouraged, helping to create a strong sense of belonging.

Over the 2022-2024 period, the workforce remained stable at 49 employees, suggesting a consolidated structure and very low turnover. Total new employee hires and employee turnover came to approximately 8%, with the rate of new employee hires and the rate of employee turnover at 4% each. This reflects a balanced and stable workforce dynamic. The number of outgoing employees was modest. Two people left the Company in 2023 due to voluntary resignations, and two people left in 2024, one following resignation and one due to the end of their contract. These figures testify to the Company's ability to cultivate an environment where people choose to stay and grow over time.

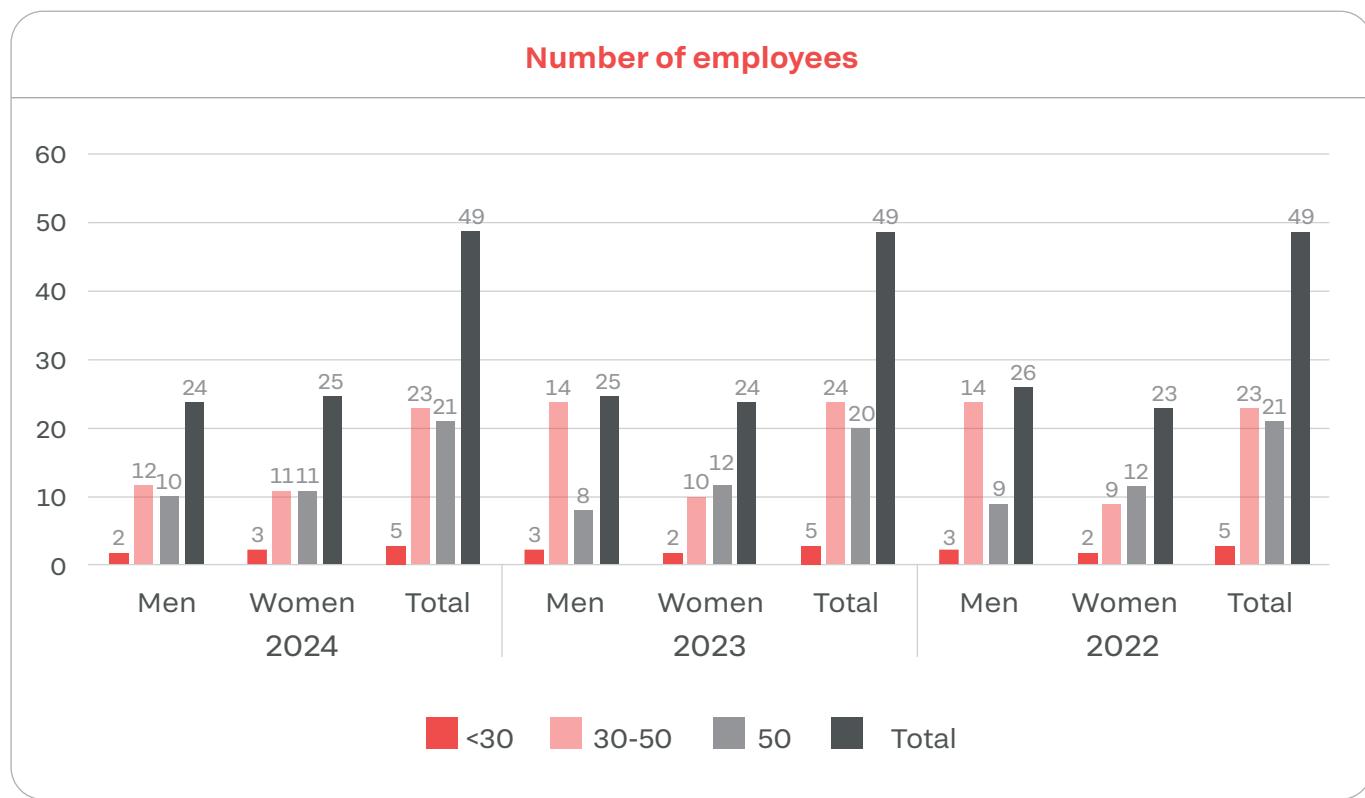
The stability of the workforce is further confirmed by the fact that almost all employees have permanent contracts: 98% in 2022 and 2024 and 96% in 2023. The workforce is progressively nearing a balance of genders. In 2022, there were 23 women and 26 men; in 2023, 24 women and 25 men; and in 2024 the Company had achieved almost perfect parity with 25 women and 24 men.

An analysis of employees helps paint a clear picture of the organisation's structure and how it is evolving. In 2022 there were two employees under the age of 30, 19 between the ages of 30 and 50, and 28 over 50. In both 2023 and 2024 one employee was under 30, 21 were between 30 and 50, and 27 were over 50. This reveals a prevalence of employees with long-term experience. Their technical skills and professional expertise are important assets for the Company. However, at the same time, although the number of younger employees is limited, their presence highlights the Company's commitment to promoting generational change and bringing in new energy and different perspectives.

Ninety-two percent of employees work under full-time contracts, a percentage that has remained unchanged over the three-year period. One hundred percent are employed under the National Collective Bargaining Agreement for Commerce, which ensures the fairness, equity and transparency of economic and regulatory conditions. Remuneration policies therefore align with the parameters and standards laid down in that contract and, accordingly, are consistent with the rest of the sector.

In addition to its employees, Servotecnica hires outside professionals to support in-house teams in specific areas like digital marketing, quality, consulting and training. There were six such non-employees in 2022 (five freelancers and one intern), seven in 2023 (two temporary workers and five freelancers) and seven in 2024 (one temporary worker and six freelancers). These arrangements improve operational flexibility and give the Company access to specialised expertise, boosting its ability to respond to market needs without sacrificing internal cohesion.

At Servotecnica, everyone is seen as an integral member of a close-knit professional community, where individual contributions are visible and valued. The fact that the organisation is small encourages constant interaction between departments and between management and workers, creating an environment where people get to know each other, support each other and grow together.

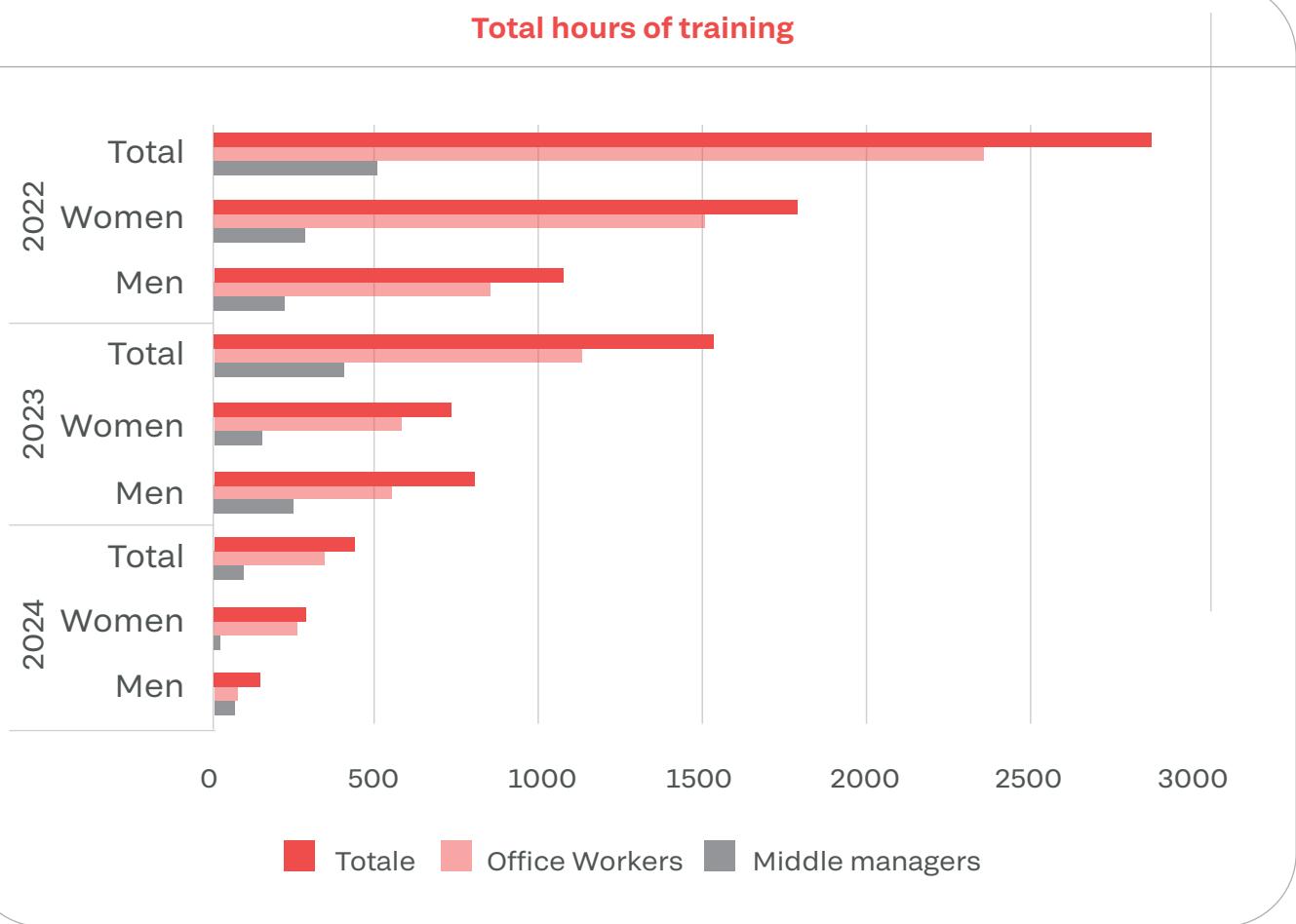


4.2 Training, development and wellbeing

GRI 401-1/2/3, GRI 404-1/3

Servotecnica firmly believes that the professional growth and wellbeing of its employees are fundamental aspects of the Company's development. In recent years, it has undertaken a process to structure and consolidate human resource management practices in order to make the most of human capital, improve onboarding and development processes and promote an increasingly healthy and stimulating work environment.

In the three years from 2022 to 2024, it delivered a total of 4,832 hours of training, including 3,826 hours to office workers and 1,006 to middle managers.



The intense schedule of training in 2022 (2,865 hours) and 2023 (1,530 hours) was made possible in part thanks to the contribution from the FOR.TE Fund, which enabled the Company to schedule an extensive training plan covering 4.0 process digitisation, general and specific safety, English, communication and business management, in addition to onboarding courses for new hires.

In 2024, the training schedule settled back into a more ordinary pace (437 hours), focusing on compulsory courses, safety updates and the onboarding of new hires. As of 2025, the Company plans to resume professional refresher and development courses on an ongoing basis. It will also expand training programmes taking into account the needs expressed by employees.

Some of the most important courses in the three-year period were:

- Individual and group English lessons - cross-sectional (2022-2023)
- Communication and business management - convention (2022-2023)
- Compulsory company safety training (annual)
- Introduction to the Servotecnica quality system - voluntary (annual)

With regard to **employee review and development**, Servotecnica has introduced a structured system of periodic meetings between function managers and employees to discuss performance and individual growth paths. Each employee carries out a self-assessment, which is

then supplemented with the manager's considerations, and is reflected in an assessment form where improvement actions are specified, including targeted training activities. Over the three-year period, an average of 92% of employees received regular performance and professional development evaluations.

At the same time, the Company promotes wellbeing and work-life balance through corporate welfare and wellbeing measures, including:

- **Work from home:** up to eight days per month for internal personnel; technical staff, managers and salespeople are not required to come into the office but have on-call times.
- **Foorban meals:** smart company fridges store ready meals, snacks and healthy drinks that employees can order from their smartphones, with menus prepared by chefs and nutritionists; the Company provides a daily contribution.
- **Filtered water:** water stations are available to employees in the common rooms.
- **Break rooms and flexibility:** fully-equipped break room with free hot drinks and flexible times for employees to arrive, leave and take their lunch break.

Low turnover and the way in which employees have put down deep roots in the local area testify to the effectiveness of the Company's talent retention and attraction policies, which it intends to consolidate through partnerships with the local community and educational institutions to encourage paths of professional growth and recruitment.

In the three years from 2022 to 2024, Servotecnica ensured full support for people who took **parental leave**, promoting a corporate culture focused on a healthy work-life balance. Specifically, no employees took parental leave in 2022, while one employee took maternity leave in 2023 and returned in 2024. In 2024, two employees took parental leave (one man and one woman), both of whom returned to work during the reporting period. All three employees who took parental leave during the three-year period returned to work regularly and are still employed 12 months after their return, for a **return² and retention rate³ of 100%**. This confirms the effectiveness of corporate welfare and wellbeing policies, which are geared towards people's wellbeing and work-life balance.

² Return rate = (Total number of employees who effectively returned to work after parental leave / Total number of employees whose parental leave ended in the reporting period) x 100

³ Retention rate = (Total number of employees still at the Company 12 months after returning to work after parental leave/ Total number of employees returning from parental leave in previous reporting periods) x 100

Gender equality, diversity and inclusion

Servotecnica recognises the importance of creating an inclusive and respectful work environment, where everyone can work with the same dignity and opportunities, free of discrimination based on gender, gender identity, sexual orientation, age, ethnicity, nationality, disability or religion.

With this in mind, the Company has started working towards **UNI/PdR 125 gender equality certification**, which it expects to receive by the end of 2025. This certification is a tool to monitor and reinforce gender equality policies.

In the three years from 2022 to 2024, Servotecnica has maintained a balance of genders in the workforce and has promoted initiatives to ensure equity and respect for diversity. These initiatives have included adopting inclusive language and encouraging the participation of people from different backgrounds. The Company has two employees belonging to protected categories and one employee of non-European nationality.

This reflects Servotecnica's firm conviction that diversity, equity and inclusion are strategic levers for sustainable growth, contributing to an open, welcoming and people-oriented work environment.

4.3 Community projects



In the three years from 2022 to 2024, Servotecnica has built upon its commitment to people by continuing a partnership that has been in place for several years and by promoting initiatives that can generate value both internationally and locally.



At international level, the Company renewed its partnership with Amref Health Italia, supporting projects dedicated to children's health and improving sanitation and water infrastructure in Kenya. These projects include the construction of a school toilet and an aqueduct, along with training programmes for the community.



In Italy, Servotecnica has strengthened its ties to the local community through various solidarity initiatives. It participated in the collection of food donations organised by the food bank Banco Alimentare, providing use of the company van and involving its employees. In addition, it contributed to the 'Micky... sempre con NOI' association's fundraising campaign to support paediatric cancer research. It also supported the Associazione Sorriso, a long-standing organisation committed to the inclusion of people with disabilities, and it sponsored FC Cinisello, an amateur sports club that offers over 350 youngsters the chance to play football in a healthy, inclusive environment focused on the educational values of sport.

In line with previous years, the Company's overall financial commitment to community sponsorships amounted to €52,890. This underscores a corporate vision that not only embraces innovation and solidarity but also prioritises aspects like solidarity and social responsibility in order to contribute to the growth of stronger and more cohesive communities.



4.4 Occupational health and safety

GRI 403-1/2/3/4/5/6/7/8/9/10

Protecting workers' health and safety is vital for Servotecnica, which considers occupational health and safety an essential element of its social commitment and corporate responsibility. The Company operates in complete compliance with Italian Legislative Decree 81/2008, taking a systemic approach which involves the Employer, the Prevention and Protection Service Manager ('RSPP') and the Company Doctor and ensuring the coordinated management of health surveillance, compulsory training and operating procedures.

For the oversight of these activities, the Company has drawn up a safety and environment organisational chart that ensures the clear assignment allocation of roles and responsibilities. In addition to the Employer and the Prevention and Protection Service Manager, there is an Emergency Coordinator, First Aid Team and Fire Prevention Team. The organisation also has a Company Doctor, Supervisors for the warehouse and production and a QHSE (Quality, Health, Safety & Environment) function, supported by a Waste Registration Officer and a Waste Handling Officer. Furthermore, there is an in-house Workers' Safety Representative ('RLS'), who actively encourages communication and the promotion of a safety culture.

The company complex consists of offices, workshops, the warehouse and covered outdoor spaces. The office areas house the Company's main activities. They are where clerical, accounting, commercial, marketing and design functions are carried out. In collaboration with the Company Doctor, over the years Servotecnica has conducted detailed ergonomic analyses of each workstation, ascertaining whether tables, chairs and lighting are suitable. An individual form was filled out for each worker, detailing their use of computer screens. The forms were then validated by the Prevention and Protection Service Manager and the Workers' Safety Representative and used to prepare the company health plan.

In the workshops and warehouses, where the testing, repair and assembly of electrical and electronic equipment is carried out, the Company has mapped operations and associated risks in detail, classifying activities by department, workstation and task, with reference to the equipment, materials and substances used. The main risks identified concern the handling of loads, chemical risk and the use of forklifts, for which operational protocols, specific training and periodic checks have been put in place.

Servotecnica regularly monitors and documents the main environmental and physical factors in the workplace, classifying the related risks as low or negligible for workers' health and safety.

HSE training has been a key component of the prevention system, with a total of 563 hours delivered in the 2022-2024 three-year period: 503 hours in 2022, 14 hours in 2023 and 46 hours in 2024. This training covered general and specific safety, operating procedures, emergencies and the prevention of chemical and load handling risks, with targeted courses for all

company levels. Prevention and emergency measures include installing a company defibrillator with personnel trained to use it, periodic fire drills, an in-house first aid and fire prevention team and ongoing training for all personnel, including new hires.

In the three years from 2022 to 2024, there were no recorded work-related injuries or illnesses, confirming the effectiveness of the risk prevention and management system.

Servotecnica also promotes a culture of prevention and mental and physical well-being, considering risk management – including work-related stress – not as a mere regulatory obligation, but as a strategic investment in people's health, motivation and productivity. In December 2023, Servotecnica conducted an in-depth assessment of work-related stress, making it an integral part of the Company's health and safety model. Based on the international Management Standards model developed by the Health and Safety Executive (HSE), the analysis consisted of anonymous questionnaires administered to three different groups: sales and IT personnel; administration and support; and technical and warehouse personnel. The standard section of the questionnaire (20 questions) and the specific section (7 additional questions) explored topics such as workload and pace, internal communication, interpersonal relations, growth opportunities, trust in management and perception of the physical environment. The overall feedback was very positive, showing a low risk level of work-related stress ($\leq 25\%$) for all groups. However, the analysis highlighted some areas for improvement, namely workload management for sales and IT staff, how changes are communicated and promoting dialogue for the technical and warehouse departments and environmental ergonomics for the administrative staff. In the light of these results, the Company has initiated targeted organisational improvement actions, which include strengthening internal communication, team building initiatives and training projects for the development of soft skills.

In the years ahead, the Company intends to reach greater strategic maturity in the field of HSE with the adoption of a near miss log to track accidents that do not cause damage but constitute important prevention indicators – and the adoption of increasingly proactive and data-driven approaches.

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A hand is holding a clear crystal ball in the foreground, centered over a silhouette of a landscape. The landscape silhouette includes a large building, a bridge, and a forested area. The background is a solid, warm orange-red color.

5. Energy, resources and climate change

5. Energy, resources and climate change

5.1 Monitoring energy consumption and emissions

GRI 302-1, GRI 305-1/2, GRI 2-23

Servotecnica operates from a single building in Nova Milanese (Monza-Brianza), which houses its offices, distribution and technical support activities in the field of mechatronics. As it is not a manufacturing company, energy consumption mainly results from the offices and warehouse, the company car fleet and the logistics activities related to product distribution.

Since 2008, the Company has had a photovoltaic system installed on the roof of its building with capacity of 19.8 kW, which reduces its need for electricity from the grid and helps contain indirect emissions. Some of the excess energy produced is fed into the grid. In 2024, approximately 4% of the energy produced by the plant was sold.

Energy source	Unit of measurement	2024	2023	2022
Purchased electricity	kWh	146,838	154,831	169,132
Self-produced photovoltaic energy	kWh	20,550	19,719 ⁴	17,684 ⁵
<i>of which sold</i>	<i>kWh</i>	<i>818.9</i>	<i>/</i>	<i>/</i>
Natural gas	Sm ³	15,759	14,456	15,754
Diesel (company car fleet)	litri	40,944	41,840	36,080

Table 4: Energy consumption within the organisation - GRI 302-1

Energy source	Unit of measurement	2024	2023	2022
Purchased electricity	GJ	528.62	557.39	608.88
<i>Self-produced photovoltaic energy consumed directly</i>	<i>GJ</i>	<i>71.03</i>	<i>70.99</i>	<i>63.66</i>
Natural gas	GJ	572.35	526.43	562.54
Diesel	GJ	1,463.24	1,462.43	1,301.19
Natural gas	GJ	2,635.24	2,617.24	2,536.27

Table 5: Energy consumption within the organisation - GRI 302-1

In 2024, total energy consumption remained essentially stable while electricity purchased from the grid decreased thanks to the contribution of photovoltaics and more energy-efficient practices.

⁴ 2023 data on photovoltaic energy self-produced and sold not available

⁵ 2022 data on photovoltaic energy self-produced and sold not available

The main direct emissions (Scope 1) come from the consumption of natural gas for heating and the fuel used by the company car fleet. Indirect emissions (Scope 2) derive from purchased electricity, which is partially offset by photovoltaic self-production at the Nova Milanese building.

Servotecnica kept its emissions profile more or less constant in the three years from 2022 to 2024.

Emission source	Scope	2024	2023	2022
Natural gas (methane)	Scope 1	32.51	29.63	31.98
Diesel (company car fleet)	Scope 1	108.97	111.25	97.42
Purchased electricity (location-based)	Scope 2	33.04	34.84	42.62
<i>Purchased electricity (market-based)</i>	<i>Scope 2</i>	<i>64.78</i>	<i>77.50</i>	<i>77.32</i>
Total emissions (tCO₂e - location-based)		174.53	175.72	172.02

Table 6: Direct GHG emissions (Scope 1) - GRI 305-1 / Indirect GHG emissions from energy consumption - GRI 305-2

In addition, the car policy has been updated to begin the gradual replacement of company cars with plug-in hybrid vehicles by 2024.

Partnership with DHL

In 2024, Servotecnica began working with DHL, joining the DHL GoGreen Plus programme, to integrate environmental criteria in the management of shipments as well.

The initiative entails the use of sustainable aviation fuel (SAF) which, when blended with conventional fuel, helps reduce the environmental impact of air transport.



This partnership is a tangible step towards greater awareness and better management of emissions from logistics activities and is part of Servotecnica's broader drive to promote an increasingly efficient and environmentally-responsible value chain.

Servotecnica prosegue il monitoraggio annuale dei consumi e delle emissioni in linea con la Politica Qualità e Ambiente, impegnandosi a:

- ampliare la potenza dell'impianto fotovoltaico;
- completare la transizione verso veicoli aziendali a basse emissioni;
- coinvolgere la catena di fornitura nella riduzione delle emissioni indirette legate alla logistica.

5.2 Use of resources and reduction of environmental impacts

GRI 303-3/4, GRI 306-1

Servotecnica manages its natural resources and indirect environmental impacts responsibly, paying particular attention to the efficient use of materials and the reduction of consumption. As it is not a manufacturing company, its consumption and waste are mainly related to office, warehouse and technical support activities and therefore consumption and waste volumes are low.

The waste produced, which mainly consists of wood and metal packaging, discarded electronic components and empty toner cartridges, is exclusively non-hazardous. It is managed by authorised operators in compliance with environmental regulations. Over the three-year period, the total quantity ranged from 7.6 tonnes in 2022 to 8.5 tonnes in 2024, remaining at a moderate level.

In 2024, the Company reinforced its plastic reduction initiatives by progressively replacing plastic filler material with recycled paper packaging, thanks to the arrival of a dedicated machine in the warehouse. This step, combined with raising suppliers' awareness about the use of sustainable packaging and the optimisation of pallet sizes, has resulted in a significant reduction in the use of single-use plastic.

At the same time, Servotecnica launched the Zero Paper Project to limit the use of paper by digitising documentation processes. This initiative, designed to combine operational efficiency and environmental protection, has led to the complete digital archiving of offers, invoices, shipping bills and technical drawings and was progressively extended to the sales, warehouse, administration and technical departments. Thanks to the use of dedicated management software and digital workflows with automated authorisations, the consumption of paper has been dramatically reduced, with improvements in traceability and collaboration between departments.

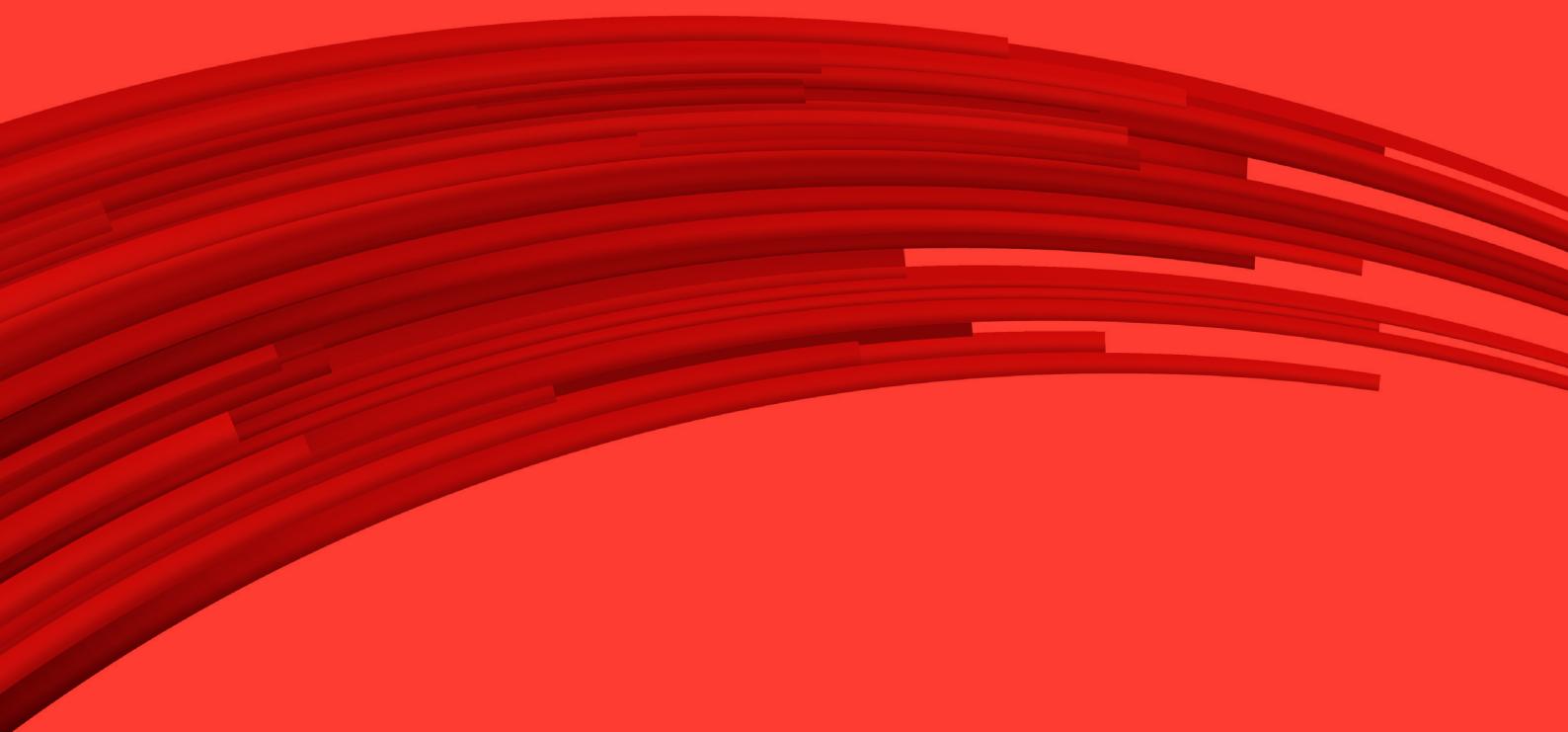
Through these actions, Servotecnica has shown that sustainability can translate into innovation and process simplification, turning an environmental duty into an opportunity for business efficiency and modernisation.

Water is used exclusively for sanitary and service purposes at the Nova Milanese site. It is sourced from the public grid.

In the three years from 2022 to 2024, the Company's water withdrawals decreased from 916 m³ in 2022 to 571 m³ in 2024, an overall reduction of about 38%, attributable to the increase in employees working from home and, therefore, lower demand.

All discharges are classified as domestic and conveyed into the municipal sewage system. The Company does not produce industrial waste or process water.

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GRI Index

Statement of use	Servotecnica Spa has presented a report in accordance with GRI Standards for the period from 1 January 2024 to 31 December 2024.		
GRI 1 used	GRI 1: Foundation 2021		
GRI STANDARD	CONTENUTO	CHAPTER - PARA-GRAPH	NOTES: OMISSIONS
GRI 2: General Disclo- sures 2021	2-1 Organisational details	Methodological note	
	2-2 Entities included in the organisation's sustainability reporting		
	2-3 Reporting period, frequency and contact point	Methodological note	
	2-4 Restatements of information	Methodological note	First sustainability report
	2-5 External assurance	Methodological note	
	2-6 Activities, value chain and other business relationships	Methodological note	
	2-7 Employees	Methodological note	
	2-8 Workers who are not employees	1.1 Who we are and what drives us: identity, mission and values	
	2-9 Governance structure and composition	1.2 History and development	
	2-10 Nomination and selection of the highest governance body	1.3 Automation technologies and services	
	2-11 Chair of the highest governance body	4.1 Identity and corporate culture: a place for people	
	2-12 Role of the highest governance body in overseeing the management of impacts	4.1 Identity and corporate culture: a place for people	
	2-13 Delegation of responsibility for managing impacts	3.1 Ethics, transparency and accountability	
	2-14 Role of the highest governance body in sustainability reporting	3. Responsible governance	
	2-15 Conflicts of interest	3.1 Ethics, transparency and accountability	
	2-16 Communication of critical concerns	3. Responsible governance	
	2-17 Collective knowledge of the highest governance body	3. Responsible governance	
	2-18 Evaluation of the performance of the highest governance body	-	Omitted to maintain confidentiality
	2-19 Remuneration policies	-	Omitted to maintain confidentiality
	2-20 Process to determine remuneration	-	Omitted to maintain confidentiality
	2-21 Annual total compensation ratio	-	Omitted to maintain confidentiality
	2-22 Statement on sustainable development strategy	Letter to the stakeholders	
	2-23 Policy commitments	3.1 Ethics, transparency and accountability	
	2-24 Embedding policy commitments	3.1 Ethics, transparency and accountability	

	2-25 Processes to remediate negative impacts	2.3 Sustainability goals	
	2-26 Mechanisms for seeking advice and raising concerns	3. Responsible governance	
	2-27 Compliance with laws and regulations	3.1 Ethics, transparency and accountability	
	2-28 Membership associations	3.4 Service quality and customer satisfaction	
	2-29 Approach to stakeholder engagement	2.1 Stakeholder mapping and engagement	
	2-30 Collective bargaining agreements	4.1 Identity and corporate culture: a place for people	
	3-1 Process to determine material topics	2.2 Materiality analysis: shared priorities	
GRI 3: Material Topics 2021	3-2 List of material topics	2.2 Materiality analysis: shared priorities	
	3-3 Management of material topics	2.2 Materiality analysis	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	2.3 Sustainability goals	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken.	3.3 Economic performance: value generated and distributed	
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	3.1 Ethics, transparency and accountability	
GRI 303: Water and Affluents 2018	303-3 Water withdrawal	5.1 Monitoring energy consumption and emissions	
	303-4 Water withdrawal	5.2 Use of resources and reduction of environmental impacts	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	5.2 Use of resources and reduction of environmental impacts	
	305-2 Energy indirect (Scope 2) GHG emissions	5.1 Monitoring energy consumption and emissions	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	5.1 Monitoring energy consumption and emissions	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	5.2 Use of resources and reduction of environmental impacts	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.2 Training, development and wellbeing	
	401-3 Parental leave	4.2 Training, development and wellbeing	

GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	4.2 Training, development and wellbeing	
	403-2 Hazard identification, risk assessment and incident investigation	4.4 Occupational health and safety	
	403-3 Occupational health services	4.4 Occupational health and safety	
	403-4 Worker participation and consultation and communication on workplace health and safety	4.4 Occupational health and safety	
	403-5 Worker training on occupational health and safety	4.4 Occupational health and safety	
	403-6 Promotion of worker health	4.4 Occupational health and safety	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.4 Occupational health and safety	
GRI 404: Training and Education 2016	403-8 Workers covered by an occupational health and safety management system	4.2 Training, development and wellbeing	
	403-9 Work-related injuries		
	GRI 416: Customer Health and Safety 2016	4.2 Training, development and wellbeing	
GRI 417: Marketing and labelling 2016	404-1 Average number of training hours per year per employee.	Annex 1: Tables	
	GRI 418: Customer privacy 2016	Annex 1: Tables	
GRI 416: Customer Health and Safety 2016	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	3.4 Service quality and customer satisfaction	
GRI 417: Marketing and labelling 2016	417-2: Incidents of non-compliance concerning product and service information and labelling	3.5 Innovation and information security	
GRI 418: Customer privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.5 Innovazione e sicurezza delle informazioni	

Annex 1: Tabelle

	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of permanent and temporary employees									
Permanent employees	24	24	48	24	23	47	25	23	48
Temporary employees	0	1	1	1	1	2	1	0	1
Total	24	25	49	25	24	49	26	23	49

Table 7: Number of permanent and temporary employees by gender - GRI 2-7

	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of fulltime and part-time employees									
Full-time	24	22	45	25	21	45	26	20	45
Part-time	0	3	3	0	3	3	0	3	3
Total	24	25	49	25	24	49	26	23	49

Table 8: Total number of full-time and part-time employees by gender - GRI 2-7

	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of employees by position									
Senior managers	0	0	0	0	0	0	0	0	0
Middle managers	6	2	8	6	2	8	6	2	8
Office workers	18	22	40	18	22	40	19	21	40
Factory workers	0	0	0	0	0	0	0	0	0
Apprentices	0	1	1	1	0	1	1	0	1
Total	24	25	49	25	24	49	26	23	49

Table 9: Number of employees by position and gender - GRI 2-7

	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number of employees by type									
Interns	0	0	0	0	0	0	1	0	1
Temporary workers	1	0	1	1	1	2	0	0	0
Freelancers	6	0	6	5	0	5	5	0	5
Total	7	0	7	6	1	7	6	0	6

Table 10: Workers who are not employees - GRI 2-8

Number of new employee hires	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
< 30	0	1	1	0	0	0	0	0	0
30-50	0	1	1	1	1	2	0	1	1
> 50	0	0	0	0	0	0	0	0	0
Total	0	2	2	1	1	2	0	1	1

Table 11: New employee hires - GRI 401-1

Number of outgoing employees (1)	Outgoing employees								
	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<30	1	0	1	0	0	0	0	0	0
30-50	0	0	0	1	0	1	0	0	0
>50	0	1	1	1	0	1	0	0	0
Total	1	1	2	2	0	2	0	0	0

Table 12: Employee turnover - GRI 401-1

	Calculation	2024	2023	2022
Total change	((incoming+outgoing)/average headcount in the period)*100	8.16%	8.16%	2.06%
New employee hires	(incoming in period/opening headcount)*100	4.08%	4.08%	2.08%
Turnover	(outgoing in period/opening headcount)*100	4.08%	4.08%	0.00%

Table 13: New employee hires and employee turnover - GRI 401-1

	2024			2023			2022		
average hours of training per employee	Men	Women	Total	Men	Women	Total	Men	Women	Total
Middle managers	11.7	13.5	12.1	41.8	75.0	50.1	37.3	142.0	63.5
Office workers	4.3	12.0	8.5	30.6	26.3	28.2	44.8	71.7	58.9

Table 14: Average hours of training per year per employee - GRI 404-1

Water withdrawal	uom	2024	2023	2022
Surface water	ML	0	0	0
Groundwater	ML	0	0	0
Seawater	ML	0	0	0
Produced water	ML	0	0	0
Third-party water	ML	0.571	0.886	0.916
Total	ML	0.571	0.886	0.916

Table 15: Water withdrawal in the three-year period - GRI 303-3

Water discharge	uom	2024	2023	2022
Surface water	ML			
Groundwater	ML			
Seawater	ML			
Produced water	ML			
Third-party water	ML	0.571	0.886	0.916
Total	ML	0.571	0.886	0.916

Table 16: Water discharge in the three-year period - GRI 303-3

Waste generated (kg)	uom	2024	2023	2022
Iron and steel	t	0.89	0.7	0.54
Wooden packaging	t	7.65	4.94	5.38
Empty toner cartridges	t	0	0.01	0
Plastic packaging	t	0	0.05	0
Components removed from discarded equipment	t	0	0.21	0
Mixed packaging	t	0	0	1.7
Total	t	8.54	5.91	7.62

Table 17: Waste generated in the three-year period - 306-3

Incidents of non-compliance	2024	2023	2022
Number of incidents of non-compliance with regulations concerning health and safety impacts of products and services resulting in a fine or penalty	0	0	0
Number of incidents of non-compliance with regulations concerning the health and safety impacts of products and services resulting in a warning	0	0	0
Number of incidents of non-compliance with voluntary codes concerning the health and safety impacts of products and services	0	0	0

Table 18: Incidents of non-compliance concerning the health and safety impacts of products and services - GRI 416-2

Incidents of non-compliance	2024	2023	2022
Number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling resulting in a fine or penalty	0	0	0
Number of incidents of non-compliance with regulations resulting in a warning	0	0	0
Number of incidents of non-compliance with voluntary codes	0	0	0

Table 19: Incidents of non-compliance concerning product and service information and labelling - GRI 417-2

Complaints	2024	2023	2022
Number of complaints received from outside parties and substantiated by the organisation	0	0	0
Number of complaints from regulatory bodies	0	0	0

Table 20: Substantiated complaints concerning breaches of customer privacy and losses of customer data - GRI 418-1

Complaints	2024	2023	2022
Total number of identified leaks, thefts, or losses of customer data	0	0	0

Table 21: Substantiated complaints concerning breaches of customer privacy and losses of customer data - GRI 418-2

Annex 2: Coefficients

Conversion factor						Source			
				2024	2023	2022	2024	2023	2022
Diesel	Density	l/t	1204	1205	1189	DEFRA 2024	DEFRA 2023	DEFRA 2022	
	Lower heating value	GJ/t	43.028	43.04	42.88	DEFRA 2024	DEFRA 2023	DEFRA 2022	
Gas	Density	M3/t	0.796	0.8	0.79	DEFRA 2024	DEFRA 2023	DEFRA 2022	
	Lower heating value	GJ/t	45.627	45.52	45.2	DEFRA 2024	DEFRA 2023	DEFRA 2022	

Table 22: Conversion factors used

Emission factor						Source		
		2024	2023	2022	2024	2023	2022	
Electricity (location-based)	gCO ₂ /kWh	225	225	252	European Environment Agency (EEA) 2024 (Emission Factor 2023)	European Environment Agency (EEA) 2023	European Environment Agency (EEA) 2022	
Electricity (market-based)	gCO ₂ /kWh	441.195	500.565	457.148	Association of issuing bodies (AIB) 2024	Association of issuing bodies (AIB) 2023	Association of issuing bodies (AIB) 2022	
Diesel	kgCO ₂ e/l	2.662	2.659	2.699	DEFRA	DEFRA 2023	DEFRA 2022	
Natural gas	kgCO ₂ e/m3	2.063	2.05	2.03	DEFRA	DEFRA 2023	DEFRA 2022	

Table 23: Emission factors used:

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