



Servizi Italia

SUSTAINABILITY REPORT 2018

HIGHLIGHTS

In 2018 we renewed our commitment to reporting of our CSR performance by publishing our sixth Sustainability Report. Each chapter of the report covers one of our material themes and reports on the objectives we have set for ourselves to compete for reaching the SDGs goals.

ECONOMIC IMPACT

8



TURNOVER EQUAL TO € 250.9 MILLION



14.2% of revenues coming from **ABROAD**



99.1% of **LOCAL SUPPLIERS**

SAFETY AND WELLBEING OF EMPLOYEES

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4

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TOTAL NUMBER OF EMPLOYEES

60% WOMEN

40% MEN



3,623 employees in ITALY and WORLDWIDE

CORPORATE WELFARE:

"FlexBenefit" platform which allows employees to convert part of their variable remuneration in **flexible benefits** such as:

- Social security
- Education
- Assistance
- Culture
- Wellness
- Entertainment



VALUE AND STABILITY OF THE COMPANY

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SERVICE SUSTAINABILITY

7

12

13



28.65% of electricity from **renewable sources**

-8% **Group's energy** consumption compared to 2017

-10.9% **CO₂ direct emissions** compared to 2017

CERTIFICATION ISO 14001

Compliance with regulatory requirements for the environment, as well as the setting environmental targets, risks evaluation and improvement opportunities.

Currently ongoing **EMAS CERTIFICATION** for evaluating and improve the environmental performance.

Analysis and certification of **Carbon Footprint** and **Water Footprint** within 2019.

35%

of waste for **recovery**

PRODUCT COMPLIANCE

12

Reliability, Flexibility, Expertise.

An agile and **efficient** structure allows to offer a punctual, tailor-made and very high quality service, often **anticipating the customer's needs**. The Group is not only a supplier, but a strategic partner and privileged interlocutor of integrated services.



QUALITY OF SERVICE



CHECK OF CUSTOMERS' SATISFACTION



FAST MANAGEMENT OF CLAIMS AND NON-CONFORMITY MANAGEMENT

LEGAL FRAMEWORK

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Servizi Italia, in its proposed analysis to assess risks and opportunities, also considers the scenarios that may have influence in **future years**.



Risk assessment according to **COSO-ERM framework**. Integrated risk management.



SUPPLIERS' CODE OF CONDUCT and assessment based on environmental and social criteria.



CODE OF ETHICS



MODEL 231 for Organization, Management and Control.

SA 8000 certification process is currently underway for the Parent Company in terms of work ethics and respect for human rights.

SUSTAINABILITY DEVELOPMENT

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PROMOTION AND SUPPORT FOR RESEARCH AND SCIENTIFIC DISSEMINATION

€ 61,000 invested in events, conferences, congresses and charitable activities mainly in the health field and clinical risk management.



Listed on **STAR segment** of the Italian Stock Exchange since 2009.

A **clear and transparent communication**, as well as being a duty towards the market, represents the possibility of establishing a continuous dialogue with shareholders, in full compliance with current legislation. A **good financial communication** creates and then strengthens the relationship between companies and investors. **Effective and clear information** is a prerequisite for establishing a solid and lasting relationship between companies and investors.

SHARED COMMITMENT FOR 2030 AGENDA



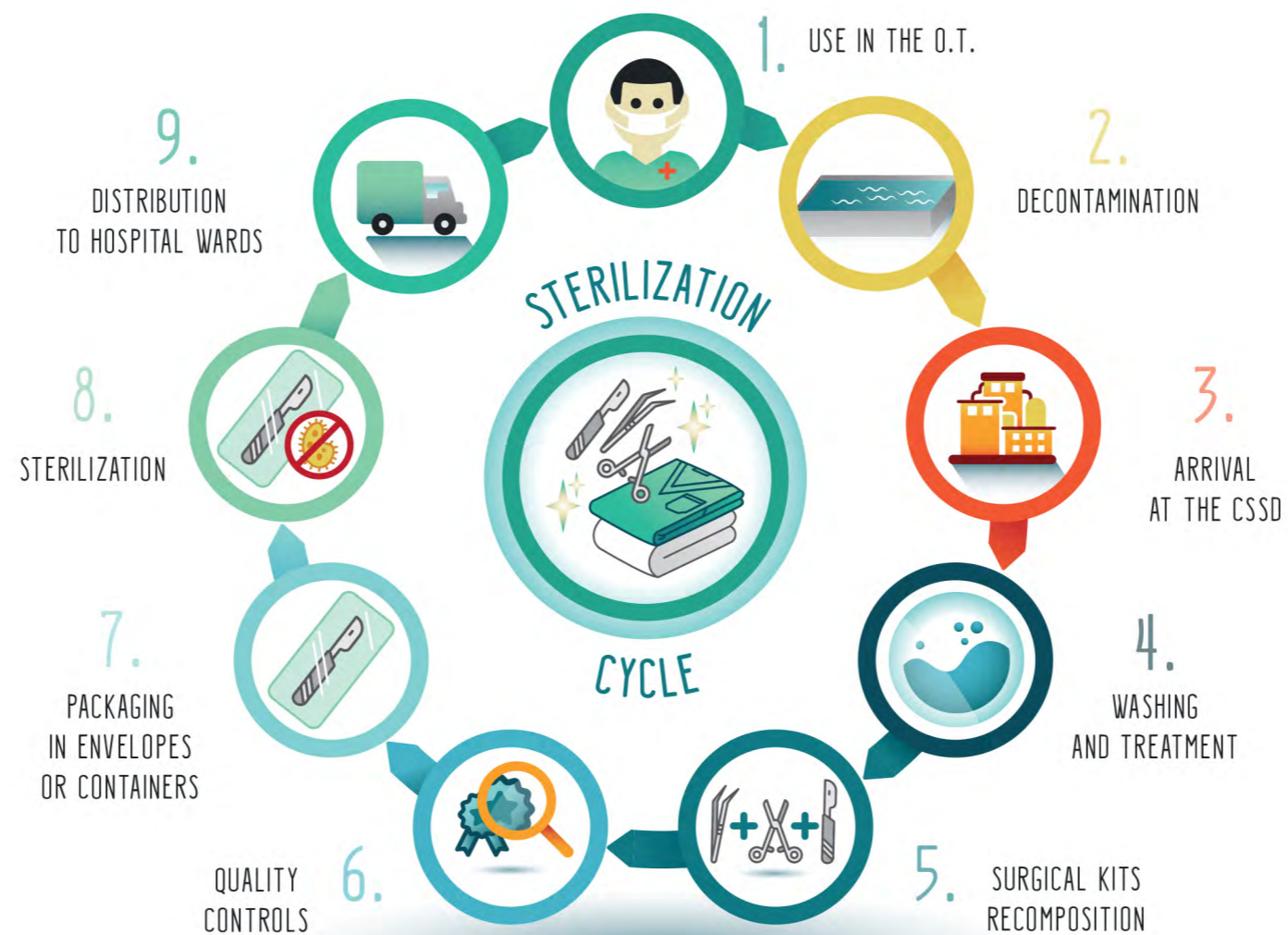
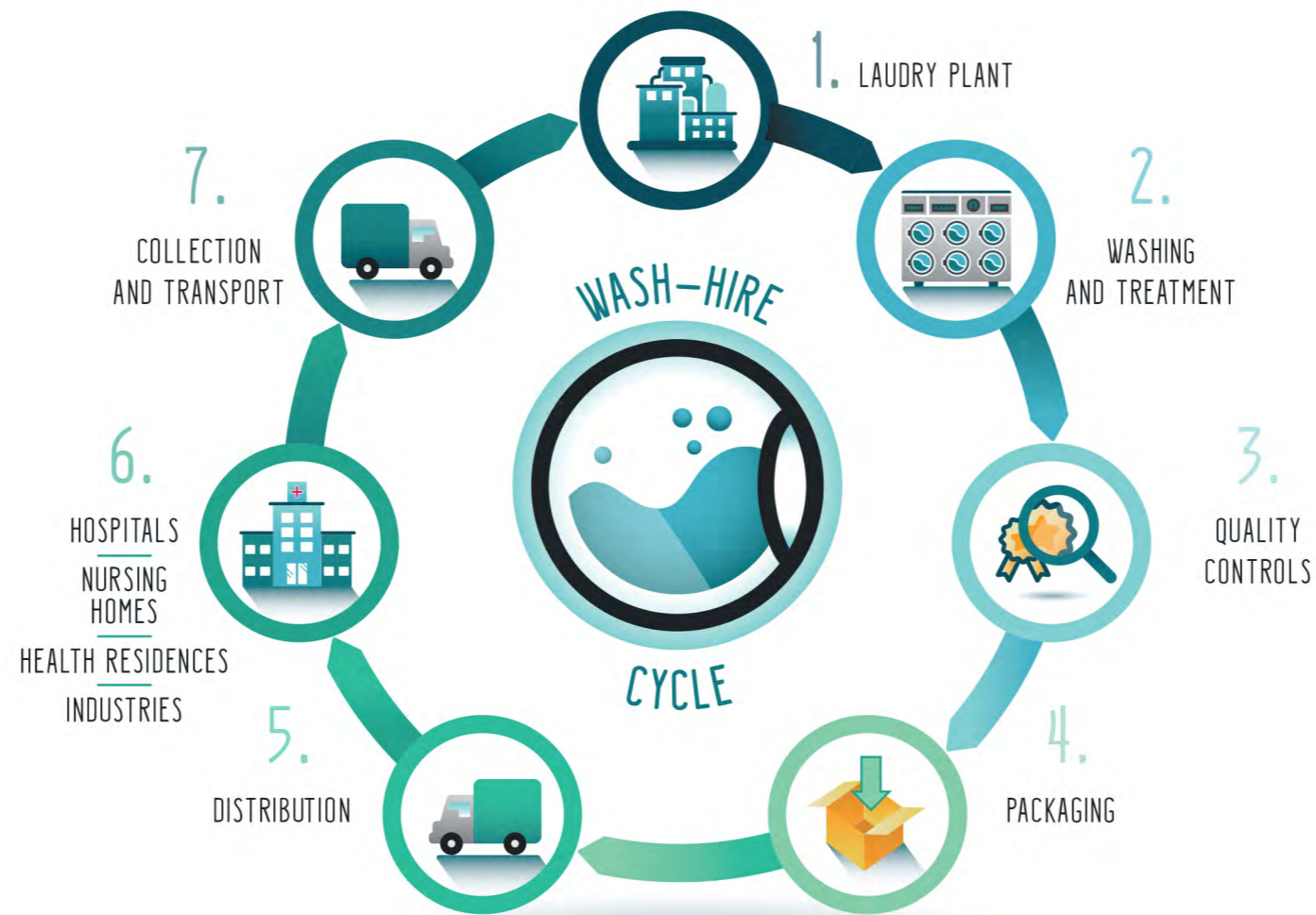
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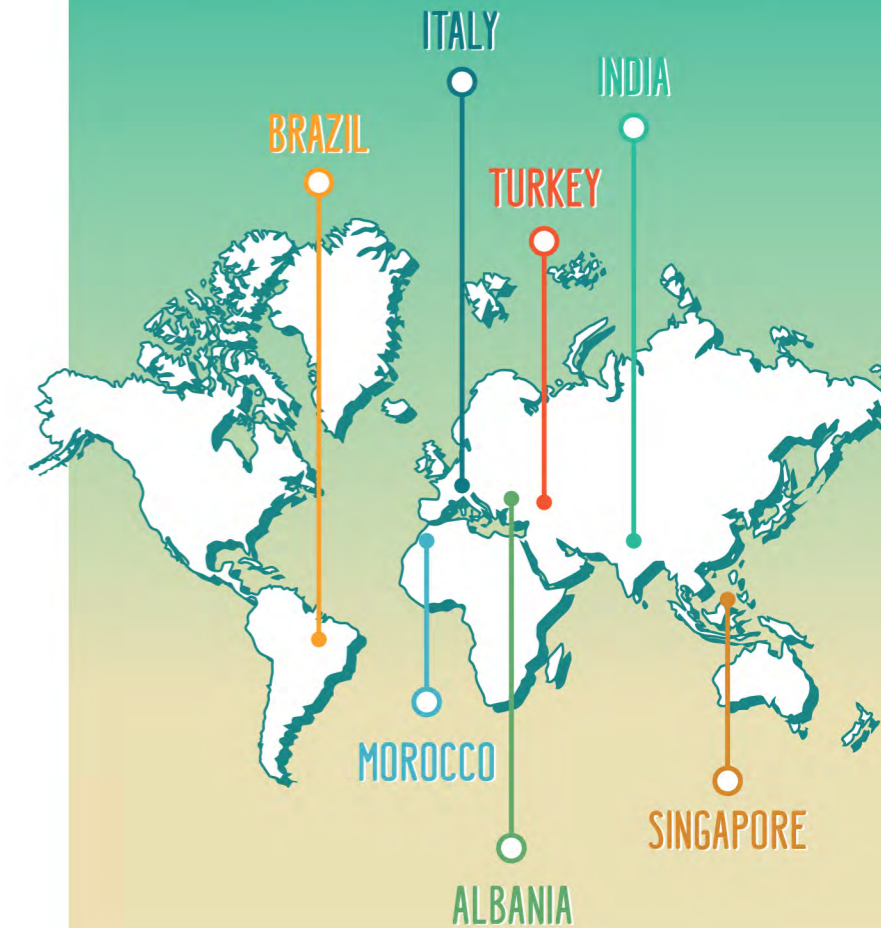
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Consolidated Non Financial Statement pursuant to D. Lgs. 30 December 2016 n. 254

2018



WORLD PRESENCE



CORPORATE GOVERNANCE



The complete document of the SERVIZI ITALIA GROUP's 2018 Sustainability Report is available in full on the following website:
www.si-servizitalia.com/it-it/sostenibilita.aspx