

Annual Report

SUSTAINABILITY REPORT 2022

MATERIALS
FOR A LIVING
WORLD

ceramica
SANT'AGOSTINO

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Letter to Stakeholders

In 2022, Ceramica Sant'Agostino decided to embark on a path of conversation, in-depth analysis and information concerning ESG topics that increasingly affect the daily lives of companies and people.

This journey stemmed from the need to answer questions such as “Are we doing enough? Where and how can we improve?” and even more so from the conviction that the quality and value that our brand and products have achieved cannot be separated from a continuous evolution and search for excellence in these terms as well.

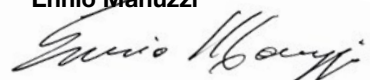
The events that have characterised the last few years have required sacrifice, strong resilience and an aptitude for change.

The current affairs of 2022 marked society and markets in a major way; companies and people had to face a new reality, often fraught with uncertainty. Ceramica Sant'Agostino has looked back on the past year with a healthy sense of challenge, initiating new and important projects, confident that putting itself on the line at a time like this was the right approach to look to the future.

With this in mind, on the following pages please find the first edition of Ceramica Sant'Agostino's Sustainability Report. We will tell you who we are, what values drive our daily actions and goals, and the behaviours and activities by which we pursue them.

“Not a beginning or an ending, but a journey to be recorded and pursued over time.”

Ennio Manuzzi



Sustainability Highlights 2022

We present the points that characterize our activity and the main milestones achieved in 2022.

Environment

Raw materials with up to 30% recycled material in them

30%

100% recovery of production waste

100%

Tile thickness down to 9 mm

9mm

Certification

ISO 17789-1

Approximately 800,000 kWh self-generated from photovoltaics

800.000 kWh

Over 2,700 m³ of rainwater collected and used

2.700 m³

Social

-97% permanent employees

97%

ISO 45001 Safety Management System

ISO 45001

1,583 training hours provided

1.583 hours

Collaboration with the University of Ferrara for internships

Donations to the "La Città della Speranza" (City of Hope)

Governance

Corporate Code of Ethics and Model 231


Model 231

ECOQUALITY Integrated Management System

Drafting the Sustainability Action Plan

Archiproducts Design Award 2022

2022



1.0

CERAMICA SANT'AGOSTINO IDENTITY

- 1.1 About us
- 1.2 The history of Ceramica Sant'Agostino
- 1.3 The values that guide us
- 1.4 Mission
- 1.5 Our ceramic products: stories of beauty, since time immemorial

1.1 About us

For almost 60 years, Ceramica Sant'Agostino has represented Italian excellence in the ceramic sector. Underlying its M.O. are continuous investments in product and technological process innovation to produce high quality ceramic surfaces, technical functionality, versatility and aesthetic solutions for the evolution of contemporary architecture.

Thanks to its approach of integrated quality, innovation and ethical values, today it has become a leading company in the Province of Ferrara and internationally established with a production capacity of about 4.5 million m² per year, of which about 75% is exported to more than 80 countries.

It produces 100% in Italy, a deliberate choice of social and environmental responsibility. Sustainability, in fact, is found across the board in all the activities of Ceramica Sant'Agostino, which, also through the publication of its first Sustainability Report, wishes to trace and follow a path in this direction.

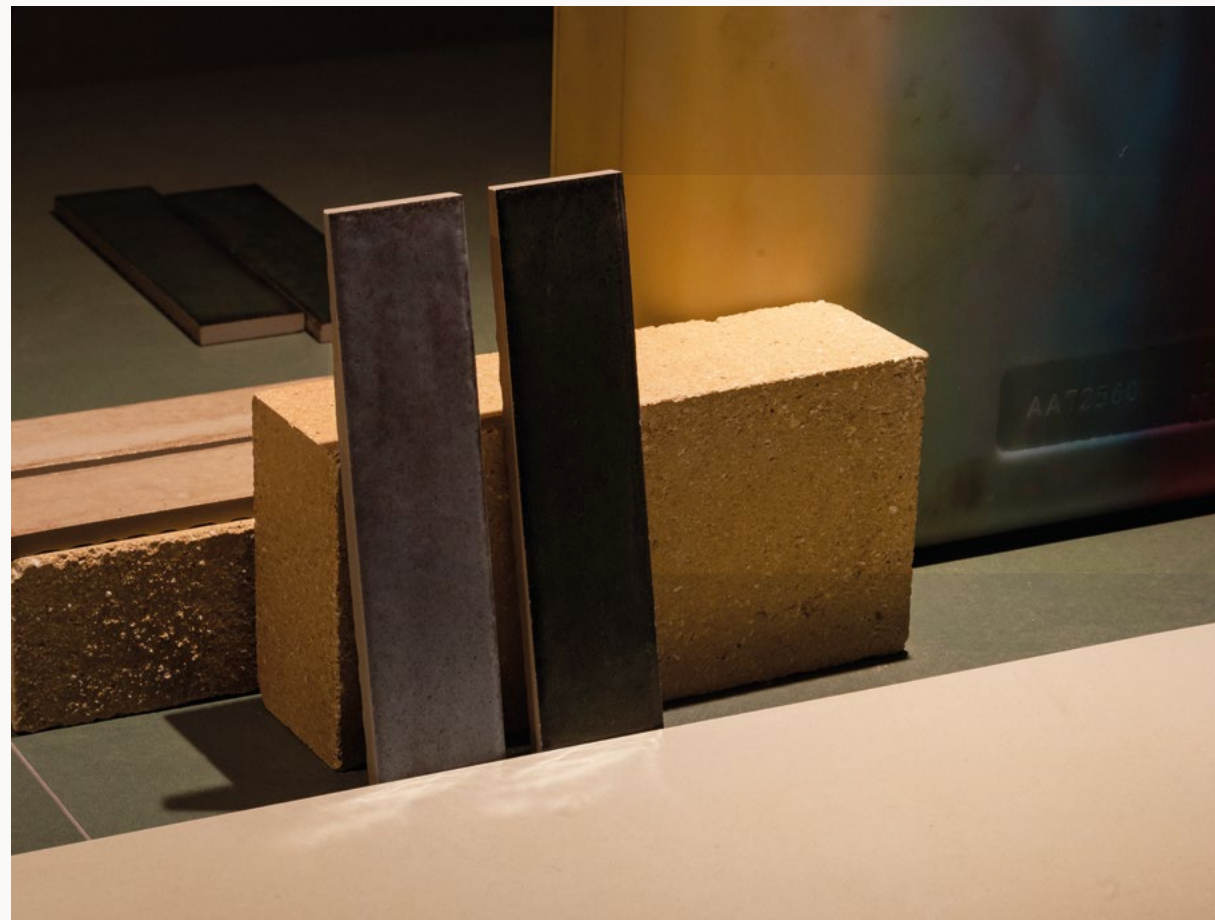


1.2 The history of Ceramica Sant'Agostino

Ceramica Sant'Agostino, founded by Aristide Manuzzi, began business in 1964 near Ferrara, in an area far from the main ceramic industry district in Italy. Over the years, this choice proved to be a winning one, as it underlined Ceramica Sant'Agostino's strong design autonomy and ever innovative strategic vision.

Although the company is located far from the Italian ceramic district, its decades-long relationship with the organisation and administration of Confindustria Ceramica has enabled it to stay up-to-date and abreast with the market.

The company, still run today by the founder's family, has become the leading company in the province of Ferrara in terms of brand awareness, as well as being the largest family-run business in the area. The basis of its business is continuous investment in product research and technological process innovation, combined with a focus on aesthetics and design.



1.3 The values that guide us

VALUES

In its almost sixty-year history, Ceramica Sant'Agostino has consolidated its corporate values through its production choices, the way the company is managed and its behaviour towards its Stakeholders.

- _ Beauty and Design Culture
- _ Research and Creativity
- _ Respect for Tradition
- _ Integrated quality
- _ Responsibility and Sustainability
- _ Attention to the person

1.4 Mission

MISSION

“The pursuit of beauty is a daily commitment”.

This is the mission of Ceramica Sant'Agostino, a company that tells 'stories of beauty' through the research and development of high quality artistic-craft products.

Ceramica Sant'Agostino's collections stem from endless inspirations that it wants to share, so that design and furniture can improve spaces on a functional, aesthetic and emotional level, enhancing the lives of those who use them.

1.5 Our ceramic products: stories of beauty, since time immemorial

Innovation, research, functionality and an ever more concrete commitment to the environment are the beacons that guide Ceramica Sant'Agostino in the creation, design and manufacture of its products.

Behind every one of the company's products is a process of technical and formal research based on the desire to guarantee the beauty of the material, technical efficiency and durability of the surfaces, designed to maintain their appearance intact and unchanged over time.



Continuous research and advanced Design

Inspiration is the origin of Ceramica Sant'Agostino's collections. Through great attention to detail and quality, the company is able to draw creative ideas from nature or imagination.

The transition from idea to implementation takes place thanks to knowledge honed over the years that balances art and craftsmanship so that traditional and natural elements can merge in the best possible way in a single product, creating a new form that is not found in nature and that boasts a completely original tactile effect.

The range of colours, formats, finishes and decorations is built with the precise aim of offering the technically safest and aesthetically most attractive surface for every project, public or private. Every smallest detail is built with the skilful calibration of solids and voids, colours and materials, in hard and meticulous development work involving machinery, know-how, aesthetic culture and passion for design.

Design prizes and awards

The high aesthetic content and technical performance of Ceramica Sant'Agostino's products are the result of distinctive choices that have led the brand to leave an unmistakable mark on the global ceramic scene. Over the years, Ceramica Sant'Agostino has collaborated with internationally renowned designers, including Philippe Starck, who designed the Flexible Architecture collection for the company.

Over the years, the company's products, thanks to their ability to anticipate stylistic trends, have earned numerous national and international awards for creative design, such as several selections of the ADI Design Index, which rewards the best Italian design, several Architizer Awards, which recognise the best

architecture of the year, several Archiproducts Design Awards, aimed at a wide range of production types in the design sector, and many others. Among the most recent awards received:

- **ADI 2021** for the stand at Cersaie 2021 Beauty Beyond Nature;
- **Archiproducts Design Award** for the following collections: Form, Fusionart, Dripart (presented at Cersaie 2022).

Experiencing products first hand

For several years H2Otto has been the Milanese space that Ceramica Sant'Agostino has shared with other important brands dedicated to architects, designers, general contractors, companies and professionals working in the world of design.

The positive experience of a space that is not just a showroom, but a transversal place where consultancy, training and product knowledge go hand in hand with the commercial aspect, has led the company to decide to embark on this path individually.

In 2023, Ceramica Sant'Agostino's first showroom will open in the city of Milan. An ambitious project that confirms the growth in brand value and recognition.

A decorative graphic on the left side of the page. It features several overlapping circles in shades of beige, light green, and grey. One circle in the lower-left quadrant contains a close-up photograph of a hand. The circles are semi-transparent, creating a layered effect.

2.0

CORPORATE GOVERNANCE

- 2.1 Corporate structure and Corporate organisation
- 2.2 Our site
- 2.3 Code of Ethics
- 2.4 Model 231
- 2.5 Dialogue with our Stakeholders

2.0 Governance

Ceramica Sant'Agostino has always been a family concern, a Family Company, and this ensures consistency with the company's values and history, more streamlined decision-making processes for new initiatives and industrial and commercial development projects.

The company's Chairman is Ennio Manuzzi, who was awarded the honour of Cavaliere del Lavoro by the President of the Republic Giorgio Napolitano in 2007. Ennio Manuzzi also holds the position of Managing Director together with his brother, Mauro Manuzzi. The third generation of the family, Filippo, Eugenio and Chiara Manuzzi, are now responsible for Foreign Sales and Marketing, Italian Sales and Planning, Product and Exhibit. Filippo and Eugenio Manuzzi are also Managing Directors with powers relevant to their areas of purview.



2.1 Corporate structure and Corporate organisation

Corporate structure

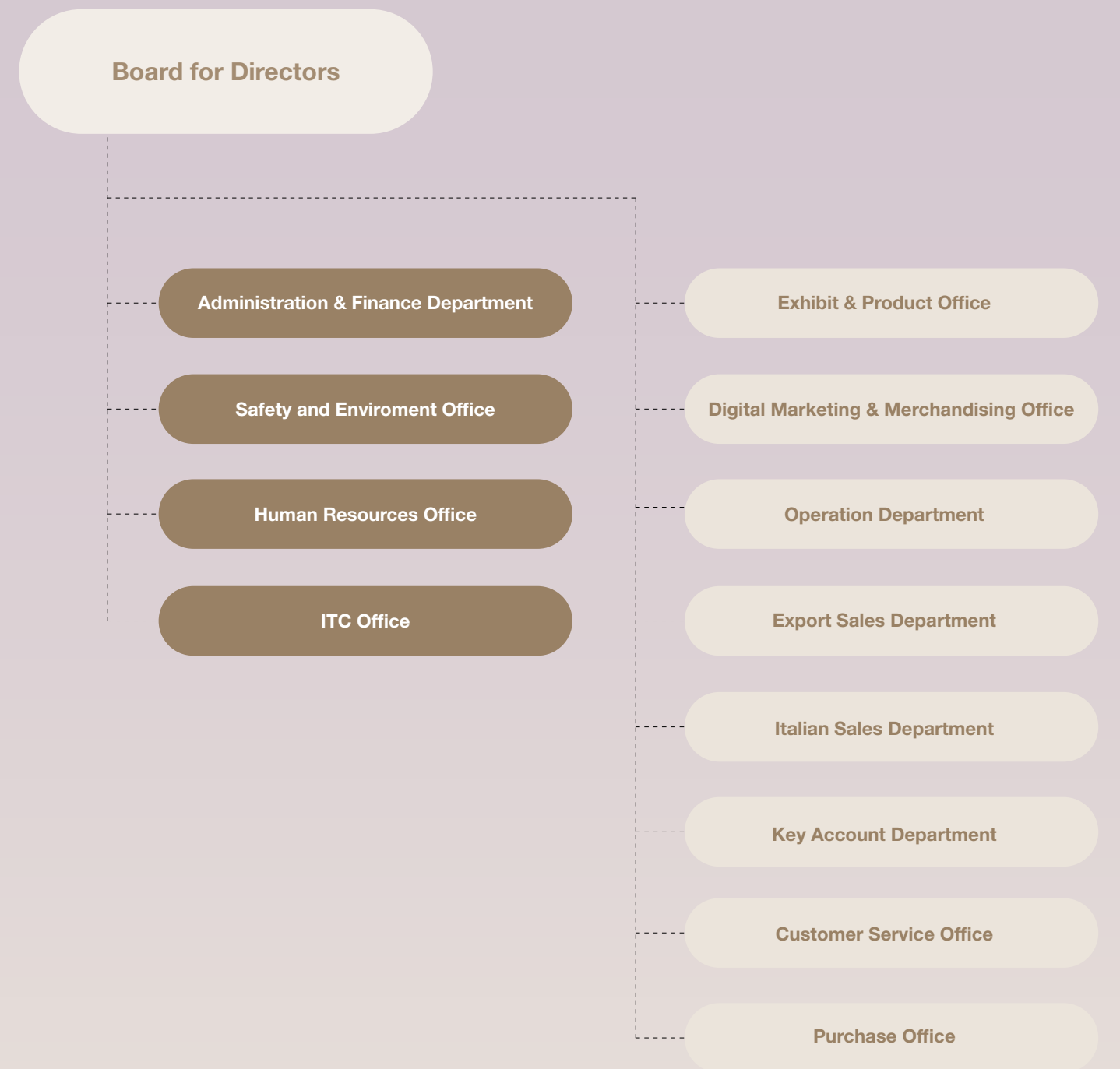
At the corporate level, control of Ceramica Sant'Agostino is held by the family holding Fi.Ma. Holding S.r.l., as illustrated in the following table:

Shareholding Structure	Units of Measurement	n. Shares held	Share Cap. %
Fi.Ma. Holding S.r.l.	n, %	198.000	99,00%
Ennio Manuzzi	n, %	1.000	0,50%
Mauro Manuzzi	n, %	1.000	0,50%
Total	n, %	200.000	100,00%

Corporate organisation

The Board of Directors consists of Chairman Ennio Manuzzi and Directors Mauro Manuzzi, Filippo Manuzzi and Eugenio Manuzzi. The composition of the board of directors and the organisation chart of the company's internal functions are shown below.

Composition of the Board of Directors (31.12.2022)	Units of Measurement	Men	Women	Total
30-50 years	n.	2	0	2
Over 50	n.	2	0	2
Total	n.	4	0	4



2.2 Our site

The headquarters of Ceramica Sant'Agostino is located in Terre del Reno, in the province of Ferrara, and was built in 1963, with production starting the following year. Despite having such distant origins, it is now a technologically advanced location. In fact, throughout its history it has always kept up with the technological evolutions that have affected the ceramics sector, and in recent years important adaptations have been made in the context of Industry 4.0, both to the site and to the plants therein, and the best criteria of environmental sustainability have been pursued.

The site covers an area of 237,000 m², of which 98,000 m² is indoors. One feature of the company's site is its large indoor storage facility, which guarantees the utmost care of the products being stored. Storing the material indoors also allows the company to save unnecessary volumes of plastic in packaging, as the shrink sleeve is only applied once the order has been prepared, but is not necessary to protect the product from the weather as it is already in a protected environment.



2.3 Code of Ethics

As its corporate governance approach, Ceramica Sant'Agostino adopts dedicated organisational methods and procedures to compete in accordance with the principle of fair competition and the rules of professional ethics with the most qualified competitors in the sector, in a logic of qualitative excellence of the products supplied.

Within its Code of Ethics, the company recognises the importance of ethical and social values at work and is committed to the sound and responsible management of its activities and to maintaining transparent relations with all stakeholders, respecting the community that it is a part of.

Relations between Ceramica Sant'Agostino and its Stakeholders are regulated, including rules of conduct, management of conflicts of interest, violations and sanctions. The Code of Ethics is disseminated by the company to all its recipients and can be consulted on the company website.

2.4 Model 231

Ceramica Sant'Agostino, in full respect of its corporate mission, wanted to pay attention to each process of its activities, verifying its organisation and management with particular regard to respect for the ethical values that have inspired its work for almost sixty years.

The Legislative Decree of 8 June 2001 no. 231 introduced into Italian law a system of administrative liability of the Bodies, including corporations, for certain offences committed by directors, managers or employees in the interest or to the advantage of the Body.

In order to ensure conditions of fairness, integrity, transparency and legality in the conduct of business and corporate activities, Ceramica Sant'Agostino has adopted its own Organisational Model, subject to continuous updates, in line with regulatory, organisational and business developments, with the aim of building a structured and organic system of guiding principles, operating procedures and other specific safeguards, inspired by criteria

of sound corporate management and aimed, in line with the corporate purpose, at preventing the commission of the offences provided for in the Decree, as well as protecting the interests of stakeholders relevant to the company itself. Ceramica Sant'Agostino's Model is currently operational only for environmental and safety offences, but is being extended to all other offences.

In Ceramica Sant'Agostino's Model 231, Sustainability issues also assume significant importance, in line with the company's current strategic direction and in consideration of the correlations and synergies present between them and Decree 231.

2.5 Dialogue with our Stakeholders

The ways of communicating with and listening to those involved in Ceramica Sant'Agostino's business on a daily basis are many and increasingly important, both to create healthy and lasting relationships based on trust, and at a strategic level to anticipate possible needs and expectations coming from stakeholders.

Below are the company's main stakeholders and how they are involved:

	Stakeholder	Modes of involvement
Internal	Employees	<ul style="list-style-type: none"> _ Questionnaire on ESG topic priorities of the company _ Regular newsletter sent to all employees _ Kick-off meeting at the beginning of 2023 _ Corporate website
	Customers (direct trade)	<ul style="list-style-type: none"> _ Questionnaire on ESG topic priorities of the company _ Multi-stakeholder focus groups for sharing and listening on material topics and ESG improvement objectives _ Corporate website
	Suppliers	<ul style="list-style-type: none"> _ Questionnaire on ESG topic priorities of the company _ Multi-stakeholder focus groups for sharing and listening on material topics and ESG improvement objectives _ Corporate website
External	Shareholders	<ul style="list-style-type: none"> _ Many communications from other companies and initiatives on environmental, social
	Architects World	<ul style="list-style-type: none"> _ Outdoor meeting with Company ESG Profile _ Corporate website
	Distributors	<ul style="list-style-type: none"> _ Outdoor meeting with Company ESG Profile
	Trade Unions	<ul style="list-style-type: none"> _ Constant communication and transparent collaboration on common issues

	Stakeholder	Modes of involvement
External	Industry Associations	<ul style="list-style-type: none"> _ Member of Confindustria Ceramica, of which Managing Director Filippo Manuzzi is deputy chairman _ Member of Confindustria Central Emilia
	Public Administrations	<ul style="list-style-type: none"> _ Multi-stakeholder focus groups for sharing and listening on material topics and ESG improvement objectives _ Company ESG Profile _ Frequent contacts
	Schools and Universities	<ul style="list-style-type: none"> _ Curricular internships with the University of Ferrara
	Financial World	<ul style="list-style-type: none"> _ Multi-stakeholder focus groups for sharing and listening on material topics and ESG improvement objectives
	Media	<ul style="list-style-type: none"> _ Use of local and national media _ Highly exploited print, television and radio media through Confindustria Ceramica
	Local community	<ul style="list-style-type: none"> _ Questionnaire on ESG topic priorities of the company _ Support for Volunteer Associations



3.0

OUR SUSTAINABILITY JOURNEY

- 3.1 The Sustainability Action Plan
- 3.2 Certifications and the ECOQUALITY programme
- 3.3 The material topics at Ceramica Sant'Agostino
- 3.4 The ESG Materiality Analysis
- 3.5 Ceramica Sant'Agostino's contributions to Sustainable Development Goals (SDGs)

3.0 Our Sustainability journey

Ceramica Sant'Agostino's business model has always been characterised by strategic autonomy, linked to its values rather than trends and fashions. It is with this approach that the company has embarked on a conscious commitment to Sustainability, in line with its corporate DNA, to reduce its impacts and create value in the local area.

Ceramica Sant'Agostino has decided to make this commitment a reality, starting with the definition of a 2022-2023 Action Plan to organise and plan environmental, social and governance (ESG) sustainability improvement actions for the coming years.

At the end of 2022, a Company ESG Profile, a summary document of the company's positioning with respect to the main Sustainability issues, was produced and published in early 2023.

The strategic path to sustainable innovation continues with the preparation of this Sustainability Report 2022, a document that reports on the positive and negative impacts of the company's activities and how the company strives to improve its sustainability performance, using internationally recognised metrics such as the Global Reporting Initiative (GRI) latest version.





3.1 The Sustainability Action Plan

In the second half of 2022, the company's top management embarked on a structured process of updating and strategic positioning in the area of Sustainability, which arose from the desire to implement the company's commitment to a business approach integrating ESG (Environment, Social and Governance) issues.

In particular, three Workshops were held, aimed at both aligning knowledge within the management area as well as defining priority objectives and management tools to improve Ceramica Sant'Agostino's sustainability profile.

Training covered topics such as the main reference frameworks and international standards, such as UN Agenda 2030, B Corp, ESG, Benefit Societies; environmental management and product certifications; employee welfare and corporate welfare; the Sustainability Report, GRI International Standards and Materiality Analysis.

Regarding the co-design of the Sustainability Action Plan, the first phase involved an initial assessment of the current situation, including strengths and weaknesses, opportunities and risks related to Ceramica Sant'Agostino's ESG profile. Based on the findings, improvement targets were identified and a list of strategic sustainability priorities was agreed upon for implementation in the short to medium term.

The drafting of the first ESG Company Profile and the company's first Sustainability Report represent some of the actions in the Action Plan to improve transparency and communication on the company's ESG commitments. The other goals set by the company are indicated in the 'New Sustainability Goals 2023 ESG' section of this Report and will be reported on in future editions.

3.2 Certifications and the ECOQUALITY programme

We have been carrying out the ECOQUALITY program for over 15 years




Ceramica Sant'Agostino has decided to obtain several voluntary product or process certifications to communicate its commitment to reducing the environmental and social impacts of its activities, while maintaining a very high quality of the final product.

Efforts in this direction have been systematised for many years within the internal ECOQUALITY approach, a complex action programme set up by Ceramica Sant'Agostino to coordinate all the company's certifications and declarations aimed at obtaining quality products in total

compliance with the strictest European and international regulations for the protection of the environment, people and consumers.

ECOQUALITY involves the entire company organisation and is therefore ambitious, objectively measurable and constantly evolving. Information required by mandatory regulations and authorisations, as well as evidence supporting voluntary certifications or self-declarations, are collected and integrated within this programme.

Process certifications

Certification	Description	Scope of application
	ISO 14001 Ceramica Sant'Agostino has adopted an Environmental Management System since 2017. Its application enables a systematic and documented approach to environmental aspects aimed at protecting the environment and pursuing continuous performance improvement.	Global
	ISO 9001 Ceramica Sant'Agostino has adopted a Quality Management System since 2008 to improve the control of its products and services in compliance with current standards and internal specifications in order to meet the needs and expectations of its customers and all stakeholders.	Global
	ISO 45001 Ceramica Sant'Agostino has adopted an Occupational Health and Safety Management System since 2014. Its application enables a systemic approach to the management of occupational safety and health protection, allowing risks to be minimised.	Global

Green product certifications

Ceramica Sant'Agostino's products have obtained many certifications highlighting quality, safety and reduced environmental impact over their life cycle. The company recently voluntarily embarked on the path to obtaining the ISO 17889-1 certificate of conformity, the first international standard for the ceramic sector developed by the ISO body

for sustainable products, which describes the sustainability requirements for ceramic tiles according to environmental, economic and social criteria. ISO 17889-1 contributes to Goal 12 of the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda for Responsible and Sustainable Consumption and Production.

Certification	Description	Scope of application
	ISO 17889-1 International standard qualifying sustainable ceramic products, which describes the sustainability requirements for ceramic tiles according to environmental, economic and social criteria.	Global
	EPD Italy Ceramica Sant'Agostino actively participated in a study, developed by Confindustria Ceramica in cooperation with the Emilia Romagna Region, which involved the Italian ceramic industry in the collection of data and the subsequent development of the sector average EPD through the creation of a smaller but representative Working Group.	Global
	CCC Marking The CCC marking certifies that Ceramica Sant'Agostino products possess the lowest possible natural radioactivity for building materials, lower even than the natural radioactivity of granite. In this way, Ceramica Sant'Agostino products are suitable for installation in public environments, such as schools, kindergartens.	China
	CE Marking The CE mark ensures that it complies with all the strict safety and consumer protection parameters set by the European Community.	Europe
	Environmentile Environmentile is a voluntary environmental label with which Ceramica Sant'Agostino, in accordance with the ISO 14021 standard, declares that its products are manufactured with the lowest environmental impact achievable with the latest technological knowledge	Global
 	Leed Ceramica Sant'Agostino products optimally meet the requirements of LEED certification. A certified percentage of more than 20% recycled material (pre-consumer material) is used to make them. They do not release toxic substances, nor do they contribute to the heat island effect, and are manufactured in a factory with an environmental management system. Furthermore, Ceramica Sant'Agostino is a member of the Green Building Council Italia (GBC), the body responsible for drafting the LEED Italia regulations.	Global
	UNI-Certquality e CEN-KEYMARK The UNI-Certquality mark and the CEN-KEYMARK mark are voluntary certifications attesting the conformity of certified products with the European standard UNI EN 14411. Ceramica Sant'Agostino products bearing this mark possess technical characteristics of excellence.	Europe

3.3 The material topics at Ceramica Sant'Agostino

Material topics are the priority areas, in terms of economic, social and environmental impacts, that the company decides to commit its efforts to in order to improve its sustainability profile.

In order to obtain a complete overview of the possible areas on which to focus efforts and resources, Ceramica Sant'Agostino identified a list of significant topics related to its activities and the areas of intervention in the Action Plan.

These issues were subjected to the assessment of internal and external stakeholders, in order to identify priorities and better orient its strategic choices and objectives in the ESG sphere.

	Material issues relevant to Ceramica Sant'Agostino	Main impacts and opportunities	Management mode	Perimeter
Environmental Dimension	Energy efficiency and reduction of climate-changing emissions	<ul style="list-style-type: none"> _ Climate change mitigation _ Reducing the use of fossil fuels 	<ul style="list-style-type: none"> _ Impianto fotovoltaico _ ISO 14001 _ Due impianti di cogenerazione _ Recupero cascami energetici provenienti sia dalla cogenerazione che dal processo cottura. 	Ceramica Sant'Agostino
	Purchasing products and services with ESG criteria	<ul style="list-style-type: none"> _ Reduction of emissions and consumption of virgin resources _ Choice of technological installations with reduced environmental impact _ Environmental and social protection of operators along the supply chain 	<ul style="list-style-type: none"> _ Plastiche pack con contenuto di riciclato _ Acquisto mirato nella scelta di due impianti di confezionamento risparmio 30% consumi materiale plastico _ Installato nel 2022 sistema recupero acque del processo di smaltatura volto ad abbattere il volume di acqua emunta dalle falde - Richiesto ai fornitori di materie prime da impasto di dichiarare che non ricorrono a mano d'opera minorile 	Ceramica Sant'Agostino and supply chain
	Reducing the impact of raw materials along the supply chain	<ul style="list-style-type: none"> _ Transport emissions _ Ecological and landscape impact of raw material extraction sites 	<ul style="list-style-type: none"> _ Recupero 100% scarti di produzione _ Introdotti materiali da territorio nazionale anche con quota di riciclato. _ Materia prima con > 30% di riciclato da fornitori locali _ In fase di studio in laboratorio l'utilizzo di una materia prima con 100% di riciclato 	Ceramica Sant'Agostino and supply chain
	Raising employee awareness with Green actions	<ul style="list-style-type: none"> _ Creating a culture of sustainability among employees _ Dissemination of good practices _ Raising awareness among employees 	<ul style="list-style-type: none"> _ Sistema interno di informazione condivisa _ Newsletter su informazioni aziendali _ Borracce per l'acqua distribuite a tutti i dipendenti 	Employees of Ceramica Sant'Agostino

	Material issues relevant to Ceramica Sant'Agostino	Main impacts and opportunities	Management mode	Perimeter
Social Dimension	Employee involvement	<ul style="list-style-type: none"> _ Improved communication on company activities _ Raising awareness among employees 	<ul style="list-style-type: none"> _ Activities to improve internal corporate communication _ Evaluation of employee involvement in Corporate Volunteering activities 	Employees of Ceramica Sant'Agostino
	Corporate Welfare	<ul style="list-style-type: none"> _ Promotion of integrated employee well-being and collaborative climate in the company _ Employee retention 	<ul style="list-style-type: none"> _ Company canteen with the possibility of booking meals in advance _ Performance bonus convertible to Welfare on Edenred platform _ Two days' leave per year for employee medical examinations _ Car wash service agreement _ Provision of water bottles and a toothbrush for each employee 	Employees of Ceramica Sant'Agostino
	Supporting and collaborating with local Stakeholders	<ul style="list-style-type: none"> _ Contribution to the social and cultural development of the local community _ Developing relationships and collaborations with local community Stakeholders 	<ul style="list-style-type: none"> _ Donations and projects with the Città della Speranza (City of Hope) _ Support to various Associations 	Main Stakeholders in the area
Governance Dimension	Employee Engagement in actions for the Community	<ul style="list-style-type: none"> _ Raising awareness among employees _ Team Building _ Improvement of environmental or social conditions in the community 	<ul style="list-style-type: none"> _ Evaluation of employee involvement in Corporate Volunteering activities with the Città della Speranza (City of Hope) Association 	Ceramica Sant'Agostino employees and local stakeholders
	Integrating ESG criteria into corporate Management	<ul style="list-style-type: none"> _ Consistency between ESG strategy and actions _ Effectiveness of Integrated Sustainability Actions 	<ul style="list-style-type: none"> _ Alignment Path for Corporate Managers on Sustainability _ Drafting Action Plan 	Ceramica Sant'Agostino
	Transparency and information on ESG and corporate actions in general	<ul style="list-style-type: none"> _ Brand Reputation 	<ul style="list-style-type: none"> _ Drafting Company ESG Profile _ Newsletter on company information 	Ceramica Sant'Agostino
	Business Networking for Sustainability Actions	<ul style="list-style-type: none"> _ Partnership to develop management and production technological innovation solutions _ Sharing good practices 	<ul style="list-style-type: none"> _ Project with historical supplier for the development of a glazing process water recovery plant _ Collaboration with plant engineers for the development of software for the optimal management of available heat _ Preliminary study with additives supplier that reduce water in the glaze application phase 	Ceramica Sant'Agostino and other companies

3.4 The ESG Materiality Analysis

The Materiality Analysis, i.e. the process that identifies the corporate sustainability issues that are most relevant for the company and that also influence the opinions and decisions of key Stakeholders, was carried out in three distinct phases:

1) Identification of the universe of issues, aimed at identifying the sustainability issues potentially relevant in the company's context, to be submitted to internal and external Stakeholders for evaluation;

2) Survey of issues that, according to the assessment of internal and external Stakeholders, emerge as priorities for Ceramica Sant'Agostino. The survey was conducted through an online poll addressed to internal (employees and company management) and external (customers, suppliers, local community) Stakeholders and also through a multi-Stakeholder focus group with several external interlocutors to gather more in-depth opinions on relevant topics;

3) Preparation of the Materiality Matrix, i.e. the output of the process showing, in graphic form, how material issues are positioned in relation to their relevance to internal and external Stakeholders.

From the materiality matrix obtained, it can be seen that efforts to increase energy efficiency and reduce the company's climate-changing emissions are a priority for both internal and external Stakeholders . The social profile is also strongly regarded by interlocutors, who point out employee involvement and Corporate Welfare as two issues that they would like to see further action on by Ceramica Sant'Agostino. In addition, the reduction of impacts along the raw material supply chain is also a focus.













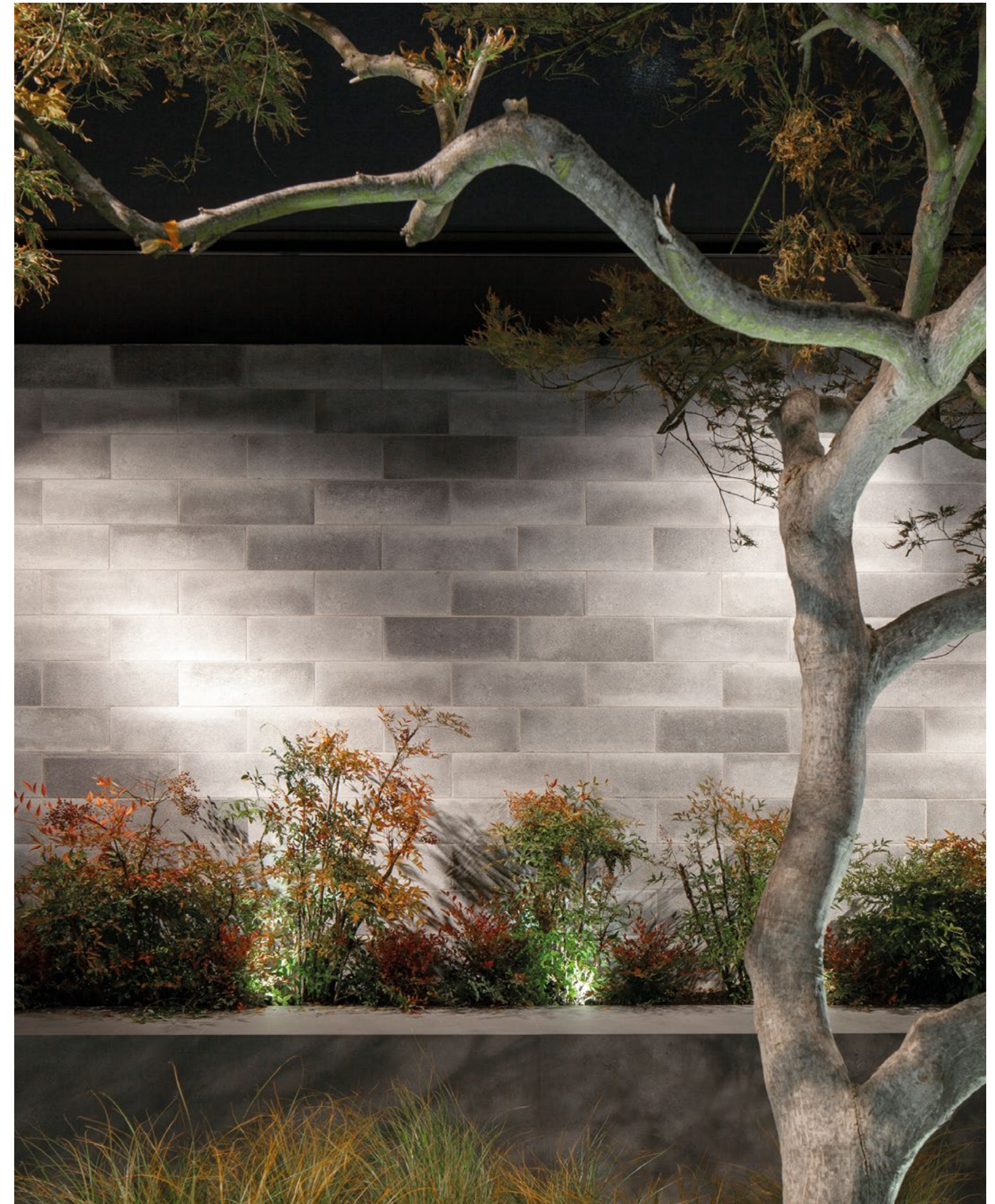
Materiality matrix



3.5 Ceramica Sant'Agostino's contributions to Sustainable Development Goals (SDGs)

Consistent with one of the main international sustainability benchmarks, Ceramica Sant'Agostino orients its actions to the 17 SDGs, the UN Sustainable Development Goals. Below are the main ESG actions implemented over the past two years in connection with some of the 17 SDGs.

ESG AREA	Ceramica Sant'Agostino actions for the sdgs in 2021-2022	ONU SDGS
GREEN	<ul style="list-style-type: none"> _ System for recovering wash water from the glazing plant _ Start of study with supplier for water reduction during glaze application 	
	<ul style="list-style-type: none"> _ Design of new photovoltaic plant with a capacity of 2.2 MWp _ Recovery of energy waste 	
	<ul style="list-style-type: none"> _ Commissioning of a new high-efficiency furnace with up to 50% hydrogen supply - Collaboration to develop heat recovery optimisation software 	
	<ul style="list-style-type: none"> _ ISO 17889-1 certification for sustainable ceramic product _ 100% recovery of production waste _ Tile thickness down to 9mm _ -24% total waste produced _ Water dispensers and water bottles for employees _ Raw materials with up to 30% recycled material in them 	
	<ul style="list-style-type: none"> _ Calculation of company climate emissions (Scope 1 and 2) 	
SOCIAL	<ul style="list-style-type: none"> _ Support for the Città della Speranza (City of Hope) Foundation _ Two days' leave per employee for medical examinations 	
	<ul style="list-style-type: none"> _ 1,583 training hours provided 	
	<ul style="list-style-type: none"> _ Internships with the University of Ferrara 	
GOVERNANCE	<ul style="list-style-type: none"> _ ESG alignment/positioning course with Sustainability Team _ Corporate Sustainability Action Plan 	
	<ul style="list-style-type: none"> _ Partnerships with companies to develop more sustainable technology/management solutions 	



4.0

ECONOMIC SUSTAINABILITY

- 4.1 Economic performance
- 4.2 Reference markets
- 4.3 Customer Satisfaction Evaluation
- 4.4 Sustainable technological innovation

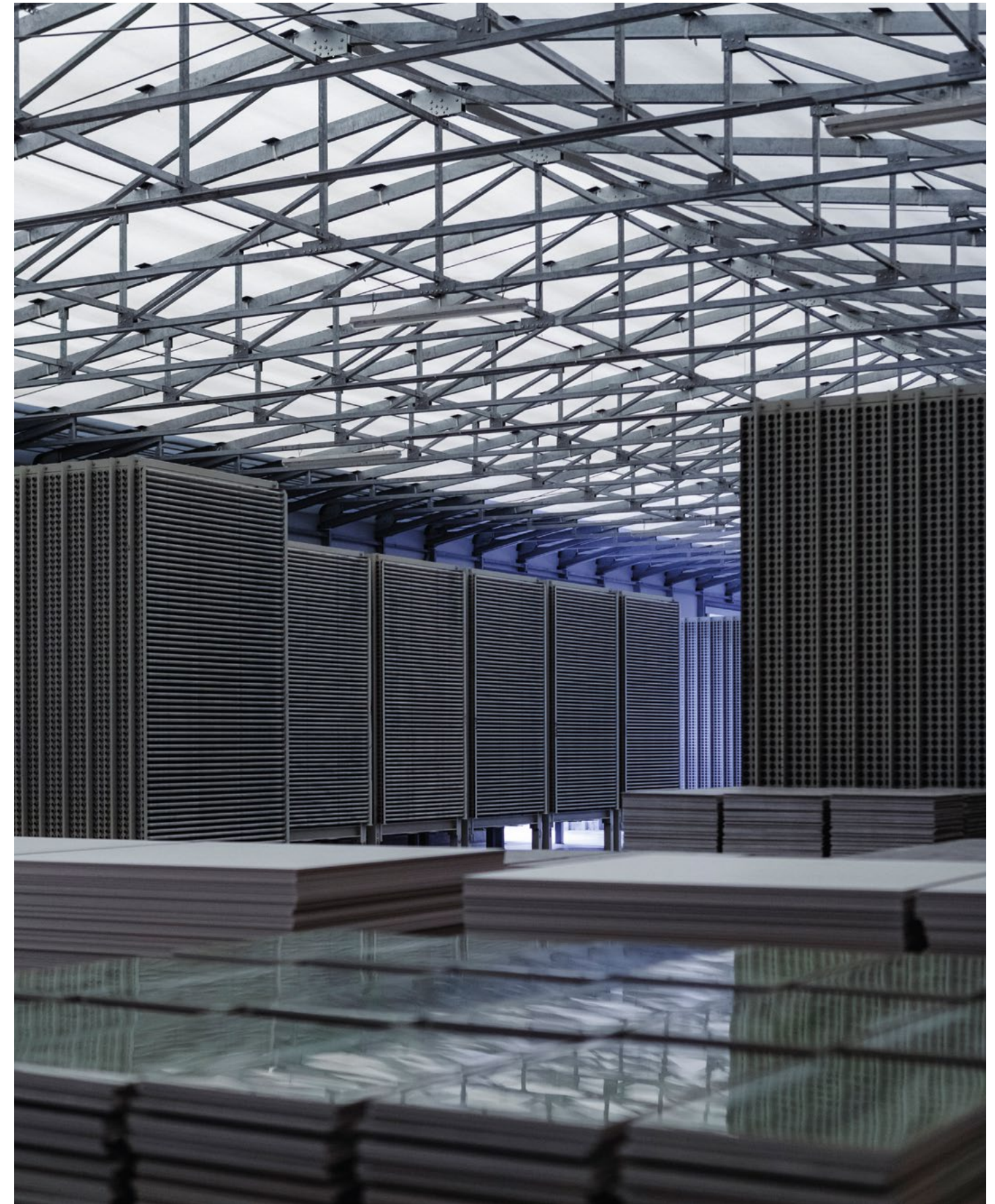


4.0 Economic Sustainability

If 2021 was the year we overcame the pandemic, leading to a growth in sales in quantity and value, after two years of slower consumption people revised their spending priorities and directed a greater portion to their home than before, 2022 was the year that inflation increased, as well as the cost of almost all inputs, primarily energy, which had already begun in the second half of 2021 (following the restart of the post-Covid economies) and subsequently increased again with the start of the Russian-Ukrainian conflict.

In fact, the disproportionate prices of natural gas and electricity have tested the competitiveness of the ceramic industry, which has tried to recover these costs, at least partially, by increasing sales prices. In addition to this, the sector, being one of the energy-intensive sectors, benefited from the government's subsidy to compensate for energy price increases for the entire year of 2022.

Sales and orders dropped in the ceramics sector in the last months of 2022. These reductions were partly related to the need of some customers to dispose of stocks accumulated during the year in fear of further price increases combined with expectations of future price decreases as a result of gas price reductions.



4.1 Economic performance

Ceramica Sant'Agostino approached 2022 with extreme care and prudence in the face of the macroeconomic changes underway, rapidly reorganising activities aimed at coping with the increase in the cost of production factors with the objective of preserving the company's equity and financial integrity.

In 2022, the company achieved significant increases in turnover, made possible by consistent orders and the increase in sales prices necessary to counter the rising cost of almost all inputs.

The financial year 2022 was characterised by a positive performance in an extremely difficult macroeconomic environment. The net revenue of 2022 amounted to 92,546,000 Euro, an increase of 17.0% compared to 2021: this rise was strongly influenced by the price increase applied within the segment.

Despite the lower price of many industrial commodities, compared to the peaks seen in 2022, the financial year 2023 is likely to be characterised by further interest rate increases, which will be passed on to the real economy with additional braking effects due to stricter credit supply conditions.

Taking into account the current changing environment, the company will continue to constantly monitor the evolution of market conditions and to take any action necessary to preserve profitability and financial equilibrium, responding as quickly as possible to the various scenarios that arise.

	2021	2022
Net sales revenue	79.101.055 €	92.554.000 €

4.2 Reference markets

Ceramica Sant'Agostino's products are intended for both national and international markets. Exports account for 75% of turnover and are spread over about 80 countries and 5 continents. The company targets both traditional foreign markets (US, France, Germany) and emerging markets. 25% of turnover is generated by the Italian market, which is the first market for the company. The Italian customer base is now diverse and well-established, as Ceramica Sant'Agostino has worked and invested

over the years on the value and recognition of its brand. Also important today is the dialogue and comparison with the world of professionals, architects, designers and contractors, who to all intents and purposes have become a daily interlocutor for the development of projects in the retail, hospitality, residential and commercial sectors.

4.3 Customer Satisfaction Evaluation

Customer satisfaction is an important issue at Ceramica Sant'Agostino and, as such, it is closely tended to with a view to continuous improvement. The company has a certified quality management system that includes a questionnaire sent annually to customers.

A sample of customers, both foreign and Italian and, above all, regular customers, is selected and they fill in the document, return it to the company, which integrates the results into the company database.

The questionnaire directly involves customers in the improvement of the company and collects evaluations and suggestions on three macro areas:

- 1- Product evaluation: design and innovation, production/processing quality, matching of bases, decors, pieces and specials, packaging and wrapping;
- 2- Sampling: quality and content of advertising material, lead time for production and shipping, quality of execution of displays and panels;
- 3- Company: commercial service, breadth of commercial range, certifications and awards for environmental commitment.

In the event of any kind of report or complaint, the salespeople enter it in the company platform, where the company handles it with the utmost care by analysing the causes of the problem.

Sustainable technological innovation

Ceramica Sant'Agostino, in over fifty years of history, while preserving its values and entrepreneurial traditions, has always shown a decidedly future-oriented mentality. As an industry leader, it has always aimed to increase productivity, but above all to enhance it in terms of efficiency, sustainability and energy savings. For this reason, in October 2022 Ceramica

Sant'Agostino launched a new furnace with advanced technology criteria aimed at maximum energy efficiency: an important investment that complements the production line, already based on the operation of three furnaces, and thus brings the company's production capacity up to 4.5 million sqm.

A technological investment that looks first and foremost to the future thanks to the possibility of fuelling with a 50-50 mix of methane and hydrogen. It provides for digital flow control systems that increase energy efficiency and optimise consumption, ensuring a focus on gas consumption, to be gradually replaced by alternative energy sources.


Partnership for new sustainable solutions

Ceramica Sant'Agostino has also initiated virtuous collaborations with other companies to develop solutions for technological innovation and lower environmental impact.

In 2022, a project was started together with a historical supplier to develop a water recovery plant for the glazing process. Thanks to this plant, the wash water from the glazing plant is reused on site to make the glazes dense, i.e. to give the glazes the appropriate density for the application stage. This saves water from wells.

Also in terms of management innovation, Ceramica Sant'Agostino is working with two plant engineers to develop software for optimal management of available heat, optimising the heat recovery systems already in place.

The company continues to look forward with new challenging goals of technological improvement. A study with an additive supplier is currently in the preliminary stages, to minimise the use of water in the glaze application phase, reducing the consumption of this precious resource.



5.0

ENVIRONMENTAL SUSTAINABILITY

- 5.1 Production Cycle
- 5.2 Raw Materials and Packaging
- 5.3 Energy management
- 5.4 Climate-changing emissions
- 5.5 Waste management
- 5.6 Water management

5.0 Environmental Sustainability

The ceramics industry, like any manufacturing activity, has direct and indirect impacts in terms of resources used, waste production and emissions along the life cycle of its products and processes.

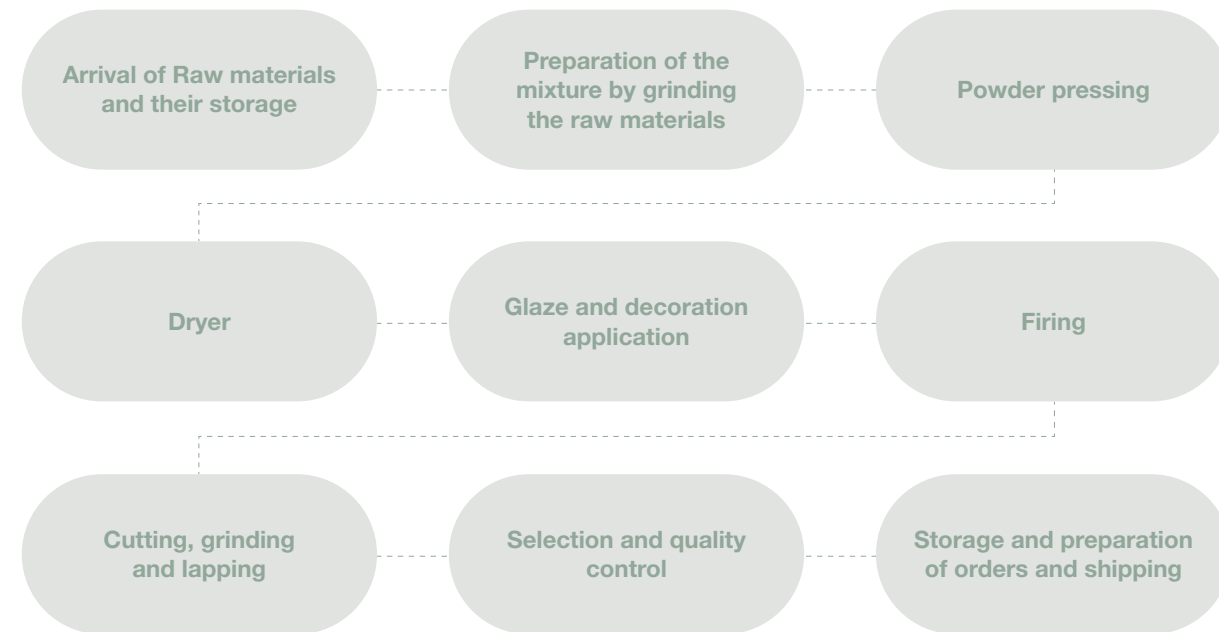
Ceramica S. Agostino, in addition to complying with regulations, voluntarily adopts the best international environmental management standards for processes and products, such as the ISO 14001 Environmental Management System, periodically certified by recognised external parties, and various environmental product certifications mentioned above in the chapter on certifications.

The company's efforts to reduce its environmental impacts are across the board, from increasing energy from renewable sources, to reducing water consumption, to fully recycling production waste.



5.1 Production Cycle

The ceramic industry's production cycle lends itself particularly well to a circular economy model. Ceramica Sant'Agostino seeks to minimise the consumption of resources and waste by optimising each stage and aiming for continuous improvement.



Following the start-up of the new furnace in 2022, the current production line, which already had three furnaces, was integrated, bringing the company's production capacity up to 4.5 million m².

A total of about 3.8 million m² were produced in 2022. Overall, we see an increase in the

area produced in 2022 with a simultaneous reduction in tile weight, in line with the trend of reducing the thickness and weight of individual tiles, with the associated decrease in environmental impacts.

The production of the 9 mm tile plays an important role in this.

Quantity of products generated	Units of Measurement	2021	2022
Area of tiles produced	m ²	3.654.382	3.798.865
Weight of tiles produced*	t	83.180	79.433

* Values are derived from values at m² multiplied by the average weights of the different formats

5.2 Raw Materials and Packaging

Ceramica Sant'Agostino is aware of the environmental impacts linked to the raw materials used in its activities, which is why it is mainly committed to two fronts: recovering production waste and introducing recycled material of national origin.

The raw materials mainly consist of mixture and decoration materials (glazes).

In 2022, partly due to problems with the supply of raw materials from abroad, domestic materials were introduced, also with a recycled quota, recovering by-products and ceramic waste from outside. The company is using, in all products in production, raw materials

that contain up to 30% recycled material. The use of raw materials of up to 100% domestic recycled material is currently being studied in the laboratory.

Waste materials from processing are reused in the production cycle, contributing to a lower consumption of natural raw materials. The amount of raw and fired waste recovered in the process in 2022 was almost 14,000 tonnes.

	Units of Measurement	2021	2022
Recovered post-production products	kg	11.242.380	13.981.120

For primary packaging, Ceramica Sant'Agostino uses as little material as possible with high percentages of recycled material and all packaging materials are recyclable.

A proportion of the wood materials used by the company are FSC (Forest Stewardship Council) certified, i.e. originating from responsibly managed forests. Packaging plastics have a recycled content.

In order to reduce the consumption of packaging material, in 2019 and 2022 the company invested in two packaging systems that replace the application of shrink film with stretch film and allow savings of up to 30% in the consumption of plastic material.

Packaging	Units of Measurement	2021	2022
Wood (e.g. crates)	kg	3.926.728	3.701.827
Plastic (shrink wrap + stretch film, corner protection, strapping)	kg	160.600	143.565
Total	kg	4.087.328	3.845.391

5.3 Energy management

The production process of ceramic surfaces involves high energy consumption, despite the best technologies employed. In the face of the challenges of climate change and the need to reduce climate-changing emissions, Ceramica Sant'Agostino is committed to continuously improving its energy management by working on several fronts.

First of all, over ten years ago the company installed a 1 MWp photovoltaic plant that is still in operation, to produce renewable energy on site. Over the course of 2023, the second plant, which will have an even higher capacity of 2.4 MWp, should also start operating.

For more than fifteen years, the company has been self-producing energy for its activities through the use of cogenerators, which produce heat and electricity at the same time.

The first system, installed more than fifteen years ago, was replaced with another in 2013, with a second being added in 2019.

The recovery of energy waste from both cogeneration and the firing process is implemented in the company. These are reused in the process of the production cycle and, to

a small extent, in the heating of rooms inside the factory such as the changing rooms, workshops and the research and development laboratory.

Reducing tile thickness to 9 mm, optimising formulas and implementing heat recovery systems have led to a considerable reduction in energy consumption.

The handling of goods within the plants is carried out with electric forklifts and the replacement of the fleet from diesel to hybrid vehicles is also planned in the next two years. In 2023, the company had plans to re-light the indoor and outdoor logistics area with LED fixtures. This intervention, however, is scheduled for 2024.

As seen from the energy intensity index, the company has reduced the average energy required to manufacture its products by reducing consumption per m².

Energy sources	Units of Measurement	2021	2022
Natural Gas	GJ	675.658	663.087
Diesel for various uses (excluding fleet)	GJ	3.163	3.206
Diesel for vehicle fleet	GJ	660	867
Petrol for vehicle fleet	GJ	117	189
Electricity from the grid	GJ	15.046	9.823
Electricity from self-generation with a renewable source	GJ	3.049	2.874
Total	GJ	697.692	680.046
Energy intensity	GJ/m²	0,19	0,18

5.4 Climate-changing emissions

The first step to be able to plan and monitor the reduction of the organisation's climate-altering emissions is to know the current level of emissions.

Ceramica Sant'Agostino has performed this calculation for the first time. The results are reported in the categories of the GHG Protocol, the most widely used international calculation standard for reporting greenhouse gas emissions.

The Scope 1 category reports the company's direct emissions from natural gas combustion

and the company's vehicle fleet. Scope 2 includes all indirect emissions related to the production of electricity purchased from the grid.

The results of the last year show a decrease, also noticeable in the carbon intensity index, which is justified by the reduction of energy consumption.

Climate-changing emissions	Units of Measurement	2021	2022
Direct (Scope 1)	tCO ₂ eq/year	34.035,00	33.559,00
Indirect (Scope 2)	tCCO ₂ eq/year	1.673,46	1.092,55
Total (Scope 1 e 2)	tCO₂eq/year	35.708,46	34.651,55
Carbon intensity of the organisation	tCO₂eq/m²	0,010	0,009

5.5 Waste management

All fired and unfired production waste is reused in the production process. Ceramic and non-recoverable waste is handled separately and delivered to certified external disposers.

2022 was a year with a significant reduction in the amount of generated waste (-24%) against a roughly fourfold increase in hazardous waste. This variation in the quantity of hazardous waste is actually apparent, as this type of waste was produced in equal quantities in the two years under comparison, but as these quantities are very small, they are stored and disposed of when full transport is justified.

Quantity of waste produced by type	Units of Measurement	2021		2022	
		Non-hazardous	Hazardous	Non-hazardous	Hazardous
Aqueous suspensions and solutions and sludges	kg	419.440	0	353.300	0
Electronics and batteries (WEEE)	kg	11.850	1.062	17.260	2.067
Salts	kg	0	0	272	0
Inks, adhesives and sealants	kg	2.376	0	3.414	0
Exhausted lime	kg	24.000	0	58.952	0
Exhausted tools	kg	23.160	0	16.300	0
Waste oils	kg	7.420	0	6.300	0
Paper	kg	38.720	0	57.240	0
Plastic	kg	27.000	0	37.160	0
Wood	kg	62.580	0	55.940	0
Different packaging	kg	32.300	384	31.140	4.025
Inorganic waste	kg	9.398	0	13.940	0
Metals	kg	82.728	0	102.320	0
Mixed waste from demolition and refractory materials	kg	94.470	0	102.690	0
Dust and particulates	kg	295.280	0	0	0
Absorbent materials	kg	2.580	0	0	0
Total divided by non-hazardous and hazardous	kg	1.133.302	1.446	856.228	6.092
Total	kg	1.134.748		862.320	
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Total waste on total m² of product	kg/m²	0,31		0,23	
Total non-hazardous waste on total m² of product	kg/m²	0,31		0,23	
Total hazardous waste on total m² of product	kg/m²	0,0004		0,0016	

5.6 Water management

At Ceramica Sant'Agostino, no water is discharged into the external environment: processing water is completely recovered and reused in the production processes.

The company has a rainwater recovery system that allows a water saving of 2,500m³/year(variable depending on annual rainfall) with an average saving of about 5% on the annual water withdrawal.

In 2022, a water recovery system from the glazing process was installed to reduce the volume of water drawn from the water table by recirculating it within the decoration-glazing process. Thanks to this system, the wash water from the glazing plant is reused on site for the densification of the glazes, saving water drawn from wells.

Water withdrawals by source	Units of measurement	2021	2022
Groundwater	mc	51.942	56.344
Rainwater	mc	2.507	2.743
Water supplied by public aqueducts	mc	4.137	3.468
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Total	mc	58.586	62.555
<hr/>			
Consumption and reuse	Units of measurement	2021	2022
Water consumption	mc	58.586	62.555
Waste water treated and reused in the production process	%	100	100

6.0

SOCIAL SUSTAINABILITY

- 6.1 Our employees
- 6.2 Commitments to Community and Local Area



6.0 Social Sustainability

Sustainability at the company level is inseparable from its social dimension, which is represented by its focus on those who devote their passion and creativity to the company's activities, its employees, but also by how the company integrates and collaborates with the territory that it operates in.

Ceramica Sant'Agostino is committed to both of these declinations of Social Responsibility. On the one hand, it encourages and promotes a stimulating and modern working environment for its employees, ensures the best management of occupational health and safety aspects, enhances skills through professional development and continuous training, and seeks to facilitate the reconciliation of its employees' work and personal lives.

The company's relations with the various actors in the area are also positive and profitable. Ceramica Sant'Agostino collaborates with local training institutes and voluntary associations and intends to increase this commitment over the coming years to increase the positive impact on the community.



6.1 Our employees

Behind the quality of Ceramica Sant'Agostino's products are the expertise and passion of its people, which is why the company strives to develop a stimulating and healthy work environment for its employees. The company invests in the renewal of its workforce with the aim of growing while maintaining a good balance between giving space to younger and experienced people.

In 2022, Ceramica Sant'Agostino had a work force of 281 people, 76% of whom were men and 24% women, a distribution that is understandable when contextualised in the production context of the ceramic industry. The company, as stated in the Code of Ethics, does not tolerate any kind of discrimination, not even gender discrimination, but there are some company roles that, due to physical effort or observation skills, are mainly filled by male or female personnel. The company, however, pursues the enhancement of skills regardless of gender.

Age classes	Units of measurement	2022		
		Men	Women	Total
Under 30	n.	20	3	23
30 to 39 years	n.	33	8	41
40 to 49	n.	62	16	78
50 and Over 50	n.	99	40	139
Total	n.	214	67	281

Positions	Units of measurement	2022		
		Men	Women	Total
Executive managers	n.	4	0	4
Middle managers	n.	5	1	6
Office employees	n.	64	33	97
Manual employees	n.	141	33	174
Total	n.	214	67	281

The rate of permanent contracts continues to be very good (97% of the total number of employees), although rebalanced by the use of temporary contracts that allow us to provide the necessary flexibility in production. Most people in the company (95%) work full-time.

Contracts	Units of measurement	2022		
		Men	Women	Total
Permanent	n.	210	63	273
Temporary	n.	4	4	8
Total	n.	214	67	281
Administration	n.	23	3	26

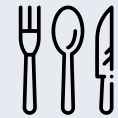


Schedule	Units of measurement	2022		
		Men	Women	Total
Full-Time	n.	211	55	266
Part-Time	n.	3	12	15
Total	n.	214	67	281

Livelli di istruzione	Units of measurement	2022		
		Men	Women	Total
Degree	n.	29	17	46
High school diploma	n.	114	21	135
Middle school diploma	n.	71	29	100
Total	n.	214	67	281

Corporate Welfare and Employee Welfare

Ceramica Sant'Agostino pays much attention to the well-being of employees and to ensuring a better work-life balance. The actions that the company takes, even those that may seem small, actually make a difference in the lives of employees, who have the opportunity to take care of themselves and their health, or benefit from services that save them valuable free time.



A first important tool provided by Ceramica Sant'Agostino is the canteen, almost entirely paid for by the company, where employees can enjoy nutritious and varied meals every day. From 2023, an app will also be available that allows meals to be booked in advance and with calorie count. In this way, the employee can plan his or her diet in advance, also knowing the nutritional aspects, and the canteen optimises organisation according to bookings, avoiding food wastage.



At Ceramica Sant'Agostino, the performance bonus can be converted on the Edenred platform into welfare services, such as shopping vouchers, fuel vouchers, travel and more.



Each year, employees of the company are granted two days' paid leave (one per semester) for medical examinations. In this way, the company promotes employee health by encouraging regular preventive checks.



At Ceramica Sant'Agostino, company water bottles were distributed free of charge to all staff. In this way, the company encourages employees to consume water, a basic element of a healthy lifestyle, but at the same time offers an environmentally friendly alternative to bottled water, which does not involve disposable plastic and can be refilled in the company as many times as desired at the free dispenser.



Employees can make use of a car wash service agreement.



Employees are provided with: a toothbrush that employees can use after their lunch break at the company. A token, but one that sends the message from the company to the employee to take care of themselves and to attach importance to a healthy lifestyle.

Employment and Turnover

The company invests in the renewal of the workforce with the aim of growing while maintaining a good balance between giving space to younger people (supporting youth employment) and experienced people, in order not to reduce the level of know-how in the company and to maintain the historical memory of the company and industry knowledge. In addition, to facilitate the recruitment of young graduates and undergraduates into the work world, Ceramica Sant'Agostino offers internships, at the same time strengthening relations with the university.

During 2022, the renewal of the workforce continued, with the average age of recruitment being 33.1, much lower than the average age of the company, which is 48.4. With regard to gender equality in 2022, the female quota accounts for 42%.

Recruitment and turnover flows	Units of measurement	2022		
		Men	Women	Total
Number of new hires	n.	7	5	12
Outboarding	n.	10	3	13
Total number of employees	n.	214	67	281
New employee onboarding rate	%	3.3%	7.5%	4.3%
Employee turnover rate	%	4.7%	4.5%	4.6%

Safety at Work

The health of employees and safety at work are not aspects that the company compromises on. Ceramica Sant'Agostino's focus on ensuring the best health and safety conditions is reflected in its decision to have its Occupational Health and Safety Management System ISO 45001-certified.

The company has held this world-class certification since 2014, which protects both employees and visitors to the company from occupational accidents and illnesses. Since then, Ceramica Sant'Agostino has been committed to continuously improving its standards, making work environments healthy and safe for all those who occupy them and mitigating all potential harmful factors or factors that pose a danger to the physical and/or mental well-being of workers.

In addition, when a new employee joins the company, specific training on the issue is carried out by the Safety Manager. The new employee is also given a job description with a map of activities and personal protective equipment to protect him/herself from possible risks.

Training and Professional Development

Ceramica Sant'Agostino offers its employees professional growth paths in which experience in the company and cooperation with colleagues are further enhanced through regular refresher courses.

Training that the company dedicates to its employees starts from their first day of work. In fact, newly recruited employees are taken through a multi-sectoral in-house training course that shows them the different areas of the company from production to logistics, from marketing to customer relations. In this way, the new recruit has an all-round knowledge of the company's activities while interfacing with the employees in the various areas by getting to know them personally. At the same time, a team of five to six people is given the responsibility of taking care of the new employee and integrating him/her into the work environment.

Various professional development courses are also available for employees, depending on the specific needs of the role. In 2022, training was balanced across all areas and involved a total of 170 people to whom more than 1,580 hours of training were provided.

The prevailing topics in last year's training activities were safety, IT, quality and the environment. Over the next few years, the company is arranging implement a corporate competence mapping plan, to generate assessments of individuals' skills and knowledge and related training needs.

Positions	Units of measurement	2022		
		Men	Women	Total
Executive managers	hours	27	0	27
Middle managers	hours	57	3	60
Office employees	hours	519	228	747
Manual employees	hours	667	82	749
Total	hours	1 270	313	1 583

Number of employees involved in professional training	Units of measurement	2022		
		Men	Women	Total
Executive managers	n.	4	0	4
Middle managers	n.	4	1	5
Office employees	n.	61	33	94
Manual employees	n.	63	4	67
Total	n.	132	38	170

Thematic areas of training	Units of measurement	2022
IT	hours	628
Technical / operational	hours	6
Managerial	hours	32
Safety	hours	847
Quality / Environment	hours	70
Total	hours	1 583

6.2 Commitments to Community and Local Area

The presence of Ceramica Sant'Agostino represents an added value for the local community with which it has always had fruitful collaborative relationships, built up over years of support for socially relevant activities. Over the years, Ceramica Sant'Agostino has supported various organisations in their projects concerning education, volunteer social work, healthcare or support for populations affected by natural disasters. In 2022, support was provided in the form of both financial support and 60% in the form

of product donations. The Stakeholders who benefited from these contributions are many and varied.

As this Social Responsibility approach is ingrained in the company's DNA, Ceramica Sant'Agostino has new projects, including cultural, in the pipeline that it looks forward to realising in the coming years, involving established partners and others in initiatives aimed at citizens.

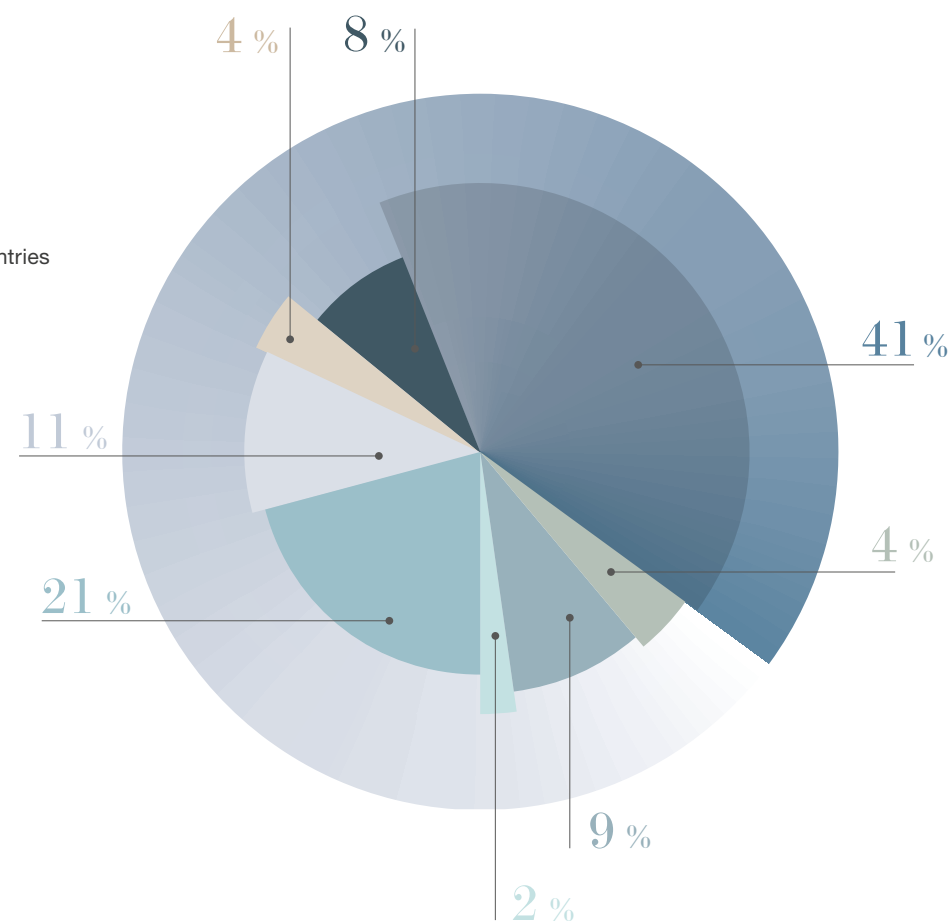


Contributions to the community by type of commitment	Units of measurement	2022
Monetary contributions	%	40
Values of donated goods and services	%	60

Contributions to the community by type of Stakeholder	Units of measurement	2022
Cultural events	%	2
Health/research	%	21
Youth facilities	%	11
Third world countries support	%	4
Disaster-stricken territories	%	8
Educational institutions	%	41
Civil Protection	%	4
Sports facilities	%	9
Total	%	100

Legend

- Cultural events
- Health/Research
- Youth facilities
- Supporting third world countries
- Disaster-stricken territories
- Educational institutions
- Civil protection
- Sports facilities



Training World

Collaboration with training institutes has the aim of making the company increasingly committed to training and developing career paths for various positions within the company. This approach also promotes and encourages the personal and professional growth of employees within Ceramica Sant'Agostino, where they find fertile ground to develop their skills and fulfil their ambitions.

Since last year, the company has also started using the internship tool, activating four courses with a twofold objective: on the one hand to strengthen relations with the University of Ferrara, and on the other to help young graduates and undergraduates find a link between their studies and the world of work.

The company's intention is to continue in this direction by making relations with universities more on-going, and also to begin to liaise more and more with higher technical institutes, in order to create in-company experience paths for technical professionals as well.

Volunteer World

Of the foundations that the company has the most intense and long-lasting relationships and collaborations with is 'Fondazione Città della Speranza' (City of Hope), a Veneto-based non-profit organisation committed to paediatric research to fight childhood diseases, which built the Città della Speranza Paediatric Research Institute in 2012, with an area of 17,500 sqm making it one of the largest centres in Europe. Ceramica Sant'Agostino has proudly contributed to the realisation and subsequent expansion of this project and intends to continue supporting the Foundation's activities in the future.

For the coming year, the company aims to activate avenues for involving its employees in various types of volunteer activities with this organisation.

Community development and biodiversity

Ceramica Sant'Agostino's social development actions are not only implemented at the local level, but also at the global level. To name but one, from 2009 to 2017, the company contributed to the implementation of several biodiversity protection and community social development projects.

One of these was the Plan Vivo Foundation-certified project in Meghalaya (North-East Indian state), which contributed to the restoration and conservation of the local ecosystem, with the aim of both protecting local biodiversity and creating positive social impacts through the development of the local communities operationally involved in the project. This project contributed to the reforestation of 271,380,000 m² with relative absorption of CO₂.

NEW SUSTAINABILITY GOALS 2023 ESG














New Sustainability Goals 2023 ESG

The path towards a conscious business that contributes to creating value in many ways is one that the company invests in and strives for every day.

The following goals mark the stages of this journey and are indispensable for the involvement of stakeholders and the sharing of common values, principles and methods.

ESG AREA	Ceramica Sant'Agostino goals for the SDGS in 2023	ONU SDGS
GREEN	Energy supply and efficiency _ Installation of a new 2.4MW photovoltaic system _ Lighting design of the indoor and outdoor logistics area with LED fixtures _ Replacing the diesel fleet with hybrid vehicles (2023-2024)	
	Reducing the impact of raw material along the supply chain _ New product line with 100% domestic recycled material	
	Raising awareness among employees, with Green actions _ Communications with Green objectives-actions through Newsletters	
SOCIAL	Expanding Corporate Welfare services _ Corporate Welfare Plan with priority needs survey, for time-saving and cost-saving services, care services, health prevention	
	Employee involvement on corporate identity and objectives _ Making the internal shared information system more timely _ Skills mapping and training plan for employees with personal objectives _ Family Day organisation evaluation	
	Employee Engagement for Community Impact Actions _ Corporate volunteering in cooperation with the City of Hope Foundation	
	Strengthening collaboration and forming new partnerships with local Stakeholders _ New collaborations with local schools _ Cultural initiatives for the general public	
GOVERNANCE	Integrating ESG criteria into corporate management _ Implementing the Sustainability Action Plan _ Assessing new ESG certifications	
	Enhancing transparency and information on ESG and corporate actions in general _ Publication of the Company Profile ESG	
	Networking with other businesses for Sustainability actions _ Research with an additive supplier to minimise the use of water during the application of glazes	

Methodological Note

Ceramica Sant'Agostino's 1st Sustainability Report aims to inform the company's Stakeholders about the company's environmental, social, economic and governance Sustainability profile through qualitative and quantitative information.

The reporting boundary of the data and information contained in the Report refers to Ceramica Sant'Agostino S.p.a., unless otherwise specified, and reports information for 2022.

Information for the reporting period is compared with that of the previous year, when available, in order to show information on performance trends over time.

In preparing the Report, reference was made to data and information collected directly from the company, based on indicators and reporting methods consistent with the main international Sustainability Reporting Standards and referring to the GRI Reporting Standards (With Reference Approach).
For the calculation of the Added Value, the adopted reference is that indicated by GBS (Gruppo Bilancio Sociale/Social Report Group).

Within the document, reference was made to the United Nations Sustainable Development Goals (SDGs) as an international sustainability framework in relation to the actions taken and commitments made by Ceramica Sant'Agostino.

The Sustainability Report was approved by the Board of Directors in July 2023.

For information on this Report, contact:
info@ceramicasantagostino.it

Technical support for the implementation of the Report and for Stakeholder Engagement activities:
Focus Lab srl Benefit - B Corp certified

Concept and Graphic Development:
UP Studio

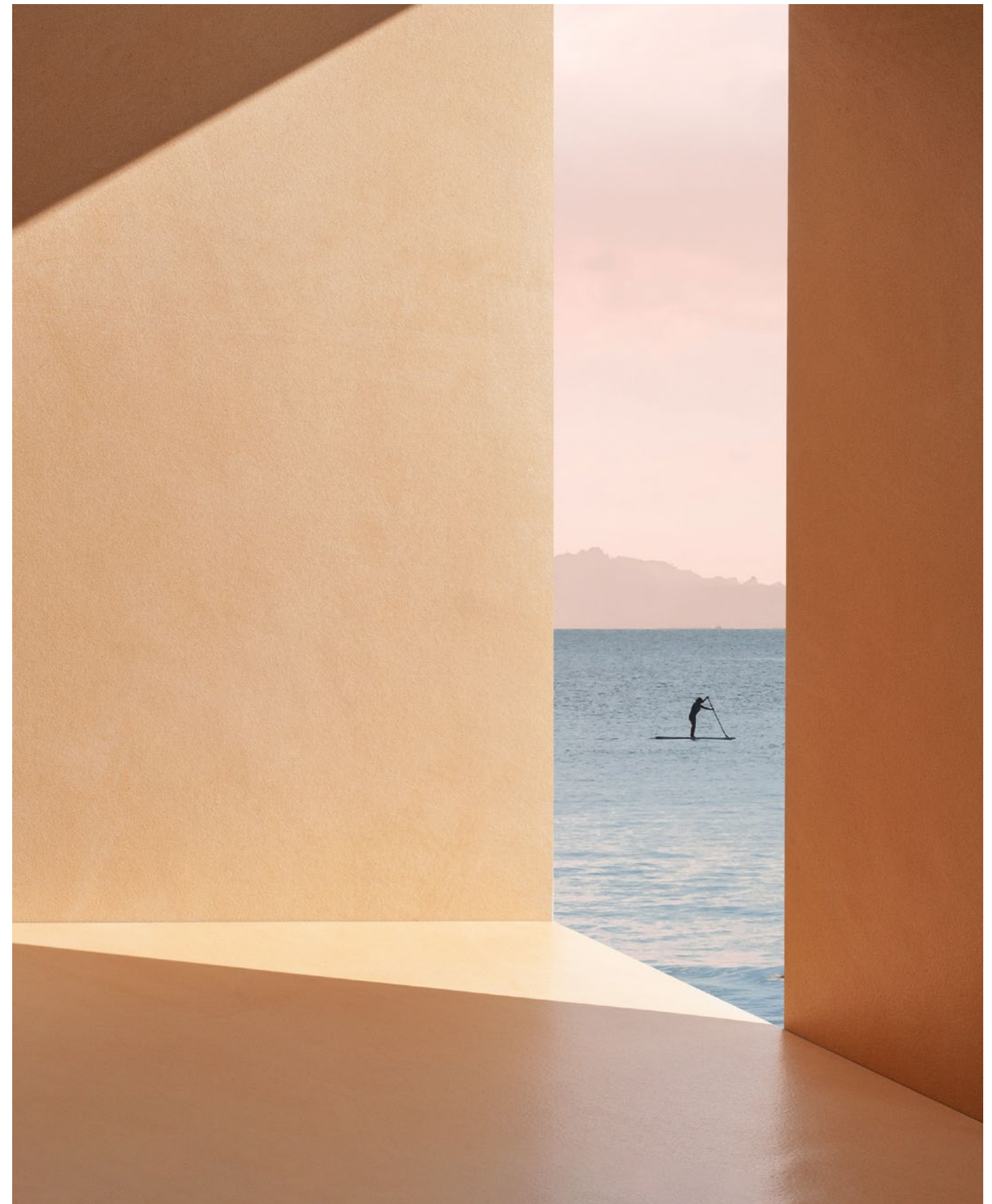


GRI Standards Indicators Index

GRI Standard	Disclosure	Title of Disclosure	Page
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	2-3	Reporting period, frequency and point of contact	72
	2-4	Review of information	72
	2-5	External assurance	-
	2-6	Activities, value chain and other business relations	44,50,51
	2-7	Employees	60
	2-8	External staff	-
	2-9	Governance structure and composition	21
	2-10	Appointment and selection of the highest governing body	-
	2-11	President of the highest governing body	18
	2-12	Role of the highest governing body in impact management control	31
	2-13	Delegation of responsibilities for impact management	-
	2-14	Role of the highest governing body in sustainability reporting	72
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	2-16	Communication of criticalities	23
	2-17	Collective knowledge of the highest governing body	-
	2-18	Performance evaluation of the highest governing body	-
	2-19	Rules concerning remuneration	-
	2-20	Procedure for determining remuneration	-
	2-21	Annual total remuneration report	-
	2-22	Sustainable development strategy statement	28
	2-23	Policy commitment	31
	2-24	Integration of policy commitments	-
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	2-26	Mechanisms for requesting clarification and raising concerns	23-24-25,45
	2-27	Compliance with laws and regulations	No non-compliance
	2-28	Membership of associations	24-25
	2-29	Approach to stakeholder engagement	24-25
	2-30	Collective agreements	100% of employees covered by collective agreements
GRI 3: Material Topics 2021	3-1	Process of determining material topics	34-35-36
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GRI 303: Water and waste water (2018)	3-3	Management of material topics	55
	303-3	Water withdrawal	55
	303-4	Water drainage	55
	303-5	Water consumption	55
GRI 305: Emissions (2016)	3-3	Management of material topics	34-35
	305-1	Direct greenhouse gas emissions (Scope 1)	53
	305-2	Greenhouse gas emissions for energy production (Scope 2)	53

	305-4	Intensity of GHG emissions	54
	305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant emissions	-
GRI 306: Waste (2020)	3-3	Management of material topics	54
	306-3	Waste generated	54
GRI 307: Ethics and Compliance (2016)	3-3	Management of material topics	48
	307-1	Non-compliance with environmental laws and regulations	Nessuna non conformità
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GRI 401: Employment (2016)	3-3	Management of material topics	34-35,60-61, 62-63
	401-1	Recruitment rate and staff turnover	63
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	62
GRI 403: Health and Safety at Work (2018)	3-3	Management of material topics	63
	403-1	Occupational health and safety management system	63
	403-5	Worker training in occupational health and safety	64-65
GRI 404: Training and instruction (2016)	3-3	Management of material topics	64-65
	404-1	Average annual training hours per employee	5.6 average hours of training per employee
GRI 405: Diversity and equal opportunities (2016)	3-3	Management of material topics	24-25,60
	405-1	Diversity in governing bodies and among employees	24-25,60
GRI 413: Local communities (2016)	3-3	Management of material topics	34-35,65
	413-1	Areas of operation with implementation of local community engagement, impact assessment and development programmes	65
GRI 419: Socioeconomic compliance (2016)	3-3	Management of material topics	23
	419-1	Non-compliance with social and economic laws and regulations	No non-compliance





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