



Annual Report

2025 SUSTAINABILITY REPORT

MATERIALS
FOR A LIVING
WORLD



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Letter to Stakeholders

Dear Readers

and Stakeholders,

Four years ago, Ceramica Sant’Agostino embarked on a conscious path towards the integration of Environmental, Social and Governance (ESG) matters into its Business Model, recognising in them the compass to navigate the challenges of the contemporary market. This trajectory, now in its fourth stage, continues with determination, transforming sustainability from an objective into a true daily working method.

During 2025, we consolidated our production quality through a constant evolution towards the Industry 4.0 paradigm. Our technological investments have made it possible to optimise energy efficiency and strengthen circular resource management – a goal demonstrated by maintaining the prestigious score of 126 for the ISO 17889-1 certification and by using more than 30% recycled raw materials in our mixtures.

The Company’s organisation has undergone a year of profound evolution in terms of skills. Despite an intense period of technological revamping of the lines, we have extended access to training to an even greater number of collaborators, involving 255 people in programs focused on digitisation, Artificial Intelligence and leadership. Our team is the driver of innovation. The stability of the team, with 97% on permanent contracts, confirms our commitment to putting people at the centre.

2025 was also a year of great visions and cultural projects that strengthened our identity. The connection with the community remains a critical pillar. We continue to proudly support the Fondo Ambiente Italiano (FAI – the National Trust for Italy) as Corporate Golden Donor and the Fondazione Città della Speranza, while promoting the future of new generations through synergies with the University of Ferrara and main orientation hubs.

This vision, which combines the ethics of beauty with core sustainability themes, drives us to set increasingly-ambitious goals for qualitative and transparent growth. With this awareness, we present the fourth edition of the Sustainability Report, once again prepared by our internal team to share with you the steps taken and the horizons we intend to chart.

“Not a beginning or an end but a path to be traced out and followed, together, over time.”

Ennio Manuzzi
President of Ceramica Sant’Agostino



Sustainability
Highlights 2025

A summary of Ceramica
Sant’Agostino’s strengths
and achievements in 2025.

Environment

—
110,7%
wastewater reuse

—
Bodies with **over 30%**
recycled material

—
New cogeneration plant

—
Transition to **hybrid vehicles**

—
ISO 17889-1 certification

—
Gradual transition to **LED
lighting**, aiming for 100%
site coverage.

Social

—
3.116hours
of **training** provided

—
97%
Permanent contracts

—
Support for the **local
community**

—
**FAI Corporate Golden
Donor for 2025**

—
Activities in Support of the **Città
della Speranza Foundation**

—
Peace Builder:
Architettura per la Pace

Governance

—
Updated Materiality Analysis

—
Stakeholder Engagement

—
**Archiproducts
Design Award 2025**

—
***“Living to live, spaces to feel:
Where materials meet lifestyle”***
- Milano Showroom

—
Corporate Code of Ethics and
Organisational Model 231



1.0

CERAMICA SANT'AGOSTINO, SINCE 1964

- 1.1 Who We Are – designing the future, surface after surface
- 1.2 Roots and Vision: a story of strategic autonomy
- 1.3 Vision and Mission: The Ethics of Beauty
- 1.4 Our Values: the pillars of our actions
- 1.5 It All Starts With A Line
- 1.6 Design Excellence: awards and recognitions

1.1 Who We Are – designing the future, surface after surface

For sixty years, Ceramica Sant’Agostino has not merely produced materials but has set new standards for contemporary architecture. Our history is rooted in Italian excellence but our vision is forward-looking. Indeed, we constantly invest in cutting-edge technologies to transform ceramics into a high-performance design solution.

Today, we are an international entity that exports to over 80 countries, with a production capacity of 4.5 million square metres per year. Yet, our heart beats in Ferrara. We have chosen to keep the **production entirely in Italy**, not just as a matter of quality but a declaration of responsibility towards our territory and our people.

With this fourth Sustainability Report, prepared by a dedicated internal team, we confirm that sustainability is not merely an objective but our working method. We are here to chart a transparent path towards continuous improvement of our ESG standards.



1.2 Roots and Vision: a story of strategic autonomy

Our story begins in 1964, when **Aristide Manuzzi** founded Ceramica Sant’Agostino. This beginning took place far from the beaten paths of the traditional ceramic district, in a geographical choice that has proven over time to be a formidable competitive advantage. This “distance” has translated into profound **design autonomy** and a freedom of vision that has allowed us to chart a unique and distinctive path.

Despite the geographical decentralisation, we have remained constantly at the forefront of innovation and dialogue in the sector, managing to consolidate a strategic relationship with **Confindustria Ceramica**. This has allowed us to combine independence of thought with global competitiveness, maintaining standards of technological excellence at the top of the market.

Today, Ceramica Sant’Agostino is led with the same passion by the founder’s families. Being the **largest family-run business in the Ferrara area** is not only a record in terms of size but also a guarantee of continuity in values. Our growth is fuelled by an inseparable combination: relentless investment in technological research and an almost tailored dedication to aesthetics and design, as pillars that reinforce our brand’s roles as a benchmark for the architecture of tomorrow.



1.3 Vision and Mission: The Ethics of Beauty

“The search for beauty is a daily commitment.”

For Ceramica Sant’Agostino, this is not just a declaration of intent but our reason for being. Our **Mission** is to transform ceramic material into a language capable of telling “stories of beauty”, where high Italian craftsmanship meets industrial avant-garde.

We don’t just cover surfaces – our **Vision** is to design spaces that elevate the quality of life. We believe in conscious design, where aesthetic functionality blends with emotion, creating environments that respect the balance between man, architecture and nature.

1.4 Our Values: the pillars of our actions

Our values are the compass that guides every business decision, transforming ethical principles into concrete actions of governance, environmental protection and social value with:

Creative Passion	Each of our collections is a synthesis of aesthetics and the art of design. We translate elegance into functional solutions, putting our very soul into every technical detail.
Continuous Innovation	This is the driver of our evolution. We constantly invest in cutting-edge research and technologies to redefine the boundaries of ceramics and anticipate the challenges of a global market.
Legacy and Future	We honour our manufacturing tradition by integrating it with the most advanced digital processes. For us, historical knowledge is the foundation on which the boldest innovation rests.
Quality Without Compromise	We pursue excellence at every stage of the production chain. Ensuring superior standards means providing our partners with products that last over time, exceeding every performance expectation.
Environmental Responsibility	Respect for the environment is a cornerstone of our ESG strategy. We develop circular solutions and invest in the efficiency of our processes to progressively reduce their environmental impact, firmly believing that there can be no true beauty without sustainability.
Centrality of the Person	We invest in the wellbeing and growth of our people. We promote a safe, inclusive and stimulating corporate culture. After all, the value of our Company lies in the talent of those who live it every day.

1.5 It All Starts With A Line

Every great project takes shape from an essential marking: a line. This is the origin of every idea, the primordial gesture that translates intuition into reality, harmonising thought, nature and space. From this simple element emerge places capable of welcoming, defining and narrating new possibilities of living. In this process, nature acts as an inexhaustible source of inspiration, sometimes evoked abstractly, sometimes reinterpreted with profound design sensitivity. Creativity thus becomes the engine that transforms abstract visions into concrete experiences, outlining environments with a unique character.

The 2025 collections are the result of meticulous research into the evolution of colours and surfaces, where increasingly-refined materials engage the senses, in particular the gaze. Each surface interacts with light and integrates perfectly with furnishings, elevating interior design to forge a refined and welcoming atmosphere. The material journey of the new range opens with **Baystone**, which celebrates the solidity of natural stone and the charm of coastal landscapes in a highly-durable solution. The pursuit of luxury continues with **Astral** that explores the elegance of oniciato marble through veins and reflections that evoke the depths of the cosmos. For urban and contemporary spaces, the Gravel series offers a refined concrete effect that visually narrates the passage of time.

Finally, the **Iki** collection upholds the ideal synthesis between the fluidity of resin and chromatic intensity. This series is distinguished by the adoption of the large size **Extra** (120×278 cm) which, by drastically reducing the presence of joints, not only exalts the aesthetics of the spaces but guarantees superior hygiene and ease of maintenance. A look to the future is already hinted at with **Iki Wood**, an ambitious project that integrates the natural warmth of wood into the fluid and modern resin system.

1.6 Design Excellence: awards and recognitions

Ceramica Sant'Agostino's path is paved with a perfect synthesis of avant-garde aesthetics and excellent technical performance, the result of an entrepreneurial vision that places innovation at its core. This distinctive identity has been consolidated over time through collaborations of international prestige – such as that with **Philippe Starck**, who designed the iconic Flexible Architecture collection – and an uncanny ability to anticipate market trends.

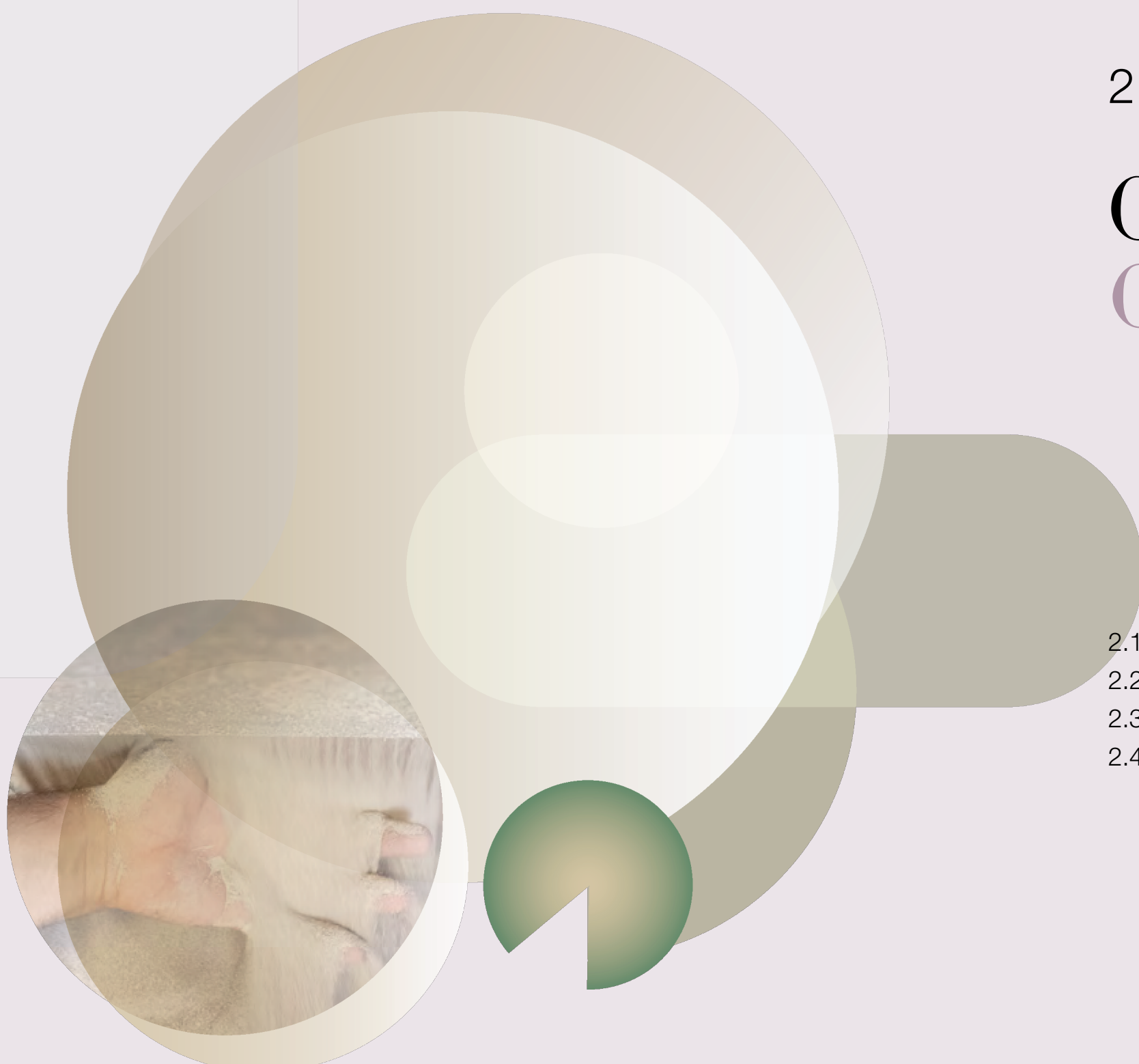
The commitment to stylistic research is evidenced by the numerous awards obtained in the most prestigious national and international circuits. The Company's design has been celebrated by the **ADI Design Index** that selects the best Italian design, by the **Architizer Awards** dedicated to the excellence of world architecture, and by the renowned **Archiproducts Design Awards**.

Among the most significant achievements in recent years, confirming the brand's consistency in creativity, are:

- **2021: ADI Award** for the stand at Cersaie “*Beauty Beyond Nature*”, a tribute to the dialogue between ceramics and the natural environment;
- **2022: Archiproducts Design Award** for the *Form*, *Fusionart* and *Dripart* collections, recognised for their ability to interpret the material;
- **2023: Archiproducts Design Award** for the *Invictus* collection, a tribute to the majesty of travertine interpreted in porcelain stoneware;
- **2024: Archiproducts Design Award** for the *Novart* collection, a project exploring the layering between mosaic and concrete in a timeless aesthetic;
- **2025: Archiproducts Design Award** for the *Glow Plus Moon* collection, inspired by the highest expression of terrazzo, pursuing a silky reinterpretation softened by the neutral colours that articulate the collection.

These successes not only represent an award for beauty but also confirm a corporate culture aimed at creating lasting value, where each product is designed to improve the quality of spaces and the wellbeing of those who inhabit them.



An abstract graphic on the left side of the page. It features several overlapping circles in shades of beige, cream, and light green. One of the circles contains a photograph of a hand. The circles are arranged in a way that they seem to flow from the left towards the right, where the text is located.

2.0

CORPORATE GOVERNANCE

- 2.1 Governance and Corporate Set-up
- 2.2 Headquarters and Industrial Complex: tradition and technical vanguard
- 2.3 Business Ethics and Operational Integrity
- 2.4 Organisational Model 231: monitoring legality and sustainability

Corporate Governance

The identity of **Ceramica Sant'Agostino** finds its ideal synthesis in the **Family Company** model. Family management is not merely an organisational structure but a founding value that ensures strategic coherence and a long-term vision, enabling the Company to respond to market challenges with speed and the solidity of a shared entrepreneurial history.

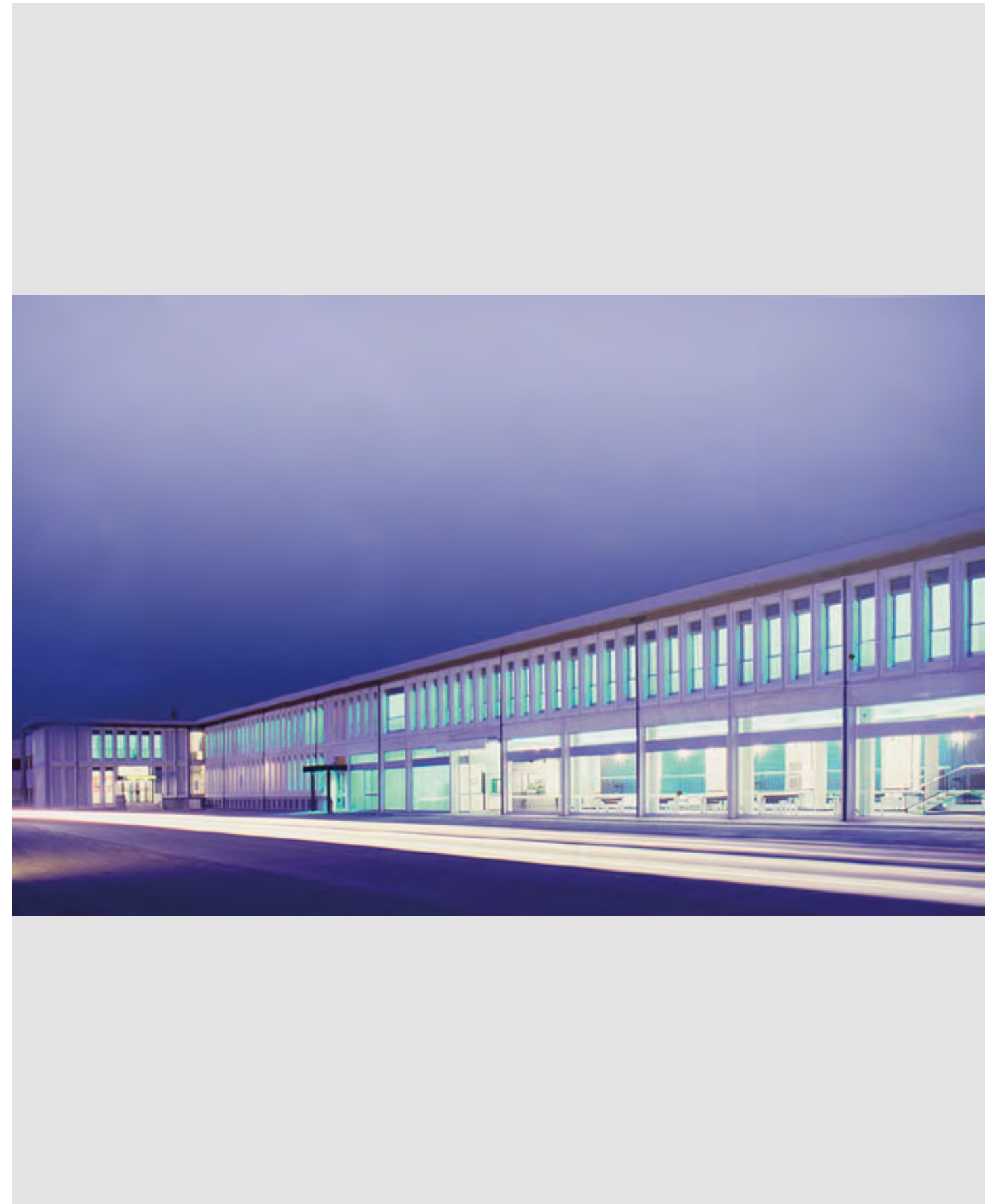
The leadership of the Company is entrusted to the Manuzzi family, guaranteeing operational stability:

- **Ennio Manuzzi**, President of the Company and **Cavaliere del Lavoro** since 2007, acts as guardian of the Company's values and culture;
- **Mauro Manuzzi**, in the role of Chief Executive Officer, ensures constant operational dedication.

Growth is fuelled by the energy of the **third generation**, committed to integrating tradition and innovation in key roles for business development:

- **Filippo ed Eugenio Manuzzi**, as Chief Executive Officers, oversee the Marketing, Sales (Foreign and Italy) and Strategic Planning divisions with specific delegations;
- **Chiara Manuzzi** coordinating the Product Development and Exhibition divisions, defining the aesthetic and communicative identity of the brand.

This deep bond between the experience of the roots and the drive of the new generation represents the engine of corporate growth, ensuring an evolution that is ever faithful to its history and principles.



2.1 Governance and Corporate Set-up

Company Structure

The stability and long-term vision of **Ceramica Sant’Agostino** are guaranteed by an ownership structure that belongs to the Manuzzi family. Control of the Company is exercised through the family holding Company, **Fi.Ma. Holding S.r.l.**, with almost all of the share capital, reflecting the direct and constant commitment of the ownership in the development and continuity of the Company.

Compagine Sociale	Unit of Measure	Number of Shares Held	Share Capital %
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%

GRI Standards: 2-9

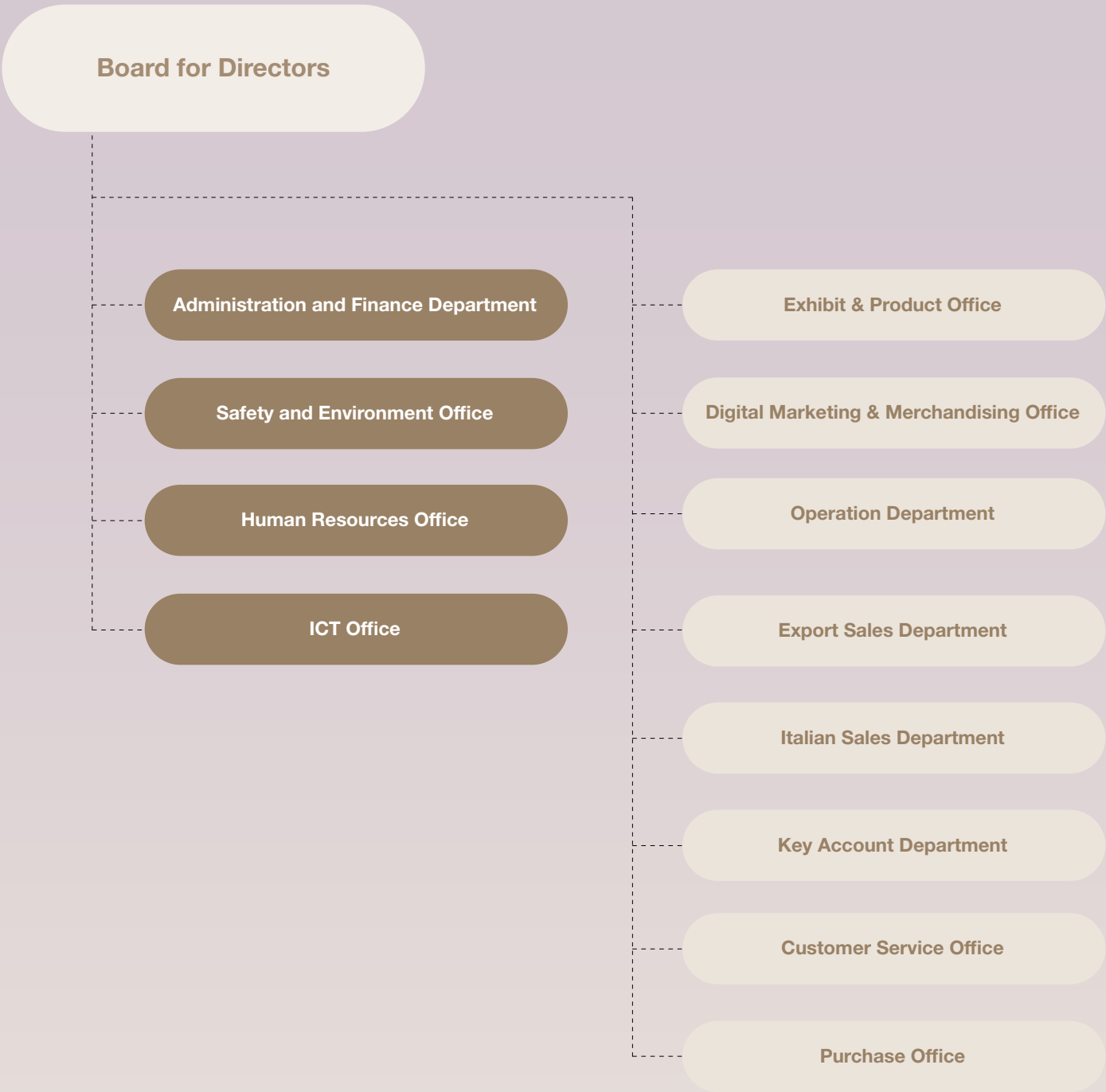
Corporate Organisation and Board of Directors

The governance system is structured to ensure a balance between consolidated experience and innovative momentum. The **Board of Directors** is the body entrusted with the strategic management of the Company, composed of four members of the Manuzzi family.

At the head of the Board sits Chair **Ennio Manuzzi**, supported by Directors **Mauro Manuzzi**, **Filippo Manuzzi** and **Eugenio Manuzzi**. The composition of the Board reflects an effective generational transition, combining profiles with diverse expertise and ages, thus ensuring the resilience and adaptability necessary in the current economic context.

Age Range	Unit of Measure	Men	Women	Total
Under 30	n.	0	0	0
30-50 years	n.	2	0	2
Over 50	n.	2	0	2
Total	n.	4	0	4

GRI Standards: 2-9



2.2 **Headquarters and Industrial Complex: tradition and technical vanguard**

Located in Terre del Reno, in the province of Ferrara, the **Ceramica Sant’Agostino** headquarters represent a perfect balance between historical heritage and technological innovation. Founded in 1963, the production site has continuously evolved, integrating the most advanced solutions in the ceramic sector and completing, in recent years, a significant transition towards the **Industry 4.0** paradigm.

The industrial complex covers a total area of **237,000 m²**, of which **98,000 m² are covered**. Technological investments have synergistically involved production plants and logistics infrastructures, adopting **environmental sustainability** criteria guided by the certified ISO 14001 standard and geared towards operational efficiency.

A distinctive and strategic element of the headquarters is the extensive covered storage centre. In addition to guaranteeing the integrity and maximum care of the finished products, this infrastructure enables logistics management focused on improving environmental impact:

- **Reduced packaging** - storing products in an environment protected from the elements eliminates the need for preventive protective packaging;
- **Plastic optimisation** - the application of shrink film occurs exclusively in the final phase of order preparation, drastically reducing the consumption of plastic materials along the entire storage chain.

This infrastructural choice confirms the Company’s commitment to combining process efficiency with the safeguarding of resources, transforming logistics into a driver of sustainability.





2.3 Business Ethics and Operational Integrity

Ceramica Sant’Agostino promotes a governance model based on a culture of legality and strict compliance with the principles of fair competition and professional ethics. Qualitative excellence, which distinguishes the Company in comparison with the main international competitors, is pursued through ethical conduct that never disregards fairness and transparency.

A cornerstone of this commitment is the **Code of Ethics**, the tool that defines the values and rules of conduct necessary to ensure healthy, responsible and value-oriented business management for the community. The document establishes the Company’s commitment to maintaining transparent relations with all stakeholders, ensuring that every action is based on respect for rights and the environment in which the Company operates.

The principles contained in the Code of Ethics are binding on the entire organisation and involve:

- **Governance and Employees** - Directors, managers and other workers are called upon to embody the corporate values in their daily operations;
- **Value Chain** - Suppliers and business partners must adhere to the same standards in carrying out their activities and in their relations with the Company.

To ensure maximum awareness and application, the Code of Ethics is continuously disseminated internally and

2.4 Organisational Model 231: monitoring legality and sustainability

Consistent with its mission and with the ethical values that have guided its work for over sixty years, **Ceramica Sant’Agostino** devotes constant care to the management of corporate processes. In this context, the adoption of the **Organisational, Management and Control Model pursuant to Legislative Decree 231/2001** represents the Company’s concrete commitment to guaranteeing fairness, integrity and transparency in the conduct of business.

The Model aims to define an organic system of guiding principles, operating procedures and control measures inspired by the strictest criteria of sound business management. The primary objective is the prevention of the offences set by the Decree and the protection of the interests of all stakeholders. **An evolving path.** The Company pursues a dynamic approach to compliance, periodically updating its protocols in line with regulatory and business evolutions.

Currently, the Model is operational with specific safeguards focused on **crimes related to the Environment and Occupational Safety**, crucial areas for the sustainable identity of the Company. The project of **extending the Model** to all other offences cited in the Decree is now at an advanced stage, in order to complete the internal control architecture.

Sustainability and Compliance. Within Ceramica Sant’Agostino’s Organisational Model 231, sustainability issues take on strategic importance. The current corporate direction sees Legislative Decree 231 as a fundamental tool for overseeing environmental and social factors, consolidating a governance system capable of integrating corporate responsibility in every organisational function.



3.0

OUR COMMITMENT TO SUSTAINABILITY

- 3.1 Sustainability Governance and Action Plan
- 3.2 Sustainability and Territory: the Showroom as a place for dialogue
- 3.3 The certified value of the products
- 3.4 Stakeholder Engagement as a Strategic Driver
- 3.5 Materiality as a Strategic Compass
- 3.6 From Impacts to Strategy: our path towards sustainability
- 3.7 Analysis of Results
- 3.8 Ceramica Sant'Agostino's Impact on UN 2030 Goals

Our Commitment to Sustainability: The Path to Responsible Growth

Ceramica Sant’Agostino stands out historically for its strategic autonomy based on solid family values. In this spirit, the Company has embarked on a path of conscious commitment to sustainability, with the aim of minimising environmental impacts and generating shared value for the territory, the community and future generations.

To translate this vision into concrete actions, the Company has structured its priorities in a dedicated **Action Plan**. This tool structures and plans initiatives aimed at improving **Environmental, Social and Governance** (ESG) performance for the coming years. In line with this evolution, since 2022, the Company has drawn up an annual **Sustainability Report**, transparently detailing the impacts of its activities according to international **Global Reporting Initiative** (GRI) standards and in harmony with the objectives of the United Nations **Agenda 2030**.





3.1 Sustainability Governance and Action Plan

The integration of sustainability into the Business Model stems from the desire to adopt an integrated management approach. To this end, strategic workshops were promoted with the heads of the main corporate departments, aimed at aligning managerial skills and defining priority objectives and monitoring tools.

This process of internal involvement led to the definition of the first Action Plan on ESG areas, developed in line with the guidelines of **Confindustria Ceramica**. The Company has identified three fundamental pillars on which to found its future commitment:

- 1.Environment

implementation of initiatives aimed at reducing impacts within internal production processes and promoting sustainable practices throughout the supply chain, alongside the containment of climate-altering emissions;
- 2.Social

the development of corporate welfare programs, health protection, continuous training and involvement for employees, together with actions aimed at consolidating the link with local stakeholders and the territory;
- 3.Governance

the integration of ESG criteria into management decision-making processes and the strengthening of transparency in external communications.

3.2 Sustainability and Territory: the Showroom as a place for dialogue

For Ceramica Sant’Agostino, the Showroom is not just a showcase but a living space where identity, design and relationships take shape. A place where the product ceases to be just material and becomes a language, capable of activating a continuous dialogue with architects, designers and the territory.

Here, sustainability is also expressed in this way – in the ability to create connections, generate a culture of design and render the value of know-how transparent.



Milan: design becomes experience
At the 2025 Milan Design Week, the Milan Showroom – redesigned by Calvi Brambilla & Partners – marked a key milestone. No longer an exhibition space but an **experience**.

The concept “*Living to Live, Spaces to Feel: Where Materials Meet Lifestyle*” takes shape in a true “Salotto Milanese”, as a fluid, immersive environment where porcelain stoneware takes on a new role. It not only covers but builds. It becomes furniture, presence, signage.

Totem signs and objects inspired by the radical design of the 1980s – tables, chairs, lamps – engage with the space in a direct, almost theatrical way. The result is a place that does not merely showcase but involves, in a relational hub where the Company meets the international design community and contributes to redefining the codes of contemporary living



Sant’Agostino: the value of roots
If Milan represents openness, the Sant’Agostino Showroom embodies depth. Here, the story is anchored to the **territory** and the production process, providing a concrete and transparent vision of the Company. The space unfolds as a journey:

- In the **LAB**, the technical heart takes shape, where the product is born from research, experimentation and attention to detail;
- In the **HOME SPACE**, , the material enters everyday life, showcasing its potential in real living environments;
- In the **Display Room**, , the collections express their full range, through surfaces, colours and sizes.

It is not just an exhibition but a sharing of expertise, a direct access to corporate know-how.

Two places, one vision
Milan and Sant’Agostino are not two separate spaces but two complementary perspectives. Together they tell the story of a business able to navigate between an international dimension and local roots, between experimentation and industrial solidity.

A sustainability that goes beyond processes, built through relationships, project culture and the responsibility with which the Company interprets its role.

3.4 The certified value of the products

Ceramica Sant’Agostino surfaces result from a vision that combines superior aesthetics and environmental responsibility throughout the entire life-cycle. More than mere attestations, our certifications represent a guarantee of transparency and safety for global markets.

In this context, compliance with ISO 17889-1 remains our primary benchmark. As the first international standard to define the rigorous Environmental, Economic and Social Sustainability requirements specific to the ceramic sector, this certification reflects our ability to anticipate the challenges of the ecological transition.

Continual Improvement and Performance
We don’t just adhere to standards but aim to constantly exceed our limits.

In 2025, we consolidated the important milestone achieved in the previous audit cycle, maintaining the score of **126** (significantly above the minimum threshold of 117.5). This boost in rating is the result of a painstaking optimisation of production processes and a **greater use of recycled raw materials (over 30%)** in the mixture, demonstrating an increasingly-efficient circular management of resources.

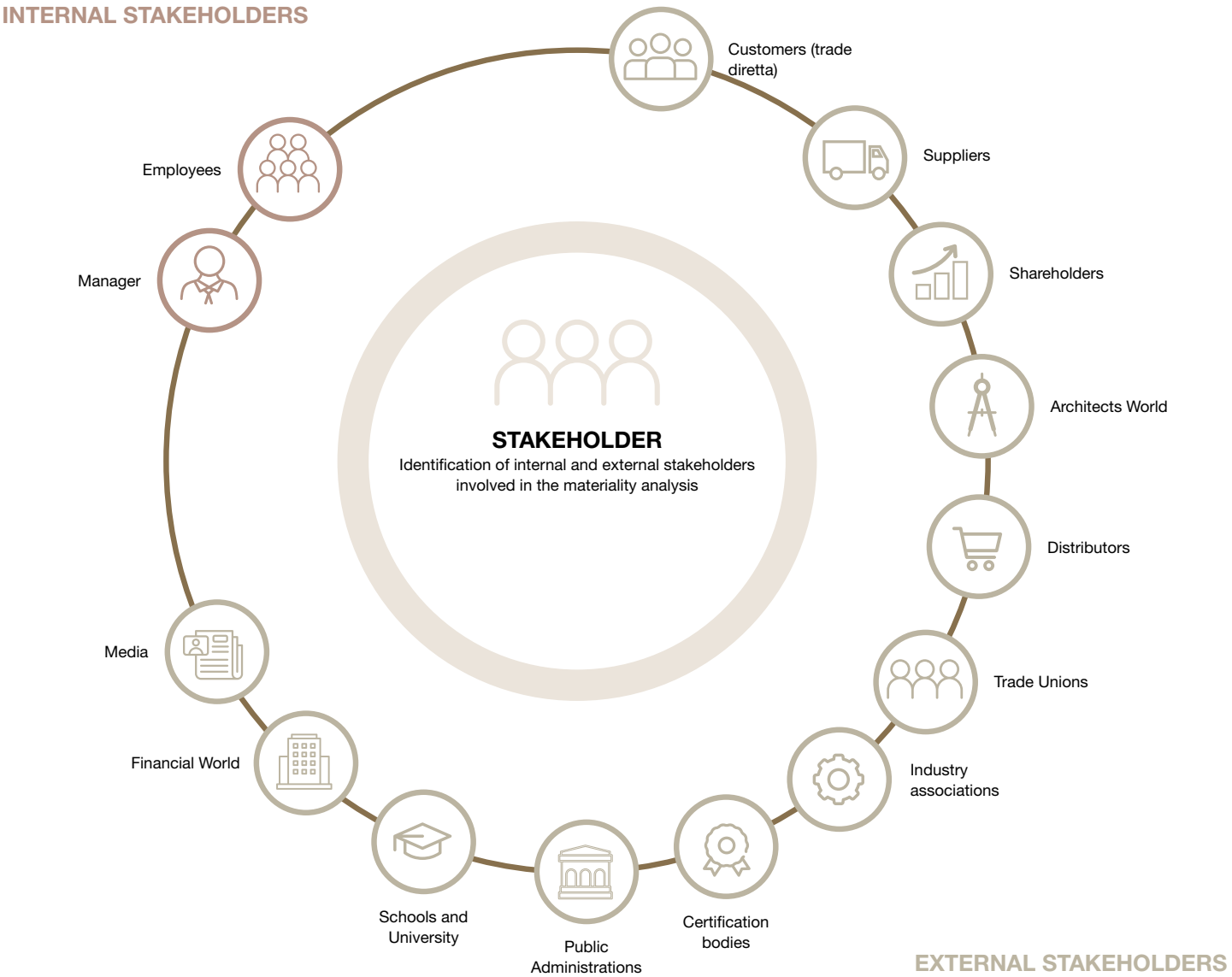
A Global Commitment: 2030 Agenda
The scrupulousness applied in meeting the requirements of ISO 17889-1 is the practical translation of our commitment to **SDG 12 of the 2030 Agenda (Responsible Consumption and Production)**. For Ceramica Sant’Agostino, every point earned in the rating is a concrete step towards a Business Model that regenerates value for the planet and for future generations.

Certification	Description	Scope
	ISO 14001 Ceramica Sant’Agostino adopted an Environmental Management System in 2017. Its application allows a systematic and documented approach to environmental aspects aimed at protecting the environment and ensuring the continuous improvement of orestations.	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 interested parties.	Global
	ISO 45001 Ceramica Sant’Agostino adopted an Occupational Health and Safety Management System as of 2014. Its application allows a systemic approach to the management of occupational safety and health protection, allowing risks to be minimised.	Global

Certification	Description	Scope
	ISO 17889-1 An international standard that qualifies sustainable ceramic products, which outlines the sustainability requirements for ceramic tiles according to environmental, economic and social criteria.	Global
	Minimum pre-consumer recycled content (%) by weight >30% All Ceramica Sant’Agostino porcelain stoneware products are created with a single mixture and have a recycled material content exceeding 30%. The declaration is drawn up in compliance with the requirements of the standard UNI EN ISO 14021:2021.	Global
	EPD Italy Ceramica Sant’Agostino actively participated in a study, developed by Confindustria Ceramica in collaboration with the Emilia-Romagna Region, which involved the Italian ceramic industry in data collection and the subsequent development of the sector’s average Environmental Product Declaration (EPD) through the creation of a smaller but representative Work Group.	Global
	Leed Ceramica Sant’Agostino products optimally meet the requirements of LEED certifications. A certified percentage of recycled raw materials exceeding 30% (pre-consumer material) is used to produce them. They do not release toxic substances, nor do they contribute to the heat island effect, being manufactured in a plant with an Environmental Management System. Furthermore, Ceramica Sant’Agostino is a member of the Green Building Council (GBC) of Italy, the body responsible for drafting the LEED Italia regulation.	Global
	CCC Marking CCC marking certifies that Ceramica Sant’Agostino products have the lowest possible natural radioactivity for building materials – even lower than the natural radioactivity of granites. Thus, Ceramica Sant’Agostino products are suitable for installation in public environments such as schools and kindergartens.	China
	UNI-Certiquality and CEN-KEYMARK UNI-CERTIQUALITY and CEN-KEYMARK are voluntary certifications that attest to the conformity of certified products with the European UNI EN 14411 standard. Ceramica Sant’Agostino products bearing this mark have excellent technical characteristics.	Europe
	QB – UPEC A French quality mark issued by the Centre Scientifique et Technique du Bâtiment (CSTB). This voluntary certification guarantees the technical suitability of certified products based on their intended use, subjecting them to rigorous tests for wear (U), indentation (P), water absorption (E) and chemical resistance (C).	France
	CE Marking CE marking ensures compliance with all strict safety and consumer protection parameters established by the European Community.	Europe

3.5 Stakeholder Engagement as a Strategic Driver

For Ceramica Sant’Agostino, dialogue with stakeholders is not a formal act but a **strategic asset** that rests on pillars of honesty, trust and transparency. We are convinced that the strength of our business depends on the ability to align business objectives with market expectations. Our mission is clear: to turn listening into an engine that constantly feeds into our sustainability standards.



3.6 Materiality as a Strategic Compass

For Ceramica Sant’Agostino, materiality analysis is much more than a technical process – it is the **strategic compass** that guides our commitment to authentic sustainability. For us, identifying priority issues means determining where to concentrate resources and objectives, so as to concretely respond to global challenges and the expectations of our stakeholders.

Our journey began “from within”, enhancing the experience of those who live the Company every day. Through the active involvement of the department heads, we have drawn an accurate map of the **Environmental, Social and Governance** (ESG) impacts related to our activities:

• **Mapping and Classification** - We have analysed each phenomenon by distinguishing between positive and negative impacts, as well as differentiating what is already a reality (actual) from that which represents a challenge or a future opportunity (potential);

• **Evaluation of Materiality** - each impact was weighed according to strict criteria of **severity and probability**, allowing us to isolate the issues that are truly crucial to our Business Model.

This analytical screening has defined the universe of material themes for Ceramica Sant’Agostino – the pillars on which our reporting and future actions rest.

Below, we list the relevant topics and the impacts associated with them.

	Material Topics Proposal 2025	Positive/ Negative	Main Impacts	Potential/ Actual
Environmental	Energy efficiency and reduction of Greenhouse Gas emissions	+	Climate change mitigation through efficiency and self-production from renewable sources	Actual
		-	Greenhouse Gas contribution to climate change through direct and indirect emissions	Actual
	Purchases of products and services with ESG criteria	+	Lower environmental impact along the value chain through the selection of certified suppliers and materials	Potential
		-	Sourcing and use of raw materials from distant and unsustainable suppliers	Actual
	Responsible resource management	+	Reuse of process water	Actual
		-	Consumption of water resources	Actual
		+	Reuse of material waste in the production process	Actual
		-	Consumption of raw materials	Actual
		+	Proper waste management	Actual
		-	Waste production	Actual
	Employee awareness with Green actions	+	Promotion of responsible behaviour among employees	Actual
		-	Generation of waste due to irresponsible employee behaviour	Actual

	Material Topics Proposal 2025	Positive/ Negative	Main Impacts	Potential/ Actual
Social	Corporate Welfare	+	Promoting conditions of integrated wellbeing for employees and increasing their satisfaction	Actual
		-	Stress and dissatisfaction among employees due to lack of attention to their needs	Actual
		+	Creating an inclusive corporate culture	Actual
		-	Episodes of discrimination	Potential
	Support of and collaborations with local stakeholders	+	Contribution to the social and cultural development of the local community	Actual
		-	Gap between the Company and the social-cultural needs of the local area	Potential
Governance	Employee engagement	+	Sharing corporate values and employee loyalty	Actual
		+	Growth of employee knowledge	Actual
		-	Lack of new stimuli for employees and consequent loss of human resources	Potential
	Communication and dialogue with stakeholders	+	Meeting Stakeholder expectations	Actual
		-	Not meeting Stakeholder expectations	Potential
		+	Strengthening transparency and respect with customers and suppliers	Actual
		-	Loss of credibility and trust among investors and Stakeholders	Potential
	ESG driven Management	+	Achievement of pre-set ESG objectives and increase in employee involvement	Actual
		-	Ineffectiveness in achieving strategic objectives	Potential
	Qualification of suppliers and Value Chain Mapping	+	Positive involvement of suppliers for an ESG-oriented process	Potential
		-	Lack of supplier collaboration	Potential
		+	Waste identification, ESG transparency and strategic alignment	Actual
		-	In-house tension, resistance and complexity	Potential

3.7 From Impacts to Strategy: our path towards sustainability

The heart of our listening process lies in a solid **quantitative analysis**, designed to transform the expectations of our stakeholders into measurable and comparable data. This process, essential for updating our **Materiality Analysis**, has been structured to give voice and scientific weight to the priorities of our ecosystem, guaranteeing an objective vision on which to base tomorrow's strategies.

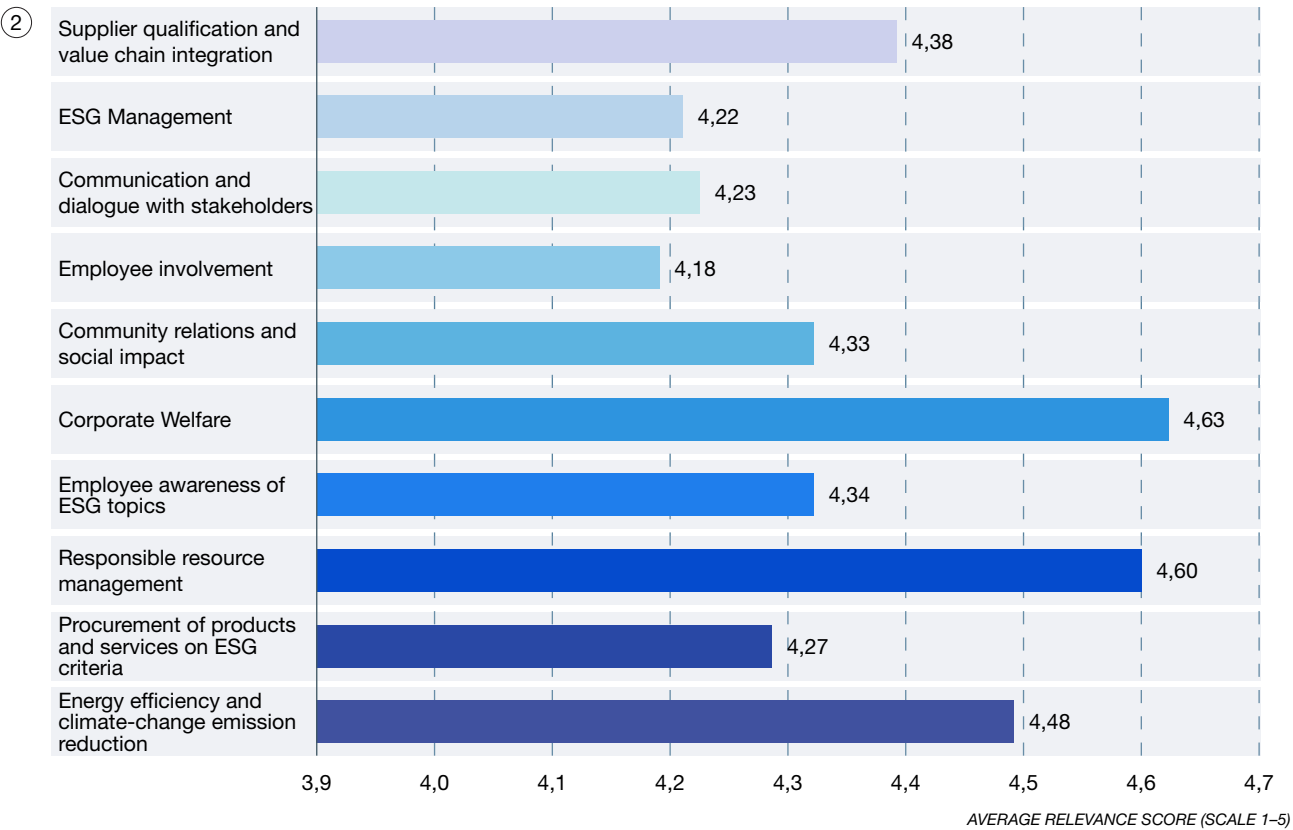
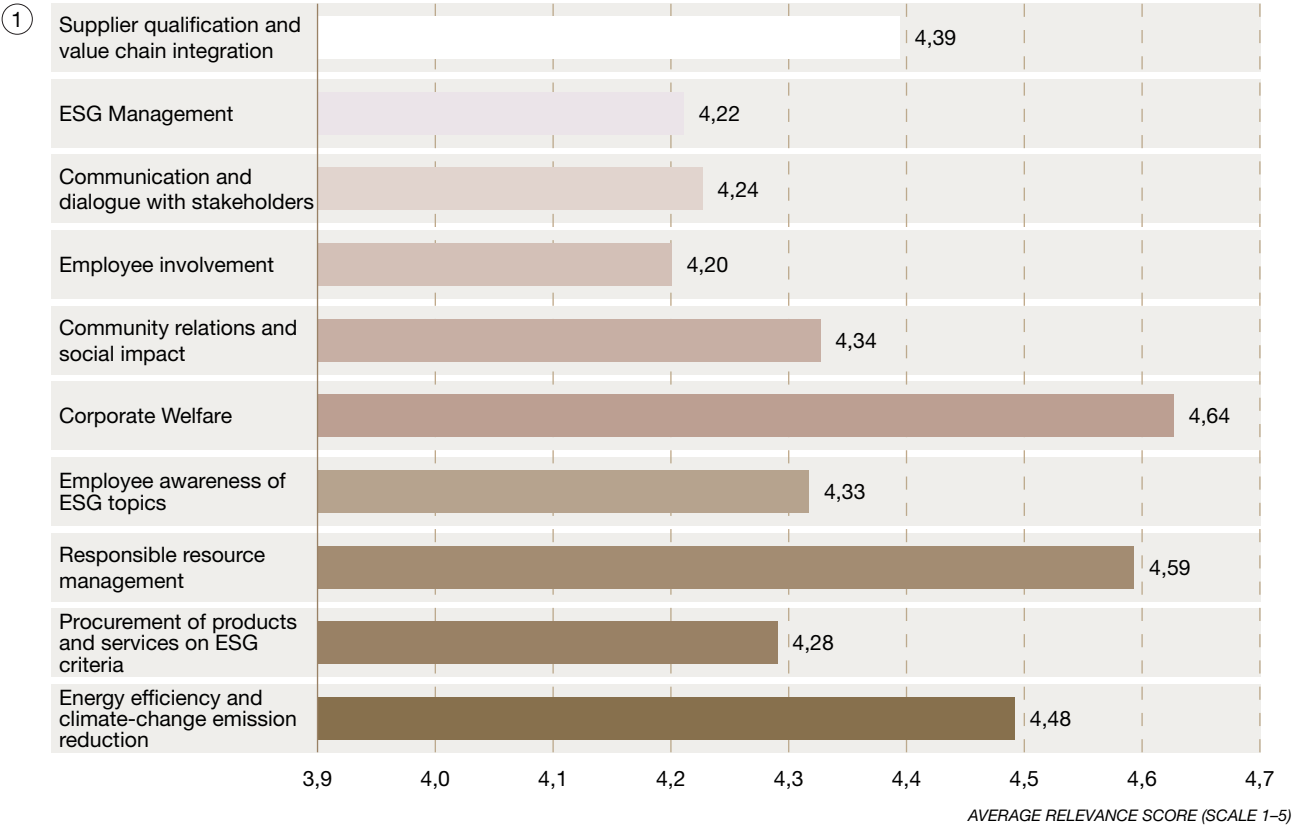
Design and Data Collection

The Materiality Analysis process for the year 2025 was conducted following a rigorous and participatory-methodological approach, aimed at identifying the most significant impacts of the organisation along **Environmental, Social and Governance (ESG)** dimensions. The process was structured into the following operational phases:

- **Definition of material topics** - initially, the ESG topics relevant to the business context were identified, including areas such as energy efficiency, corporate welfare and responsible resource management;

- **Stakeholder mapping** - a precise mapping of key interlocutors was carried out, distinguishing between internal stakeholders and external ones, to ensure a complete representation of expectations;
- **Listening and engagement tools** - a bilingual online survey was developed and administered, aimed at collecting the perceptions of the different interest groups regarding the relevance of the identified topics;
- **Involvement of Company departments** - this saw the active participation of the main corporate departments, acting as connectors to the stakeholders of reference;
- **Data collection and analysis** - the results were collected in aggregate form, allowing for quantification of the average relevance assigned to each topic and the cross-referencing of perspectives from internal and external parties.

This process led to the development of the matrices outlined as follows.



- ① ESG ISSUES - EXTERNAL STAKEHOLDERS
- ② ESG ISSUES - INTERNAL STAKEHOLDERS

3.8 Analysis of Results

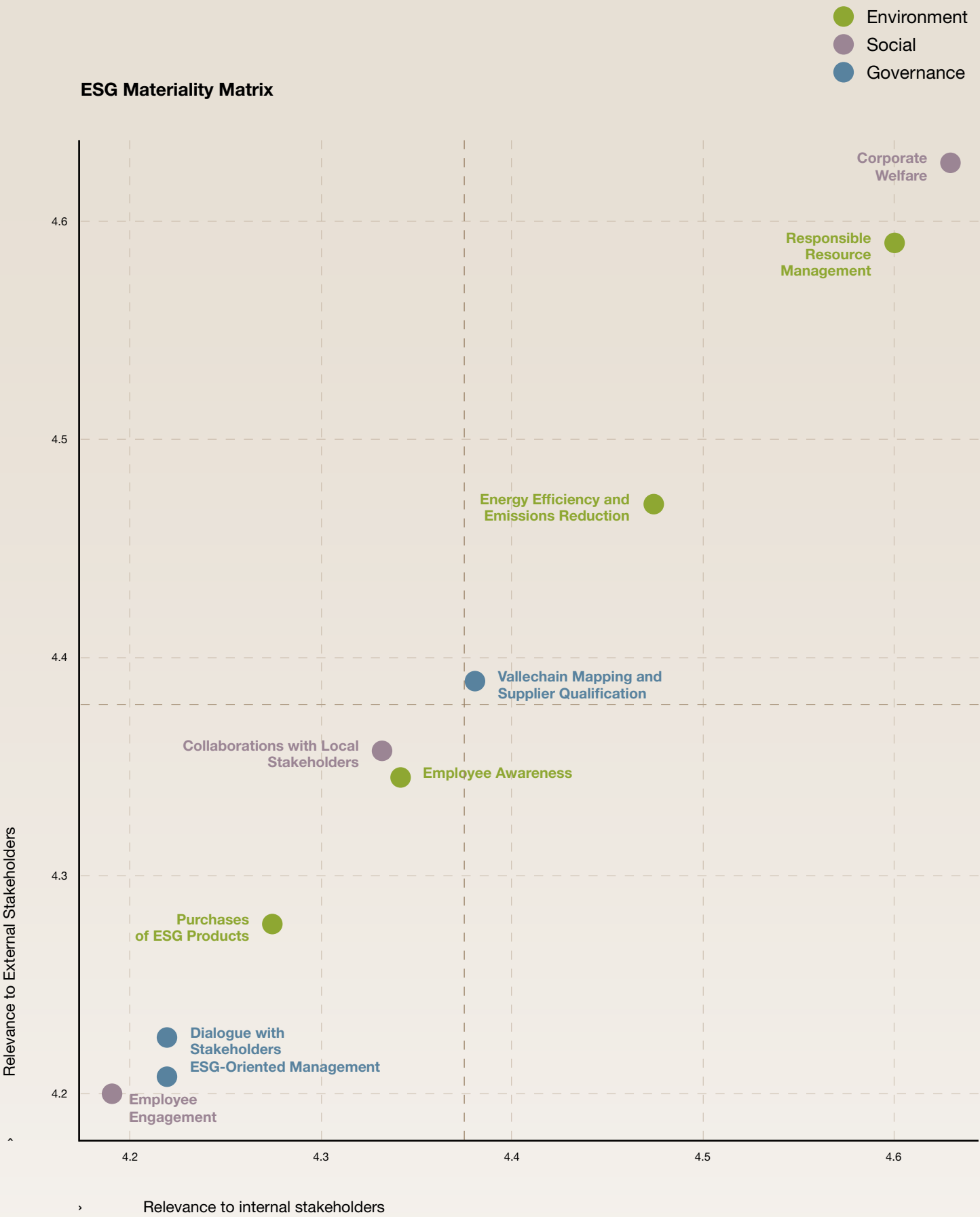
The Materiality Matrix of Ceramica Sant’Agostino reveals a solid strategic alignment between the Company’s vision and the expectations of its stakeholders. As evidenced by the comparison between the levels of priority expressed by internal and external groups, an almost mirrored convergence on key issues emerges, confirming a shared and consistent perception of worth along the entire value chain.

In this scenario of full alignment, three fundamental pillars stand out:

• **Corporate Welfare**- this theme ranks at the top of preferences for both stakeholder categories, reaffirming the absolute centrality of people and organisational wellbeing;

- **Responsible Resource Management and Energy Efficiency**- the strong emphasis placed on these areas reflects a common awareness of the need to minimise the environmental footprint through cutting-edge production processes;
- **Value Chain and Supplier Qualification**- the relevance of this theme underlines how Ceramica Sant’Agostino’s responsibility is unanimously recognised as a systemic commitment, integrating ESG criteria all along the supply chain.

The analysis thus provides an objective and balanced priority scale, serving as an authoritative basis for defining the Group’s future objectives and sustainability strategy.



3.9 Ceramica Sant’Agostino’s Impact on UN 2030 Goals

Our business strategies are closely linked to the Sustainable Development Goals (SDGs) promoted by the UN 2030 Agenda. In this section, we present the progress of the concrete actions undertaken by Ceramica Sant’Agostino, monitoring their implementation status and highlighting the specific contribution each initiative makes to the various global sustainability targets.

ESG Area	Strategic objective 2024/2025	Implementation Status	Correlated ONU SDG 2030
Green	Replacement of cogeneration engines	Archived	
	Improvement of the selection process and maximisation of quality	Partially Archived	 
	Use of IA for mapping plant consumption with a view to energy efficiency	Not Archived	
	Content exceeding 30% of the amount of recycled material on all stoneware products with a thickness of 9 mm	Archived	
	Certification renewal ISO17889-1 “Tile sustainability”	Archived	
Social	Expansion of services offered by the corporate welfare platform	Archived	
	Increasing training courses including courses in: pension, linguistics, graphics and information on the use of IA within the activities of the various business aspects.	Archived	
	Refresher course on the Sustainability Report and Green Claim	Not Archived	
	Corporate events and initiatives for charitable purposes and community support	Archived	 
	New collaborations with local schools to welcome students with internships	Partially Archived	
Governance	GRI Standard Sustainability Report to CSRD EU to strenghten transparency information on ESG and corporate actions	Partially Archived	
	Internal sharing of ESG objectives and the actions aimed at meeting them	Partially Archived	
	Strengthening the relationship with institutions focused on the education of young people in the territory and positioning as a valid interlocutor in the transition to the work world	Archived	



4.0

ECONOMY AND RESPONSIBLE GROWTH

- 4.1 Economic performance
- 4.2 Investments
- 4.3 Markets of Reference
- 4.4 Quality and Satisfaction
- 4.5 R&D and Sustainable Technological Innovation



Economics and Responsible Growth

During the year, the management of Ceramica Sant'Agostino S.p.A. operated within a moderately expanding global context, strongly influenced by geopolitical uncertainties, protectionist policies and the reorganisation of supply chains. While the Eurozone suffered from weak international trade and strong Asian competition, the US market showed substantial resilience, despite a natural adjustment in export value due to tariff policies. In this scenario, the Italian ceramic industry experienced a phase of stabilisation and gradual volume recovery, once again driven by its strong international orientation and the appreciation of mid- to high-end products. However, pressure on operating margins remained high. Indeed, the sector faced the structural disadvantage of domestic energy costs compared to foreign competitors, compounded by the increasing burden of charges for Greenhouse Gas emission allowances. To protect profitability and respond to these global challenges, the sector accelerated investments in technological innovation, design and advanced energy efficiency strategies, reaffirming the central role of sustainability as a competitive lever.



4.1 Economic performance

It is precisely in this highly-selective and complex international scenario that the solidity and commercial resilience of Ceramica Sant’Agostino S.p.A. emerge. Despite strong competitive pressure and logistical and tariff barriers throughout the year, the Company achieved largely positive results, demonstrating excellent capability in managing its markets of reference and protecting the value of its brand. The year-end results confirm the full achievement of the capital and financial objectives the Company had set. This milestone equips the Company with a condition of absolute structural solidity, a fundamental strategic resource to face the coming months with confidence, determination and stability, despite still being expected to be characterised by strong global uncertainty.

The economic solidity thus consolidated represents the secure basis for giving continuity to our development plans and future investments in sustainability.

The net revenues achieved by Ceramica Sant’Agostino in 2025 amounted to €83,939,000, marking an increase of 2.60% compared to 2024. The change is mainly attributable to the substantial increase in foreign sales offset by a contraction in the domestic market.

2026 will be equally challenging, with a market still affected by uncertainties at global trade, geopolitical and macroeconomic levels. Despite this context, we expect a substantial stability of revenues and profitability.

Economic value generated, distributed and retained

The distribution prospectus for the economic value generated allows us to analyse the distribution of wealth created by Ceramica Sant’Agostino, highlighting the resources directed to stakeholders, who have contributed to its production.

	2024	2025
Total Economic value not distributed	75.218.945 €	77.134.561
Employees	17.503.355	17.686.045
Suppliers	57.034.755	57.870.153
Government	1.827.184	1.536.119
Financial Sector	1.146.349	42.244
Total economic value retained	11.645.048 €	8.128.938
Total economic value generated	86.863.993 €	85.263.499

GRI Standards: 201

4.2 Investments

In full continuity with its strategic guidelines, during the year Ceramica Sant’Agostino intensified the investment plan in capital goods, upping the allocation compared to the previous year to allocate it to projects with high technological and environmental value. Efforts have been focused on digital evolution and the efficiency of production processes, with the aim of combining maximum aesthetic and qualitative expression with respect for the environment. With this in mind, the introduction of the CONTINUA+ technology by Sacmi Imola S.C. for processing large sizes and the INFINITY digital printer by System Ceramics S.p.A. stand out as solutions designed to optimise industrial resources.

In terms of energy efficiency and monitoring, the installation of a new cogeneration plant and the advanced Qualitron control system represent a concrete response to mitigate the impact of energy costs and reduce the carbon footprint of the site. Finally, the plan for the year was completed via the extraordinary redevelopment of logistics infrastructures and management spaces, to the benefit of the safety and functionality of the corporate context.



4.3 Markets of Reference

With a strong international focus, Ceramica Sant’Agostino oversees both the domestic and global markets, exporting to around 80 countries on 5 continents. While on the one hand its turnover is driven by exports – consolidated in traditional markets such as the United States, France and Germany and constantly expanding in emerging markets – on the other hand, the Company boasts a solid and heterogeneous customer portfolio in Italy, the result of painstaking efforts to enhance the brand.

A key role in this growth is entrusted to the synergistic dialogue with architects, designers and contractors, as strategic partners in the development of excellent projects for the retail, hospitality, residential and commercial sectors.

4.4 Quality and Satisfaction: the new goals for 2025

For Ceramica Sant’Agostino, customer satisfaction is the cornerstone of a continuous process of improvement, guaranteed by a certified Quality Management System. One of the main tools of this commitment is the annual **Customer Satisfaction** survey, aimed at monitoring market perceptions and integrating

partner expectations into corporate strategies. This analysis involves a representative sample of Italian and foreign customers – mainly long-standing partners of the Company – who are asked to evaluate 3 strategic macro-areas:

- 1. **Product Evaluation** - a technical assessment of design, innovation, quality of workmanship and care of packaging;
- 2. **Costumer Experience and Sampling** - the analysis of the effectiveness of advertising materials, delivery times and the quality of exhibition set-ups;
- 3. **Corporate Identity** - the perception of commercial services, breadth of the product range and the value attributed to our environmental certifications.

The results recorded in **2025** highlight a trend of further growth and consolidation, surpassing the already excellent levels of previous years, with the satisfaction index reaching **89.39% for the Italian market and 90.32% for foreign customers**.

In addition to collecting direct suggestions through dedicated channels, the Company adopts a rigorous Complaints Management System.

Each report is tracked on the Company platform and promptly analysed by the Sales Division, enabling us to identify the root causes of any issues and intervene with the utmost attention and transparency.

4.5 R&D and Sustainable Technological Innovation

With over 60 years of history behind it, Ceramica Sant’Agostino has preserved its values and **in-house traditions**, integrating them with a perspective focused on **innovation** and the **future**. As a leader in the sector, the Company has always set as its primary objective the increase of productivity, focusing especially on efficiency, sustainability and energy savings.

Research & Development activities take shape through product studies, mostly conducted in internal laboratories, and the adoption of the most advanced production technologies.

In 2025, Ceramica Sant’Agostino concentrated its efforts on several strategic projects. On the design front, works were carried out on the conception and creation of **new tile collections**, combining original aesthetics with utmost functionality.

At the same time, in-depth research on materials was conducted, with particular attention to the wear resistance of the surfaces. Moreover, the Company continuously seeks increasingly-sustainable materials to include in the formulation of the mixture, aiming to reduce the environmental impact of its production.

Another key area was the **optimisation** of processes for recovering heat generated by firing plants, aimed at boosting the reuse of thermal waste in the production cycle. Simultaneously, systems were developed for the treatment and recovery of wastewater from the washes in the enamelling department, with the ultimate goal of minimising water consumption.

Dynamism and Beauty: the Carve 3D revolution

As a concrete expression of its commitment to innovation and research, Ceramica Sant’Agostino developed Carve3D, an advanced digital technology applied to porcelain stoneware, designed to enhance surface texture and provide greater **tactile and visual depth**.

Thanks to Carve3D, the technical qualities of porcelain stoneware are enriched with a new aesthetic and sensory level. The surface comes to life through a sophisticated digital printing process combined with the use of resist printing inks and discharge printing inks, capable of creating three-dimensional movement and variations perfectly integrated with the graphics. The result is a **highly-realistic** surface, capable of offering an intense and engaging visual and tactile experience.

The most innovative aspect of Carve3D technology lies in the possibility of generating virtually infinite surface combinations, enhancing every detail of the texture and making every single piece authentically unique.



5.0

ENVIRONMENT

- 5.1 Beyond Company Boundaries
- 5.2 Our Production Cycle
- 5.3 Raw Materials and Packaging
- 5.4 Energy and Decarbonisation
- 5.5 Greenhouse Gas Emissions
- 5.6 Waste: disposal and recovery
- 5.7 Water

Environment

The ceramic sector, by its very nature, generates direct and indirect impacts on the environment that extend throughout the entire life-cycle of the product, from the supply of raw materials to industrial processes, through to commercial distribution. Energy consumption, emissions into the atmosphere and waste management represent complex challenges that Ceramica Sant'Agostino faces not as simple regulatory constraints but as opportunities for innovation and continuous improvement. For this reason, in line with international industry benchmarks, Ceramica Sant'Agostino adopts the voluntary ISO 17889-1 standard specific to ceramic tiles, measuring its performance against the environmental, economic, and social criteria defined by the standard. This strategic and transparent approach guides Company investments towards clear and tangible objectives: energy efficiency supported by renewable sources, the protection and reduction of water consumption and, finally, the consolidation of a circular economy model based on recovering and reintegrating processing waste into the production cycle, reducing the ecological footprint of our activities.



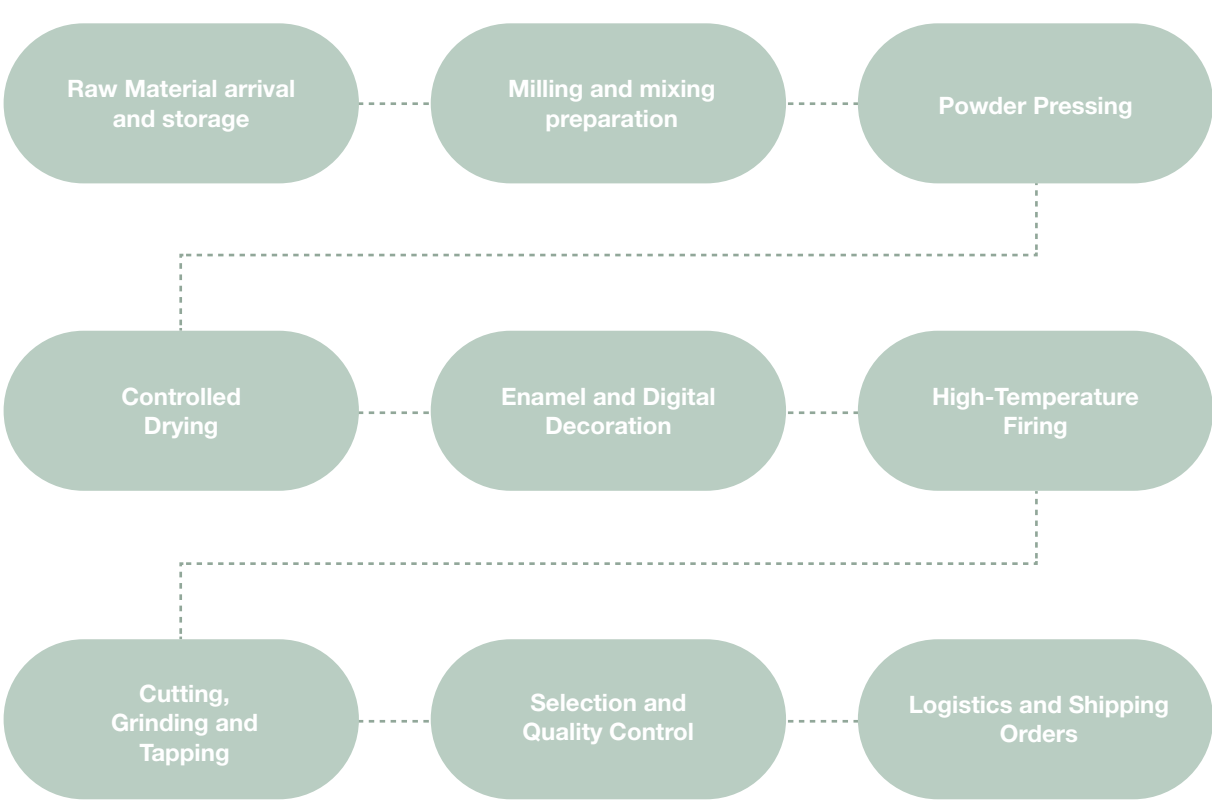
5.1 Beyond Company Boundaries: responsibility along the value chain

We are convinced that sustainability cannot stop at the gates of our Company but must permeate every link in the value chain. To this end, we have launched a project to **analytically map the value chain**, focused on raising awareness among our suppliers on **ESG** criteria. The aim is to build an ecosystem where every player shares our ethical vision, ensuring integrity from the selection of raw materials to final delivery.



5.2 Our Production Cycle

Ceramica Sant’Agostino’s industrial model is constantly evolving towards the principles of the circular economy, optimizing the production cycle to make resource efficiency a fundamental priority. Thanks to a deep integration between automation and digitalisation, we have made each phase of the process an opportunity to combine maximum operational safety with the reduction of the ecological footprint. This proactive approach allows us to constantly monitor energy carriers and optimise the use of raw materials, ensuring that the aesthetic excellence of our collections is the result of a path intrinsically respectful of the territory. For us, technological innovation is not an end but the fundamental means to minimise waste and strive for continuous improvement that protects the environment and people.



In 2025, a physiological contraction of production volumes was observed, with a reduction in the surface area produced and the relative tonnage compared to the previous year.

Production	Unit of measure	2024	2025
Surface area of the tiles produced	M²	3.575.059	3.299.183
Weight of the tiles produced	t	75.076	69.283

5.3 Raw Materials and Packaging

Raw Materials for Production (Absolute Values)	Unit of measure	2024	2025
Clays	kg	56.135.120	53.279.530
Feldspars	kg	51.822.900	47.805.720
Sands	kg	18.341.950	21.604.030
Clay additives	kg	721.812	668.541
Atomised	kg	0	0
Enamels and colorants	kg	2.833.810	2.397.255
Enamel additives	kg	297.370	199.578
Zirconium/whiteners	kg	291.578	217.280
Digital printer inks	kg	42.234	39.698
Semi-finished ceramic products purchased from third parties	kg	105.755	121.576
Total	kg	130.593.526	126.333.208

GRI Standards: 301

Raw materials for production (unit costs relative to the quantity produced)	Unit of measure	2024	2025
Clays	kg/Mq	9,571	9,359
Feldspars	kg/Mq	8,835	8,397
Sands	kg/Mq	3,127	3,795
Clay additives	kg/Mq	0,123	0,117
Atomised	kg/Mq	NA	NA
Enamels and colorants	kg/Mq	0,793	0,727
Enamel additives	kg/Mq	0,083	0,060
Zirconium/whiteners	kg/Mq	0,082	0,066
Digital printer inks	kg/Mq	0,012	0,012
Semi-finished ceramic products purchased from third parties	kg/Mq	0,030	0,037
Total	kg/Mq	22,655	22,570

Ceramica Sant’Agostino operates with full awareness of the environmental impacts related to the extraction of natural resources. For this reason, the procurement strategy focuses on twin pillars: the systematic recovery of processing waste and the preferential use of materials of national origin with high recycled content. Despite a physiological decline in the total volumes of raw materials introduced into the cycle in 2025 (some 126.3 million kilograms compared to 130.6 million in 2024), the Company has consolidated a goal of excellence, namely the integration of **over 30% recycled raw materials** in the production mix of all its collections.

This result is the outcome of a virtuous path started in 2023 to address global logistical challenges, which led the Company to prioritising Italian suppliers and recover external ceramic by-products. To complete this circular vision, Ceramica Sant’Agostino guarantees the total reintegration of its raw and fired waste into the industrial process. Although the quantitative recovery data follows the production trend of 2025, the system’s efficiency drastically reduces the consumption of virgin materials, confirming the ambition to further up the percentage of recovered material in the future.

Packaging (absolute values)	Unit of measure	2024	2025
Wood (e.g., crates)	kg	3.681.801	3.585.943
Metal (pallets)	kg	0	0
Plastic (shrink wrap + stretch film, corner protectors, strapping)	kg	113.391	83.159
Other (packaging paper)	kg	427.043	414.905
Total	kg	4.222.234	4.084.007

GRI Standards: 301

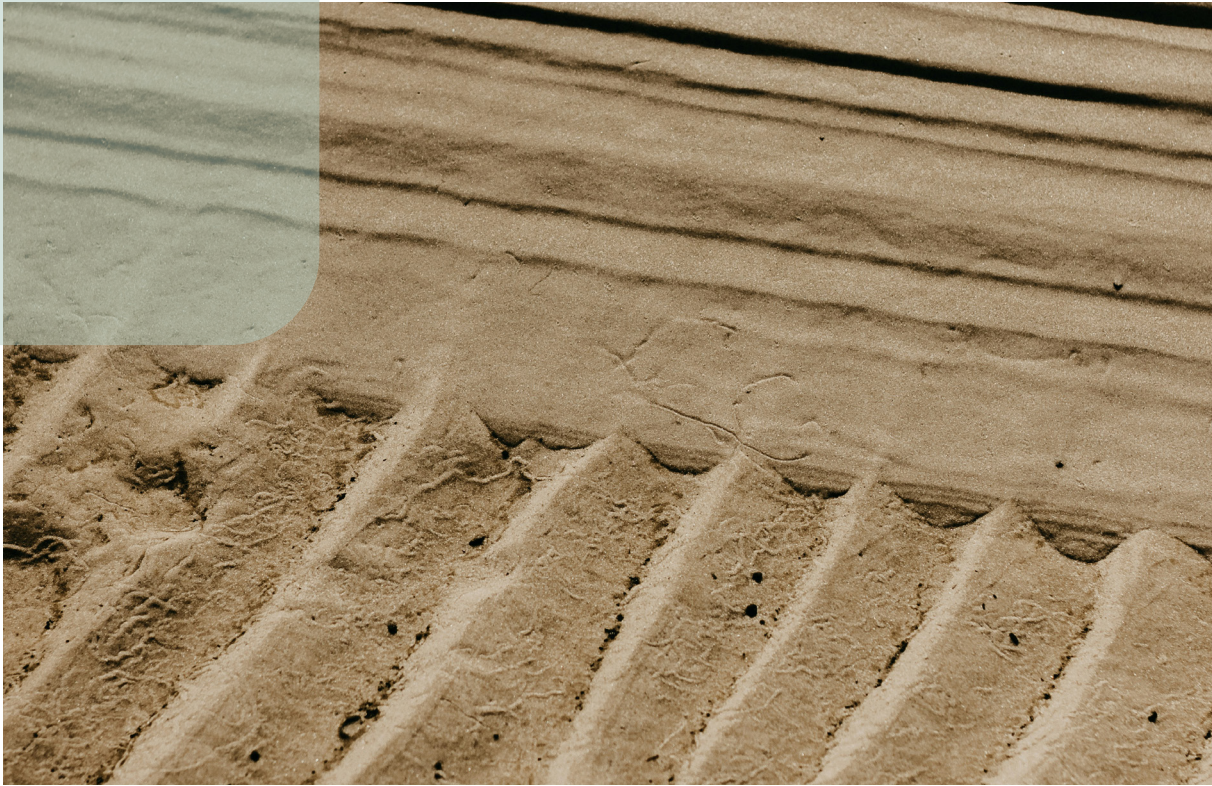
Packaging (unit values relative to the quantity produced/sold)	Unit of measure	2024	2025
Wood (e.g., crates)	kg/Mq	1,055	0,967
Metal (pallets)	kg/Mq	NA	NA
Plastic (shrink wrap + stretch film, corner protectors, strapping)	kg/Mq	0,032	0,022
Other (packaging paper)	kg/Mq	0,119	0,126
Total	kg/Mq	1,207	1,115

Ceramica Sant’Agostino pursues a strategy of constant optimisation of packaging, aimed at using the minimum amount of material necessary whilst maximising the use of recyclable and recycled components. In 2025, the use of specific packaging per unit sold was about 1.11 kilograms per square metre, registering a decrease of about 0.09 kilograms per square metre compared to 1.20 kilograms per square metre in the year prior. Wood (crates and pallets) remains the predominant material with about 3.58 million kilograms, followed by paper and cardboard (415,000 kilograms) and plastic (83,000 kilograms).

Packaging management is characterised by three fundamental guidelines:

- **Certification and Origin** - a significant portion of the wood materials is FSC (Forest Stewardship Council) certified, ensuring it is sourced from responsibly-managed forests;
- **Plastic Reduction** thanks to technological innovation, in 2025 there was a significant downturn in the use of plastics (shrink wrap, stretch film and straps), decreasing from 113,391 kilograms to 83,159 kilograms (approximately -26%);
- **Logistics Innovation** the consolidation of a new type of pallet for the automated warehouse has enabled the palletising of 15–20% of production, completely eliminating the use of stretch film to safeguard the goods.

These solutions, integrated into the final phase of our production cycle – which includes storage and order preparation – demonstrate the Company’s concrete commitment to reducing environmental impact along the value chain.



5.4 Energy and Decarbonisation

Energy sources	Unit of measure	2024	2025
Natural Gas	mc	15.045.972	12.572.249
Diesel fuel for various uses (excluding fleet)	l	101.000	87.500
Diesel fuel for vehicle fleet	l	18.767	20.231
Gasoline for vehicle fleet	l	16.817	21.350
Methane for vehicle fleet	mc	0	0
Electricity from the grid	kWh	4.502.986	8.426.185
Electricity from self production from renewable sources	kWh	2.725.557	3.527.973
Electrical energy purchased with GO	kWh	0	0

GRI Standards: 302

Energy sources	Unit of measure	2024	2025
Natural Gas	GJ	592.811	495.347
Diesel fuel for various uses (excluding fleet)	GJ	3.356	2.907
Diesel fuel for vehicle fleet	GJ	691	745
Gasoline for vehicle fleet	GJ	206	262
Methane for vehicle fleet	GJ	0	0
Electricity from the grid	GJ	9.407	30.334
Electricity from self production from renewable sources	GJ	9.812	12.701
Electrical energy purchased with GO	GJ	0	0
Total	GJ	662.487	542.296
Energy intensity	GJ/M²	0,18	0,16

Despite employing the most innovative technologies, ceramic production requires a significant energy input. For this reason, Ceramica Sant’Agostino dedicates constant effort to optimising management to limit Greenhouse Gas emissions. In 2025, the Company achieved significant progress in energy consumption efficiency, as evidenced by the cut in energy intensity from 0.18 GJ/square metres to 0.16 GJ/square metres.

A fundamental driver of our strategy is the strong push towards self-production from renewable sources. Thanks to the full operation of the new photovoltaic investments, self-produced electricity increased from 2,725,557 kWh to 3,527,973 kWh.

The reduction in the use of natural gas is mainly due to the shutdown for a cogeneration engine to be replaced, a phenomenon also reflected in the increase in electricity purchased from the grid and the greater use of the latest furnace purchased, which has higher energy performance than its predecessor.

Our energy strategy is based on precise technological and operational pillars:

• **Cogeneration and Thermal Recovery** - For over fifteen years, we have been using cogenerators to simultaneously produce thermal and electrical energy. An advanced system allows us to recover heat from the furnaces and engines, reintegrating this heat into the production cycle to supply the dryers and atomiser or to heat internal areas;

• **Power Optimisation** - The greater availability of solar energy and constant investments in efficiency have allowed us to plan the replacement of a cogenerator with lower power, calibrated to the new needs of the plant;

• **Sustainable Mobility** - In 2025, the transition of the fleet towards hybrid vehicles and electric vehicles continued. The switch to electric forklifts contributed to the reduction of diesel for various uses, down to 87,500 litres compared to 101,000 litres in 2024, while the new composition of the vehicle fleet justifies the slight increase in the petrol (21,350 litres) and diesel fleet (20,231 litres);

• **LED lighting** - After completing the LED conversion of the logistics area in 2024, the company is considering extending this technology to the remaining areas of the facility in future development phases.

Such interventions, combined with ongoing studies for the recovery of thermal waste heat, confirm Ceramica Sant’Agostino’s commitment to guiding production towards increasingly higher sustainability standards.

5.5 Greenhouse Gas Emissions

Climate-altering emissions	Unit of measure	2024	2025
Direct (Scope 1)	tCO ₂ eq/year	30.476	25.530
Indirect (Scope 2)	tCO ₂ eq/year	972	1.819
Total (Scope 1 e 2)	tCO ₂ eq/year	31.448	27.349
Carbon intensity of the organisation	tCO ₂ eq/m2	0,00880	0,00829

GRI Standards: 305

For some years now, Ceramica Sant’Agostino has been committed to accurately measuring its emissions by calculating the Organisation’s **Carbon Footprint**. This essential management tool allows the Company to report Greenhouse Gas emissions according to the international GHG Protocol standard, providing a detailed framework that helps identify priority areas for reducing environmental impact.

The results for 2025 show an overall positive trend, with total emissions (Scope 1 and 2) decreasing to 27,349.21 tCO2eq compared to 31,448.19 tCO2eq in 2024. This significant downturn is mainly driven by the reduction of direct emissions (Scope 1) – deriving from the combustion of natural gas and the vehicle fleet – which fell from 30,476.00 to 25,530.00 tCO2eq, thanks to efficiency improvements and a decline in production volumes.

At the same time, the carbon intensity of the organisation improved, dropping from 0.00880 to 0.00829 tCO2eq/m², demonstrating greater emission efficiency per unit of surface produced. However, there is an increase in indirect emissions (Scope 2), rising from 972.19 to 1,819.21 tCO2eq. This change is attributable to a greater purchase of electricity from the grid to compensate for the shutdown of a cogeneration plant for replacement. Despite this specific data, the overview confirms the effectiveness of the mitigation strategies implemented by Ceramica Sant’Agostino throughout its operational lifecycle.

Other emissions

Type	Unit of measure	Flusso di Massa Autorizzato ARPAE (A.I.A.)	2024	2025
NOx	Kg/year	222.829	31.457	32.740
SOx	Kg/year	216.018	-	20.250
TOC	Kg/year	23.760	2.424	3.942
Particulate Matter (PM)	Kg/year	80.013	6.818	1.690
Lead	Kg/year	238	2,72	1,5
Fluorine	Kg/year	2.376	128	570
Aldehydes	Kg/year	9.504	145	538
Carbon Monoxides	Kg/year	303.019	27.985	17.188

In 2025, the monitoring and management of atmospheric emissions recorded significant developments, driven both by plant investments and by updating the reporting scope. On the technological front, the Company has completed significant interventions aimed at optimising its energy set-up and environmental protection. The replacement of a cogenerator with a new cogeneration plant optimised with lower power than the previous one was completed.

Simultaneously, scheduled maintenance and upgrading interventions were carried out on most of the dust abatement filters. In compliance with ARPAE (Regional Agency for Prevention, Environment, and Energy of Emilia-Romagna) requirements in the Integrated Environmental Authorisation Review issued in June 2025, the Company integrated the detection of sulphur oxides (SOx) into its monitoring plan, which until then were not subject to control obligations. These compounds, originating from the raw materials (clays), are now measured at the drying and firing points (atomiser and furnaces). As shown in the table, we can confirm that all site emissions – even for 2025 – remain well below the limits authorised by the Integrated Environmental Authorisation, being more than an order of magnitude lower than the permitted maximums. From an analysis of the monitored macro-pollutants, it is evident that for pollutants linked to combustion processes, the effectiveness of the interventions carried out on the plants is reflected in the annual emission data. In fact, the installation of the new cogenerator with the relative efficiency improvement of the smoke inlet system in ATM allowed for a containment of the increase in NOx to +4% (from 31,457 to 32,740 kilograms/year) and a clear reduction in carbon monoxide, from 27,985 to 17,188 kilograms/year. A similar situation applies to particulate emissions, where widespread maintenance of the filter system resulted in an efficient reduction of the pollutant from 6,818 to 1,690 kilograms/year.

A different trend is observed for pollutants linked to the production mix, where the emission pattern mainly reflects the impact of the product being processed, as detected during the self-monitoring analysis. In this specific area, while fully respecting the authorised limits, a plan aimed at a linear decrease year-by-year is not applicable, since the deviations found for pollutants such as TOC (which rose to 3,942 kilograms/year from the previous 2,424), fluorine, aldehydes and lead (although decreasing from 2.72 to 1.5 kilograms/year) represent physiological fluctuations beyond plant efficiency, depending exclusively on the chemical composition of the raw materials, mixtures and additives specific to the type of product being fired during the emission sampling phase.

5.6 Waste: disposal and recovery

Types	Unit of measure	2024		2025	
		Total	of which hazardous	Total	of which hazardous
Aqueous suspensions, solutions, and slurries	kg	310.760	0	187.740	0
Inks, adhesives, sealants, and cleaning solutions	kg	13.194	13.194	17.500	17.500
Waste from Electronics and batteries (WEEE)	kg	10.743	8.305	15.710	14.960
Salts	kg	0	0	-	0
Other emulsions	kg	0	0	0	0
Spent lime	kg	42.466	42.466	30.280	30.280
Spent tools	kg	7.620	0	13.020	0
Spent oils	kg	7.240	7.240	0	0
Paper	kg	35.180	0	33.160	0
Plastic	kg	40.340	0	33.700	0
Wood	kg	104.010	0	56.560	0
Various packaging materials	kg	36.460	3.400	35.500	720
Inorganic waste	kg	7.605	0	7.760	0
Metals	kg	207.400	0	67.890	100
Mixed waste from demolition activities and refractory materials	kg	165.452	2.520	120.410	5.240
Dust and particulates	kg	0	0	0	0
Absorbent materials	kg	0	0	1.200	0
Total	kg	988.470	77.125	620.430	68.800

GRI Standards: 306

Waste intensity	Unità di misura	2024	2025	Trend %
Total non-hazardous waste / surface of tiles produced	Kg/Mq	0,25	0,17	-34,4%
Total hazardous waste / surface of tiles produced	Kg/Mq	0,02	0,02	-3,3%
Total waste intensity	Kg/Mq	0,276	0,188	-32,0%

Regarding waste, to evaluate the environmental efficiency of our plants excluding the effect of production volumes, we use the intensity indicator expressed in kilograms/square metre. This parameter normalises the data by relating the kilograms of waste generated to the square metres of finished product delivered to the warehouse. In the two-year period analysed, the total intensity of waste generated per square metre decreased by 31.4%, from 0.276 to 0.188 kilograms/square metre. This result is mainly driven by a reduction in the component related to the disposal of non-hazardous waste (-34.4%).

It should be noted that this indicator is strongly influenced by flows not related to normal production activities. In particular, activities such as extraordinary disposal of materials, the management of WEEE (electronics) and periodic plant cleaning and maintenance significantly impact both the intensity indicator and the total volume of waste produced at our site. The positive trend recorded nonetheless confirms the effectiveness of the actions taken, whilst considering that in future years, the nature of these extraordinary flows could influence the data trend independently of process efficiency.

Recovery

In order to minimise the extraction of virgin raw materials, Ceramica Sant’Agostino promotes the maximum valorisation of its industrial residues (cooked, raw and powdered waste). Adding to these are the materials we receive from the partner company of atomised waste and aqueous suspensions, which are also destined for complete reuse within our production cycle. The Company pursues a management strongly oriented towards the circular economy also for all waste tracked exiting the plant, rigorously monitoring their final destination. The key indicator used is the percentage of waste recovered out of the total waste produced, which measures the organisation’s ability to divert material from final disposal and reintroduce it into external value cycles.

Circularity indicator	Unit of measure	2024	2025	Trend %
Waste diverted from disposal (external recovery/ recycling)	Kg	930.741	565.130	-39,3%
Waste diverted to disposal	Kg	57.729	55.300	-4,2%
Total waste Produces	Kg	988.470	620.430	-37,2%
% of waste recovered on Products		94,2%	91,1%	-3,3%

GRI Standards: 306

The analysis of the two-year period highlights excellent circular economy performance, with a share of waste recovered consistently above 90%. The downturn in the total volume of recovered residues (-39.3%) is consistent with the decline in total waste production (-37.2%). The slight decrease in the recovery index, from 94.2% to 91.1%, is mainly due to technical factors and proportional effects. In 2025, extraordinary non-recyclable flows linked to aqueous waste solutions (CER 161002 for 11,980 kilograms) generated by extraordinary maintenance emerged. Furthermore, despite the drastic drop in total waste, the portion sent for disposal remained almost constant (-4.2%), thus exerting a greater percentage weight on the total produced in 2025, while confirming an ordinary plant management strongly oriented towards material valorisation.

Regulatory compliance and the accuracy of Company data are guaranteed by the application of an Environmental Management System certified according to the international ISO 14001 standard. The entire traceability of flows – from generation to final delivery – is digitised and constantly monitored through the specialised WinWaste software. This system allows for complete interoperability with the RENTRI system, ensuring strict environmental accounting of loading/unloading registers and Waste Identification Forms, while also guaranteeing prior verification of authorisations for all transporters and third-party destination plants.

5.7 Water

Source	Unit of measure	2024	2025	Trend%
Surface water	ML	0,00	0,00	0,0%
Groundwater	ML	52,12	48,48	-7,0%
Rainwater	ML	3,96	2,64	-33,3%
Water supplied by public water systems	ML	3,32	3,78	13,9%
Total water extraction	ML	59,39	54,90	-7,6%
Wastewater reuse rate	%	108,3%	110,7%	2,2%
Water consumption/requirement ratio	%	0,462	0,461	-0,1%

Regarding water resources, Ceramica Sant’Agostino adopts a management model based on maximum circularity. The quantity of water used is directly connected to the needs of the production cycle, the main input sources for which are extraction from wells, moisture in raw materials, recovery of external liquid waste and reuse of rainwater, whilst output occurs exclusively through evaporation in the atomisation cycles.

In 2025, total water withdrawal amounted to **54.90 Megalitres (ML)**, recording a decrease of **7.6%** compared to **59.39 Megalitres** in 2024.

It should be noted that it is not possible to predict a linear trend for water extracted from wells, despite the decrease in 2025 (48.48 Megalitres), since the water content of raw materials and the recovery of rainwater (2.64 Megalitres in 2025) vary year by year depending on atmospheric conditions.

In line with the indicator and calculation methodology approved by ARPAE under the I.P.P.C. permit (A.I.A.), consumption during the body preparation phase remains fully covered by the reuse of internal wastewater, external wastewater (received as waste from the company purchasing our spray-dried powder), and rainwater. The integration of these alternative sources, combined with plant upgrades implemented over time to recover wastewater, confirmed a reuse factor exceeding 100% again this year, reaching 110.7%. The production cycle does not involve industrial water discharges. Rather, water withdrawn for industrial use first serves the glazing and grinding departments, then is reused as-is in grinding the mixture before completely evaporating in the spray-drying process. If necessary, it can be purified through a clarifier and reused in the various departments. The ratio between water consumption and needs remains stable at **0.461**, demonstrating that more than half of the factory’s theoretical water demand is met without drawing on new resources. These results confirm the effectiveness of an industrial model designed to minimise the impact on aquifers and optimize the value of each individual drop of water used in the process.





6.0

PEOPLE

- 6.1 Our People
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- 6.3 Corporate Welfare: the Wellbeing of People at the Centre
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People

In a manufacturing ecosystem where the strong push towards automation redefines ceramic production, Ceramica Sant’Agostino puts people at the centre, as engines of innovation and custodians of the Company’s technical know-how. The business strategy is developed through following three clear guidelines: an advanced culture of safety based on targeted and specific training courses for each individual job; continuous professional evolution guided by flexible training plans that already integrate new digital skills; and holistic welfare oriented to daily wellbeing, thanks to the constant enhancement of digital services and benefits on the platform. Projected towards tomorrow, the Company consolidates this model of responsible growth by investing in the progressive mapping of internal skills, the renewal of the Company’s Supplementary Labour Agreement and an open and constant synergy with the local community, local schools and the new generations.



6.1 Our People

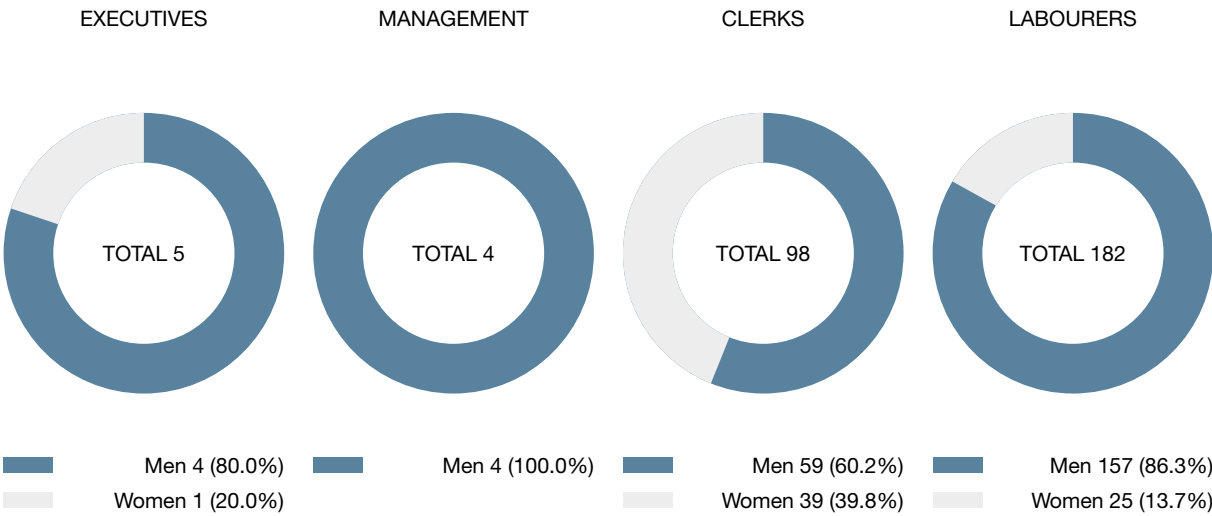
At Ceramica Sant’Agostino, we are convinced that the quality of our collections comes directly from the skills, ideas and passion of those who work with us each and every day. This is why we focus on the creation of a work environment that is **stimulating, safe and inclusive**, where the energy of **young talents** is integrated and enriched thanks to the value of **consolidated experience**.

As of 31st December 2025, our team consists of 289 professionals (compared to 299 the previous year). The Company’s demographic profile shows a mature and structured generational mix, with the “50 and Over 50” group counting 133 employees, followed by the “40–49 years” group having 72 resources.

The youngest profiles (“Under 30” and “30–39 years”) stand at 28 and 56 employees respectively, consolidating the results of the important campaigns of generational renewal and inclusion of new skills launched in recent years.

From the point of view of internal organisation, the structure reflects the Company’s spirit of manufacturing and excellence. The production sector includes 182 workers, supported by a solid structure of 98 employees, 4 middle managers and 5 executives.

Within the Management team, 2025 saw the appointment of a new female executive.



Gender diversity shows a composition in line with our history and the structural characteristics of the ceramic sector, with 77.5% of the team being men (224) and 22.5% women (65). In full consistency with the values of our Code of Ethics, we firmly reject any form of discrimination.

Aware that the nature of certain operational roles naturally influences applications, our commitment remains to guarantee equal opportunities, promoting talent, merit and professional growth for everyone, without any gender bias.

Age Classes	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Under 30	n.	24	10	34	19	9	28
30 - 39 years	n.	51	8	59	48	8	56
40 - 49	n.	56	13	69	59	13	72
50 and Over 50	n.	99	38	137	98	35	133
Total	n.	230	69	299	224	65	289

GRI Standards: 405

Job Description	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Executives	n.	4	0	4	4	1	5
Management	n.	4	1	5	4	0	4
Clerks	n.	60	40	100	59	39	98
Labourer	n.	162	28	190	157	25	182
Total	n.	230	69	299	224	65	289

GRI Standards: 2-7, 405

For Ceramica Sant’Agostino, the stability and enhancement of people represent the key to sustainable and lasting development. Also in 2025, this philosophy was confirmed by the significant increase in stabilisations, with a clear rise in transitions from fixed-term to permanent contracts.

This strategic choice has rendered it possible to bring the incidence of 97% permanent contracts within the total workforce (294 employees), consolidating the professional security of the team. The focus on continuity of employment is reflected in a team that is more cohesive, motivated and integrated into the Company’s value fabric.

Contracts	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Permanent Contract	n.	217	65	282	222	64	286
Flexed-Term Contract	n.	13	4	17	2	1	3
Apprenticeship	n.	0	0	0	0	0	0
Atypical (temporary agency work, project, internship)	n.	13	1	14	4	1	5
Total	n.	243	70	313	228	66	294

GRI Standards: 405

Full-time	n.	240	58	298	225	54	279
Part-time	n.	3	12	15	3	12	15
Total	n.	243	70	313	228	66	294

Education Levels	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Master, PhD	n.	1	1	2	1	1	2
Graduation	n.	33	24	57	31	23	54
High School Diploma	n.	135	24	159	132	23	155
Middle School Diploma	n.	61	20	81	59	19	78
Total	n.	230	69	299	223	66	289

GRI Standards: 405



6.2 Workforce Evolution

The staff flows for the 2024–2025 two-year period reflect the ongoing organisational transformation. The total workforce has gone from 313 to 294 employees, a change driven by a clear strategic vision: on the one hand, strong investments in automation and digitalisation, and on the other, a complex market situation linked to international geopolitical and economic scenarios. This combination redefined the staffing requirements in production departments, leading the Company to manage turnover in a **conservative** way. As a result, the 2025 exits (due to retirements and resignations) were only partially compensated by new entries.

This transition is positively reflected in the stability of the team: the overall turnover rate fell from 9.4% in 2024 to 8.0% in 2025, showing a balanced trend and a strong alignment between the male (8.0%) and female (7.7%) components.

At the same time, the rate of hiring new employees stood at 4.5% in 2025 (compared to 12.7% the previous year). This downturn does not indicate some sort of disengagement but is the virtuous result of our **stabilisation policy**, as the Company has chosen to enhance internal talent by converting supply contracts into permanent contracts. In fact, the resources under administration fell to only 5 units as of 31st December 2025, almost halving the figure compared to the 14 resources registered in 2024. By consolidating existing know-how and not availing of new external hires, the Company confirms its desire to put people at the centre, ensuring **solid, safe and quality work** even in challenging macroeconomic contexts.

Flow Rates	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Number of New Hires	n.	33	5	38	12	1	13
outgoing Employees	n.	22	6	28	18	5	23
Total Number of Employees	n.	230	69	299	224	65	289
Recruitment Rate for new employees	%	14,3%	7,2%	12,7%	5,4%	1,5%	4,5%
Employee Turnover Rate	%	9,6%	8,7%	9,4%	8,0%	7,7%	8,0%

GRI Standards: 405

Our recruitment and selection process is guided by strict criteria of objectivity, fairness and transparency, aimed at guaranteeing the same opportunities to every candidate.

To intercept and attract the best talent, Ceramica Sant’Agostino adopts a multi-channel approach that combines proprietary digital tools – such as the dedicated section on the Company website – with strategic collaborations with recruitment companies and authorised employment agencies.

6.3 Corporate Welfare: the Wellbeing of People at the Centre

Throughout 2025, Ceramica Sant’Agostino confirmed and strengthened its Corporate Welfare Strategy, consolidating an ecosystem of initiatives aimed at improving the quality of work and private life of our people. The Company’s commitment develops along three fundamental guidelines: health, daily sustainability and the enhancement of free time.

Digital innovation and personalisation of services - One of the main innovations for the year is the significant enhancement of the Welfare platform (in partnership with Edenred). Employees can convert their performance bonus into a flexible welfare credit, independently choosing from an even broader and more diversified catalogue of goods and services, ranging from shopping and fuel vouchers to gift cards for shopping and travel.

Nutrition, health and prevention - Digitalisation also drives the Company canteen service, the costs of which are almost entirely borne by the Company. Through a dedicated software application, employees can quickly and easily manage and book meals prepared by an external supplier. In the field of prevention and health protection, thanks to a strategic agreement signed with the Company trade unions (OO.SS.), the granting of two days of paid leave per year (one every six months) dedicated exclusively to medical examinations was introduced.

Widespread and cultural sustainability - In line with our environmental responsibility, the distribution of Company water bottles to be used at the free water dispensers installed in the offices continued, a small but constant daily gesture that aims to drastically reduce the consumption of single-use plastic. Finally, convinced that wellbeing also calls for cultural stimulation, Ceramica Sant’Agostino has distributed to its workers facilitations for entrance to the assets of the FAI – Fondo per l’Ambiente Italiano (Italy’s National Trust), actively promoting the rediscovery and protection of the historical and landscape heritage of our country.

6.4 Occupational Health and Safety

For Ceramica Sant’Agostino, promoting sustainable business development means first of all ensuring maximum risk prevention and protecting the health and safety of every worker. This constant commitment is embodied in the adoption of a Management System certified according to the international standard **ISO 45001**. The System represents a strategic guide to continuously improve our standards, minimising risk factors and safeguarding people’s physical and mental wellbeing.

The culture of safety at Ceramica Sant’Agostino is cultivated from the very first day at the Company. With the aim of optimising the dissemination of information and increasing individual awareness, each new employee participates in a dedicated meeting with the Prevention and Protection Service Manager, aimed at illustrating the corporate organisation and the methods of managing workplace health and safety.

During this session, the worker is trained on the general risks related to the activity and those specific to their job, delving into the prevention and protection measures adopted to eliminate or mitigate these factors. At the end of the meeting, a complete documentation kit is provided that includes the Job Description – with the detailed mapping of risks and the relative Personal Protective Equipment (PPE) required – along with the Internal Emergency Plan containing specific operating instructions for the role, such as evacuation, fire-fighting and first aid and finally, the Safety Organisation Chart with the names and direct contacts of all figures responsible for emergency management.

To ensure an environment prepared for any eventuality, we actively collaborate with the **118** emergency service to organise three-year training courses in first aid and Cardiopulmonary Resuscitation (CPR) for members of our Emergency Management Team.

- Our safety presence on site is organised as follows:
- **First Aid Team** - consisting of approximately 45 trained personnel, distributed to ensure the constant presence of at least 2 operators in each macro-area, across all departments and during all work shifts;
 - **Firefighting Team** - similarly composed of about 45 dedicated employees.

A Cardioprotective Company at the Service of Communities

Ceramica Sant’Agostino is officially recognised as a **Cardioprotective Company**. The plant is equipped with **three Automated External Defibrillator (AEDs)** strategically positioned to cover the entire corporate area (Production, Logistics and Offices). All devices are duly registered with the local 118 emergency service and are available to the Red Cross in case of need in the area, representing an added value for the entire surrounding community.

To maintain the effectiveness of this oversight, we periodically verify the availability of personnel already certified for first aid and for the use of the Basic Life Support and Defibrillation (BLSD). Where necessary, we supplement skills with in-house courses. The latest session was held in 2024 and trained about 10 new employees on the use of the automatic defibrillator, further enhancing our capacity for timely response.

GRI Standards: 404

6.5 Continuous Training and Growth Paths

For Ceramica Sant’Agostino, the development of human capital represents a fundamental strategic lever to support technological evolution and ensure the sustainability of the business over the long term.

In a year marked by profound structural changes, the approach to corporate training has evolved, focusing on greater digitalisation of processes, the introduction of cutting-edge topics and broader involvement of the corporate workforce.

Training Dynamics: quality, efficiency and centrality of people

Throughout 2025, the total hours of training provided amounted to 3,116 (compared to 3,695 in 2024). This physiological decline was caused by a specific operational contingency:

the significant **revamping of certain production lines**, which absorbed and intensely involved the direct and indirect workforce in the various departments, limiting the available time window for classroom and on-the-job training sessions.

Job Description	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Executives	hours	39	4	43	52	16	68
Management	hours	52	0	52	71	0	71
Clerks	hours	783	549	1.332	881	347	1228
Labourer	hours	2.116	152	2.268	1.601	148	1749
Total	hours	2.990	705	3.695	2.605	511	3.116

GRI Standards: 405

However, a more in-depth analysis of the data reveals an extremely virtuous trend in terms of reach and inclusion. Despite the reduction in total hours, **the number of unique employees involved in training activities increased, rising from 235 to 255 individuals.**

This demonstrates how the Company has prioritised more targeted, flexible and efficient interventions, extending access to professional growth to a broader group of contractors, with a particularly significant increase among labourers (from 141 to 156 participants) and clerks (from 86 to 90).

Job Description	Unit of measure	2024			2025		
		Men	Women	Total	Men	Women	Total
Executives	n.	4	0	4	4	1	5
Management	n.	3	1	4	4	0	4
Clerks	n.	52	34	86	56	34	90
Labourer	n.	122	19	141	135	21	156
Total	n.	181	54	235	199	56	255

GRI Standards: 405

At the same time, the year saw a decisive step forward in the **governance of training**. The implementation of the new database for managing course records and digitising each worker’s individual training record has been completed.

To ensure continual improvement and give voice to participants, the Personnel Office also introduced a system of anonymous satisfaction questionnaires on the quality of lessons and instructors, placing listening and the student experience at the centre of learning processes.

The Revised Training Offer: digital skills, leadership and welfare

The 2025 training offer has been significantly revised compared to the past, focusing on key skills to address the challenges of the transitional phase, organisational wellbeing and regulatory compliance, with a focus on:

- **Digitisation and Tech Evolution** - In response to new technological scenarios, cutting-edge courses dedicated to **Artificial Intelligence**, the protection of **Privacy** and **Cybersecurity** have been introduced to foster a widespread culture of data security. The digitalisation of internal processes was also supported by specific sessions on the use of the Zucchetti Workflow application for the digital management of absences;
- **Leadership and Soft Skills Development** - To strengthen the management of factory personnel, two editions of the course “*Team Building for Heads of Department*” were conducted, focused on developing assertive communication techniques and team management;

- **A Culture of Welfare and Service** - With the aim of making employees fully aware of corporate opportunities, six editions of the course on the use of the welfare platform were held, extended to the entire corporate population. Added to these was the important institutional collaboration with the Ferrara branch of the National Institute for Social Security (INPS) for the regional project “INPS in Azienda”, which offered direct information sessions on retirement funding.

At a thematic level, the technical/operational realm (increasing to 877 hours) and the IT field (increasing to 353 hours) guided the training plan, whilst the safety realm remains the most significant in terms of volume (1,308 hours), ensuring maximum protection of workplace health.

Training Hours by Topic	Unit of measure	2024	2025
Information Technology	hours	229	353
Economics and Financial	hours	89	62
Technical/Operational	hours	660	877
Managerial	hours	270	232
Foreign Languages	hours	54	0
Sales	hours	260	138
Safety	hours	2.046	1.308
Quality/Environment	hours	60	124
Other	hours	27	22
Total	hours	3.695	3.116

GRI Standards: 403, 404

Mapping Skills and Future Needs

Looking to the future, Ceramica Sant’Agostino continues to successfully develop its plan for **skills mapping**. The initiative is being progressively implemented and constantly expanding the business areas surveyed.

This tool is not considered a static procedure but a dynamic and participatory process. Periodic management meetings between the Department Managers and their workers already allow for timely identification of individual and team training needs, translating these into personalised educational proposals consistent with the meritocratic growth of our people.

6.6 Initiatives for the Territory

Ceramica Sant’Agostino confirms its role as a key resource for the territory thanks to a constant commitment to Corporate Social Responsibility. Over the years and again in 2025, the Company has concretely supported the Local Community through donations and activities in favour of education, health, social assistance and emergency management.

FAI – Italy’s National Trust



Since 2024, Ceramica Sant’Agostino has actively supported the FAI in protecting the beauty of our country as a Corporate Golden Donor.

Fondazione Città della Speranza



For many years, Ceramica Sant’Agostino has been linked to the Fondazione Città della Speranza, which it actively supports through initiatives and donations. To reinforce this bond, on 24th November 2025, the Company inaugurated at its Milano Living Surfaces Showroom the cultural and charitable

Considering this commitment a pillar of its identity, the Company is already planning new cultural and citizen engagement initiatives for the coming years.

Also in 2025, this collaboration enriched the Company’s vision and mission, representing a clear choice of social responsibility and a forward-looking investment for the future. As a testament to this bond, the Company internally distributes **dedicated benefits for entry to FAI venues**, extending the value of this partnership to all its personnel.

exhibition “Peace Builder: Architettura per la Pace”, a project promoted together with PLATFORM Architecture and Design.

The initiative involved ten major Milanese architecture studios that donated handmade drawings to explore the social role of design. The occasion ended with a closing and fundraising event that raised and donated approximately €6,000, going entirely to the Fondazione Città della Speranza, providing a concrete contribution and strong signal of shared responsibility in support of research and treatment of paediatric diseases.



6.7 Orientation and New Generations

For Ceramica Sant’Agostino, investing in sustainability also means nurturing an ecosystem open to young talents, facilitating the transition between the world of training and the labour market through advanced Employer Branding strategies.
The Company has consolidated this bridge to the future by overseeing the main orientation and matching hubs with a proactive and continuous approach consisting in:

- **Academic Synergy with the University of Ferrara** - By participating in the Career Day of the University of Ferrara in May 2025, the brand was confirmed as a key interlocutor for tomorrow’s professionals, attracting new energy and skills in the territory;
- **Sector Networking at Cersaie**: For the September 2025 event, the Personnel Office led the Company’s presence at the Supply Chain Career Day. Developed in collaboration with **Confindustria Ceramica** and **AlmaLaurea** (University of Bologna), the event represented a strategic platform to connect Ceramica Sant’Agostino’s industrial vision with high-potential profiles specialised for the sector.

6.8 Urban Regeneration and Community Value

Throughout 2025, Ceramica Sant’Agostino’s commitment to the territory and social sustainability also materialised through support for important local architectural redevelopment projects. Among these, the Zeta Club project in Ferrara stands out, as an urban regeneration initiative that saw the completion of renovation works at the end of 2025 to restore prominence to a historic villa that had long remained inactive.
The complex has been transformed into a multifunctional contemporary hub that **combines sport, wellbeing, business and sociality**, offering the community a renewed space for **aggregation and connection**.

In this context, Ceramica Sant’Agostino integrated its ceramic solutions (through the Venistone, Tetris and Silkystone collections) within the design concept. The Company’s contribution enabled the combination of a refined aesthetic with high standards of technical performance, resistance and durability over time.
The initiative showcases the Company’s commitment to promoting the **economic and social development of local areas**, demonstrating how product innovation can become a narrative tool in the service of protecting the existing heritage and collective wellbeing.



NEW SUSTAINABILITY GOALS 2025 - 2026 ESG





New Sustainability Goals 2025 – 2026 ESG

ESG Area	Strategic Goals 2025/2026	Correlated SDG ONU 2030
Green	Improvement of the heat recovery system from the oven to the dryer	
	Updating of control software for one of the firing ovens to optimise consumption	 
	Research into new raw materials for the mixture to try to reduce methane consumption during firing	
	Optimisation of the plants to reduce production waste	
Social	Expansion of welfare services by increasing the quality of the offer provided through the company platform	
	Targeted support initiatives in corporate contract renewal	
	Courses on AI and ESG/Green Claim updating	
	Funding of an educator for the after-school of the Parish of Sant'Agostino	 
	Partnership with the University of Ferrara and taking on trainees	
	New collaborations with social entities in the Ferrara area	
Governance	Evolution of internal skills specialised in the preparation of the Report, structuring an increasingly-qualified sustainability office	
	Sharing the ESG Vision at every company level, making each employee the protagonist of change	
	Investments in local talent through partnerships with schools and universities, guiding new generations in their entry into the ceramic sector	 
	Involvement of suppliers in socio-environmental protocols and supply chain mapping	

A Note on Methodology

The 4th Sustainability Report of Ceramica Sant’Agostino aims to inform the Company’s stakeholders about the Company’s environmental, social, economic and governance sustainability profile, through qualitative and quantitative information.

The scope of reporting the data and information contained in the Report refers to Ceramica Sant’Agostino S.p.A., unless otherwise specified, and reports the information for the year 2025.

Information relating to the period of reference is compared with that of the previous year (when available) in order to showcase information on the trend of performance over time.

In drafting the Report, reference was made to data and information collected directly by the Company, based on indicators and reporting methods consistent with the main international Sustainability Reporting Standards and with reference to the GRI Reporting Standards (Approach With Reference).

The document refers to the Sustainable Development Goals (SDGs) of the United Nations’ 2030 Agenda in relation to the actions carried out and the commitments made by Ceramica Sant’Agostino.

The Sustainability Report was approved by the Board of Directors in July 2026.

For information relating to this Report, please contact:
info@ceramicasantagostino.it



GRI Standards Indicators

GRI Standard	Policy	Policy name	Page/Content
ORGANISATIONAL AND GOVERNANCE ASPECTS			
GRI 2: 2021 General Disclosures	2-1	Organisational Details	"Governance and Corporate Structure" pg.22
	2-2	Entities included in the organisation's Sustainability Reporting	"A Note on Methodology" pg.98
	2-3	Reporting period, frequency and point of contact	"A Note on Methodology" pg.98
	2-4	Review of information	"A Note on Methodology" pg.98
	2-5	External assurance	Not applicable
	2-6	Activities, value chain and other business relationships	"Markets of Reference", "Our Production Cycle", "Raw Materials and Packaging" pg. 56, 62, 64
	2-7	Employees	"Our People" pg.80
	2-8	Non-employee workers	"Our People" pg.80
	2-9	Governance structure and composition	"Governance and Corporate Structure" pg.22
	2-10	Appointment and selection of the highest governance body	Not available
	2-11	Chair of the highest governance body	"Governance and Corporate Structure" pg.22
	2-12	Role of the highest governing body in Impact Management Control	"Sustainability Governance and Plan of Action" pg.33
	2-13	Delegation of responsibilities for Impact Management	Not available
	2-14	Role of the highest governing body in Sustainability Reporting	"A Note on Methodology" pg.98
	2-15	Conflicts of interest	"Business Ethics and Operational Integrity" pg. 27
	2-16	Communication of critical issues	"Organisational Model 231: Oversight on Legality and Sustainability" pg. 27
	2-17	Collective knowledge of the highest governance body	Not available
	2-18	Evaluation of the performance of the highest governance body	Not available
	2-19	Remuneration policies	Not available
	2-20	Process to determine remuneration	Not available
	2-21	Total annual salary ratio	Not available
	2-22	Sustainable Development Strategy Statement	"Commitment to Sustainability" pg.30
	2-23	Policy commitment	"Sustainability Governance and Plan of Action" pg.33
	2-24	Integration of policy commitments	Not available
	2-25	Processes to remedy negative impacts	"Stakeholder Engagement as a Strategic Driver" pg.40
	2-26	Mechanisms for requesting clarification and raising concerns	"Business Ethics and Operational Integrity", "Stakeholder Engagement as a Strategic Driver", "Quality and Satisfaction: the New 2025 Goals" pg. 27, 40, 56
	2-27	Compliance with laws and regulations	No non-conformities
	2-28	Membership in associations	"Stakeholder Engagement as a Strategic Driver" pg.40
	2-29	Approach to stakeholder engagement	"Stakeholder Engagement as a Strategic Driver" pg.40
	2-30	Collective bargaining agreements	100% of employees covered by collective bargaining agreements

GRI Standard	Policy	Policy name	Page/Content
ORGANISATIONAL AND GOVERNANCE ASPECTS			
GRI 3: 2021 Material Topics	3-1	Process for determining Material Topics	"Materiality as a Strategic Compass" pg.42
	3-2	List of Material Topics	"Materiality as a Strategic Compass" pg.42
	3-3	Management of Material Topics	"Materiality as a Strategic Compass" pg.42
Autonomous Information	No GRI Policy	List of 2023 Sustainability Actions	"Ceramica Sant'Agostino's Impact on UN 2030 Goals" pg. 48
	No GRI Policy	Definition of new Sustainability Objectives for 2024	"New Sustainability Goals 2025–26 ESG" pg.95
ECONOMIC SUSTAINABILITY			
Autonomous Information GRI 201: Economic Performance (2016)	3-3	Management of Material Topics	"Quality and Satisfaction – the New 2025 Goals" pg.56
	No GRI Policy	Customer satisfaction	"Quality and Satisfaction – the New 2025 Goals" pg.56
	3-3	Management of Material Topics	"Economic Performance" pg.54
	201-1	Economic value generated, distributed and retained	"Economic Performance" pg.54
ENVIRONMENTAL SUSTAINABILITY			
GRI 301: Materials (2016)	3-3	Management of Material Topics	"Materiality as a Strategic Compass", "Raw Materials and Packaging" pg.42, 64
	301-1	Materials used divided by weight and volume	"Raw Materials and Packaging" pg.64
	301-3	Recovered or reclaimed products and relative packaging materials	"Raw Materials and Packaging" pg.64
GRI 302: Energy (2016)	3-3	Management of Material Topics	"Materiality as a Strategic Compass", "Energy and decarbonisation" pg.42, 68
	302-1	Energy consumed within the organisation	"Energy and Decarbonisation" pg.68
	302-3	Energy intensity of the organisation	"Energy and Decarbonisation" pg.68
GRI 303: Water and wastewater (2018)	3-3	Management of Material Topics	"Water" pg.74
	303-3	Water withdrawal	"Water" pg.74
	303-4	Water discharge	"Water" pg.74
	303-5	Water consumption	"Water" pg.74
GRI 305: Emissions (2016)	3-3	Management of Material Topics	"Greenhouse Gas Emissions", "Other Emissions" pg.70
	305-1	Direct Greenhouse Gas Emissions (Scope 1)	"Greenhouse Gas Emissions" pg. 70
	305-2	Greenhouse Gas emissions for energy production (Scope 2)	"Greenhouse Gas Emissions" pg. 70
	305-4	GHG emission intensity	"Greenhouse Gas Emissions" pg. 70
	305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant emissions	"Other Emissions" pg. 70

GRI Standard	Policy	Policy name	Page/Content
ENVIRONMENTAL SUSTAINABILITY			
GRI 306: Waste (2020)	3-3	Management of Material Topics	"Waste - Disposal and Recovery" pg.72
	306-3	Waste produced	"Waste - Disposal and Recovery" pg.72
GRI 307: Ethics and Compliance (2016)	3-3	Management of Material Topics	"Environment"pg. 58
	307-1	Non-compliance with environmental laws and regulations	No non-conformities
SOCIAL SUSTAINABILITY			
GRI 401: Employment (2016)	3-3	Management of Material Topics	"Materiality as a Strategic Compass", "Our People", "Evolution of the Workforce", "Welfare and Wellbeing" pg.42, 80, 84, 85
	401-1	Recruitment rate and staff turnover	"Evolution of the Workforce" pg. 84
	401-2	Benefits provided to full-time employees not provided to temporary or part-time employees	"Corporate Welfare: the Wellbeing of People at the Centre" pg. 85
GRI 403: Occupational Health and Safety (2018)	3-3	Management of Material Topics	"Occupational Health and Safety" pg. 86
	403-1	Occupational Health and Safety Management System	"Occupational Health and Safety" pg. 86
		Worker training in occupational health and safety	"Continuous Training and Growth Paths" pg. 87
GRI 404: Training and education (2016)	3-3	Management of Material Topics	"Continuous Training and Growth Paths" pg. 87
	404-1	Average annual training hours per employee	Average of 12 training hours per employee
GRI 405: Diversity and equal opportunities (2016)	3-3	Management of Material Topics	"Corporate Governance", "People" pg.18, 76
		Diversity in governing bodies and among employees	"Corporate Governance", "People" pg.18, 76
GRI 413: Local communities (2016)	3-3	Management of Material Topics	"Materiality as a Strategic Compass", "Initiatives for the Territory" pg. 42, 90
	413-1	Areas of operation with implementation of local community engagement programs, impact assessment and development	"Initiatives for the Territory" pg.90
GRI 419: Socio-economic compliance (2016)	3-3	Management of Material Topics	"Business Ethics and Operational Integrity" pg.27
		Non-compliance with laws and regulations in social and economic matters	No non-conformities





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