



Annual Report

SUSTAINABILITY REPORT 2024

MATERIALS
FOR A LIVING
WORLD



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Letter to the Stakeholders

Three years ago, Ceramica Sant'Agostino embarked on a path aimed at discussion, in-depth analysis and dissemination of information on ESG issues, which are becoming increasingly central to the daily lives of companies, people and organizations. This path continues with care and dedication with a view to continuous improvement of the goals set.

During 2024, Ceramica Sant'Agostino carried out significant operations in the production area, aimed at enhancing plant and technological capacity so as to improve the energy efficiency target. The company invested in the installation of a new pressing line, which allows a reduction in consumption and emissions compared to traditional systems. In addition, much of the lighting fixtures have been replaced with LED systems.

The company organization has also been strengthened in terms of skills and knowledge. Hours devoted to training activities, aimed at the personal and professional growth of our employees, have increased.

Ceramica Sant'Agostino has, in addition, initiated several ambitious projects for the company and its employees, which marked the beginning of a new chapter: the presentation of the new company logo on the occasion of Cersaie 2024 and the opening of a corner, at “Le BHV Marais,” a prestigious commercial space in the historic center of Paris. In addition, on the occasion of the first anniversary since the opening of the Milan showroom, an exhibition of contemporary architecture was organized.

The company's connection with the community and the local area, represents a very important element for Ceramica Sant'Agostino, which continues, with heart, to collaborate with local entities and to support foundations for land protection and pediatric research.

This approach to comparison and exchange not only with local but also international realities excites us and drives us to set increasingly ambitious goals for personal, organizational and qualitative growth. Above all, it motivates us to constructive confrontation aimed at continuous improvement, as well as optimizing the efficiency and effectiveness of our decisions, strategies and actions.

With this in mind, in the next few pages we present the third edition of Ceramica Sant'Agostino's Sustainability Report, which this year was drafted entirely from within the company.

We will tell you what projects we are developing, what we have successfully completed, and the steps we are taking on our path to a sustainable future.

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

Ennio Manuzzi
Chairman of Ceramica Sant'Agostino



Sustainability
Highlights 2024

Ceramica Sant’Agostino’s strengths and achievements in 2024 at a glance.

Environment

100%
waste water treated
and reused

Activation of new 2.4 MWp photovoltaic plant to support production

New press
to increase energy saving

Improving the Rating of ISO 17789-1 Certification

Increased heat recovery from the dryer for large sizes

100%
LED illuminated
logistics area

Social

94%
permanent
contracts

Maintaining Safety Management System ISO 45001

3.695
training hours
provided

Collaboration with high schools

Corporate
Golden Donor FAI 2024

Support and donations to
Fondazione Città della Speranza

Governance

+130
Stakeholder
engaged in Stakeholder
Engagement activities

Assessment and control of key ESG impacts


ECOQUALITY integrated
Management System

Archiproducts
Design Award 2024

“Visioni del Futuro:
Architetture Avanguardistiche”
Milan Showroom

New flag store
Le BHV Marais, Paris

Corporate Code
of Ethics and Model 231



1.0

CERAMICA SANT'AGOSTINO, SINCE 1964

- 1.1 **About us**
- 1.2 **The history of Ceramica Sant'Agostino**
- 1.3 **Vision, Mission and Values**
- 1.4 **Our products: a journey through memories, materials and the future**

1.1 About us

For sixty years, **Ceramica Sant'Agostino** has distinguished itself as a leader in the Italian ceramic sector. The company's entrepreneurial philosophy is based on continuous investment in product innovation and technological progress, **enabling it to produce high-quality ceramic surfaces with high technical functionalities**, versatility and aesthetic solutions that meet the needs of contemporary architecture.

Ceramica Sant'Agostino's distinctive approach, combining **quality, innovation and ethical values**, has led the company to become a leader in the Province of Ferrara and to achieve international recognition. With production capacity of around 4.5 million square metres per year, the company exports the majority of its production to more than 80 countries.

Production takes place entirely in Italy, a voluntary choice that reflects the company's commitment to social and environmental responsibility. **Sustainability is a transversal principle in all Ceramica Sant'Agostino activities**, as demonstrated by the publication of its third Sustainability report, and by the training of internal members dedicated to its drafting. In the following pages, the company wants to show its commitment to mapping out and following a clear and concrete path to improving its environmental, social and governance profile.



1.2 The history of Ceramica Sant’Agostino

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

Despite its geographical location far from the Italian ceramic district, Ceramica Sant’Agostino has always remained extremely up-to-date and competitive in the market, thanks to its long-standing, consolidated relationship with the Confindustria Ceramica administration.

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



1.3 Vision, Mission and Values

VISION AND MISSION

“The pursuit of beauty is a daily commitment”.

With these words, Ceramica Sant'Agostino describes its corporate mission, aimed at expressing “stories of beauty” through the research and development of high quality artistic-craft products.

Ceramica Sant’Agostino’s collections are always inspired by the desire to perfect spaces on a functional, aesthetic and emotional level, improving the lives of those who use them.

VALUES

Passion	Each product reflects a deep passion for aesthetics and the art of design, combining elegance and functionality.
Innovation	Innovation is at the heart of the business, with investments in research to develop cutting-edge ceramic solutions.
Respect for Tradition	Tradition and modern technology are continuously integrated to create high-quality and -value products.
Quality	High quality standards are guaranteed at every stage of the production process, ensuring products that exceed customer expectations.
Responsibility and Sustainability	The continuous focus on the environment, adopting sustainable solutions, is combined with commitments to social responsibility and governance.
Focus on People	Special attention is paid to the well-being of employees and customers, promoting a safe, inclusive and motivational working environment.

1.4 Our products: a journey through memories, materials and the future

Innovation, research, functionality and a growing commitment to environmental sustainability represent Ceramica Sant'Agostino's guiding principles in the creation, design and manufacture of its products.

The technical and formal research process behind the company's products is aimed at guaranteeing the beauty of the material, technical efficiency and durability of the surfaces, which are designed to preserve their original, unaltered appearance over time.



The research of beauty, aesthetics and design.

The in-house research process represents the heart of Ceramica Sant'Agostino's collections. With obsessive attention to every detail and a constant commitment to excellence, the company transforms elements of **nature, art and history** into innovative solutions. This creative process takes concrete form thanks to an expertise consolidated over time, which skillfully blends art and craftsmanship. The result is a unique product, where hands, hearts and ideas give rise to Ceramica Sant'Agostino products.

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

The interpretation of nature continues to play a central role in 2024. The innovations introduced during **Cersaie** offer clear evidence of this. The effect of the wind is manifested in the Windstone collection, giving rise to streaks running across the tile surface. Similarly, the oak grain finds new expression in the wood effects of the Gracewood collection.

Another element that distinguishes Ceramica Sant'Agostino is its ability to reinterpret elements and memories linked to tradition in a contemporary key. The Invictus Cross collection, thanks to the effect of wide-ranging movements, re-proposes the architectural and historical beauty of travertine.

The Glow and Iro collections are an expression of the bond with tradition and history. In memory of the "Terrazzo veneziano" style floors of the 1500s, but with a modern twist, through new colours, effects and combinations.

Very popular for 2024: Extra, the collection of large thin slabs that brings together

Ceramica Sant'Agostino's most iconic products to complete their respective ranges. It consists of 17 items including marble, stone and cement effects proposed in a large size format that enhances their aesthetic value, making the most of their material beauty and graphic and chromatic richness.


Design prizes and awards

The Ceramica Sant'Agostino brand stands out in the ceramics industry for the high aesthetic content and excellent technical performance of its products, the result of distinctive choices. Over the years, the company has forged collaborations with internationally renowned designers, such as Philippe Starck, who designed the Flexible Architecture collection for Ceramica Sant'Agostino.

Thanks to its ability to anticipate style trends, the company's products have won numerous national and international awards for creative design. They include several selections in the ADI Design Index, which rewards the best Italian design, various Architizer Awards, which recognise the best architecture of the year, and numerous Archiproducts Design Awards, which are intended for different types of production in the design sector.

Some of the most recent awards received by Ceramica Sant'Agostino include:

- **ADI 2021**
for the stand at Cersaie 2021
Beauty Beyond Nature;
- **Archiproducts Design Award 2022**
for the Form, Fusionart and Dripart
collections (presented at Cersaie 2022);
- **Archiproducts Design Award 2023**
for the Invictus collection: rectified
porcelain stoneware floor and wall tiles
with travertine effect;
- **Archiproducts Design Award 2024**
for the Novart collection: a layering of
elements, mosaic and concrete, that enjoy
total timelessness.



2.0

CORPORATE GOVERNANCE

- 2.1 **Corporate structure and organisation**
- 2.2 **Our headquarters**
- 2.3 **Business Ethics**
- 2.4 **Organisational Model 231**

Corporate Governance

Since its foundation, Ceramica Sant’Agostino has been a Family Company. This model ensures consistency with the company’s values and history and also ensures greater agility in decision-making processes, facilitating the launch of new initiatives and industrial and commercial development projects.

The company’s Chairman is Ennio Manuzzi, who was awarded the honour of Cavaliere del Lavoro by the President of the Republic Giorgio Napolitano in 2007. Ennio Manuzzi, together with his brother Mauro Manuzzi, also holds the position of CEO.

The third generation of the family, Filippo, Eugenio and Chiara Manuzzi, are now responsible for Foreign Sales and Marketing, Italian Sales and Planning, Product and Exhibit. Filippo and Eugenio Manuzzi are also Managing Directors with powers relevant to their areas of purview.



2.1 Corporate structure and organisation

Corporate structure

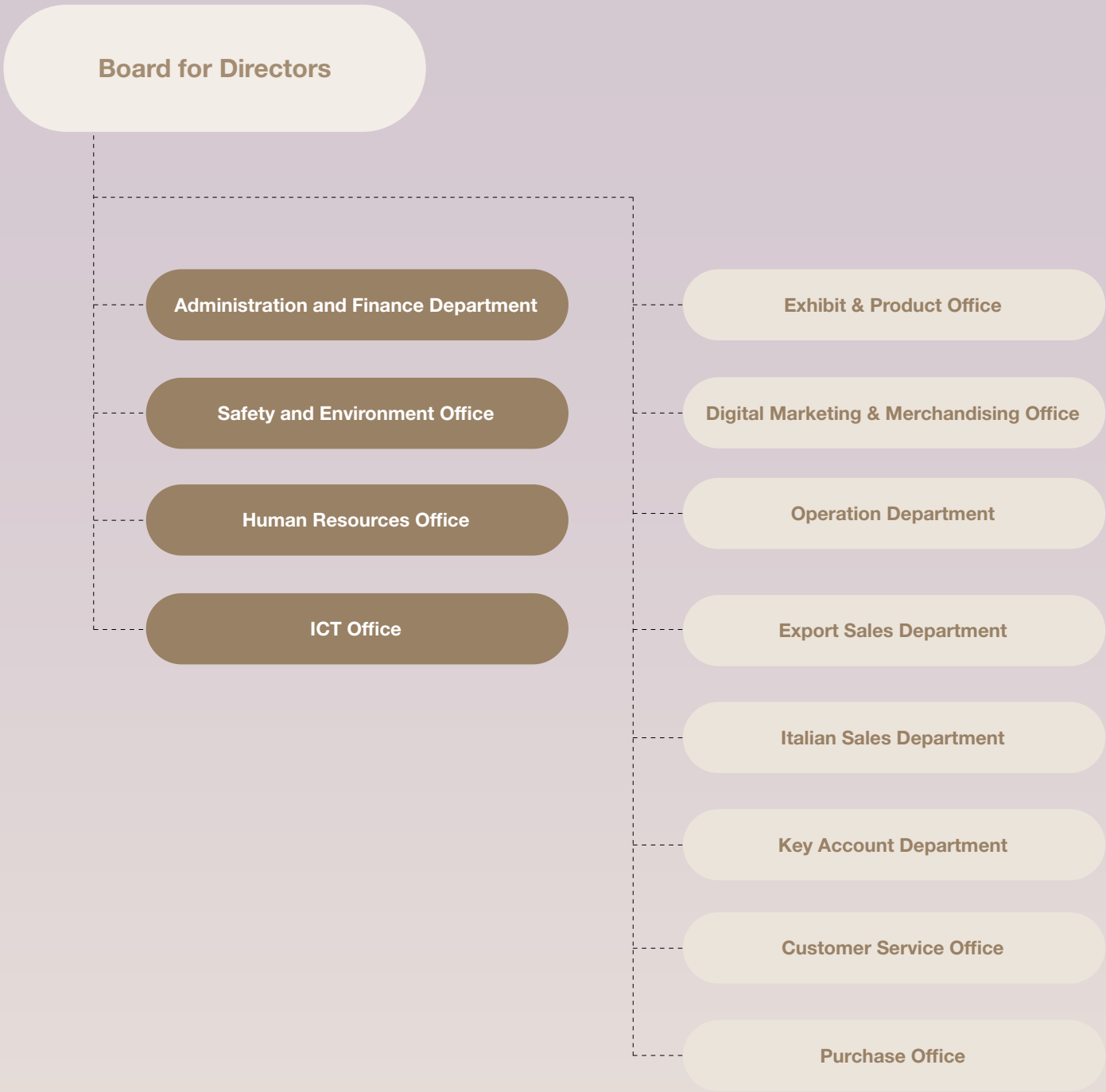
At the corporate level, control of Ceramica Sant’Agostino is held by the family holding Fi.Ma. Holding S.r.l., as illustrated in the following table:

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

Corporate organisation

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

Composition of the Board of Directors (31.12.2024)	Units of measurements	Men	Women	Total
30-50 years	n.	2	0	2
Over 50	n.	2	0	2
Total	n.	4	0	4



2.2 Our headquarters

Located in Terre del Reno, in the province of Ferrara, the Ceramica Sant’Agostino headquarters was built in 1963, starting production the following year. Despite having such distant origins, today it is a technologically advanced location.

Over the years, it has always followed the technological developments in the ceramics sector and, recently, has undergone major upgrades in the context of Industry 4.0. These adaptations have affected both the headquarters and the systems, pursuing the best environmental sustainability criteria.

In total, the Ceramica Sant’Agostino establishment occupies an area of 237,000 m², of which 98,000 m² are covered. A distinctive feature of the location is the extensive covered storage centre, which ensures that the products are well cared for.

This storage system also lets the company reduce the use of plastic in packaging, as the shrink wrap is only applied once the order is prepared, without the need to protect the products from the weather due to the protected environment.



Our Milan Showroom

Located in the heart of Milan, in the Brera Design District, Ceramica Sant’Agostino’s new showroom was inaugurated on 23 October 2023. The new showroom is in Corso Garibaldi and is an atmospheric place whose layout was designed by the Calvi Brambilla studio. The latest and most iconic collections stand out on large panels within a space that is spread over two levels but is treated as a single “architectural box”.

Coherent with its values, Ceramica Sant’Agostino continues its pursuit of creativity in Italy and internationally, occupying one of Milan’s busiest spots, in direct contact with the most important architecture studios.

Architects, designers, and those who love and are curious about ceramic products can enter this exhibition venue not only to view Ceramica Sant’Agostino products, search for the best solutions for their projects, and receive advice and technical assistance, but also visit exhibitions and events dedicated to architecture, making it a culturally lively meeting point.



New Flag Store in Paris

In the heart of Paris, inside the iconic Bazar de l’Hôtel de Ville (BHV), in the area dedicated to bricolage, a new exhibition space by Ceramica Sant’Agostino opened its doors on 12 October 2024.

Located in the Marais, one of the most dynamic and creative neighbourhoods of the French capital, this space was created with the aim of bringing the international and Parisian public closer to the world of Italian ceramic design, in a context of great visibility and daily influx.

The exhibition design, conceived to dialogue with the surrounding urban environment and the practical vocation of the BHV, presents a selection of Ceramica Sant’Agostino’s most representative and recent collections, enhanced through essential but impactful display solutions, in line with the aesthetic and design identity of the brand.

With this new opening, Ceramica Sant’Agostino consolidates its presence in one of the world capitals of design and architecture, strengthening the dialogue with planners, interior designers, architects and enthusiasts, offering them a reference space to learn about materials, receive technical support and be inspired.

In addition to being a point of contact with the public and professionals, the space will also be a venue for events and presentations, in continuity with Ceramica Sant’Agostino’s vision as a promoter of an open and evolving culture.



2.3 Business Ethics

Ceramica Sant’Agostino adopts a corporate governance approach based on dedicated organisational methods and procedures, aimed at being competitive while respecting the principle of fair competition and the rules of professional ethics.

The company is up against the most qualified competitors in the industry, always pursuing quality excellence in the products it supplies.

Within this Code, the company also identifies the rules of conduct to be followed, committing itself to managing its activities in a healthy and responsible manner, and to maintaining

transparent relations with all stakeholders, respecting the community of which it is part.

This code is addressed not only to directors, managers, employees and collaborators, but also to suppliers and partners, who must comply with it in the performance of their activities and in their internal and external relations with the company.

The Code of Ethics is disseminated by the company to all its addressees and can be consulted on the company website.

2.4 Organisational Model 231

In line with its corporate mission, Ceramica Sant’Agostino has paid particular attention to each process of its activities, verifying their organisation and management in compliance with the ethical values that have inspired its work for sixty years.

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

Ceramica Sant’Agostino has adopted its own Organisational Model to ensure fairness, integrity, transparency and legality in the conduct of business and corporate activities. This Model is periodically updated in line with regulatory, organisational and business developments.

This tool aims to build a structured and organic system of guiding principles, operating procedures and other specific safeguards, inspired by sound business management criteria. Its purpose is to prevent the commission of the offences envisaged by the Decree and to protect the interests of Stakeholders relevant to the company. The Model of Ceramica Sant’Agostino is operational only for environmental and safety offences, but is being extended to all other offences.

Sustainability issues assume significant importance in Ceramica Sant’Agostino’s Organisational Model 231, both because of the numerous correlations between these issues and Decree 231 and in relation to the company’s current strategic direction.



3.0

OUR SUSTAINABILITY JOURNEY

- 3.1 **Sustainability Governance**
- 3.2 **ECOQUALITY and the certifications**
- 3.3 **The role of Stakeholder**
- 3.4 **The material topics and the ESG Materiality Analysis**
- 3.5 **Ceramica Sant'Agostino Contribution to the UN 2030 Goals**

Our sustainability journey

Ceramica Sant’Agostino has always stood out for its strategic autonomy based on its own values. With this in mind, the company has embarked on a conscious commitment to sustainability, with the aim of reducing negative impacts and creating value for the region and new generations.

To give substance to this commitment and direct its strategy, Ceramica Sant’Agostino has begun to outline its priority activities in an Action Plan that organises and schedules actions meant to improve environmental, social and governance (ESG) sustainability for the coming years.

In line with its sustainable innovation path, the company started drawing up an annual Sustainability Report in 2022. This document analyses and reports on the positive and negative impacts of the company's activities, illustrating the company's efforts to improve its sustainability performance, using internationally recognised metrics, such as those of the Global Reporting Initiative (GRI), and with an eye on the goals of the 2030 Agenda for Sustainable Development.





3.1 Sustainability Governance

Ceramica Sant’Agostino has embarked on a structured path to update and strategically position the company in the area of sustainability. This commitment stems from the desire to realise an integrated corporate approach to ESG (Environment, Social and Governance) issues.

Several workshops were organised with the heads of the main company areas with the aim of aligning knowledge within management and laying down priority objectives and

management tools to improve the company’s sustainability profile.

These were the activities behind the involvement of the corporate sustainability team and the drafting of the Confindustria Ceramica first ESG Action Plan.

The company has identified the following areas for improvement on which to work over the years with targeted actions are:

- | | |
|-------------------|--|
| 1. Environmental: | Initiatives focused on reducing impacts along the supply chain and reducing GHG emissions. |
| 2. Social: | Both internal, with a focus on corporate welfare services and employee involvement, and external actions, through initiatives aimed at strengthening collaboration with local stakeholders. |
| 3. Governance: | Implementation of ESG criteria in corporate management and strengthening of communication and transparency on corporate ESG actions. |

3.2 ECOQUALITY and the certifications




With the aim of communicating its commitment and reducing the environmental and social impacts of its activities, Ceramica Sant’Agostino has chosen to obtain various voluntary product and process certifications, while guaranteeing a high-quality end product.

This commitment has been made a concrete reality for many years through the ECOQUALITY approach, an action programme developed by Ceramica Sant’Agostino to coordinate all company certifications and declarations. This programme aims to guarantee high-quality products,

strictly complying with European and international regulations on the protection of the environment, people and consumers. ECOQUALITY involves the entire corporate organisation and is therefore ambitious, objectively measurable and constantly evolving.

This programme collects and integrates information required by mandatory regulations and authorisations, as well as evidence supporting voluntary certifications and self-declarations.

Process certifications

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





Product certifications

Ceramica Sant’Agostino’s products boast numerous certifications attesting to their quality, safety and reduced life-cycle environmental impact.

Particularly significant is the certificate of compliance with ISO 17889-1, which the company obtained voluntarily. This is the first international standard specifically for the ceramics sector, developed by ISO, which lays down sustainability requirements for ceramic tiles according to environmental, economic and social criteria.

The rating linked to this certification is updated every year. In October 2023, with a view to continuous improvement, the company increased its score from 125 to 126, well above the minimum threshold of 117.5. This was achieved by increasing the amount of recycled material used in the finished product mix and has been maintained in 2024.

Compliance with ISO 17889-1 is an action that contributes to the achievement of Goal 12 of the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda, relating to responsible and sustainable consumption and production.

Certification	Description	Scope of application
	ISO 17889-1 International standard qualifying sustainable products, which describes 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 from a single mix and have a recycled content of more than 30%. The claim is drawn up in compliance with the requirements of UNI EN ISO 14021:2021.	Global
	EPD Italy Ceramica Sant'Agostino actively participated in a study, developed by Confindustria Ceramica in cooperation with the Emilia Romagna Region, which involved the Italian ceramic industry in the collection of data and the subsequent development of the sector average EPD through the creation of a smaller but representative Working Group.	Global
	Leed Ceramica Sant'Agostino products optimally meet the requirements of LEED certification. A certified percentage of more than 30% recycled material (pre-consumer material) is used to make them. They do not release toxic substances, nor do they contribute to the heat island effect, and are manufactured in a factory with an environmental management system. Furthermore, Ceramica Sant'Agostino is a member of the Green Building Council Italia (GBC), the body responsible for drafting the LEED Italia regulations.	Global
	CCC marking The CCC marking certifies that Ceramica Sant'Agostino products possess the lowest possible natural radioactivity of granite. In this way, Ceramica Sant'Agostino products are suitable for installation in public environments such as schools, kindergartens.	China
	UNI-CERTIQUALITY AND CEN-KEYMARK The UNI-Certiquality mark and the CEN-KEYMARK mark are voluntary certifications attesting the conformity of certified products with the European standard UNI EN 14411. Ceramica Sant'Agostino products bearing this mark possess technical characteristics of excellence.	Europe
	CE marking The CE mark ensures that it complies with all the strict safety and consumer protection parameters set by the European Community.	Europe

3.3 The role of Stakeholder

Ceramica Sant'Agostino adopts an approach that periodically involves its stakeholders, both internal and external, through a dialogue based on the principles of honesty, trust and consensus. This approach aims to align the company's activities with market expectations and to improve the products and services offered, with particular attention to sustainability.

Ceramica Sant’Agostino carried out a structured engagement process with the main relevant Stakeholders, especially in the process of identifying the material issues to be reported in the Sustainability Report.

During this process, more than 110 interlocutors, stakeholders including employees, customers, suppliers and the Third Sector, were consulted and about 20 key Stakeholders participated in a Multi-Stakeholder Focus Group to investigate from an external perspective the strengths and areas for improvement of the company’s sustainability profile.

This approach has enabled Ceramica Sant’Agostino to anticipate industry trends and needs, while always maintaining healthy and lasting relationships based on trust with its various Stakeholders. Below are the company’s main stakeholders and how they are involved:

	Stakeholder	Modes of involvement
Internal	Employees	<div><div></div><div>Questionnaire on ESG topic priorities of the company</div><div></div><div>Regular newsletter sent to all employees</div><div></div><div>Kick-off meeting in early 2024 with company first lines on new projects, safety, investments, sustainability</div><div></div><div>Corporate website</div></div>
	Customers (direct trade)	<div><div></div><div>Questionnaire on ESG topic priorities of the company</div><div></div><div>Multi-stakeholder focus group for sharing and listening on material topics and ESG improvement objectives</div><div></div><div>Corporate website</div></div>
External	Suppliers	<div><div></div><div>Questionnaire on ESG topic priorities of the company</div><div></div><div>Multi-stakeholder focus groups for sharing and listening on material topics and ESG improvement objectives</div><div></div><div>Corporate website</div></div>
	Shareholders	<div><div></div><div>Many communications from other companies and initiatives on environmental, social</div></div>
	Architects World	<div><div></div><div>Outdoor meeting with Company ESG Profile</div><div></div><div>Corporate website</div></div>
	Distributors	<div><div></div><div>Outdoor meeting with Company ESG Profile</div></div>
	Trade Unions	<div><div></div><div>Constant communication and transparent collaboration on common issues</div></div>
	Industry associations	<div><div></div><div>Member of Confindustria Ceramica</div><div></div><div>Member of Confindustria Central Emilia</div></div>
	Public Administrations	<div><div></div><div>Multi-stakeholder focus group for sharing and listening on material topics and ESG improvement objectives</div><div></div><div>Company ESG Profile</div><div></div><div>Frequent contacts</div></div>
	Schools and Universities	<div><div></div><div>Curricular internships with the University of Ferrara</div></div>
	Financial world	<div><div></div><div>Multi-stakeholder focus group for sharing and listening on material topics and ESG improvement objectives</div></div>
	Media	<div><div></div><div>Use of local and national media</div><div></div><div>Highly exploited print, television and radio media through Confindustria Ceramica</div></div>
	Local community	<div><div></div><div>Questionnaire on ESG topic priorities of the company</div><div></div><div>Support for Volunteer Associations</div></div>

3.4 The material topics and the ESG Materiality Analysis

The Materiality analysis is a process to support corporate strategic decisions, which makes it possible to assess which areas of sustainability are the most relevant in terms of impact, which the company should prioritise through commitments and targets to meet the needs of its Stakeholders.

Ceramica Sant’Agostino embarked on its materiality analysis by looking inwards. Area managers were involved to assess what are the main ESG (Environmental, Social and Governance) impacts related to the company’s activities. Once the positive (+) and negative (-) impacts had been identified, the actual and currently potential impacts were classified; lastly, they were assessed on the basis of their significance (severity and likelihood).

The result of this impact assessment made it possible to focus on the universe of topics relevant to Ceramica Sant’Agostino. Below is the complete list of topics with their associated impacts.

	Material Topic	Positive or Negative	Impact description	Actual or Potential
Environment	Energy efficiency and reduction of GHG emissions	+	Climate change mitigation with efficiency and self-generation from renewable sources	Actual
		-	Contribution of greenhouse gases to climate change through direct and indirect emissions	Actual
	Purchasing products and services with ESG criteria	+	Contribution of greenhouse gases to climate change through direct	Potential
		-	and indirect emissions	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
		+	Correct waste management	Actual
		-	Waste production	Actual
	Raising employee awareness with Green actions	+	Promoting responsible behaviour among employees	Actual
		-	Generation of waste through irresponsible employee behaviour	Actual

	Material Topic	Positive or Negative	Impact description	Actual or Potential
Social	Corporate Welfare	+	Promoting integrated employee well-being and increasing employee satisfaction	Actual
		-	Stress and dissatisfaction of employees due to failure to listen to their needs	Actual
		+	Creating an inclusive corporate culture	Actual
		-	Incidents of discrimination	Potential
	Support and collaboration with local Stakeholders	+	Contribution to the social and cultural development of the local community	Actual
		-	Detachment between the company and the social-cultural needs of the local area	Potential
Governance	Employee involvement	+	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 the Stakeholders	+	Meeting Stakeholder expectations	Actual
		-	Disappointing Stakeholders’ expectations	Potential
		+	Strengthening transparency and respect with customers and suppliers	Actual
		-	Loss of credibility and trust with investors and Stakeholders	Potential
	Integrating ESG criteria into corporate management	+	Achievement of set ESG targets and increased employee engagement	Actual
		-	Ineffectiveness in achieving strategic objectives	Potential
	Business Networking for Sustainability Actions	+	Adoption of innovative process and product solutions implemented in Partnerships	Actual
		-	Closing to collaborations to innovate the solutions proposed	Actual
		+	Spreading Sustainable Corporate Culture	Actual
		+	Achievement of set ESG targets and increased corporate reputation	Actual
		-	Ineffectiveness in achieving strategic objectives	Potential

ESG Materiality Analysis

Once the most relevant topics for Ceramica Materiality matrix Sant’Agostino in terms of impact had been determined, the analysis focused on listening to and discussing with Ceramica Sant’Agostino’s internal and external Stakeholders to specify which material topics were of the highest priority. Stakeholder consultation on material topics was carried out through two modes of engagement: an on-line Survey and a Multi-Stakeholder Focus Group.

On-line survey

In order to gather the quantitative opinions of a high number of Stakeholders, Ceramica Sant’Agostino sent an anonymous questionnaire to its interlocutors in which they were asked to express a relevance score from 1 to 5 on the proposed material topics. Some 110 Stakeholders from different categories (employees, customers, suppliers and the Third Sector) made contributions.

Multi-Stakeholder Focus Group

Subsequently, Ceramica Sant’Agostino conducted an in-depth analysis of questionnaire’s results through the Focus Group tool. The added value of this tool is a detailed qualitative analysis, which provides subjective opinions and allows an open exchange of information with the Stakeholders. This meeting was attended by 20 people from the categories of suppliers, customers, industry associations, public administration and universities. Interesting ideas and suggestions from different points of view were gathered from their answers and observations.

Processing of the Materiality Matrix

The Materiality Matrix is the result of processing the output of the Materiality Analysis process showing, in graphic form, how material topics are positioned in relation to their relevance to internal and external Stakeholders. This chart is the outcome of Ceramica Sant’Agostino’s impact assessment and Stakeholder consultation.

The results obtained from the Matrix highlight - in the upper right quadrant - those topics of highest priority for Ceramica Sant’Agostino and its Stakeholders. Specifically, the most important topic is increasing energy efficiency and reducing the company’s GHG emissions.

The social profile is also very important to the interlocutors, who point out employee involvement and Corporate Welfare as two topics that they would like to see further action on by Ceramica Sant’Agostino.









Further, the integration of ESG criteria in the company’s Management is an issue on which attention is focused in terms of Governance.

Materiality matrix



3.5 Ceramica Sant’Agostino Contribution to the UN 2030 Goals

Ceramica Sant’Agostino’s activities contribute indirectly to the Sustainable Development Goals (SDGs) promoted by the UN. Below is a summary of the actions that the company set out to achieve in 2023, with the relative status of implementation alongside. Lastly, these actions are then linked to the respective SDGs to which they contribute.

ESG area	Ceramica Sant’Agostino goals for the SDGs in 2023	Degree of success	UN SDGs
Enviroment	Energy supply and efficiency		
	<ul style="list-style-type: none">- New technology to reduce press consumption- Replacement of pressing plant- Replacement of LED lamps in offices and installation of presence sensors	Partially achieved Achieved Partially achieved	
	Reducing the impact of raw material along the supply chain		
	<ul style="list-style-type: none">- New product certifications: IRAM ISO 13006:2021- UPEC certification- More than 30% recycled content on all 9mm thick stoneware products	Not achieved Partially achieved Achieved	
Social	Expanding Corporate Welfare services		
	<ul style="list-style-type: none">- Expand Corporate Welfare services: 250euro welfare voucher for employees with a "service card"	Achieved	
	Employee involvement on corporate identity and objectives		
	<ul style="list-style-type: none">- Training cours on Assertive Communication, managing colleagues and internal-external customers- Refresher course on Sustainability Reporting and Green Claims	Achieved Achieved	
	Employee Engagement for Community Impact Actions		
	<ul style="list-style-type: none">- Sant’Agostino parish: intervention to fund an after-school educator	Achieved	
	Strengthening collaboration and forming new partnerships with local Stakeholders		
Governance	<ul style="list-style-type: none">- New partnerships with local schools to host students on internships	Achieved	
	Strengthening transparency and information on ESG and corporate actions		
	<ul style="list-style-type: none">- GRI Sustainability Reporting standards vs EU CSRD to enhance transparency and information on ESG and corporate actions- Internal sharing of ESG objectives and actions to meet them	Partially achieved Achieved	
	Networking with other businesses for Sustainability actions		
	<ul style="list-style-type: none">- Strengthen the relationship with institutions aimed at the education of young people in the area and act as a valid interlocutor in entering the world of labour	Achieved	



4.0

RESPONSIBLE ECONOMY AND GROWTH

- 4.1 **Economic performance**
- 4.2 **Investments**
- 4.3 **Reference markets**
- 4.4 **Customer Satisfaction Evaluation**
- 4.5 **R&D and sustainable technological innovation**



Responsible economy and growth

In 2024, the global economy was marked by a slight decline in GDP. Despite this, low inflation, steady employment growth and a less restrictive monetary policy helped to support demand. Considerable uncertainty remains due to geopolitical issues and the supply of energy resources.

The Italian ceramics industry is greatly affected by today's fluctuating energy costs, which continue to be a determining factor for competitiveness. Improving energy efficiency and reducing emissions have become crucial aspects for Italian companies, especially in an international scenario where competition with countries that are not subject to the same environmental regulations or that have more permissive regulations on ecological issues, is increasingly marked.

The Italian ceramic industry closed 2024 with a slight increase in sales volumes, albeit accompanied by a 2% drop in production compared to the previous year. Demand recorded diversified trends on foreign markets, while on the domestic market it remained substantially stable.



4.1 Economic performance

Ceramica Sant'Agostino approached the year 2024 with extreme care and prudence in the face of the macroeconomic changes taking place, managing to capitalise on the reorganisation carried out in the recent past, consequently increasing both sales volumes and revenues for the year.

Net revenue realised in 2024 amounted to Eur 81.807 thousand, an increase of 2.60% compared to 2023. The change is mainly due to the substantial rise in foreign sales mitigated by a contraction in the domestic market.

Furthermore, the Company demonstrated all its resilience by closing the 2024 financial year with a positive result of Eur 11.645.048, which confirms the achievement of the equity and financial objectives that the Company had set itself, placing the Company in a condition of absolute solidity, which allows it to face the coming months, which are expected to be still difficult and uncertain, with confidence and determination.

Economic value generated, distributed and retained	2023	2024
Total economic value distributed	77.872.267 €	75.218.945 €
Employees	17.509.118	17.503.355
Suppliers	61.666.580	57.034.755
Public Administration	(500.868)	1.827.184
Financial System	(802.563)	(1.146.349)
Total economic value retained	10.055.700 €	11.645.048 €
Total economic value generated	87.927.967 €	86.863.993 €

GRI Standards 201

The distribution statement of the economic value generated allows us to analyse the distribution of the wealth created by Ceramica

Sant'Agostino, highlighting the resources directed to the stakeholders who contributed to its production.

4.2 Investments

In 2024, Ceramica Sant'Agostino's investment management policy continued along the lines followed to date.

Capital expenditure made in 2024 totalled Euro 6,383 thousand and amounted to about 8% of sales (7% in 2023). Investments made during the year mainly concerned the modernisation

and revamping of existing machinery and plants, as well as a substantial advance for the installation of the new 'Continua +' press for the production of large formats on a continuous cycle, which will come into operation in 2025 and should guarantee a considerable increase in efficiency and productivity.



4.3 Reference markets

Ceramica Sant’Agostino addresses both national and international markets. Exports constitute the main share of the turnover and are distributed in about 80 countries on 5 continents.

The company has a strong presence in both traditional foreign markets (US, France, Germany) and in emerging markets.

In Italy, the customer base has become increasingly heterogeneous and consolidated, thanks to Ceramica Sant’Agostino’s efforts to enhance its brand. Particular emphasis is also placed on dialogue with industry professionals, such as architects, designers and contractors, who represent key interlocutors for the development of projects in the retail, hospitality, residential and commercial sectors.

4.4 Customer Satisfaction Evaluation

Ceramica Sant’Agostino places great emphasis on customer satisfaction and, with a view to continuous improvement, has implemented a certified quality management system that includes a questionnaire sent to customers every year.

A sample of customers, both foreign and Italian and mostly regulars, is selected to fill in the questionnaire. The data collected are then integrated into the company database. The questionnaire directly involves customers in the improvement of the company and collects evaluations and suggestions on three macro areas:

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

In 2024 the results of the questionnaire showed an extremely positive picture, in line with the previous year’s values. The satisfaction index of Italian customers was 85,9%, while that of foreign customers reached 89,5%. In addition, the customers have the opportunity to enter suggestions

for the company in a dedicated space. In the event of a report or complaint, the salespeople enter the information on the corporate platform, where the company handles each problem with the utmost care, analysing its causes.

4.5 R&D and sustainable technological innovation

With more than sixty years of history behind it, Ceramica Sant’Agostino has been able to preserve its corporate values and traditions, integrating them with a forward-looking and innovation-oriented perspective. A leader in its sector, the company has always set as its main goal the increase of productivity, focusing above all on efficiency, sustainability and energy saving.

Research and development activities take place both through product research, mainly conducted at the company’s in-house laboratory, and through the adoption of state-of-the-art production technologies.

In 2024, Ceramica Sant’Agostino focused its energies on several strategic projects. On the design front, it worked on the conception and realisation of new tile collections, combining original aesthetics and maximum functionality.

At the same time, extensive research was conducted on materials, with a focus on the wear resistance of surfaces. Ceramica

Sant’Agostino has also explored the use of raw materials with a high recycled content, with the aim of reducing the environmental impact of its products.


Another key area was the optimisation of processes for the recovery of heat generated by the firing plants, aimed at enhancing the reuse of thermal waste in the production cycle. At the same time, systems were developed for the treatment and recovery of waste water from washing in the glazing department, with the ultimate goal of minimising water consumption. To continue on the path of reducing water waste during the process, the company, in collaboration with the reference supplier for the enamelling lines, decided to replace the enamel application booths with more compact booths, which require less water during the cleaning processes.

Dynamism and beauty: the Carve3D revolution

As an innovative and research element, Ceramica Sant’Agostino has developed **Carve3D**, a digital evolution applied to stoneware, designed to enhance texture and give new depth and materiality to the surface.

Carve3D enhances the technical performance of porcelain stoneware in terms of aesthetic and material qualities, thanks to a surface movement achieved through digital printing and the use of grooving and sinking glazes. The integration of this dynamism with the graphics gives an exceptional three-dimensionality to the product, offering a complete visual and tactile experience.

The real revolution of **Carve3D** technology lies in its ability to generate a virtually infinite number of surface combinations, enhancing texture and making each piece realistically unique.



5.0

ENVIRONMENT

- 5.1 **Production Cycle**
- 5.2 **Raw materials and Packaging**
- 5.3 **Energy and decarbonisation**
- 5.4 **Waste**
- 5.5 **Waters**

Environment

The ceramics sector, like any industry, generates both direct and indirect effects on the environment, from the use of raw materials, to production processes with consequent energy consumption, waste, and emissions during the entire production and distribution cycle.

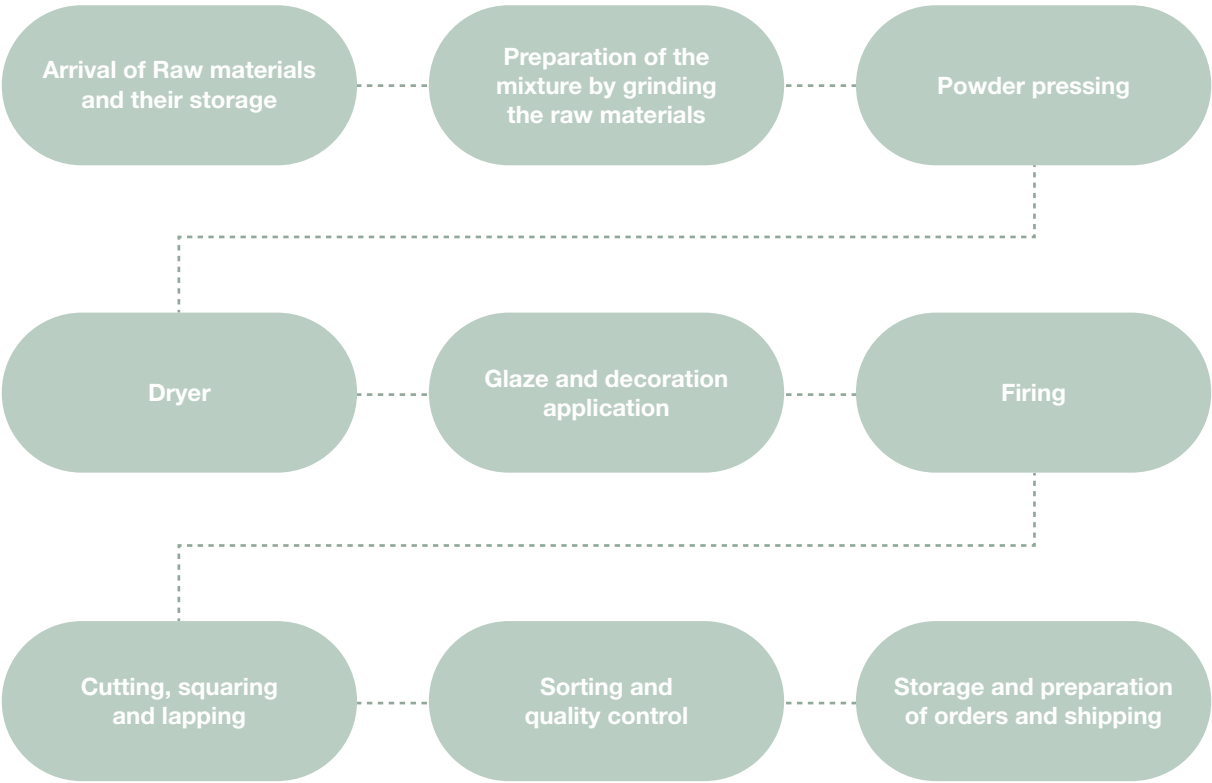
Ceramica Sant’Agostino not only complies with the laws in force, but voluntarily implements the best production technologies and best management procedures for its processes by adopting international standards. They include the Environmental Management System with ISO 14001 and ISO 17889-1 standards, regularly audited by accredited external certification bodies, as well as various product-related certifications described in the process and product Certifications section.

The company is fully committed to reducing its environmental impact through the use of energy from renewable sources, reducing water consumption and completely reintroducing processing waste into the production cycle.



5.1 Production Cycle

The ceramic industry’s production cycle lends itself particularly well to a circular economy model. The creation process of Ceramica Sant’Agostino products is characterised by innovative, highly automated and digitalised technologies and methods, which over the years have increased energy efficiency and safety while reducing the environmental impact. The company is committed to minimising resource consumption and waste, optimising each process step and striving for continuous improvement.



In 2024, Ceramica Ceramica Sant’Agostino produced a total of around 3,6 million m². A slight decrease from the previous year, due to the stop of the double-firing production line and a lay-off period, used for the annual maintenance of the machinery.

	Units of measurement	2023	2024
Area of tiles produced	m²	3.770.914	3.575.059
Weight of tiles produced*	t	79.020	75.076

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

5.2 Raw materials and Packaging

Well aware of the environmental impacts linked to the use of raw materials in its activities, Ceramica Sant’Agostino is committed on two main fronts: the recovery of manufacturing waste and the introduction of recycled and domestically sourced materials.

The raw materials mainly consist of mixture and decoration materials (glazes). As a result of the difficulties in sourcing raw materials from abroad in 2023, Ceramica Sant’Agostino increased the use of domestically sourced materials, including a recycled share, recovering by-products and ceramic waste from outside.

For all its products, the company currently uses raw materials containing up to 30% recycled material. The company has set itself the goal of increasing this percentage in the future.

Any waste material from processing is reintegrated into the production cycle, helping to reduce the consumption of natural raw materials. In 2024, almost 16.000 tonnes of unfired and fired waste were recovered in the production process. This figure is slightly down on the previous year due to the short production stop.

Raw materials and Packaging	Units of measurement	2023	2024
Clays	kg	60.521.740	56.135.120
Feldspars	kg	47.913.430	51.822.900
Sands	kg	21.334.930	18.341.950
Enamels and dyes	kg	2.811.035	2.833.810
Atomized	kg	0	0
Zirconium / whitening agents	kg	305.737	291.578
Additives	kg	938.330	1.019.182
Semi-finished ceramic products purchased from third parties	kg	409.309	105.755
Inks for digital printers	kg	44.118	43.231
Total	kg	134.278.628	130.593.526

	Units of measurement	2023	2024
Recovered post-production products	kg	15.964.920	13.831.180

GRI Standards: 301



Ceramica Sant’Agostino pays attention to its packaging by using as little material as possible with high percentages of recycled material; all packaging materials are recyclable.

In addition, some of the wooden materials used are FSC (Forest Stewardship Council) certified, ensuring that they come from responsibly managed forests. Even the plastics used in packaging have a recycled content.

A 15-20% part of production is now palletised using a new type of pallet, which is designed for automatic storage and eliminates the use of stretch film for protection. These innovations have helped to improve the overall efficiency of the process and reduce environmental impact.

Packaging	Units of measurement	2023	2024
Wood (crates)	kg	3.768.005	3.681.801
Metal	kg	0	0
Plastic (shrink wrap, stretch film, corner protection, strapping)	kg	101.839	113.391
Paper	kg	448.499	427.043
Total	kg	4.318.344	4.222.234

GRI Standards: 301

5.3 Energy and decarbonisation

Despite the use of state-of-the-art technology, the production process of ceramic surfaces requires high energy consumption. Ceramica Sant’Agostino, aware of the challenges posed by climate change and the importance of reducing GHG emissions, is committed to the continuous improvement of energy management through multiple initiatives.

Over ten years ago, the company installed a 1 MWp photovoltaic plant, which is still in operation, for on-site renewable energy generation. Recently, Ceramica Sant’Agostino invested in a second photovoltaic plant with a capacity of 2.4 MWp, installed in July 2023. Unfortunately, a few days after installation, a severe hailstorm significantly damaged the system. Despite the setback, the plant was promptly replaced and officially started operation in May 2024.

For more than fifteen years, the company has been self-producing energy for its activities through the use of co-generators, which produce heat and electricity at the same time. The company currently has two such plants. The company implements the recovery of energy waste from both co-generation and the firing process. This waste is reused in the production cycle and, in part, to heat internal establishment rooms, such as changing rooms, workshops and the research and development laboratory. In addition, the replacement of one of the two systems is planned, with a new,

lower-powered motor. This change is motivated by several factors: the start of operation of the new photovoltaic plant and the continuous investment in energy efficiency, which has led to a significant reduction in the plant's overall needs.

The company has started a process of optimising the heat recovery system from the kilns, thus reducing the consumption of the dryers. In addition, a study is currently underway, in cooperation with the plant manufacturer, to make software changes to further optimise and recover waste heat during the baking phase. In the course of 2024, an increase in autonomous electricity production from renewable sources can be observed.

The gradual transition of the company vehicle fleet to hybrid or electric vehicles continues. By 2024, we are on track to replace 50 per cent of the company's staff vehicles with hybrid vehicles. Most forklifts have been replaced by electric forklifts with dual batteries. On the other hand, the new hybrid cars justify both the increase of petrol and the reduction of diesel per vehicle fleet.

In May 2024, the entire interior logistics area was equipped with LED lighting. As for the exteriors and the remaining buildings, complete replacement is planned within the next three years.

Energy consumption	Units of measurement	2023	2024
Natural Gas	mc	16.414.888	15.045.972
Diesel for various uses (excluding fleet)	l	94.000	101.000
Diesel for vehicle fleet*	l	19.369	18.767
Petrol for vehicle fleet*	l	6.406	16.817
Electricity from the grid	kWh	2.613.007	4.502.986
Electricity from self-generation with a renewable source	kWh	577.910	2.725.557

GRI Standards: 302

GHG emissions

For several years now, with the aim of accurately measuring its emissions, Ceramica Sant’Agostino has been calculating its organisation’s Carbon Footprint. This management tool makes it possible to report the company’s greenhouse gas emissions and provides a detailed picture to identify areas where action can be taken to reduce the carbon footprint.

Below are the results of the company’s Carbon Footprint broken down into categories according to the GHG Protocol, the most widely used international calculation standard. Scope

1 reports the company’s direct emissions from the combustion of natural gas and the company vehicle fleet; Scope 2 includes all indirect emissions related to the production of electricity purchased from the grid.

The company's carbon footprint values show a slight decrease from the previous year, attributable to the energy efficiency measures implemented. However, indirect emissions show a slight increase, linked to an increased purchase of electricity from the market to compensate for the decrease in self-produced energy during the production shutdown period.

GHG emissions	Units of measurement	2023	2024
Direct (Scope 1)	tCO ₂ eq/anno	32.927,00	30.476,00
Indirect (Scope 2)	tCO ₂ eq/anno	1.062,45	1.966,90
Totals (Scope 1 and 2)	tCO ₂ eq/anno	33.989,45	32.442,90
Carbon intensity of the organisation	tCO ₂ eq/m²	0,009	0,009

GRI Standards: 305

Other emissions

Within the Ceramica Sant’Agostino plant, environmental protection systems are closely monitored.

In accordance with strict environmental regulations, in addition to CO₂ emissions, the company also monitors other types of

atmospheric pollutant emissions, which are listed below.

A comparison of the 2024 figures with those of the previous year shows a decrease in values due in part to the production shutdown period and the closure of the double-firing line.

Atmospheric emissions	Units of measurement	2023	2024
NOx	kg/anno	49.915	31.457
TOC	kg/anno	5.183	2.424
Particulate Matter (PM)	kg/anno	4.594	6.818
Lead	kg/anno	2,8	2,7
Fluorine	kg/anno	367	128
Aldehydes	kg/anno	313	145
Carbon monoxide	kg/anno	109.928	27.985

GRI Standards: 305

5.4 Waste

In line with the principles of circularity, within Ceramica Sant’Agostino, 100% of fired and unfired production waste is reused in the production process. Ceramic and non-recoverable waste is handled separately and delivered to certified external disposers.

In addition to raw and cooked waste, many other types of waste such as paper, plastic, wood, waste oil and all ordinary waste are also separated.

Quantity of waste produced by type	Units of measurement	2023		2024	
		Total	of which hazardous	Total	of which hazardous
Aqueous suspensions and solutions and sludges	kg	367.030	22.360	320.920	10.160
Electronics and batteries (WEEE)	kg	18.863	8.673	10.743	8.305
Salts	kg	0	0	0	0
inks, adhesives and sealants	kg	2.898	2.898	3.034	3.034
other emulsions	kg	2.446	2.446	0	0
exhausted lime	kg	41.620	41.620	42.466	42.466
Exhausted tools	kg	13.000	0	7.620	0
Waste oils	kg	2.300	2.300	7.240	7.240
Paper	kg	44.260	0	35.180	0
Plastic	kg	27.760	0	40.340	0
Wood	kg	73.570	0	104.010	0
Various packaging	kg	31.900	560	36.460	3.400
Inorganic waste	kg	6.908	0	7.605	0
Metals	kg	53.674	94	207.400	0
Mixed waste from demolition and refractory materials	kg	168.642	2.122	165.452	2.520
Dust and particulates	kg	0	0	0	0
Absorbent materials	kg	2.980	0	0	0
Total	kg	857.851	83.073	988.470	77.125

GRI Standards: 306

In 2024, the significant figure concerns the overall reduction of hazardous waste (-7%). The increase in non-hazardous waste, compared to the previous year, is mainly

caused by the disposal of steel and iron components from the dismantling of plant parts conducted in 2024.

	Units of measurement	2023	2024
Percentage of hazardous waste out of total	%	10%	8%

GRI Standards: 306

5.5 Waters

At Ceramica Sant’Agostino there are no water discharges to the external environment as all process water is fully recovered and reused in the production processes.

Since 2022, the company has had a water recovery system from the glazing process that makes it possible to reduce the volume of water drawn from the water table by recirculating it within the decoration-glazing process. In 2023, this system was extended

to all production lines, generating substantial savings on the amount of water taken from the wells.

In addition, the company has a rainwater recovery system, which varies according to annual rainfall. In 2024, this system saved a total of 3,900 m3 of water, a reduction of about 6% in annual consumption from the water mains.

Water withdrawals by source	Units of measurement	2023	2024
Groundwater	mc	48.808	52.120
Rainwater	mc	4.673	3.956
Water supplied by public aqueducts	mc	3.288	3.317
Total	mc	56.769	59.393
Waste water treated and reused in the production process	%	100	100

GRI Standards: 303

6.0

PEOPLE

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



People

In 2024, Ceramica Sant'Agostino was able to count on 299 experienced and trained people, located between plants and showrooms. 94% of the staff were hired on permanent contracts, while 95% work full-time. All employees are covered by national collective labour agreements (CCNL).

The company promotes a modern and stimulating working environment, ensuring optimal management of health and safety aspects at work. It enhances staff skills through professional development paths and is committed to fostering a work-life balance for its employees.

At the same time, Ceramica Sant'Agostino operates with the aim of generating a positive impact on the community and the territory in which it is rooted. Thanks to its constant commitment, the company carries out numerous initiatives to support the social and cultural development of the territory, also collaborating with local and national voluntary associations. On the training front, the company collaborates with schools and universities, encouraging the introduction of young people into the company.



6.1 Our employees

The quality of Ceramica Sant'Agostino's products comes from the competence and passion of the people working in the company. For this reason, the company is committed to creating a working environment that is both stimulating and healthy. Ceramica Sant'Agostino invests in the renewal of its team, seeking to grow in a balanced way through the integration of young talent and the value of already consolidated experience.

Compared to the previous year, there was an increase in personnel of 3.5%, showing a growth in the number of employees in the “under 30” and “30-39” age groups. In fact, the trend, which has been underway for some years, towards rejuvenation of the corporate population is confirmed. The generational

changeover that took place in 2024 was characterised by a concentration of exits of employees who had reached retirement age.

In terms of gender composition, 77% of employees are men and 23% women, a distribution that reflects the production characteristics of the ceramic industry. Following the principles of its Code of Ethics, Ceramica Sant'Agostino rejects any kind of discrimination, including gender discrimination. However, the nature of some company roles, linked to physical requirements or specific skills, leads to a prevalence of men or women in these positions. However, the company remains strongly committed to promoting skills and talent without any gender bias.

Age classes	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Under 30	n.	19	10	29	24	10	34
30 to 39 years	n.	39	8	47	51	8	59
40 to 49 years	n.	53	12	65	56	13	69
50 and Over 50	n.	108	40	148	99	38	137
Total	n.	219	70	289	230	69	299

GRI Standards: 405

Inquadramenti	Unità di misura	2022			2023		
		Uomini	Donne	Totale	Uomini	Donne	Totale
Executive managers	n.	3	0	3	4	0	4
Middle managers	n.	4	1	5	4	1	5
Office employees	n.	59	37	96	60	40	100
Manual employees	n.	153	32	185	162	28	190
Total	n.	219	70	289	230	69	299

GRI Standards: 2-7, 405

For Ceramica Sant'Agostino, having stable and long-lasting relationships with its employees is fundamental. In fact, excluding atypical contracts, 93% of Ceramica Sant'Agostino employees have a permanent contract and 95% work full-time. All employees are covered by a collective bargaining agreemen.

Contracts	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Permanent	n.	208	59	267	217	65	282
Temporary	n.	11	11	22	13	4	17
Apprenticeship	n.	0	0	0	0	0	0
Internship, projects, staffing leasing contract	n.	22	1	23	13	1	14
Total	n.	241	71	312	243	70	313

Hours	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Full-Time	n.	216	58	274	227	57	284
Part-Time	n.	3	12	15	3	12	15
Total	n.	219	70	289	230	69	299

GRI Standards: 405

Educational level	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Master’s degree, PhD	n.	1	0	1	1	1	2
Degree	n.	30	21	51	33	24	57
High school diploma	n.	120	24	144	135	24	159
Middle school diploma	n.	68	25	93	61	20	81
Total	n.	219	70	289	230	69	299

GRI Standards: 405

Employment and Turnover

Ceramica Sant'Agostino focuses on the continuous renewal of its workforce, pursuing a balanced growth that combines the inclusion of young talent with established experience. This approach makes it possible to promote youth employment without sacrificing the company's valuable know-how and historical memory.

In 2024, the turnover rate decreased slightly, stabilising at levels considered physiological. Of the 28 total exits, in fact, as many as 15 were related to reaching retirement requirements.

The company attaches great value to building solid and lasting relationships with its employees. As a confirmation of this, the number of workers hired on staff leasing contracts fell from 22 to 14 during 2024, with a progressive integration directly from the company. In addition, a further contribution to the hiring rate came from the opening of our new Flag Store at Le BHV Marais.

For the coming year as well, the company's goal is to further reduce the number of temporary workers, preferably by converting them into permanent positions.

Recruitment and turnover flows	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Number of new hires	n.	27	11	38	33	5	38
Outboarding	n.	22	8	30	22	6	28
Total number of employees	n.	219	70	289	230	69	299
New employee onboarding rate	%	12,3%	15,7%	13,1%	14,3%	7,2%	12,7%
Employee turnover rate	%	10,0%	11,4%	10,4%	9,6%	8,7%	9,4%

GRI Standards: 401

The recruitment and selection process is conducted in a manner that ensures objectivity, fairness and transparency. To this end, several tools are used, including:

- Recruiting Companies
- Authorised employment agencies
- Schools, Colleges and Universities
- Company website

In addition, Ceramica sant'Agostino is constantly committed to helping young people enter the labour market, regularly hosting university interns and high school students at its premises.

Corporate Welfare and Employee Well-being

Ceramica Sant'Agostino is committed to promoting the progress and growth of its employees through the adoption of corporate welfare programmes, in line with its commitment to sustainability.

Welfare

Company canteen: the canteen service, which is managed by an external provider, allows meals to be booked through the use of a special application. This offers employees the possibility to plan their diet in advance, also having information on nutritional aspects, while the canteen can better organise itself based on bookings and minimising food waste.

Welfare platform: Thanks to the “Edenred” platform, Ceramica Sant'Agostino employees have the possibility to transform their performance bonus into welfare services, including shopping vouchers, fuel coupons, travel, gift cards and reimbursements. In 2024, the platform was expanded with a greater choice of services.

Company water bottle: Ceramica Sant'Agostino distributed company water bottles to all employees with the aim of raising awareness and reducing plastic consumption. There are several water dispensers within the company so that water bottles can be filled whenever desired.

Medical examinations: each employee is entitled to two days' paid leave (one per semester) for medical examinations.

FAI Tickets: Ceramica sant'Agostino, as a FAI Golden Donor, distributes tickets to its employees for free tours of Italy's historical, artistic and landscape heritage.

Safety at work

Ceramica Sant'Agostino's objective is to promote the development of its activities while guaranteeing the prevention of risks related to workers' health and safety. The company's commitment to ensuring the best health and safety conditions is reflected in its decision to certify its Occupational Health and Safety Management System in accordance with ISO 45001

As part of this objective, the company, in cooperation with 118, organises training courses of **first aid and CPR**, every three years. The course is aimed at internal workers who are (or will be) part of the company's First Aid team. As of today, we have approximately 45 employees divided in such a way as to ensure that there are at least two employees, always present, in each department and for all shifts. Each newly hired employee receives specific safety training provided by the Safety Manager.The newcomer is also given a job description detailing the mapping of activities and personal protective equipment required to prevent potential risks.

In the company, in order to identify and appoint first-aid officers, the workers who hold the BLS/BLSD certificate are checked and a group of about ten people was trained in the use of the **automatic defibrillator (AED)** during 2024. An update is planned every two years.

The company currently has two automatic defibrillators and is considering the purchase of a third. In addition, both of our devices are registered with the 118 emergency services and can be used by the Red Cross in case of need. This element not only adds value to the community, but also names Ceramica Sant'Agostino a “**cardioprotected company**”.

The implementation of a certified Health and Safety Management System ensures that the company is constantly striving to improve its standards, creating healthy and safe working environments for all. This system minimises risk factors that could compromise the physical and mental well-being of workers.

Continuous training and growth paths

In 2024, 30 training courses were organised, for a total of approximately 3695 hours, mostly on professional and cultural topics.

Number of employees involved in professional training	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Executive managers	n.	3	3	6	4	0	4
Middle managers	n.	2	1	3	3	1	4
Office employees	n.	32	25	57	52	34	86
Manual employees	n.	53	6	59	122	19	141
Total	n.	90	35	125	181	54	235
Training hours by professional classification	Units of measurement	2023			2024		
		Men	Women	Total	Men	Women	Total
Executive managers	hours	16	0	16	39	4	43
Middle managers	hours	15	12	27	52	0	52
Office employees	hours	260	237	497	783	549	1.332
Manual employees	hours	296	24	320	2.116	152	2.268
Total	hours	587	273	860	2.990	705	3.695

GRI Standards: 404

In the areas of language and economics, training focused on perfecting skills in English, German and French, along with in-depth knowledge of economics essential for the sales department.

Technicians and workers took part in specialised courses on the maintenance of ceramic presses and digital printers.

A new feature, introduced in 2024, was a course aimed at improving managerial and business skills, designed to foster more effective communication both among colleagues and with external stakeholders. The trainer guided participants to reflect on topics such as **emotional intelligence**, empathy, motivation, sense of responsibility and **assertive communication**.

At the same time, a group of employees, middle managers and executives attended a series of meetings related to the **Sustainability Reporting**, at Confindustria Ceramica.

In the area of Occupational Health and Safety, some employees from various sectors of the company was identified in order to provide them with the necessary first aid skills and to use the automatic defibrillator.

Thematic areas of training	Units of measurement	2023	2024
IT	hours	628	149
Economic and financial	hours	6	41
Technical / operational	hours	32	13
Managerial	hours	0	190
Foreign Languages	hours	0	8
Sales	hours	847	457
Safety	hours	70	2
Quality / Environment	hours	2	60
Other	hours	0	27
Total	hours	860	3.695

GRI Standards: 403, 404

The graph clearly show a significant and positive increase in the number of hours allocated to training. Ceramica Sant'Agostino gives great importance to corporate development, focusing on the constant professional growth of its employees. A training programme has already been planned for 2025, with a further increase in courses.

6.2 Commitments to the Community and the Local Area

Ceramica Sant’Agostino stands out as a valuable asset to the area, having cultivated positive relationships with the surrounding community over time. The company has demonstrated continuity in supporting initiatives of collective importance, contributing in a concrete way to the common wellbeing.

Over the years, the company has collaborated with various organisations, supporting projects related to education, social welfare, healthcare and supporting victims of natural

disasters. During 2024, the company provided aid through both financial contributions and product donations, offering concrete benefits to multiple stakeholders.

As commitment to social responsibility is an essential element of its identity, Ceramica Sant’Agostino is planning new initiatives to be implemented in the coming years. These projects will focus on citizen involvement, including cultural activities.



Cooperation with schools and universities

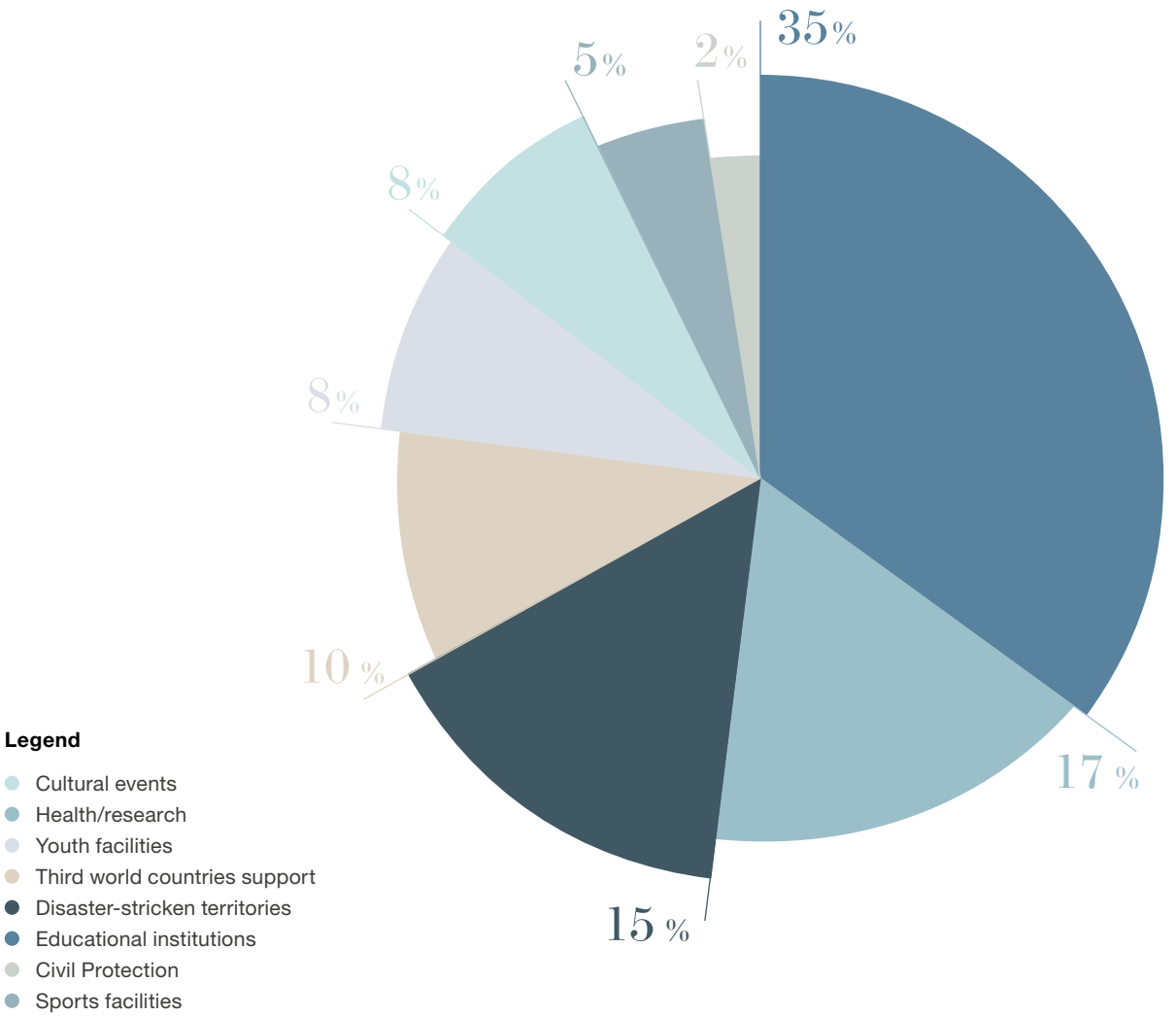
Ceramica Sant'Agostino considers it essential to support the world of training. In 2024, 4 young people did an internship at the company.

With the aim of connecting students to the professional world, Ceramica Sant'Agostino took part in Career Day, organised in cooperation with **Confindustria Ceramica** and **AlmaLaurea** of the **University of Bologna**, as part of Cersaie, the International Ceramics Exhibition. The company also held training

sessions at two high schools to prepare students for job interviews.

Further initiatives are already planned for 2025, including **orientation activities, internships and meetings** dedicated to young talent.

The company intends to follow this direction, making relations with both universities and technical high schools more continuous, in order to create in-company experience paths for university students and technical professionals.



Contributions to the community by type of Stakeholder	Units of measurement	2023	2024
Cultural events	%	8	8
Health/research	%	17	20
Youth facilities	%	8	5
Third world countries support	%	10	7
Disaster-stricken territories	%	15	15
Educational institutions	%	35	40
Civil Protection	%	2	2
Sports facilities	%	5	3
Total	%	100	100

GRI Standards: 413

Support for associations and foundations



FAI – Fondo per l’Ambiente Italiano

In 2024, Ceramica Sant’Agostino decided to support the FAI in its daily work of protecting the beauty of our country, by becoming a Corporate Golden Donor.

This adds vision and content to the corporate mission as collaborating with FAI is a clear choice of social responsibility and a forward-looking investment.

FAI - Fondo per l’Ambiente Italiano is a non-profit foundation instituted in 1975, on the

model of the National Trust, with the aim of protecting and enhancing Italy's historical, artistic and landscape heritage.

Taking care of heritage is one of the best ways to live one's time and FAI takes care of places starting with how people live them.

The values of knowledge, competence, concreteness, quality and curiosity guide FAI's activities to make Italy's cultural, artistic and natural heritage accessible to all and enduring.



Città della Speranza

Città della Speranza Foundation, set up in 1994 thanks to the commitment of Franco Masello, in addition to funding projects inspected by a scientific committee, has created a Pediatric Research Institute: “Città della Speranza”. An institution of excellence at international level for advanced paediatric cancer diagnostics, which houses over 220 researchers and dozens of research groups.

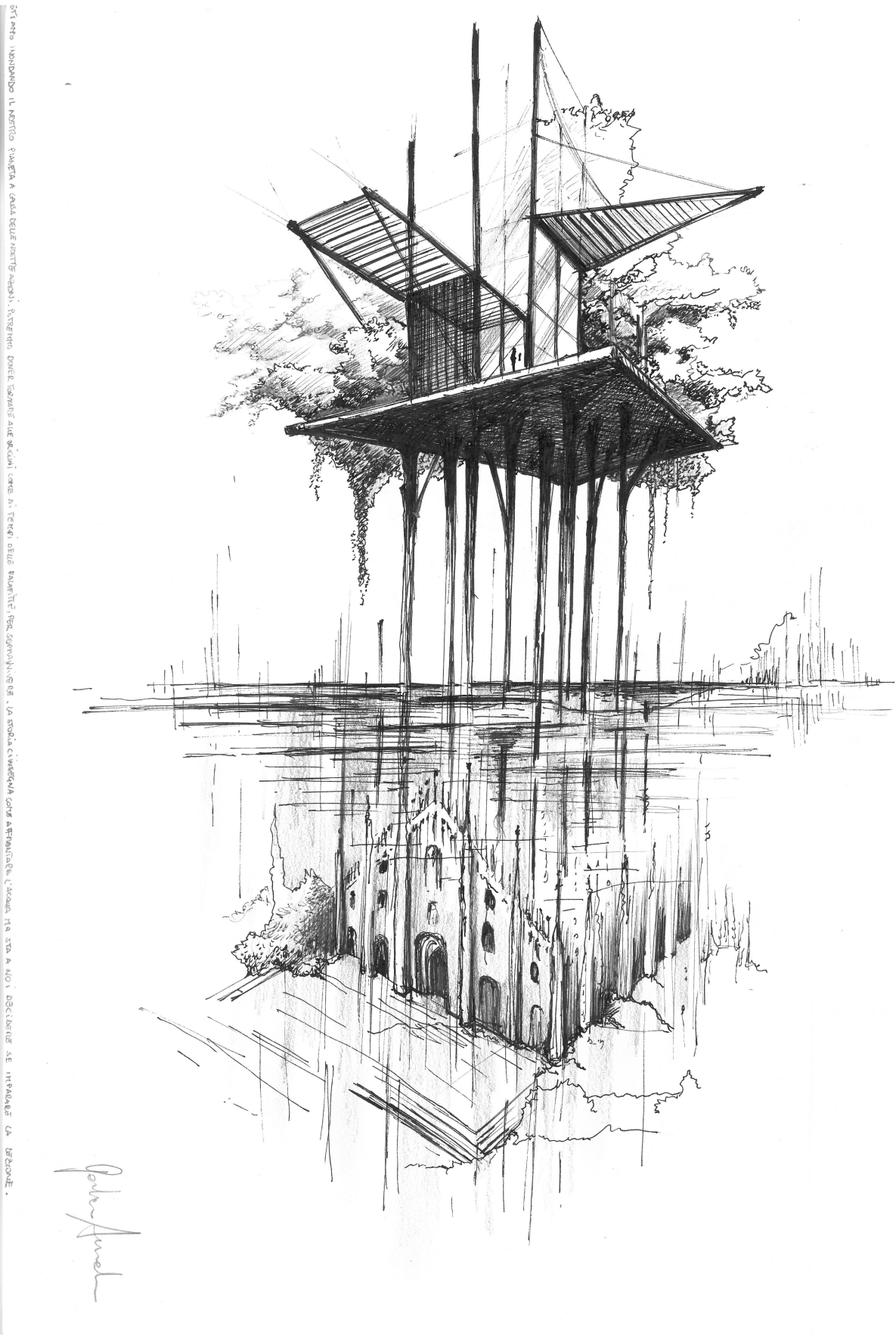
Città della Speranza is now a national and European reference point for paediatric research funding, early diagnosis, identification of innovative therapies and treatments for children.

Ceramica Sant’Agostino has been associated with the Foundation for many years, which it supports with activities and donations.

In November 2024, the exhibition “**Visioni del Futuro: Architetture Avanguardistiche**”, organised by Ceramica Sant’Agostino in collaboration with Platform Architecture and Design, was presented at the Milan Showroom.

The exhibition was born as a collateral event of the **Milano Drawing Week** and saw the participation of eleven authors, belonging to some of the most important names in architecture on the Italian scene, who were asked to create an artistic work on paper, capable of offering a reflection on the evolutionary potential of architecture, in response to global challenges and evolving social and environmental needs.

The exhibition was concluded at the end of the year with a charity auction, the proceeds of which were **entirely donated to the Foundation**.











NEW SUSTAINABILITY GOALS 2025 - 2026 ESG





New Sustainability Goals 2025 - 2026 ESG

Area ESG	Ceramica Sant’Agostino Goals for the SDGS in 2025-2026	UN SDGS
Green	<ul style="list-style-type: none">- Replacement of cogeneration engine- Improving the selection process and maximising quality- Use of AI for mapping plant consumption with a view to energy efficiency	
	<ul style="list-style-type: none">- More than 30% recycled content on all 9 mm thick stoneware products.- Renewal of ISO17889-1 certification 1 "Tile Sustainability"	
Social	<ul style="list-style-type: none">- Expanding the services offered by the corporate welfare platform	
	<ul style="list-style-type: none">- Increasing training courses including: pension, languages, graphics and courses on the use of artificial intelligence within the activities of various aspects of the company- Course on Sustainability Reporting and Green Claims- Structure and internal training of figures in charge of drafting the Sustainability Report	
	<ul style="list-style-type: none">- Corporate events and initiatives for charity and community support	
	<ul style="list-style-type: none">- New partnerships with local schools to host students on internships	
Governance	<ul style="list-style-type: none">- GRI Sustainability Reporting standards vs. EU CSRD to enhance transparency and information on ESG and corporate actions- Internal sharing of ESG objectives and actions to meet them	
	<ul style="list-style-type: none">- Strengthen the relationship with institutions aimed at the education of young people in the area and act as a valid interlocutor in entering the world of labour	

Methodological Note

The 3rd 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 reporting scope of the data and information contained in the Report refers to Ceramica Sant’Agostino S.p.a., unless otherwise specified, and reports information for 2024.

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

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

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

The Sustainability Report was approved by the Board of Directors in July 2025.

For information on this Report, contact:

info@ceramicasantagostino.it

Concept e Sviluppo grafico:
UP Studio



Indice Indicatori GRI Standards

GRI Standard	Disclosure	Title of Disclosure	Page/Content
ORGANISATIONAL AND GOVERNANCE ASPECTS			
GRI 2: General Disclosures 2021	2-1	Organisational details	“Corporate Governance”
	2-2	Bodies included in the organisation’s sustainability reporting	“Methodological note”
	2-3	Reporting period, frequency and point of contact	“Methodological note”
	2-4	Review of information	“Methodological note”
	2-5	External assurance	Not required
	2-6	Activities, value chain and other business relations	“Reference markets”, “Production cycle”, “Raw Materials and Packaging”
	2-7	Employees	“Our employees”
	2-8	External staff	“Our employees”
	2-9	Governance structure and composition	“Corporate Governance”
	2-10	Appointment and selection of the highest governing body	Not available
	2-11	President of the highest governing body	“Corporate Governance”
	2-12	Role of the highest governing body in impact management control	“Sustainability Governance”
	2-13	Delegation of responsibilities for impact management	Not available
	2-14	Role of the highest governing body in sustainability reporting	“Methodological note”
	2-15	Conflicts of interest	“Business Ethics”
	2-16	Communication of criticalities	“Organisational Model 231”
	2-17	Collective knowledge of the highest governing body	Not available
	2-18	Performance evaluation of the highest governing body	Not available
	2-19	Rules concerning remuneration	Not available
	2-20	Procedure for determining remuneration	Not available
	2-21	Annual total remuneration report	Not available
	2-22	Sustainable development strategy statement	“Our Path to Sustainability”
	2-23	Policy commitment	“Sustainability Governance”
	2-24	Integration of policy commitments	Not available
	2-25	Processes to remedy negative impacts	“The Role of Stakeholder”,
	2-26	Mechanisms for requesting clarification and raising concerns	“Business Ethics”, “The Role of Stakeholder”, “Customer Satisfaction Evaluation”
	2-27	Compliance with laws and regulations	No non-compliance
	2-28	Membership of associations	“The Role of Stakeholder”
	2-29	Approach to stakeholder engagement	“The Role of Stakeholder”,
	2-30	Collective agreements	100% of employees covered by collective agreements

GRI Standard	Disclosure	Title of Disclosure	Page/Content
ORGANISATIONAL AND GOVERNANCE ASPECTS			
GRI 3: Material Topics 2021	3-1	Process of determining material topics	“The material topics and the ESG Materiality Analysis”
	3-2	List of material topics	“The material topics and the ESG Materiality Analysis”
	3-3	Management of material topics	“The material topics and the ESG Materiality Analysis”
Autonomous disclosure	Non-GRI disclosure	List of Sustainability actions 2024	“Ceramica Sant’Agostino’s Contribution to the UN 2030 Goals”
	Non-GRI disclosure	Defining new sustainability goals for 2025	“New Sustainability Goals 2025-26 ESG”
ECONOMIC SUSTAINABILITY			
Autonomous Disclosure	3-3	Management of material topics	“Customer Satisfaction Evaluation”
	Non-GRI disclosure	Customer satisfaction	“Customer Satisfaction Evaluation”
GRI 201: Economic performance (2016)	3-3	Management of material topics	“Economic performance”
	201-1	Economic value generated, distributed and retained	“Economic performance”
ENVIRONMENTAL SUSTAINABILITY			
GRI 301: Materials (2016)	3-3	Management of material topics	“The material topics and the ESG Materiality Analysis”, “Raw Materials and Packaging”
	301-1	Materials divided by weight and volume	“Raw Materials and Packaging”
	301-3	Recovered or regenerated products and their packaging materials	“Raw Materials and Packaging”
GRI 302: Energy (2016)	3-3	Management of material topics	“The material topics and the ESG Materiality Analysis”; “Energy and decarbonisation”
	302-1	Energy consumed within the organisation	“Energy and decarbonisation”
	302-3	Energy intensity of the organisation	“Energy and decarbonisation”
GRI 303: Water and waste water (2018)	3-3	Management of material topics	“Waters”
	303-3	Water withdrawal	“Waters”
	303-4	Water drainage	“Waters”
	303-5	Water consumption	“Waters”
GRI 305: Emissions (2016)	3-3	Management of material topics	“GHG emissions”, “Other emissions”
	305-1	Direct greenhouse gas emissions (Scope 1)	“GHG emissions”
	305-2	Greenhouse gas emissions for energy production (Scope 2)	“GHG emissions”
	305-4	Intensity of GHG emissions	“GHG emissions”
	305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant emissions	“Other emissions”

GRI Standard	Disclosure	Title of Disclosure	Page/Content
ENVIRONMENTAL SUSTAINABILITY			
GRI 306: Waste (2020)	3-3	Management of material topics	"Waste"
	306-3	Waste generated	"Waste"
GRI 307: Ethics and Compliance (2016)	3-3	Management of material topics	"Environment"
	307-1	Non-compliance with environmental laws and regulations	No non-compliance
SOCIAL SUSTAINABILITY			
GRI 401: Employment (2016)	3-3	Management of material topics	"The material topics and the ESG Materiality Analysis", "our employees", "Employment and turnover", "Welfare"
	401-1	Recruitment rate and staff turnover	"Employment and turnover"
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	"Welfare"
GRI 403: Health and Safety at Work (2018)	3-3	Management of material topics	"Safety at Work"
	403-1	Occupational health and safety management system	"Safety at Work"
	403-5	Worker training in occupational health and safety	"Training and Professional Development"
GRI 404: Training and instruction (2016)	3-3	Management of material topics	"Training and Professional Development"
	404-1	Average annual training hours per employee	12 average hours of training per employee
GRI 405 Diversity and equal opportunities (2016)	3-3	Management of material topics	"Corporate Governance", "Our employees"
	405-1	Diversity in governing bodies and among employees	"Corporate Governance", "Our employees"
GRI 413: Local communities (2016)	3-3	Management of material topics	"The material topics and the ESG Materiality Analysis", "Commitments to Community and Territory"
	413-1	Areas of operation with implementation of local community engagement, impact assessment and development programmes	"Commitments to Community and Territory"
GRI 419: Socioeconomic compliance (2016)	3-3	Management of material topics	"Business Ethics"
	419-1	Non-compliance with social and economic laws and regulations	No non-compliance





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