Bertani

DISTANCE IS NO LONGER A LIMIT

SUSTAINABILITY REPORT

2024

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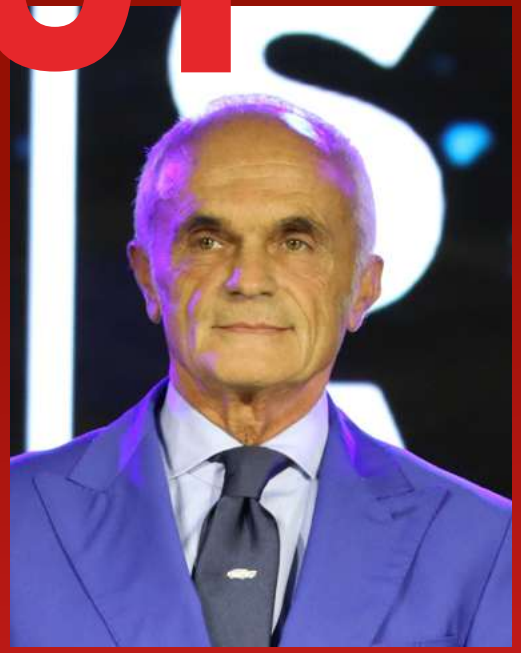
LETTER TO THE STAKEHOLDERS

01



“A company where a passion for transport merges with innovation and history intertwines with the prospect of a greener future.”

Dear Stakeholders,

Bertani Trasporti S.p.A. was born from a history rooted in **Italian family and entrepreneurial tradition** that has been able to embrace change and adapt to new trends in the sector.

A history of family business, with roots firmly planted in the Italian entrepreneurial landscape, whose seeds date back to the beginning of the last century.

The company is not only a **leading logistics player** but also a **pioneer in sustainability and innovation**, challenging the limits of tradition and pushing towards increasingly advanced solutions.

The **Sustainability Report** we have drawn up outlines the **keys to the company’s success** and how it is preparing for the future in an era of rapid change in the logistics landscape, aimed at improving the business towards a more sustainable world.

For Bertani Trasporti S.p.A., the sustainability goals of the 2030 agenda play a crucial role in its vision. A company where a passion for transport merges with innovation and history intertwines with the prospect of a greener future.

Reducing carbon emissions, adopting **renewable energy** and **optimising resources** are just some of the concrete steps we are taking to minimise our impact on the environment.

This report is a milestone in our journey, a testament to our dedication to **creating value for all our stakeholders**.

Bertani Trasporti S.p.A. has an **Innovation Department** that works to find new product and process solutions to provide new, sustainable and optimised answers.

We have taken a big step towards a green environment by **shifting from road to rail transport**, **producing our own electricity**, and **constantly renewing our fleet** with more modern, high-performance and sustainable vehicles.

The company looks to the future with a particular focus on the younger generations and a commitment to environmental sustainability. **Green logistics** represents a concrete commitment to preserving our planet, aiming for a more ecological management of resources.

I would like to thank everyone who contributes to this project, from our employees and collaborators to our partners and customers, and I am confident that through ongoing collaboration we will help to improve our planet and the quality of life for the entire population.

Sergio Bertani
Managing Director
Bertani Trasporti S.p.A.

02

BERTANI TRASPORTI: A SUCCESSFUL HISTORY

FROM PAST TO PRESENT

We are Bertani Trasporti S.p.A., an Italian logistics company born over 90 years ago from the vision of Cesare Bertani.

Since our foundation, we have grown significantly, evolving from a small family business to one of the leading players in the automotive logistics sector in Europe.

Over the years, we have expanded our range of services, specialising in the **automotive**, **motorbike** and **spare parts** sectors.

Innovation has always been the core of our strategy, with investments in new technologies and a focus on the needs of our customers.

FROM PRESENT TO FUTURE

Today we are a trusted partner for leading automotive brands.

In addition to **road and rail transport**, we take care of all activities related to **automotive logistics**, such as storage, maintenance, customisation and pre-delivery.

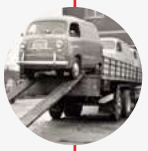
Our services enable us to cover the entire country and to be flexible and responsive to customer requests.

Our history is marked by important milestones of growth and development:

1938 — Bertani Trasporti was founded by **Cesare Bertani** and, over the years, was continued by his sons Guglielmo, Mario and Renato Bertani.

1938-1950 — It all began with supplying local **merchants** and **transporting livestock**, but we soon chose to specialise in the **automotive sector**, a field which was destined to become the heart of our company.

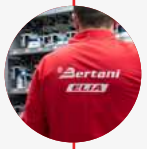
1950s — An important step forward was the design and construction of our **first car transporter**.



1973-1979 — Continuous growth enabled us to become a **joint-stock company** and move our headquarters to Castiglione delle Stiviere (Mantua), in Via Camillo Benso Conte di Cavour.

1990s — We soon crossed national borders: in addition to the Verona yard, **Bertani Trasporti GmbH Deutschland** in Germany and **Bertani Poland Sp.z.o.o**, in Poland, were established in these years.

2015 — The acquisition of **F.lli Elia S.p.A.** marked a further milestone which allowed us to expand the number of yards and enrich our customer base.



2022 — With the purchase of our own wagons, we are **entering the world of rail transport**.

PRESENT — Our constant drive for evolution has led us to establish ourselves in various locations, through **new sites** managed directly or in collaboration with **strategic partners**. The goal remains that of **sustainable growth**, with a particular focus on the future of electric mobility.

02.1 CORPORATE GOVERNANCE

Our current *governance* structure is based on the **Board of Directors**, a three-member body representing the highest decision-making authority. However, as outlined in our corporate Article of Association, some key decisions are reserved for the shareholders' meeting.

Supporting the Board of Directors is a **Management Committee**, whose task is to examine and propose development and investment strategies.

Table 1 – GRI 2-9 Composition of the highest governing body

BoD Members	Role
Bertani Sergio	*President*
Bertani Franca	*Vice-president*
Bertani Cesare	*Director*

The *governance* structure is further characterised by the control of a Board of Statutory Auditors, consisting of three regular members, two alternates, an auditor, and a **Supervisory Board (SB)**, consisting of an **internal member** and an **external professional**.

The election of the Board of Directors takes place at the **ordinary shareholders' meeting**. Directors remain in office for a period not exceeding three financial years, as established at the time of their appointment, and cease to hold office on the date of the shareholders' meeting called to approve the financial statements for the last year of their term. Directors may be re-elected.

The **President of the Board of Directors**, who represents the highest governing body, is not a company executive but has ad personam proxy that allows him to assume signatory powers and company duties, dealing with commercial and contractual relations with our customers.

The Board of Directors, which meets at least every three months for **regular updates**, plays a **central role in sustainability reporting**, approving the reported information and material issues. It also recognises the importance of transparent and accurate communication with stakeholders and is committed to ensuring that the report accurately, clearly and comprehensively reflects the company's performance concerning sustainability.

Part of the Board's responsibilities may be delegated to one or more of its members. In order to strengthen the company's environmental protection and safety at work, special powers of attorney have been granted to managers or employees of local operating units, chosen for their competence, professionalism and experience in technical and organisational management.

As part of our journey towards increasingly responsible corporate governance, we have adopted **Model 231**, a system of rules and procedures provided for by Legislative Decree 231/2001 and aimed at preventing offences by persons linked to our company. The Model is constantly reviewed and updated in accordance with regulatory requirements and evolves alongside Bertani's business.

In accordance with the **Code of Ethics** and **Model 231**, we have implemented several **reporting channels** to manage potential conflicts of interest. These include a computer system that guarantees the anonymity of the reporter and an e-mail box reserved for members of the Supervisory Board. All addressees of the Code of Ethics and the Model may report, in good faith, unlawful conduct or violations. Reports may also be made anonymously, provided they are accurate and substantiated.

This **Whistleblowing** system, which is also present on the Bertani portal, allows anyone to freely express their concerns about the company's conduct, since identity confidentiality is guarantee of protection from any form of retaliation or discrimination for whistleblowers.

> **"No non-compliance with applicable laws and regulations was recorded during the reporting period. Furthermore, there were no pending or completed legal actions regarding anti-competitive behaviour or violations of antitrust laws.**
> **A positive result that underlines our dedication to legality, ethics and responsibility across all our operations."**

02.2 BUSINESS ETHICS AND ANTI-CORRUPTION

At Bertani Trasporti, we believe that **business ethics** is the key to building a balanced and sustainable working environment.

Our history has always been guided by an unwavering commitment to integrity, honesty and transparency. Values that are the foundation on which we build our future every day, together with our dedication to innovation and social responsibility.

CODE OF ETHICS

> Our **Code of Ethics** is a compass that guides the behaviour of all employees, both in Italy and abroad.

It is an extension of legal and regulatory principles, reflecting our commitment to maintaining high ethical standards in every aspect of our business.

In pursuing our business objectives, we scrupulously comply with the laws and regulations of the countries in which we operate, responding with agility and proactively to market dynamics. We are committed to **transparency** and **fairness** in our dealings with our **partners** and **customers**, and we expect them to also **share and respect the principles of our Code of Ethics**.

Business ethics for us at Bertani Trasporti is not just a matter of compliance, but an intrinsic value that permeates every decision and action.

THE ANTI-CORRUPTION PROTOCOL

> The fundamental principle guiding all our activities is **"neither bribe nor be bribed"**.

This commitment is reflected in all our operations and business relations, and is underlined in the **Anti-Corruption Protocol** adopted as part of the Model 231 and aimed at establishing a framework of anti-corruption rules and procedures.

To ensure that all those involved in our activities are aware of their responsibilities and the ethical principles to be observed, we offer regular **training courses** and carry out **periodic audits**. The audits are aimed both at **ascertaining compliance** with all regulations and **detecting possible acts of corruption**, and at reviewing policies and procedures to always ensure compliance with regulations.

Each employee has undergone specific anti-corruption training and is informed of the company's policies, procedures and principles.

No incidents of corruption within the organisation were recorded during the reporting period, but we continue to maintain a strong focus on this issue.

02.3 ECONOMIC GROWTH AND DISTRIBUTED VALUE

For Bertani Trasporti, economic growth is a strategic pillar for ensuring operational resilience and long-term competitiveness.

However, we do not consider it an end in itself, but rather a tool for generating **shared value**, integrating financial performance with **environmental and social sustainability**.

Solid and sustainable growth enables us to:

- **Strengthen financial stability** by reducing exposure to systemic risks and increasing the confidence of investors, partners and local communities;
- **Promoting skilled employment** by investing in training and internal skills development, with positive repercussions on people's wellbeing;
- **Supporting innovation and ecological transition** by allocating resources to low-impact technologies, optimising logistics and diversifying the services offered;
- **Expand our presence in national and international markets**, increasing competitiveness and the ability to adapt to regulatory and technological changes;
- **Funding environmental and social initiatives**, making a tangible contribution to the quality of life in the communities where we operate.

> Our commitment is reflected in careful management of economic resources and **targeted investments**.

Renovation of our car fleet

In 2024, we continued to invest in low-emission **Euro 6 vehicles**, gradually replacing Euro 3 and 4 vehicles, and continued our search for compatible biofuels. Despite the absence of electric car transporters suitable for the business on the market, the company continues to prioritise the development of an electric fleet, also in relation to the evolution of charging infrastructure.

Process digitalisation

Economic growth also depends on digitalisation: in 2024, **software and tracking systems** were updated to improve route planning, reduce mileage and optimise fuel consumption. These solutions have led to greater operational efficiency and reduced emissions. **Server virtualisation** was also expanded, a second monitor was installed at almost all employee workstations (encouraging a reduction in printing), and document digitalisation was enhanced.

Energy efficiency

At the same time, the energy efficiency plan for facilities and warehouses continued, through the **installation of LED lights** and the **adoption of night-time shutdown systems for servers**.

Circular economy

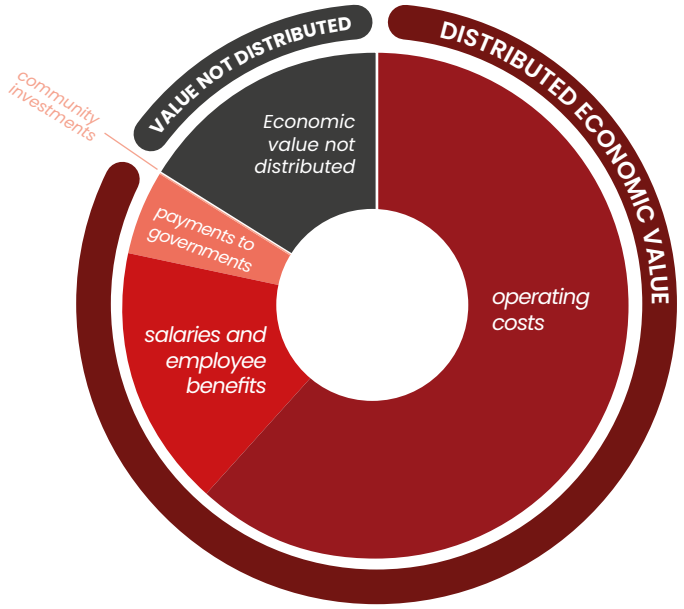
The approach to growth is also complementary to the circular economy, with initiatives shared with suppliers for the use of **reconditioned spare parts**, **on-site maintenance** of car transporters to avoid unnecessary transfers and the **recycling of consumables** such as tyres. The aim is to extend these practices throughout the supply chain and strengthen alignment with sustainability standards. For us, economic growth also means flexibility and adaptability, i.e. responding promptly to market changes and the new challenges of the green transition, ensuring continuity and development over time.

Staff training

In 2024, the company also launched **internal training programmes** aimed at senior management to strengthen the culture of sustainability, promoting the active involvement of staff in a process of continuous improvement.

Table 2 - GRI 201-1 Direct economic value generated and distributed

GENERATED ECONOMIC VALUE	**333,806,909 €**
DISTRIBUTED ECONOMIC VALUE	***280,138,748 €***
of which operating costs	*206,533,369 €*
of which salaries and employee benefits	*55,665,980 €*
of which payment to capital providers	*-*
of which payments to governments	*17,894,399 €*
of which community investments	*45,000 €*
ECONOMIC VALUE NOT DISTRIBUTED	***53,668,161 €***



02.4 RISK MANAGEMENT

Aware of the importance of effective **risk management** to ensure the continuity of operations, we carry out a business risk analysis that not only identifies potential hazards, but extends to assessing their impact and identifying improvement actions.

The risks considered during our analyses range from **environmental** to **occupational health and safety risks**, not to mention **IT risks**. This approach allows us to proactively identify and address any issues.

In the current landscape, cyber risk has become particularly relevant.

This is why we have taken proactive measures to protect systems and data from potential threats. Achieving **ISO 27001 certification** attests to our ability to effectively manage information security and reflects our commitment to protecting our company and customer information.

Although no substantiated complaints regarding breaches of customer privacy were received during the reporting period, one incident of data leakage, theft or loss was identified.

The incident prompted us to implement additional organizational measures, such as the obligation to switch off the client server at the end of each day's work and the contracting of a 24-hour **SOC (Security Operation Centre)** service to monitor any abnormal activity on the systems.

03 OUR SUSTAINABLE PATH

Over the years, we have undertaken a number of initiatives aimed at minimising our environmental and social impact. Our dedication to social responsibility is demonstrated by our strict adherence to the principles of the **SA8000 standard**.

On the environmental side, we have implemented several solutions for the decarbonisation of our operations, such as the **production of renewable energy** through photovoltaic plants, the use of **rail transport** and the **replacement of obsolete vehicles** in favour of more efficient models.

In addition, we have recently undertaken a major initiative to quantify our **corporate carbon footprint**. Based on this information and with the support of external experts, we are identifying a number of strategies to further reduce our greenhouse gas emissions.

03.1 OUR STAKEHOLDERS

At Bertani Trasporti, we also recognize the importance of all our stakeholders for the sustainable progress of our business, and we are committed to laying the foundations for fruitful collaboration with them. Internal and external stakeholders include our shareholders, board of directors, employees, collaborators, suppliers, customers, local institutions, trade associations, trade unions and certification bodies.

In particular:

> for our **internal stakeholders**, we are committed to ensuring compliance with rules and to creating a working environment that fosters the personal and professional growth of each individual;

> for our **external stakeholders**, we are committed to building relationships based on transparency and mutual respect.

Furthermore, we recognise the importance of **positive interaction with public institutions, trade unions and certification bodies**.

Our commitment also extends to the local community, to which we dedicate ourselves by respecting its needs and minimising the social and environmental impact of our activities.

Finally, we actively collaborate with a number of **institutions**, including the Lombardy Region, Provinces and Municipalities, as well as with agencies such as ASL, INPS, INAIL, the Labour Inspectorate and the Fire Brigade, having territorial jurisdiction.

03.2 DEFINITION OF MATERIAL ISSUES

In 2024, we conducted our **second materiality assessment**, a key process for identifying and **prioritising the sustainability issues** most relevant to us.

In addition to this, we have also launched an initial assessment of financial materiality, in view of the **Double Materiality** required by the CSDR regulation.

The assessment process involved the following steps:

01 **Understanding the context** and defining a strategy for **stakeholder engagement.**

02 **Identifying potential material issues** and related impacts, risks and opportunities.

03 **Assessing the materiality and financial impact** of identified impacts, risks and opportunities.

04 **Disclosing sustainability information** based on the results of double materiality.

With the help of external consultants, we performed a detailed analysis of the **operating environment**, which enabled us to identify the most common and important materiality issues in our industry.

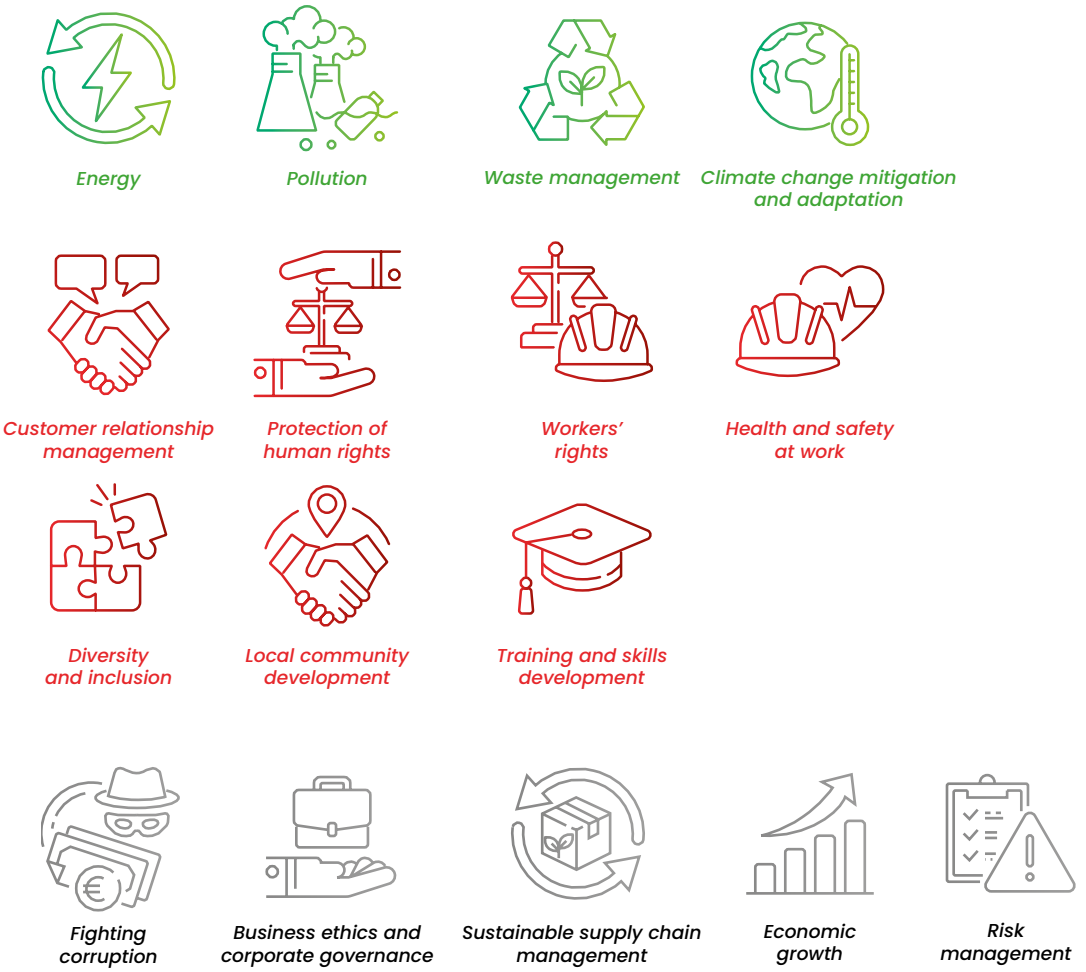
Through further study of our internal operations, our products and services, and our interactions with the community and the environment, we have been able to **identify the main impacts**, risks and opportunities (current and potential) arising from our business activities.

The significance of these impacts was then assessed by top management, who carefully considered the long-term financial **implications** of our decisions and our role in building a sustainable future.

The assessment allowed us to identify the main issues that will drive our sustainability strategy and the areas where we could have the most significant impact, both in terms of progress and value for the stakeholders.

Table 3 - GRI 3-2 List of material issues

Material issues	
Environmental issues	*Energy*
	Pollution
	Waste management
	Climate change mitigation and adaptation
Social issues	*Customer relationship management*
	Protection of human rights
	Workers' rights
	Health and safety at work
	Diversity and inclusion
	Local community development
	Training and skills development
Governance	*Fighting corruption*
	Business ethics and corporate governance
	Sustainable supply chain management
	Economic growth
	Risk management



03.3 STAKEHOLDER ENGAGEMENT

As part of our commitment to responsible practices throughout the entire value chain, we have launched a structured process for engaging with and **assessing our suppliers in the area of ESG**.

Starting in 2024, we have decided to distribute a **self-assessment questionnaire** aimed at gathering information on governance, environmental and social issues. The aim of the questionnaire is to promote transparency, sustainability and regulatory compliance throughout the supply chain.

Among the elements investigated are:

01. the publication of **ESG information** and a **Code of Ethics**;
02. the presence of **company policies** on child labour, non-discrimination, working hours, freedom of association and the fight against slavery;
03. possession of system (e.g. ISO 9001, 14001, 45001) and product **certifications**;
04. the adoption of **complaint management** tools;
05. the **traceability** of the supply chain;
06. the publication of **environmental** and **social data**, where applicable.

The sustainability section of the questionnaire explores environmental management practices, including the measurement of energy consumption, GHG emissions, waste management, the use of sustainable materials and the availability of improvement targets.

From a social perspective, information was gathered on training, health and safety policies, monitoring of gender metrics and the presence of a structured management system for suppliers.

The initiative aims to strengthen dialogue with our business partners, encourage virtuous behaviour and support the sustainable evolution of the logistics system in which we operate.

03.4 IMPACT MATERIALITY

The materiality matrix of Bertani Trasporti's impacts represents a strategic summary of the ESG (environmental, social and governance) issues considered a priority by both stakeholders and the organisation.

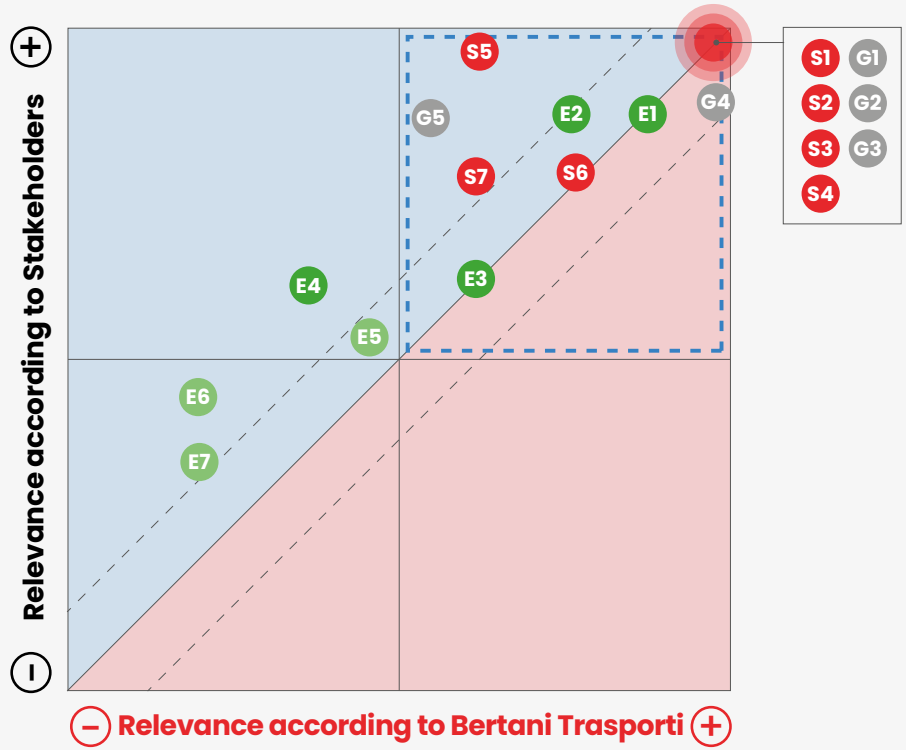
The issues located in the upper right-hand corner of the matrix *(area highlighted in blue dotted lines)* are those considered most relevant by both parties and therefore central to our Group strategy.

Among **the social issues**, customer **relations management** (S.1), **human rights protection** (S.2), **workers' rights** (S.3) and occupational **health and safety** (S.4) stand out.

As regards the **environmental issues energy** (E.1), **pollution** (E.2) and **waste management** (E.3) are particularly important.

In the area of **governance**, **economic growth** (G.4) and **sustainable supply chain management** (G.5) stand out.

Some issues, such as **climate change mitigation** (E.4) and **business ethics** (G.2), show a divergence in perception between stakeholders and the company, highlighting the need to maintain a continuous and structured dialogue in order to ensure a solid and shared alignment in defining sustainability priorities.



ENVIRONMENTAL ISSUES

- **E.1** Energy
- **E.2** Pollution
- **E.3** Waste management
- **E.4** Climate change mitigation and adaptation

SOCIAL ISSUES

- **S.1** Customer relationship management
- **S.2** Protection of human rights
- **S.3** Workers' rights
- **S.4** Health and safety at work
- **S.5** Diversity and inclusion
- **S.6** Local community development
- **S.7** Training and skills development

GOVERNANCE ISSUES

- **G.1** Fighting corruption
- **G.2** Business ethics and corporate governance
- **G.3** Risk management
- **G.4** Economic growth
- **G.5** Sustainable supply chain management

03.5 FINANCIAL MATERIALITY

In 2024, we integrated impact materiality analysis with financial materiality analysis, adopting an approach consistent with the principle of **Double Materiality** introduced by the European Union's **Corporate Sustainability Reporting Directive**.

The two assessments share the same structured method, but differ in perspective:

> **Impact materiality analysis:** assesses the effects of business activities on people and the environment (*inside-out* perspective)

> **Financial materiality analysis:** considers the risks and opportunities that these same issues may have on the organisation's economic and financial performance (*outside-in* perspective).

These are, therefore, two sides of the same coin, both of which are essential for a comprehensive sustainability strategy that is consistent and compliant with European standards.

The initial assessment of financial materiality was carried out through a participatory qualitative analysis based on the **mapping of risks and opportunities** already underway at Bertani Trasporti. The process took the form of a workshop facilitated by external experts, who guided the discussion and encouraged the collection of contributions, ensuring a solid alignment between the main areas of risk/opportunity identified and the assessment of the related financial impacts. This discussion allowed us **to identify and prioritise the ESG issues most relevant** to the company's resilience and competitiveness, also taking into account the constantly evolving sectoral, geopolitical and economic context.

> "During the financial materiality analysis, **25 risks** and **11 opportunities** were identified, with reference to the main ESG factors, geopolitical and economic scenarios, as well as the impacts associated with the energy and digital transition."

Classification	Type	Issues
Environment	Risk	12
	Opportunity	4
Social	Risk	7
	Opportunity	4
Governance	Risk	6
	Opportunity	3

In accordance with the principles of the **Enterprise Risk Management (ERM)** system, the following aspects were assessed for each element:

01. **Type** (potential or actual);

02. **Probability** of occurrence;

03. **Time horizon** of occurrence;

04. **Financial magnitude** associated with the estimated impact.

These assessments support a **structured and proactive approach to managing risks and opportunities**, promoting more resilient, integrated and informed strategic planning.

The assessments were validated by top management, which carefully examined the short-, medium- and long-term economic and financial implications, strengthening the link between ESG risk management, corporate strategy and sustainable value creation.

The analysis confirmed the centrality of certain issues that had already emerged from the impact materiality, highlighting their relevance from a financial perspective as well.

Environmental risks and opportunities

> Environmental risks relate to extreme weather events and the instability of energy costs. Opportunities focus on **self-production of energy**, the adoption of **circular economy** practices and participation in innovative **decarbonisation** projects.

Social risks and opportunities

> The main social risks include worker health and safety and human capital management. Opportunities relate to **strengthening corporate culture**, **training** and developing internal **welfare initiatives**.

Governance risks and opportunitiese

> Governance risks are linked to dependence on critical suppliers and supply chain management. Opportunities focus on improving **compliance**, **transparency** and **responsible partner selection**.

04 SOCIAL RESPONSIBILITY

Social responsibility has long been an integral part of our corporate strategy. Our commitment to the principles of the **SA8000 standard** is reflected in our policies, strategies and various continuous improvement actions.

As stated in our **Social Responsibility Policy**, strategies and various continuous improvement actions.

- **Complying with international codes**, UN conventions, ILO, national laws and EU directives on labour and **workers' rights**;
- integrating **social responsibility principles** into corporate strategies, ensuring their continuity and adapting to new requirements when necessary;
- ensuring **periodic monitoring** and **continuous improvement** of the management system, defining specific objectives, programmes and verifying their achievement through meaningful indicators;
- ensuring that all personnel receive adequate **training** and **information** on social responsibility;
- **involving and making suppliers aware** of the principles of the SA8000 standard, requesting similar commitments from them and availability for assessments and controls;
- carrying out **internal audits** to verify compliance with social responsibility requirements and taking the necessary corrective and preventive actions;
- documenting and **communicating to stakeholders** the commitment to corporate social responsibility.

In order to ensure compliance with the set objectives:

- **human resources have been designated**, such as the Management Representative for SA8000, the Workers' Representative for SA8000;
- **bodies have been set up**, such as a Social Performance Team, in charge of implementing and monitoring the SA8000 Management System;
- **technological and economic resources** have been conferred.

04.1 OUR PEOPLE

Our people make up the driving force that fuels our development. They represent a **valuable asset of knowledge, experience, intelligence and culture**, the fundamental elements which we have built our industrial and business development on.

Every member of our group plays a crucial role in shaping our success and leading our commitment towards sustainability.

> As at 31st December 2024, we registered a workforce of **740 employees**, of which approx. **83% are men** and **17% women**.

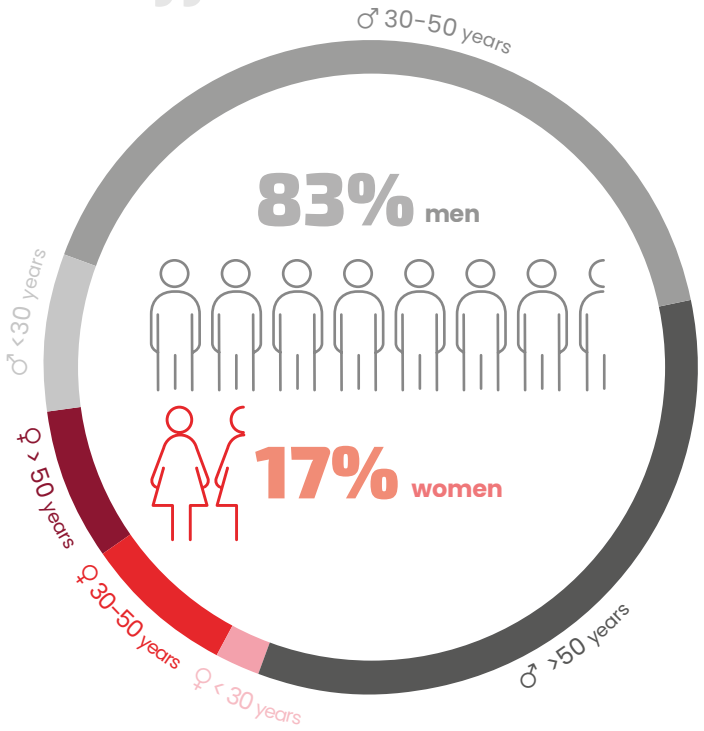


Table 4 – GRI 405-1 Diversity in government bodies and among employees

Role	<30 years	30-50 years	>50 years	Total
Executives	0%	0%	1%	1%
of which men ♂	0%	0%	1%	1%
of which women ♀	0%	0%	0%	0%
Managers	0%	0%	2%	0%
of which men ♂	0%	0%	1%	1%
of which women ♀	0%	0%	0%	0%
Clerks	5%	15%	12%	0%
of which men ♂	3%	8%	5%	16%
of which women ♀	2%	7%	7%	15%
Workers	6%	33%	27%	0%
of which men ♂	6%	33%	27%	66%
of which women ♀	0%	0%	0%	0%
Total	**11%**	**48%**	**41%**	**100%**
of which men ♂	**8%**	**41%**	**34%**	**83%**
of which women ♀	**2%**	**7%**	**7%**	**17%**

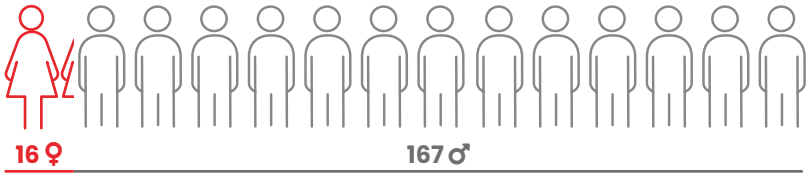
> In 2024 the **rate of recruitment of new employees** was **25%** in terms of Full-Time Equivalent (FTE) to the total workforce. Concurrently, the **employee turnover rate** was **26%**.

Table 5 – GRI 401-1 New employee recruitments and employee turnover[1]

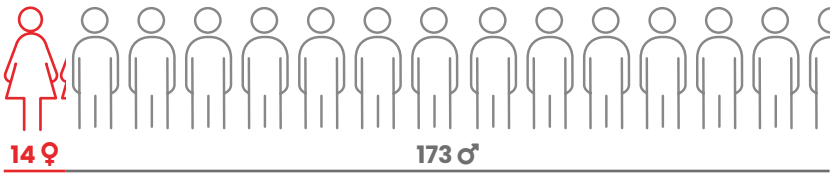
Age	Recruitments		Terminations	
	Women ♀	Men ♂	Women ♀	Men ♂
Up to 29 years old	14	36	3	33
From 30 to 50 years old	-	97	8	89
Over 50 years old	2	34	3	51

[1] *Recruitments and turnover during the year calculated as FTE.*

RECRUITMENTS



TERMINATIONS



In 2024, in cooperation with **Istituto Piepoli,** , an independent research institute, we launched a **four-stage research** project with the aim of improving corporate welfare and sustainability, actively involving employees, customers and opinion leaders:

01. **Internal survey:** an anonymous survey focused on corporate welfare and sustainability was distributed to employees. The aim was to start a listening and training process with employees and managers, acknowledging that sustainability can only become a key element of the corporate strategy with the involvement of everyone. The results showed an overall positive framework, with high rates of job satisfaction and a high level of corporate welfare, although there were some aspects to be improved.

02. **Qualitative customer survey:** six online interviews were conducted with logistics managers of companies in the automotive sector, customers of Bertani Trasporti. The objective was to identify the sustainability factors considered important by customers in the transport and logistics sector and to collect their assessments of Bertani Trasporti's performance in this area.

03. **Manager training:** an internal training phase was planned for about 40 managers, again in the field of sustainability.

04. **Qualitative survey among opinion leaders:** this phase was aimed at collecting indications on the future of logistics in the transport sector.

04.2 HUMAN AND LABOUR RIGHTS

In line with the principles of our **Code of Ethics** and **Policy SA8000**, we are committed every day to improving the working conditions of our employees, developing skills and building positive relationships.

Respect for human rights is fundamental to us, which is why we recognize the importance of protecting children's rights and oppose child and youth labour.

Each of our employees is free to leave the workplace at the end of the day, just as he or she is free to terminate the employment relationship within the terms of the applicable regulations. Everyone is contracted through a National Collective Agreement.

Recognising the importance of **freedom of association**, we are committed to ensuring that all workers can freely elect their union representatives and join any organisation, without fear of discrimination or retaliation.

Out of respect for our employees, we have continued with the previous adoption of an **on-top Welfare Plan** and obtained a number of discounts for employees on personal expenses and recreational activities.

In addition, the **healthcare fund** adopted by the company has been implemented with a package of benefits called **"Health Priority 2024, cancer prevention benefits".**

WELFARE PLAN

The Plan consists of the allocation to employees of a Welfare credit for the purchase of goods and services that each interested party can select to compose a customised package that meets their personal and family needs. The offer is very broad and is divided into the following areas:

- **Reimbursement of education expenses** (registration and attendance fees from kindergarten to university and university masters, school books, school canteens, school trips, school buses, before/after school care, baby-sitting, summer camps and extracurricular language and computer courses);
- **Reimbursement of care expenses for the elderly and dependent family members;**
- **Reimbursement of public transport** (expenses incurred for the purchase of season tickets for local, regional and inter-regional public transport, such as buses, metros and trains not limited to the local area);
- **Pension fund payment** (the employee defines and allocates the portion of welfare credit to be allocated to open and closed pension funds in which he/she is registered or intends to register);
- **Fringe benefits - vouchers** (shopping vouchers, fuel vouchers, food, technology, general expenses, clothing, books and material for children);
- **Recreation, education and welfare** (travel, entertainment, sports, wellness, culture, education, training and health).

04.3 OCCUPATIONAL HEALTH AND SAFETY

> **Respect for the fundamental rights of the individual, including health and safety, is at the heart of our corporate philosophy.** This commitment concerns not only our employees, but also visitors, suppliers, customers and all interested parties.

We adopt a preventive and protective approach, assessing the risks associated with each task and work environment. Health and safety management is shared, allowing everyone to actively participate by accessing information and reporting risks through dedicated channels.

The main objectives of prevention and promotion activities are:

01. **the elimination/reduction of accidents;**
02. **continuous training;**
03. **the dissemination of a culture of safety and active participation through reporting.**

These main objectives are accompanied by a number of specific ones concerning emergency management through the **simulation of scenarios** other than classic fires, the updating of **risk assessments**, the **renewal of equipment** and the expansion of workspaces with associated support services (toilets, changing rooms, refreshment areas, etc.).

To prevent and mitigate negative impacts on occupational health and safety, we take a proactive approach based on a number of tools and practices, including the **Risk Assessment Document (DVR), the ISO 45001 standard, the SA8000 Standard and the risk and opportunity context analysis.**

Our **Code of Ethics** guides all activities, and we conduct first-, second- and third-party **system audits** to ensure compliance and effectiveness. We carry out constant operational checks by means of checklists and encourage the reporting of non-compliance.

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TRAINING ON HEALTH AND SAFETY

Training is a pillar of our strategy. Every year we collect training needs through the human resources department and function managers.

We offer a wide range of courses, including:

- **Training for safety managers, supervisors and forklift operators**
- **Courses for personnel skilled in electrical work (PES/PEI)**
- **Using the automatic external defibrillator (AED)**
- **Fire-fighting and first aid**
- **In-house courses on the Integrated Management System (IMS),** the educators of which are chosen from historical suppliers and specialised bodies of proven reliability.

We prepare **detailed plans** and funding for each course, ensuring that new recruits receive specific training on the risks associated with their jobs and the communication channels available to report any problems. This approach helps to **make workers aware of the risks and the importance of using personal protective equipment (PPE).**

The courses are free of charge, take place during working hours and are followed by employees both when they are newly recruited and in the course of their work. Each course is conducted with the aid of materials in Italian language, including slides and images to facilitate understanding, but in special cases the support of **mother-tongue tutor** colleagues is offered.

We evaluate the effectiveness of training through tests, **regular audits** and regular discussions with supervisors, enabling us to continuously improve our training programmes.

HEALTH AND SAFETY MANAGEMENT SYSTEM

We have voluntarily implemented an occupational **health and safety management system** that complies with current regulations, including Legislative Decree 81/2008 and the decrees dated September 2021 on fire prevention.

This system, **certified according to ISO 45001**, allows us to systematically and continuously fulfil our legal obligations.

EMPLOYEE WELFARE

To promote the **health** of our employees, we offer everyone a **Unisalute policy** and a **health surveillance system** managed by the Coordinating Physician and his team.

This allows us to always be aware of our employees' **medical fitness**, whether full, with prescriptions and/or limitations, or unfitness, whether temporary or permanent.

Clearly, employees in the security department are bound by **strict confidentiality** when handling sensitive data.

In addition, we regularly conduct **surveys among our workers** to better understand their needs and to meet their requests in order to **improve working conditions**.

For example, we have installed parking coolers on the car transporters to increase the comfort of drivers.

ACCIDENT DATA

> During 2024, we recorded **51 accidents** among our employees. The relative rates stand at **0** for **serious accidents** and **33.87** for **non-serious accidents** per million hours worked.

The injuries in question were mainly caused by slips, falls on the floor, falls from lower and upper floors, back pain and lumbago, dislocated ankles or knees due to incorrect supports or movements, superficial wounds and hand or foot injuries.

Table 6 – GRI 403-9 Accidents at work

Type of accident	Employees
Number of deaths at work	0
Number of serious accidents at work	0
Number of accidents at work	51
Total amount	**51**

100% NON-SERIOUS ACCIDENTS

Working at height on the car transporter represents a risk that does not currently lead to frequent accidents but can cause serious damage: the highest point of the upper deck, indeed, reaches 2.9 metres, and results in the risk of falling from above. With the current state of the art technologies, we are intervening by sensitising drivers with **specific training**.

04.4 DIVERSITY AND INCLUSION

At Bertani Trasporti, **respect for diversity and inclusion** are essential values that permeate every aspect of our business.

This is demonstrated by the **principle of non-discrimination**, a cornerstone of the **SA8000 certification** scheme that we are committed to respecting in relation to our employees and all stakeholders.

In the workplace, we do not tolerate discrimination based on personal characteristics such as:

- **Ethnicity**
- **Race**
- **Social class**
- **Origin**
- **Religion**
- **Disability**
- **Gender**
- **Sexual orientation**
- **Family responsibilities**
- **Marital status**
- **Trade union membership**
- **Political opinions**
- **Age**
- **Type of contract**
- **Any other potentially discriminatory condition.**

We recognise and respect the right of each employee to exercise personal principles or practices, respecting the needs of all staff and applicable laws.

To ensure an inclusive and respectful work environment for all employees, we have established specific procedures, including **preventing and managing discrimination**, providing **communication channels to report misconduct and acts of discrimination**, and preventing threatening, abusive, exploitative or sexually coercive behaviour.

04.5 TRAINING AND SKILLS DEVELOPMENT

To best meet the challenges of change, complexity and the demands of an ever-changing global market, we focus on continuous training and the development of new skills.

Each year, we strive to **identify the training needs emerging from the various corporate functions**. This process enables us to plan short- and medium- term training programmes in line with market and customer needs.

BERTANI ACADEMY

A significant example of this commitment is Bertani Academy, an **in-house training programme dedicated to our newly hired drivers**, lasting **four months**. The first weeks involve a stringent programme of supporting training. Specifically:

01. **First week:** On-site training in Castiglione delle Stiviere, alternating lessons in classroom and hours of training in the yard. Topics covered during this period include transport quality, workshop, integrated management system, human resources, operations, cash, occupational safety and yard (loading/unloading).

02. **Second week:** driving with the mentor and 6 hours safety training on Saturdays. The mentor will accompany the employees for a fortnight, imparting the knowledge of the trade directly on the field, including handling and care of the assigned vehicle, economical and safe driving, load management and relations with dealers and outsiders.

03. **Third week:** practical driving lessons with tutor.

04. **Fourth week:** autonomous activity, supported by an operator available for the new employees, until the end of the fourth month. His or her help is essential for the assignment of low-complexity trips and for communication with other operational company areas.

The operations office, the damages office and the personnel office periodically meet to verify that results are in line with the expected targets and to **monitor the performance of the newly recruited drivers**. At the end of the 4-month training period, a decision is made on the continuation of the employment relationship.

Specific external training is also foreseen in the **Annual Training Plan** for drivers and workers: ASR (State-Region Agreement) Safety Training for Managers, RLS (Workers' Safety Representative), Person in charge, ASPP (Prevention and protection operator). These courses, which vary in frequency and duration, are designed to ensure that personnel are always up-to-date on industry best practices and current regulations.

Table 7 – GRI 404-1 Average annual training hours per employee [2]

Category	Unit of measure	Women ♀	Men ♂
Executives	Hours	20	24
Managers	Hours	15	19
Clerks	Hours	12	14
Workers	Hours	N/A	37
Average hours		**12**	**32**

[2] *Average hours calculated in relation to the FTE workforce.*

04.6 LOCAL COMMUNITY DEVELOPMENT

For Bertani Trasporti, investing in the development of local communities is a fundamental strategic component, integrated into the company's long-term vision. Through targeted initiatives in crucial areas such as **education, health, environment and infrastructure**, we make a concrete contribution to the well-being of the areas in which we operate, generating shared value and strengthening our ties with the communities.

For us, being present in a responsible manner means not only **mitigating the environmental and social impacts** of our activities, but also **promoting inclusive development** that can **create growth opportunities** for local people and businesses.

This approach enables us to build relationships based on trust, dialogue and collaboration, elements that translate into a sustainable competitive advantage and a solid corporate reputation.

Furthermore, creating a climate of collaboration with the local area is a key factor in enabling new synergies and business opportunities.

In line with this commitment, we operate across multiple time horizons, with concrete and measurable objectives.

SHORT-TERM OBJECTIVES

Reducing the environmental impact of operations by transitioning to low-emission vehicles and optimising transport routes;

Supporting local initiatives, such as events and projects to raise awareness of sustainable mobility;

Promoting local employment, giving priority to hiring personnel from the local area.

MEDIUM-TERM OBJECTIVES

Investing in sustainable infrastructure, such as charging points for electric vehicles and eco-friendly logistics centres;

Promoting training and job placement programmes for young people and unemployed persons, in response to local needs;

Collaborating with schools and institutions to promote a culture of sustainable logistics and responsible mobility.

LONG-TERM OBJECTIVES

Contributing to the economic and social development of communities, improving the quality of life in the areas where we operate;

Implementing integrated logistics systems to **reduce environmental impact and improve air quality**;

Being recognised as a responsible and sustainable company, consolidating our leadership in the sector and our relationship of trust with local communities.

CONCRETE PROJECTS

One of the concrete projects recently launched is the **functional restoration of a building** in Castiglione, a former church that will be transformed into a civic archive, contributing to the enhancement of local heritage.

In addition, we are negotiating with some local administrations for interventions, such as **tree planting**, to compensate for the expansion of our settlements.

In **2024**, we supported several valuable local initiatives, including:

sponsorship of a stage of the Giro d'Italia;

contributions to research foundations and parish activities;

purchase of vehicles to donate to local authorities for collective use by the community.

Assessments are also underway on forms of **support for deserving students** through study awards.

Finally, thanks to investments in training and education, we are able to **attract and develop qualified and motivated talent**, a key element for the sustainable success of the company.

05 ENVIRONMENTAL ACCOUNTABILITY

As we operate in the logistics sector, we are aware of the impact our activities have on the environment and are committed to reducing it through sustainable and responsible practices.

> **Sustainability and environmental protection are pillars of our corporate identity**, as we recognise that today's choices influence the future of next generations. Therefore, we are dedicated to continuously **improving our environmental performance**, complying with legal requirements and implementing procedures to manage any environmental emergencies.

In our **Environmental Policy**,we specifically recall **UN Sustainable Development Goals (SDGs) 3, 6, 7** and **13**, recognising our role in **contributing to health and well-being (SDG 3)**, **access to clean water and sanitation (SDG 6)**, **clean and sustainable energy (SDG 7)** and **climate action (SDG 13)**.

Our focus on these important issues also comes through our **investments in advanced technologies with low environmental impact**, as well as through **staff training and awareness-raising activities**. Indeed, we believe that every individual in the organisation has a role to play in the journey towards environmental sustainability.

Our long-term commitment to environmental sustainability also lies in our **environmental management system certified according to ISO 14001**.

05.1 ENERGY AND CLIMATE CHANGE

> Energy management and **combating climate change** are priorities for us. **We are strongly committed to reducing CO_2 emissions** and producing energy from renewable sources.

RENEWABLE ENERGY

Recently, we have taken concrete initiatives to support the transition to renewable energy, including:

- the **completion of a photovoltaic system** at our **Chignolo Po** site;
- the **extension of the existing photovoltaic system** at our **Castiglione delle Stiviere** site.

We are also working with industry experts to develop strategies to **reduce energy consumption and greenhouse gas emissions**. At our sites in Castiglione delle Stiviere, Chignolo Po and Bondeno, **three roof-mounted photovoltaic plant projects** (i.e. canopies covered with photovoltaic panels) will be realised, with a total nominal power of about **115.5 MWp**.

These installations will be the largest solar carports ever built in Europe and will provide shaded and protected areas for parking and logistics areas, including **charging stations for electric vehicles**.

> With an **estimated annual production of 148,671,400 kWh**, enough to meet the **needs of 42,478 households**, these plants will **avoid the emission of 74,336 tonnes of CO_2 each year**.

INTERMODAL TRANSPORT AND FLEET RENEWAL

Moreover, we have taken measures to **reduce the environmental impact of our transport service**. Through the use of **intermodal solutions**, combining rail and road transport, we have significantly reduced CO2 emissions.

Our "**Rail Department"** uses **railway wagons specifically for car transport**, working with European rail networks and operators to offer environmentally friendly solutions.

In addition, the recent launch of a major **renovation programme of our car fleet,** with the introduction of new generation vehicles with lower emissions, has further contributed to the reduction of atmospheric emissions.

ENERGY CONSUMPTION

We recognise the crucial importance of combating climate change.

In a world that is increasingly aware of the impact of human activities on the environment, we are firmly committed to **reducing greenhouse gas emissions**, actively contributing to the fight against global warming.

I**n 2024, we recalculated our greenhouse gas (GHG) emissions in accordance with the GHG Protocol**, expanding and completing our GHG emissions inventory, which, with the Scope 3 category, includes the following sources:

01. **Scope 1 emissions (direct emissions):** direct emissions deriving from sources owned or controlled by the company;

02. **Scope 2 emissions (indirect energy emissions):** indirect emissions deriving from the consumption of energy purchased and used by the company;

03. **Scope 3 emissions (indirect supply chain emissions):** indirect emissions along the entire value chain, not included in Scope 2.

All data collected for the calculation are considered primary, meaning they derive from the specific activity (e.g. kWh, kilograms, liters or € of energy, materials, waste, and purchased services). For the calculation of emissions, two types of emission factors were subsequently applied:

Secondary emission factors of the mass-based and distance-based type from databases (DEFRA 2024, AIB, ISPRA, Ecoinvent 3.10)

Secondary emission factors of the spend-based type from literature sources (EPA Supply Chain Spend-Based Factors).

The approach to emissions quantification was carried out using a p*q calculation, considering the quantities or expenditures multiplied by their respective emission factors.

Table 8 - GRI 302-1 Energy consumed within the organization

Consumption Type	Unit of measure	Total amount	Total GJ
Natural gas	S. CBM (standard cubic metre)	264,447	9,330
Fuels	**Litres**	**14,989,214**	**535,678**
LPG	Litres	-	-
Diesel*	Litres	14,989,214	535,678
Petrol	Litres	-	-
Consumed Electricity	**kWh**	**3,288,275**	**11,838**
Purchased Electricity	kWh	3,288,275	11,838
Total energy consumption	**GJ**	**-**	**556,846**

**Total diesel consumption increased compared to 2023, both for operational reasons and due to improved centralised consumption monitoring, which led to greater accuracy in the data.*

Table 9 – GRI 305-1 Direct GHG emissions (Scope 1), GRI 305-2 Indirect GHG emissions from energy consumption (Scope 2), GRI 305-3 Other indirect GHG emissions (Scope 3)

Emission Type	Total Emissions [tCO_2eq]
Scope 1[3]	**38,206**
Stationary combustion	541
Mobile combustion	37,665
F-Gas Emissions	-
Scope 2 - Location-based[4]	**716**
Purchased electricity	716
Scope 2 - Market-based[5]	**1,451**
Purchased electricity	1,451
Scope 3[6]	**95.698**
Purchased goods and services	56,329
Capital goods	8,567
Fuel- and energy-related activities	13,191
Upstream transportation and distribution	N/A
Generated waste	6
Business travel	N/A
Employee commuting	473
Upstream leased assets	N/A
Downstream transportation and distribution	N/A
Processing of sold products	N/A
Use of sold products	N/A
End-of-life treatment and disposal	N/A
Downstream leased assets	N/A
Franchises	N/A
Investments	17,132
Emission Type	**Total Emissions [tCO_2eq]**
Scope 1 + Scope 2 Market-based	**39,657**
Scope 1 + Scope 2 Market-based + Scope 3	**135,355**

[3]Reference to emission factors: DEFRA 2024
[4]Reference to emission factors: ISPRA 2024
[5]Reference to emission factors: AIB 2024
[6]Reference to emission factors: Ecoinvent 3.10, EPA Supply Chain Spend-Based Factors

Approximately 71% of total emissions are attributable to Scope 3. The most impactful categories are "purchased goods and services" and "investments", representing 59% and 18% of Scope 3 emissions, respectively. The main sources of these emissions are the procurement of transportation services and investments in logistics companies, which, due to fuel consumption, have a negative impact on these categories.

Regarding Scope 1, **direct emissions from Bertani Trasporti account for approximately 28% of the total**, almost entirely (99%) originating from mobile combustion of the company fleet. The increase compared to 2023 reflects both operational factors and a more accurate centralized measurement of consumption.

05.2 POLLUTION

> At Bertani Trasporti, we are aware that pollution, particularly air pollution, is a **crucial challenge for the transport sector**.
> We know that our activities can contribute to this problem and **we are committed to managing and reducing our impact**.

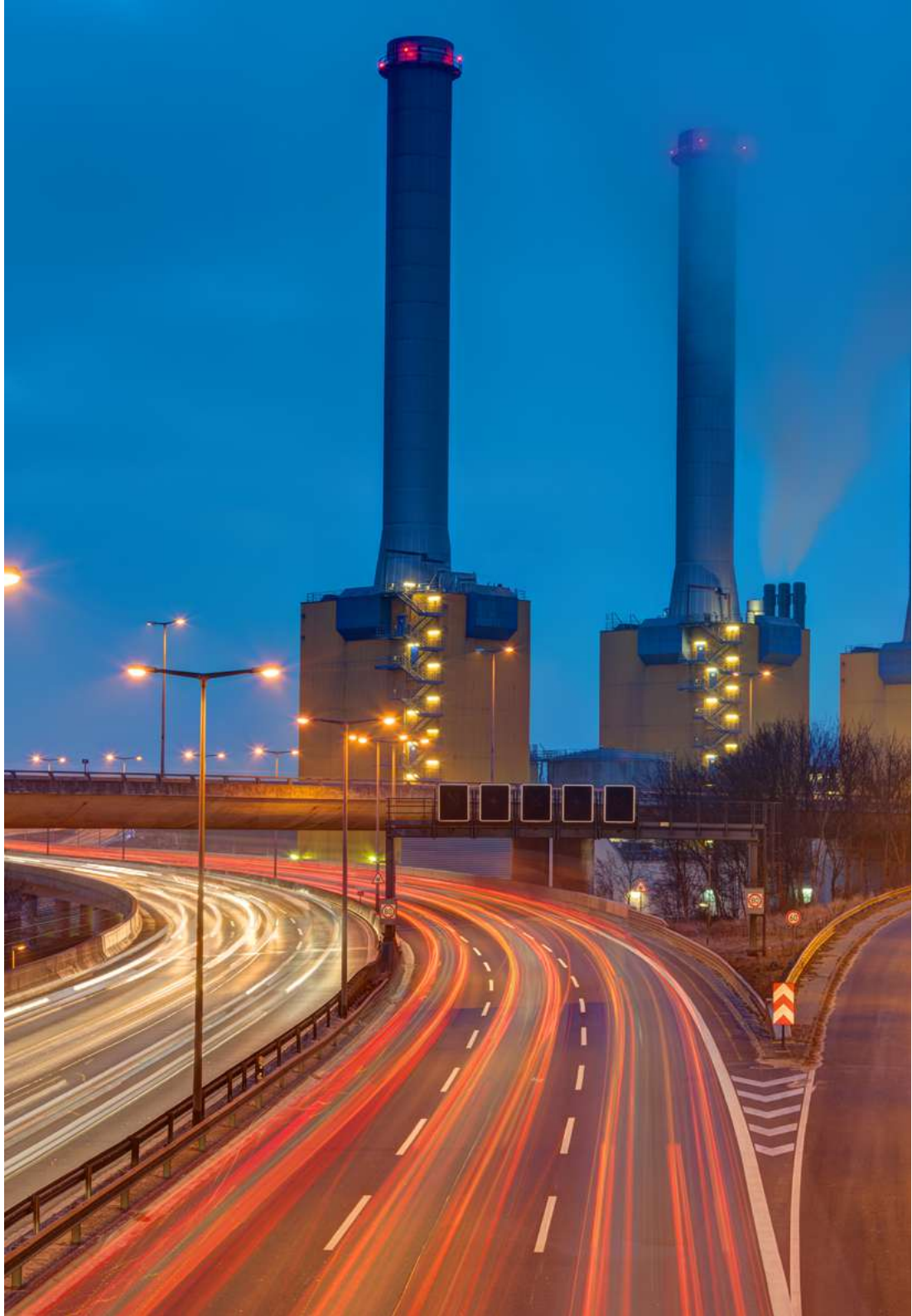
This awareness guides us in our constant search for solutions to minimise pollution related to our operations. Our commitment is reflected in our corporate policies, daily operating practices and the business culture that we promote.

Table 10 - GRI 305-7 Nitrogen oxides (Nox), Sulphur oxides (SOx) and the relevant air emissions[7]

Pollutant Type	Unit of measure	Emissions
Nitrogen oxides (NOx)	Kg	297,600
Sulphur oxides (SOx)	Kg	255
Total amount	Kg	**297,855**

[7]*Considering the diesel consumption of car transporters. The calculation was performed using the maximum limits established by the regulations for Euro 5 heavy-duty vehicles (NOx 2 g/kWh; SOx 10 ppm).*

These values represent the estimated impact resulting exclusively from the diesel consumption of car transporters, calculated based on data for heavy-duty vehicles compliant with Euro 5 regulations.



05.3 WASTE MANAGEMENT

We recognise the importance of **proper waste management and sorting**, not only to comply with current regulations, but also to promote the circular economy and contribute to safeguarding our planet.

> We are proud to be **certified according to ISO 14001**. . This certification, supported by regular audits by the certification body, is a **guarantee** to stakeholders of our **commitment to environmental management**.

One of our main objectives is to **maximise the recovery of the waste** generated. This translates into initiatives aimed at **minimising waste production** and promoting its recovery and recycling.

To achieve this goal, continuous training of staff and stakeholders involved in waste management is essential for us. Through training, we ensure that everyone is aware of the best practices and procedures to follow.

Finally, we carry out **strict waste sorting** according to the **European Waste Code (EWC).**

This allows us to manage each type of waste appropriately and ensure compliance with current regulations. Below is a summary of the waste generated, **98%** of which is destined for **recycling**.

Table 11 - GRI 306-3 Generated waste[8]

Waste by category	Generated Waste (Kg)
Used oils – non-chlorinated mineral oils for engines, gears, and lubrication	12,020
Paper and cardboard packaging	176,350
Plastic packaging	8,610
Wood packaging	223,518
Composite packaging	25,270
Mixed-material packaging	103,630
Absorbents, filter materials, rags, and protective clothing contaminated by hazardous substances*	14,484
Ferrous metals	105,840
Non-ferrous metals	9,430
Plastic	30,233
Non-segregated municipal waste	32,410
Total amount	**741,795**

[8] *Type of waste entered as per EWC codes.*

**More than 80% of this category consists of hazardous waste destined for landfill.*

05.4 RESOURCE MANAGEMENT AND CIRCULAR ECONOMY

Resource efficiency and the adoption of a **circular economy** model represent strategic priorities for Bertani Trasporti, responding both to business needs and stakeholders' expectations.

> **Reducing waste**, enhancing the value of materials, and **limiting environmental impact** are fundamental actions that generate environmental, economic, and reputational benefits.

This approach enables the company to comply with current regulations, **improve its ecological footprint**, and **achieve structural savings** in the medium to long term.

For key stakeholders such as customers, local communities, regulatory authorities, and investors, the circular economy is a clear **indicator of responsibility and innovation**. It demonstrates our concrete commitment to operating according to sustainable principles, strengthening trust, and contributing to the development of a more resilient, transparent business model aligned with ESG principles.

COMMITMENT

The company's commitment translates into concrete actions on multiple fronts. Operationally, priority is given to **route optimization** to reduce fuel consumption, **recycling of materials** used, and **staff training** on circular practices.

The goal is ambitious: to significantly reduce the environmental impact of our activities and position the company as a leading example in sustainable logistics.

RAIL HUB AND HYDROGEN

In 2024, the company further expanded its use of **intermodal rail transport**, anticipating the development, scheduled for 2025, of a strategic rail hub at the Valdaro area (Mantua), owned by the company.

This site will also be central to a **hydrogen-related project: photovoltaic canopies** are planned to enable energy exchange with a neighboring company that produces hydrogen. This company, in turn, could supply hydrogen to Bertani Trasporti in the event of a future introduction of hydrogen-powered vehicles.

USE OF RENEWABLE ENERGY

Also in 2024, the **conversion to LED lighting** in depots was completed, along with the replacement of heating systems in painting booths, moving from methane-based systems to **more efficient electric solutions**.

The company's energy needs are largely met through the **enhancement of on-site photovoltaic systems**.

06 ACCOUNTABILITY IN OUR SUPPLY CHAIN

At Bertani Trasporti, we recognise that our responsibility goes beyond direct operations, embracing the entire supply chain, from suppliers to customers. This is why we are committed to **high ethical and sustainability standards at every stage of our value chain**.

06.1 CUSTOMER RELATIONSHIP MANAGEMENT

> Effective customer relationship management is the key to building a lasting **relationship of trust** that fosters greater loyalty and **increased business opportunities**.

Our efforts to satisfy customers always start with a deep understanding of their needs. This allows us to proactively respond, offer customised solutions and improve the overall experience of those who choose us. At the same time, we take every opportunity to listen to comments and opinions that can drive innovation and lead us to optimise our services.

This customer-oriented approach allows us to stand out in a competitive market. Indeed, we are aware that, for stakeholders, the ability to keep customers satisfied and loyal is a key indicator of the long-term health and sustainability of the company, which positively influences the perception of corporate value.

For this reason we have outlined a number of short, medium and long-term goals.

In the **short term**, we aim to implement a feedback system to collect opinions on the services provided and ensure continuous quality improvement.

In the **medium term**, our goal is to expand the customer network through targeted marketing campaigns and strategic partnerships.

In the **long term**, we are developing a **loyalty programme** offering exclusive benefits, such as discounts and priority services, and we are adopting advanced technologies for vehicle tracking and real-time communication with customers.

These are just a few examples of a wider project to **optimise customer relationship management**, with the aim of improving customer experience and consolidating our position in the market.

During 2024, we implemented a number of important initiatives in this area, with a particular **focus on the environmental aspect**. Among the most significant is the introduction of a **continuous monitoring system for consumption and waste management**, which allows us to take prompt action to optimise resources.

Every day, we explore new strategies to increase efficiency and improve our environmental performance. This means, for example:

- the adoption of **technologies such as artificial intelligence and machine learning**, which allow to meet customer requests in real time and to optimise the routes for deliveries;
- the promotion of refresher and **training courses** for staff interacting directly with customers;
- **clear and transparent communication** with our customers, especially when unforeseen events occur that may affect delivery and implementation times;
- the creation of a **loyalty programme** that can encourage repeat requests and generate positive word-of-mouth, two elements that contribute significantly to company growth.

All these factors, strategically integrated, can lead to greater customer satisfaction and, consequently, to a sustainable **competitive advantage over time.**

06.2 SUSTAINABLE SUPPLY CHAIN MANAGEMENT

> In order to create a **sustainable supply chain**, we consider it essential to **involve sub-carriers and suppliers** in a process of alignment with our corporate mission and ethical principles.

To this end, we have developed the **Code of Sustainability for Business Partners**, which defines the specific requirements we expect from our partners, such as:

- Respect for the environment
- Protection of human rights
- Promotion of fair business practices
- Fulfillment of due diligence obligations

The Code represents a **clear reference for all our business partners**, promoting transparency and accountability throughout the entire supply chain. To monitor its application, we have implemented a control system that includes both the **administration of questionnaires** and **on-site audits** conducted by industry professionals.

We have also enhanced the use of the **Sinergest** software by integrating a module dedicated to document **exchange with suppliers**. This tool facilitates ongoing dialogue and ensures continuous updates regarding our sustainability policies.

> In 2024, **93% of our procurement value was allocated to Italian suppliers**, confirming our preference for local sourcing, which is more responsible and traceable.

We pay particular attention to **strategic suppliers**, who account for **18%** of the total, subjecting them to an evaluation based on social criteria and classifying them into three risk categories (low, medium, high).

This analysis is based on the collection of documentation concerning personnel and safety management, as well as sample-based secondary checks carried out over the certification three-year period.

> Sustainable supply chain management is **central to our commitment to sustainability**.
> We aim to create a **supply chain that respects the environment, protects human rights, and promotes fair business practices**, contributing to a more sustainable future.

07 APPENDIX

07.1 NOTE ON METHODOLOGY

This document is aimed at disclosing the key information concerning the corporate sustainability performance and highlighting the **main results obtained by the company in 2024**.

This Report has been prepared by disclosing a selection of the **GRI Sustainability Reporting Standards** published by the **Global Reporting Initiative (GRI)**, as indicated in the table "GRI Content Index."

In particular, the contents forming part of the reporting and related Policies were selected with reference to the material issues identified following the materiality assessment as described in the reference section**"Materiality Assessment"**.

The information contained in this report refers to the **Italian perimeter of Bertani Trasporti S.p.A.**

For further information or comments on this document, please send an e-mail to the following address:

info@bertanitrasporti.it

07.2 GRI CONTENT INDEX

Bertani Trasporti S.p.A. has reported the information mentioned in this GRI content index for the period from 1 January 2024 to 31 December 2024, with reference to the **GRI Standards.**

GRI Standards	Information notice	Section
General Information		
GRI 2: General Information notice (2021)		
2-1	Organisational details	2
2-2	Entities included in the organisation's sustainability reporting	7.1
2-3	Reporting period, frequency and contact point	7.1
2-9	Governance structure and composition	2.1
2-11	President of the highest managing body	2.1
2-13	Delegation of responsibility for impact management	2.1
2-14	Role of the highest managing body in sustainability reporting	2.1
2-15	Conflicts of interest	2.1
2-16	Communication of critical issues	2.1
2-26	Mechanisms for requesting clarification and raising concerns	2.1
2-27	Compliance with laws and rules	2.1

GRI Standards	Information notice	Section
Material topic: Protection of human rights		
GRI 2: Informativa generale (2021)		
2-23	Commitment in terms of policy	2.2;4;4.2;5
Material topic: Labour rights		
GRI 2: General Information notice (2021)		
2-30	Collective labour agreements	4.2
GRI 3: Material topics (2021)		
3-1	Process of determining material topics	3.2
3-2	List of material topics	3.2
3-3	Management of material topics	3.3;3.4;3.5
Material topic: Economic growth		
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	2.3
Material topic: Fighting corruption		
GRI 205: Anti-corruption (2016)		
205-2	Communication and training on anti-corruption regulations and procedures	2.2
205-3	Confirmed events of corruption and measures taken	2.2

GRI Standards	Information notice	Section
Material topic: Business Ethics and corporate governance		
GRI 206: Anti-competitive behaviour (2016)		
206-1	Legal actions relating to anti-competitive behaviour, trust and monopoly activities	2.1
Material topic: Energy management		
GRI 302 – Energy (2016)		
302-1	Energy consumed within the organisation	5.1
Material topic: Climate change mitigation and adaptation		
GRI 305 – Emissions (2016)		
305-1	GHG Direct emissions (Scope 1)	5.1
305-2	GHG Indirect emissions from energy consumption (Scope 2)	5.1
305-3	Other indirect GHG emissions (Scope 3)	5.1
Material topic: Pollution		
GRI 305 – Emissions (2016)		
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other relevant air emissions	5.2

GRI Standards	Information notice	Section
Material topic: Waste management		
GRI 306 – Waste (2020)		
306-3	Generated waste	5.3
Material topic: Occupational health, safety and welfare		
GRI 403 – Occupational health and safety (2018)		
403-1	Occupational Health and Safety Management System	4.3
403-5	Worker training on occupational health and safety	4.3
403-6	Workers' health promotion	4.3
403-7	Prevention and mitigation of occupational health and safety impacts	4.3
403-9	Occupational accidents	4.3
Material topic: Training and skills development		
GRI 401 - Employment		
401-1	New recruitments and turnover	4.1
GRI 404: Training and education		
404-1	Average number of training hours per year per employee	4.5

GRI Standards	Information notice	Section
Material topic: Diversity and inclusion		
GRI 405 – Diversity and Equal Opportunity		
405-1	Diversity in Governance Bodies and Among Employees	4.1
Material topic: Local community development		
-		
Material topic: Customer relationship management		
-		
Material topic: Risk Management		
GRI 418 – Customers' Privacy		
418-1	Well-founded complaints regarding breaches of customer privacy and loss of customer data	2.4
Material topic: Sustainable supply chain management		
GRI 204 – Procurement practices		
204-1	Proportion of expenditure made to local suppliers	6.2
GRI 414 – Suppliers' social assessment		
414-1	New suppliers selected using social criteria	6.2

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QUALITY
ISO 9001

ENVIRONMENT
ISO 14001

ICT
ISO 27001

SAFETY
ISO 45001

SOCIAL
SA 8000

SILVER | Top 15%
ecovadis
Sustainability Rating
SEP 2024