Guala dispensing

SUSTAINABILITY REPORT 2021

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GUALADISPENSING: OUR DNA

Vision: To be a market leader, guaranteeing excellent quality and hinging our innovation on sustainability.

Mission: To be our clients' beacon for anything that has to do with plastic packaging, and offer our people a healthy company, a pleasant environment and a place where they can do their part for the planet, within a vision of sustainability.

Letter from the president

The consequences of the ongoing pandemic and the global crisis that stemmed from it made 2021 a particularly difficult year, forcing the whole world to face constant challenges.

We had to not only continue to safeguard workers' health and safety due to the persistence of the health emergency, but also guarantee production continuity. In this, our ability to cope with material shortages and significant increases in the prices of raw materials and energy was crucial. We are proud to say we worked with unwavering determination and commitment, promptly responding to the markets' most recent fluctuations and guaranteeing our clients constant and timely support.

The deep economic instability of our external context is not the only factor of uncertainty to have an impact on our work: we are also experiencing a time of far-reaching legislative changes, especially in Europe. The European Commission has been expected to review the Packaging and Packaging Waste Directive for some time now: a key step in establishing updated guidelines for the design and sale of packaging. This voices how the attention for sustainability issues is growing globally, and points to the crucial role industries have in fighting climate change.

The use of plastic packaging continues to be a relevant part of the current debate: the choice of materials is closely related to the type of product. We continue to be convinced of the undeniable advantages that plastic offers for the conservation of products, their transport and the management of their end-of-life phase. However, this cannot lead us to disregard the importance of consumers' responsible behaviour for correct disposal, and consequently for the extraction of additional value from materials through reuse or recycling.

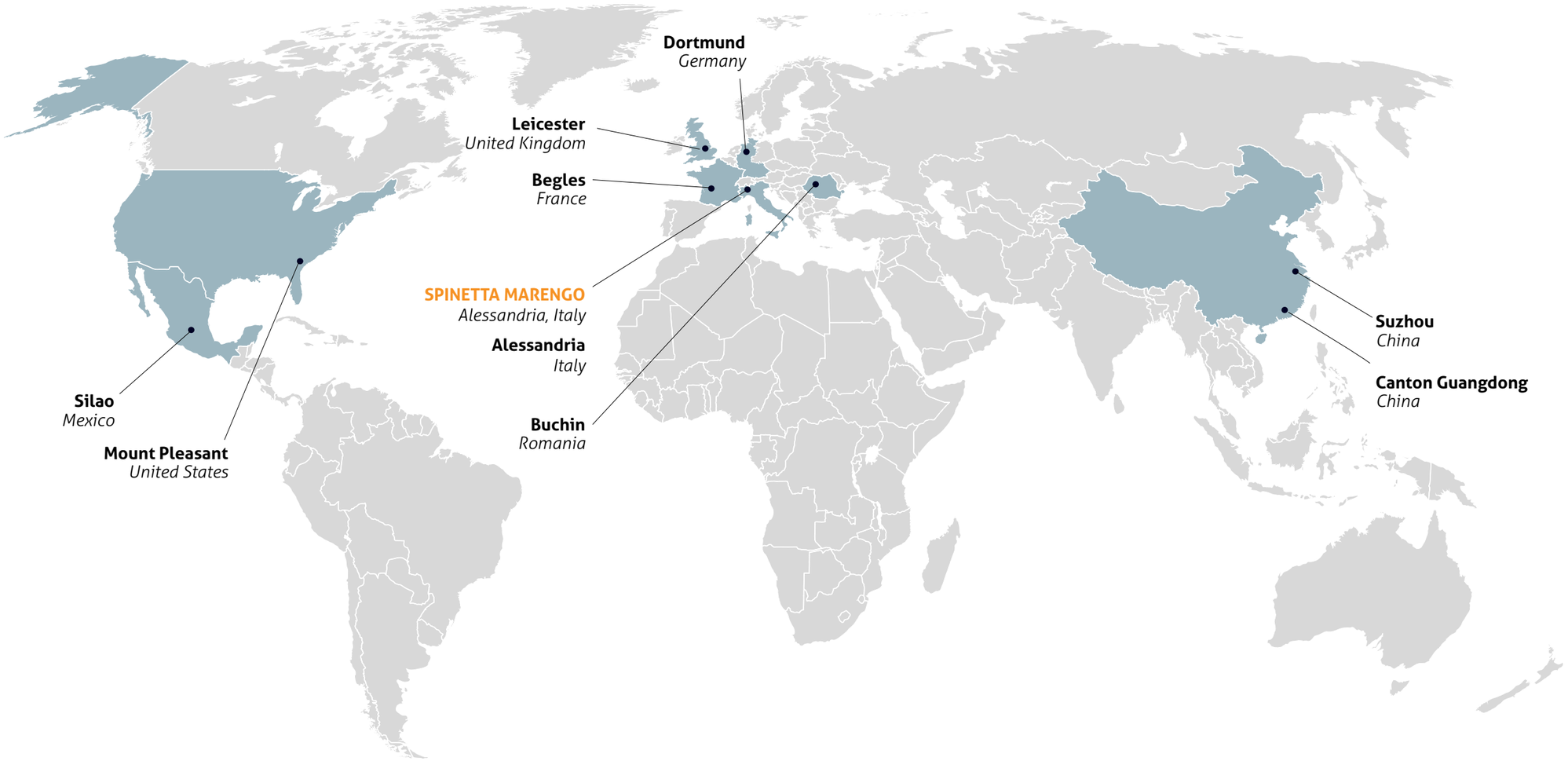
We are proud to have further contributed to the sustainable evolution of our products and processes, through the achievement of important objectives – such as international sustainability assessments, the improvement of the water management system, the validation of recycling materials – and the identification of interesting opportunities for future development. This was also possible thanks to the relationships of dialogue and collaboration we are known to build with clients and with all stakeholders.

In the social field, in line with the tradition of the Group's companies, in 2021 we provided financial support to a number of social and cultural projects locally, through the SociAL Foundation, in addition to our foreign plants' initiatives in favour of the communities in which they operate.

At all levels, and in all the companies of the Group, we are adopting the principles of the circular economy and implementing them leveraging the best technologies available, always in search for increasingly efficient solutions. In this sense, the activities we carried out in 2021 – which are described in this Report with the results we achieved – confirm, once again, that sustainability and innovation are strictly interconnected.

***Stefano Guala,** president and CEO of Gualadispensing*

Gualadispensing Group



HEADQUARTER:

Spinetta Marengo (Italy)

R&D CENTERS:

Spinetta Marengo (Italy), Alessandria (Italy)

MANUFACTURING SITES:

Spinetta Marengo (Italy), Alessandria (Italy),
Buchin (Romania),
Silao (Mexico),
Suzhou (China)

SALES OFFICES:

Spinetta Marengo (Italy), Alessandria (Italy),
Begles (France), Dortmund (Germany), Leicester (United Kingdom),
Mount Pleasant (United States), Silao (Mexico),
Suzhou (China), Canton Guangdong (China).

Sustainability governance

The sustainability team's first year

For Europe and the entire world, 2021 was another intense year from a health, human, professional and environmental point of view. To name just two of the key events for our sector, the Conference of Parties (COP26) against climate change was held and the European Union's SUP Directive entered into force to reduce waste derived from single-use plastics.

Although we live in a context that is still full of uncertainties, today it is more important and necessary than ever to follow a clear direction and ambitious but realistic goals.

Our Board of Directors has faced this challenge promptly and pursued sustainability with determination, in the firm belief that this is the way for healthy and lasting growth in environmental, social and economic terms.

Gualadispensing group published its first Sustainability Report in 2021, laying a strong foundation for an increasingly in-depth analysis that encompasses products, processes and work environment.

The Board of Directors supervised the sustainability team's work, paying particular attention to the carbon footprint of the product portfolio, through various activities: conducting LCA (Life Cycle Assessment) studies, embracing new eco-design proposals, monitoring environmental KPIs in our production plants, and assessing ethical aspects, working practices and human rights according to dedicated international methods. Direct participation in technical panels such as RecyClass and studies conducted in collaboration with external partners have allowed us to investigate issues related to products' end of life and recyclability.

Thanks to constant research and the evaluation of alternative materials – crucial activities that have always been part of our daily work – we have achieved ambitious goals in the use of recycled materials, and have been able to extend our ongoing evaluations to new opportunities based on feedstock derived from renewable sources.

Tackling sustainability issues through a dedicated team has allowed us to support our customers' needs in relation to climate change, carbon footprint and environmental impact in a more precise way, always collaborating and fully sharing objectives and work plans.

Thus, we can say that the sustainability team has faced its first year – and all of the complexities it came with – with enthusiasm and great results. But we know the journey has just begun: the mission pursued by the Gualadispensing Group and its Board of Directors is to accelerate the sustainable evolution of the company by setting increasingly ambitious goals, strengthened by the excellence of our products, the efficiency of our processes and, above all, the dedication and experience of our people – the real engine of our innovation and business growth.

Corporate company policy

Gualadispensing Group aim to provide a level of service that constantly meets or exceeds the expectations of all their interlocutors, both internal and external, always renewing their commitment to **quality, the environment, health and safety of workers, as well as the safety of the product** placed on the market.

We know that this goal can only be achieved with a customer-oriented service, not with a mere supply approach but wit a partnership attitude. But we are also **aware** that each of us plays an indispensable role in **improving performances**.

With these premises and inspired by a series of clear principlesthe Group Management has defined a policy that allows not only to meet the **applicable legal requirements**, but to commit ourselves to the continuous improvement.

Customer satisfaction and continuous improvement

We put customer satisfaction and needs at the centre of our work, maintaining a high quality level of the products and offering anassistance service also in the development of the product and process. Our integrated management system is aimed at continuous improvement.

Environmental sustainability and circular economy

Climate change makes it necessary to take concrete action to ensure the continuity of the organization over time. We therefore adopt the principles of the circular economy at all levels, and implement them with the best technologies available. We prevent and / or reduce the environmental impacts of our business, also paying attention to the eco-compatible behaviourof the end user.

Responsible use of natural resources

The natural raw materials we use are always produced and used in compliance with the applicable standards for the protection of human rights, the health and safety of workers, and the protection of the environment. We support sustainable development along the entire supply chain. For instance we use natural raw materials (and their derivatives) that come exclusively from sources that do not contribute to the deforestation or degradation of primary or high conservation value forests.

Safety of the product placed on the market

Our products are safe and compliant with all mandatory regulations and meet the specified quality requirements, confirming the responsibility we feel towards the customer. We guarantee an ever greater safety of the product placed on the market by monitoring the supply chain.

Risk assessment

Starting from our context - with its risks and opportunities - we constantly monitor the expectations of stakeholders and technical and technological evolution. With a view to prevention and functionality of the systems we apply the principle of risk assessment to respond adequately to all emergency situations.

Technical and scientific progress

We actively support the research and development of materials and technologies with the aim of improving the product's environmental performances. Our goal is to understand and anticipate the needs of customers and end consumers, adopting the latest technologies for process automation and innovative artificial intelligence systems.

Ethical sustainability, health and safety of workers

We are aligned with the ethical principles of the Universal Declaration of Human Rights of the United Nations and with the Conventions adopted by the ILO (International Labour Organization) on the protection of working mothers, on the prohibition of child labour and on the protection from discrimination arising from differences of gender, age and origins. We operate in order to reduce all risks to the health and safety of workers, accidents at work and occupational diseases, also through the involvement, consultation and continuous training of all personnel.

Involvement

The application of the principles here with expressed is also guaranteed in relations withsuppliers, organizations, institutions and communities. We value individual skills and professionalism and support internal efficiency through a system of interpersonal relationships based on mutual and professional respect.

The Gualadispensing and Bisio Progetti plants apply the ISO 9001 standard from a Corporate perspective and are aligned with the principles o f the ISO 14001, ISO 45001, the BRCGS Packaging global standard and,where applicable, the ISO 13485.

Product Portfolio

Guala dispensing

Bisio progetti

2021 in numbers

up to 30% weight reduction for polypropylene **Dolce Gusto®** compatible capsule

3 Ok Compost certifications for pods

2 product LCA studies

up to 70% of **recycled content** validated in triggers

more than 29% of **water** per ton of finished product **saved** vs 2020

2 new ecovadis assessments

360 k€ **Funds distributed** for social initiatives

31 initiatives supported through **SociAL**

1 welfare project

more than 1500 Tons of CO_2 **saved**

+20% new **electric/hybrid machines** vs 2020

PRODUCTS AND PROCESSES

Life Cycle Assessment

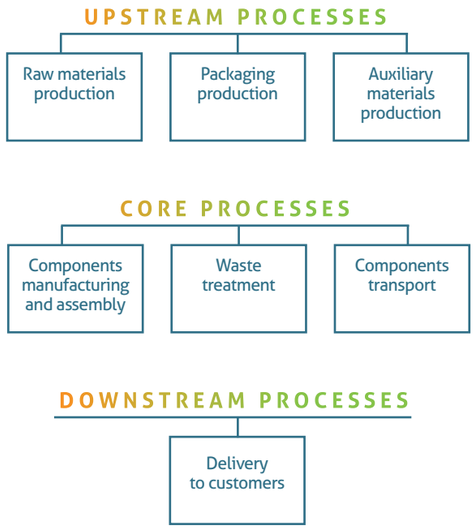
The environmental impact study confirms the importance of materials and efficiency

Innovation and sustainability are increasingly interconnected: the need to reduce products' environmental impact pushes the market towards solutions that are more and more creative, and in some cases technically unthinkable until just a few years ago.

Thus, to correctly evaluate different alternatives and identify new opportunities for improvement, it becomes essential to leverage **new and useful tools** for an in-depth and rigorous analysis. Among these, in 2021 Gualadispensing adopted the **Life Cycle Assessment (LCA)** method to measure the environmental impact of its products.

The TS5 trigger

In line with relevant legislation, the study on the TS5 trigger included the different phases of its life cycle "from cradle to gate" – that is, from the extraction of raw materials to the moment the finished product exits the plant – and during distribution, dividing the processes between *upstream, core and downstream*.



Upstream processes include the extraction of raw materials and their transport, as well as the production of finished products (polypropylene, polyethylene, etc.) and primary and secondary packaging.

Core processes, on the other hand, include manufacturing activities, the consumption of resources by the company, and the treatment and disposal of the waste generated during production.

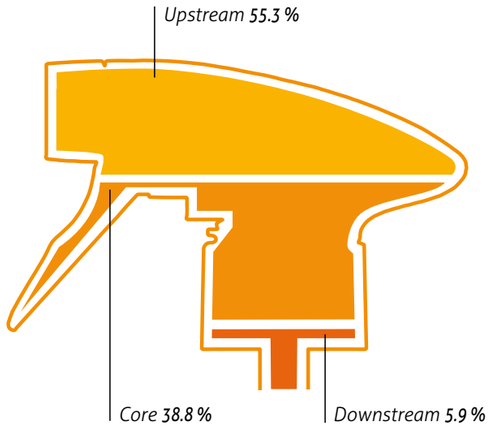
Finally, **downstream processes** coincide with the distribution of the packaged product.

The carbon footprint in the reference scenario

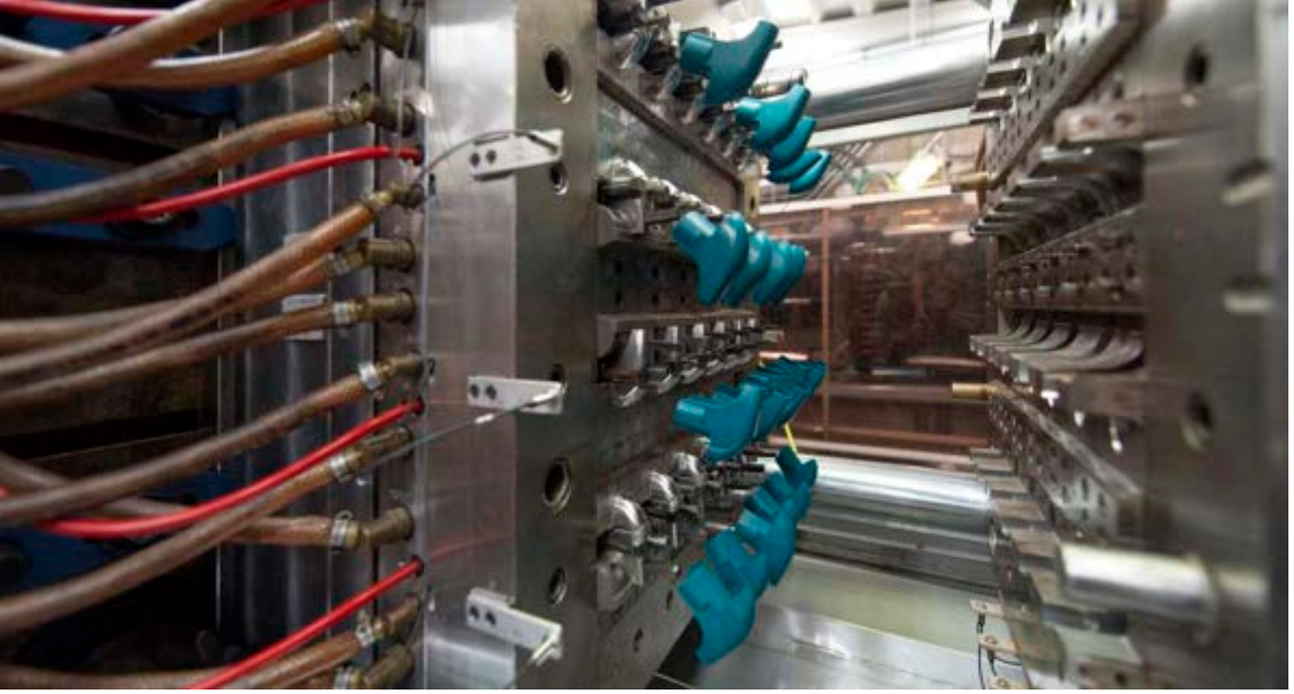
In order to better interpret the results of the analysis, we first established a reference scenario that could be the baseline for future monitoring and for the evaluation of possible improvement actions.

In our study, we considered the standard production of TS5 at Gualadispensing's Italian factory, using virgin materials of fossil origin, as the reference scenario.

Greenhouse gas emissions are mainly generated in the upstream and core phases, due to the materials used and the production process: the **supply of resins**, the **energy mix** available in the territory, and the **industrial technology** adopted (injection moulding of plastic materials) play a fundamental role. The impact of distribution is significantly lower.



The carbon footprint of the different phases considered for TS5, in the reference scenario.

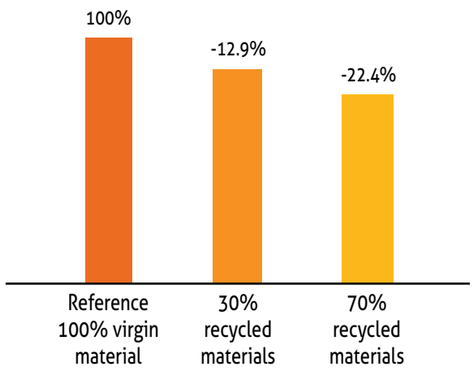


The tangible impact of recycled materials

The introduction of **mechanically recycled plastics** makes it possible to reduce the direct use of fossil sources, but what is the actual impact on the product's overall carbon footprint?

The LCA study allows us to effectively visualize this benefit, comparing two scenarios – respectively with 30% and 70% recycled content – to the reference product made with virgin materials.

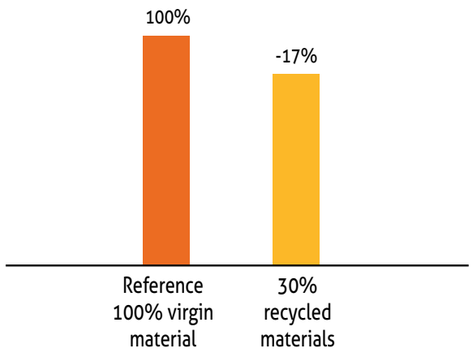
The improvement exceeds 10% in the first scenario and 20% in the second, confirming in tangible terms that this is one of the ways we can effectively achieve a reduction in the environmental impact of the product.



Impact of materials in the TS5's LCA: carbon footprint comparison.

Environmental performance evaluation

The evaluation of the product's environmental performance is not limited to its impact on global warming – quantified by its carbon footprint – but is divided into different categories of impact: on aquatic environments, on the atmosphere, on resources such as elements and fossil fuels, and on the consumption of water resources. Using recycled materials leads to an improvement in all these categories: for example, comparing the scenario with 30% of recycled materials with the reference one, results indicate an approximate 17% decrease in the impact on water resources..



Water Scarcity Footprint.

The Dolce Gusto® compatible capsule

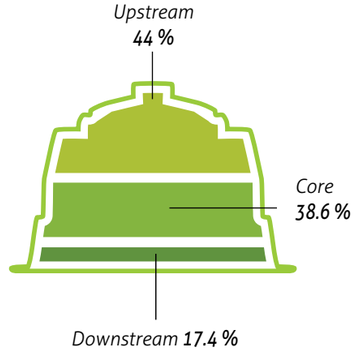
In 2021, we also carried out a first test on the Dolce Gusto® compatible polypropylene capsule to assess its environmental impact.

The study was conducted "from cradle to grave", thus including the disposal phase after use by the consumer. Also in this case the processes were divided between upstream, core and downstream.

Upstream processes include the extraction of raw materials and their transport, the production of polypropylene, and the manufacture of primary packaging.

Core processes encompass manufacturing activities, the consumption of resources by the company, and the treatment and disposal of the waste generated during production.

Finally, **downstream processes** comprise the distribution of the packaged product to customers and disposal at the end of its life.



The need to use less material

The reference scenario considers the production of a Dolce Gusto® compatible capsule in polypropylene, starting from virgin materials of fossil origin, at our Bisio Progetti factory in Alessandria, Italy.

Also in this case the carbon footprint of the product is mainly generated by the resin used and by the production process.

One of the constraints affecting this type of application is the very limited availability on the market of **recycled PP approved for contact with food**: therefore, we focused our efforts on reducing the weight and quantity of material used to produce the capsule. Preliminary simulations indicate a potential reduction of the carbon footprint of the Dolce Gusto® compatible capsule up to 20%.

We can therefore conclude that carefully choosing plastic materials and improving the efficiency of our production plants are at the core of the green evolution of our products.

In this sense, the data collected through these studies confirm the direction that Gualadispensing has followed for some time now, providing a clear and precise vision not only of our environmental impact, but also of the great potential we have as an increasingly aware and responsible company.

The 3R principle

for continuous improvement

LCA studies have contributed to building an even more solid and tangible basis for the Gualadispensing Group's approach to sustainability. Aware that circularity must be implemented on several fronts, promoting actions throughout products' life cycle, we carry out various activities on our portfolio to implement the *reduce, reuse, recycle* principle in applications ranging from home and personal care to food and pharmaceuticals.

- **Reduce**: reduce the amount of plastic and fossil-based materials used overall.
- **Reuse**: encourage consumers to reuse products whenever possible.
- **Recycle**: improve product recyclability by choosing materials and by following eco-design standards.

We also pay particular attention to **production processes, consumption and alternative energy sources**, always looking for new ways to reduce the environmental impact of our business.

In the next paragraphs we present the work we are carrying out with passion. Welcome to our journey of sustainability.

Reduce

Dolce Gusto® compatible polypropylene capsules lighten up

Bisio Division has a clear objective: to migrate its product portfolio towards increasingly sustainable packaging, in the extremely diversified scenario of food and pharmaceutical applications.

A reduction in the use of plastic and an improvement of the overall system had already been successfully implemented for the high-performance barrier version of Dolce Gusto® compatible capsules. But over the last year, the R&D team worked to extend this solution to the Dolce Gusto® compatible model in polypropylene, with particular attention to the delicate balance between geometry and thickness.

Thanks to their determination, today our Dolce Gusto® compatible capsules in polypropylene are **up to 30% lighter** (depending on the model considered): we have reduced the quantity of resin required, while maintaining the functional and mechanical properties of the product.

Also in this case, the capsules are stackable in order to maximize the number of units per box, **optimizing transport** and consequently reducing CO_2 emissions.

The design phase was critical in achieving this goal, and allowed us to keep the external dimensions of the capsules unchanged to avoid any impact on our clients' lines.

The benefits extend from the product to the process: managing a smaller quantity of material in the moulding phase allows for a reduction in production times as well. So, while manufacturing the same number of capsules, **we have saved energy** compared to the original design.

The challenge of PCR to reduce virgin plastic in sprayers

Dispensing Division currently boasts an important technical result: we tested successfully a recycled content in sprayers up to 70%, depending on the platform: an excellent result that stems from constant efforts by the quality and R&D teams, capable of identifying increasingly efficient and performing solutions.

The use of **materials from mechanical recycling** (also known as Post-Consumer Recycled or PCR materials) has obvious environmental advantages: it favours **circularity** and the recovery of post-consumer products, and therefore decreases the exploitation of virgin materials from fossil sources. However, it is not always easy to find ways to integrate PCR plastics into manufacturing.

The trigger sprayer, in particular, is a very complex element when compared to other types of packaging. Indeed, depending on the features and on the platform, it can require between 8 and 17 components that must interact with each other following a precise mechanism.

The keyword here is **functionality**: everything must work in a certain way to guarantee the liquid is correctly dispensed, in a delicate balance determined by factors such as the design of individual pieces and the properties of the materials used.

Depending on the mix of plastics from which they are derived, PCR materials feature much more variable chemical-physical properties and characteristics compared to virgin material.

For this reason, managing and incorporating PCR resin into a product is always a challenge – which becomes even more difficult when combined with the strong commitment to reducing weight, that has driven the evolution of our sprayers for years.

But Dispensing Division's research does not stop in the face of these difficulties: we **constantly evaluate new grades** of plastic to push beyond the results we have achieved, aware – and increasingly convinced, following the LCA analysis conducted on TS5 in 2021 – of the crucial role materials play in products' environmental impact.

Reuse

Refills require greater durability

The general public's growing attention for sustainability issues and the market's emerging needs in general – linked for example to the exponential increase of online purchases – have given a significant boost to product requirements. Thus certain aspects have gone from secondary to essential in just a few years: think of e-commerce certifications, or the popularity of concentrated refills.

The latter has led to the need to make primary packaging more durable: since the trigger and the bottle are reused several times, they are subjected to much higher stress than the norm.

In general, sprayer tests set the minimum performance threshold at 5,000 activations without compromising dispensing quality. Most of Dispensing Division's platforms go much further, reaching up to **17,000 activations with standard formulations.**

Today, such high durability is a great added value because it supports and encourages **correct behaviours among consumers**, who can drastically reduce the impact of their purchases on the environment by reusing packaging.

Product excellence is not enough: companies have a duty to disseminate correct and transparent information, to promote daily habits that foster sustainability and a broader culture of responsibility.

Recycle

Compostable capsules: our contribution to circularity

Bisio Division's product portfolio currently includes several models of compatible capsules produced entirely with **compostable materials**.

A range of opportunities

Compostable materials have multiple **benefits** for food applications: first of all, they allow the product to be sorted directly in the bin for **biodegradable waste** after use, in order to facilitate **the recovery** of both the content and the container. Furthermore, they do not require the separation of the food product from its primary packaging, and allow end-of-life management to extract further value from waste downstream.

From industrial to home composting

Having established the possibility of managing organic waste in industrial composting plants, today our research focuses on products that can **also be disposed of in a home composter** – therefore under different humidity and temperature conditions.

One of the biggest difficulties in achieving this goal is the absence of an updated and unified legislation in Europe, aligned with the products and waste management channels available on the market. Therefore, we rely on recognised certifications such as **OK compost** by TÜV Austria – which is already available for several Bisio Division capsules.

Designing outside the box

We focused the study of compostable solutions on two main product parameters: **capsule geometry and thickness**. Both are decisive for the **quality of the dispensed product**, for the final **performance** of the capsule – which is subjected to pressures up to 10 bars during the operation of a coffee machine – and also for the **disintegration of the capsule** during the composting process.

For example, increasing the thickness of the walls or bottom of a capsule makes it more resistant and suitable for use, but compromises its compostability and increases the time required for its complete disposal.

Capsule functionality can also be jeopardised by the variability of compostable materials and their behaviour during moulding: any defects or impediments to the management of individual pieces tend to lengthen production times.

Bisio Progetti constantly develops and tests potential solutions to guarantee an ideal consumer experience and optimise environmental performance.

The circularity of capsules

Our goal is to stop seeing capsules in unsorted waste landfills: an ambitious goal that can only be achieved thanks to changes along the entire supply chain. In particular, certain conditions must be met in order to trigger actual circularity in the field of capsules:

- **Regulations** capable of guaranteeing clear standards that reflect the real conditions of the plants and that are able to guide the product development phase;
- Widespread **eco-design** principles, which lead new products to be designed from the beginning to be properly disposed of, after use by the consumer;
- Dedicated **communication** from brands, to enhance the most sustainable products and guide the market towards more informed choices and responsible behaviours;
- **Renewed waste sorting plants**, able to manage more recent products with their particular characteristics of shape and size.

It is therefore necessary to accomplish a complex change: a challenge we welcome every day and that we extend to all our partners, confident that together we will be able to face it and win it.

The future of plastic is circular

In 2021, Gualadispensing became **a platinum member of RecyClass**, the cross-sector European initiative that promotes the recyclability of rigid plastic packaging, to promote traceability and transparency.

In this role, we contribute to defining and updating **recyclability guidelines**, according to eco-design principles that take into account choice of materials, component separation and ease when emptying containers.

Waste sorting and recyclability

Plastic derived from waste sorting is destined to packaging selection plants, where it is separated according to the specific type of material and transferred to the correct channel for recycling:

- **HDPE** – the plastic most of our customers' bottles are made of;
- **PP** – the plastic most often used to make triggers, due to its functional properties;
- **PET** – the plastic used for bottles of specific products on the market.

For several years, we have been using only polyolefins (PP and PE) to facilitate packaging recovery at the end of products' life. PET, by its very nature, can already accommodate mixed PP + PE products – because, unlike other plastics, it can be adequately separated while maintaining sufficient quality in the recycled material generated. Our next milestone is ambitious: the production of **predominantly monomaterial triggers** to bring recyclability to the highest compatibility levels in HDPE and PP streams.

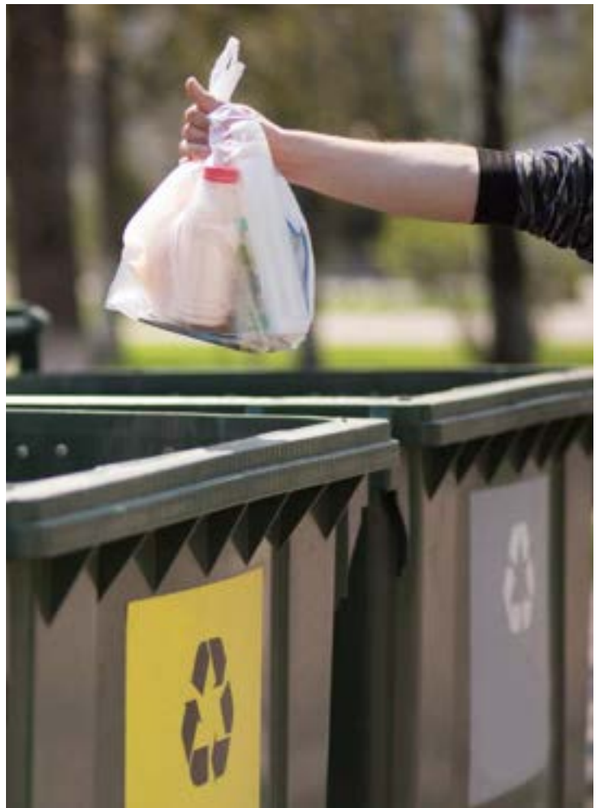
The monomaterial challenge

Why is it so difficult to make a trigger exclusively with PE, for example?

Imagine a spring and its behaviour: it must work effectively while maintaining its characteristics unchanged over time. This is only possible thanks to a specific combination of geometry of the part and properties of the material. If the latter is too stiff or too flexible, the spring will not work properly or will tend to deform quickly and lose elasticity.

Studying materials and different grades of PP and PE is crucial for every component in the trigger: each one must not only function optimally but also interact with the others.

Our quality and R&D teams are working on this new product need, aware of the technical challenges it entails but also of the opportunities it offers.



Industrialisation for sustainability

The Gualadispensing Group's journey of sustainability encompasses not only products and good eco-design practices, but also our processes and the modernisation of production sites.

For this reason, both of our factories in Italy are equipped with **photovoltaic systems** for the self-generation of energy from renewable sources. We also have a **trigeneration plant** at the Spinetta Marengo site and, in 2021, we successfully completed the preliminary studies required to install another one in Alessandria, starting in 2022.

Photovoltaics capture the sun's energy

Using a photovoltaic system allows us to produce electricity from solar energy, thus avoiding the use of fossil sources directly linked to the generation of CO_2 and global warming.

Considering the current energy mix available on the Italian territory, it is estimated that every kilowatt-hour produced by a photovoltaic panel avoids the emission of about 0.4 kg of carbon dioxide into the atmosphere.

As regards our plants, in particular, during 2021 the production of electricity with our photovoltaic system **avoided the emission of over 250 tons of CO_2** in total.

The triple role of trigeneration for efficiency

The main advantage of trigeneration is **efficiency**: a single plant is able to supply electricity, cold water and hot water for the factory, all thanks to a technology that is able to recover heat which would otherwise be lost.

In this case, to calculate the amount of CO_2 emissions avoided, we must therefore consider the production of electrical and thermal energy, net of the natural gas used to power the plant. For 2021 we estimate that the activity of the trigenerator in Spinetta Marengo **avoided the emission of over 1,300 tons of CO_2**.

PARTNERS & PEOPLE

Sustainability in the supply chain

The possible growth paths within a **sustainable supply chain** are complex and extremely diversified, and require a careful and extensive analysis of various environmental and social aspects, in collaboration with **partners and external collaborators**.

At the Gualadispensing Group, in 2021 we took a further step forward by following the Ecovadis sustainability assessment system – on top of the SMETA (Sedex Members Ethical Trade Audit) and CDP environmental reporting, which have been in place for several years now.

Ecovadis

Founded in 2007, Ecovadis is today one of the largest platforms for assessing corporate sustainability. Its method is based on the analysis of four main areas: ethics, work practices and human rights, environment, and sustainable procurement.

Dispensing and Bisio Divisions underwent the assessment and were both assigned the silver medal, ranking in the top 25% companies recognised for their commitment to environmental and social sustainability.

CDP

CDP is an international non-profit organisation that leads companies in the transparent communication of their environmental impact. Gualadispensing complies with its reporting regarding impact on the climate (Climate Change Questionnaire for the assessment of the company's impact on climate change) and on water resources (Water Security Questionnaire for the assessment of the company's impact on water resources).

SMETA

One of the most widespread social audits in the world, SMETA supports companies in assessing working conditions along their supply chain. The careful analysis of production sites, on-site and/or remotely, focuses in particular on health, safety and human rights.

Sustainable procurement

The Gualadispensing Group evaluates its suppliers according to criteria that include technical and procurement capacity, qualifications, strategic importance and complexity. Furthermore, also through periodic checks, we consider elements such as the evidence of past incidents (such as frauds), process integrity, geographical origin and potential ethical vulnerability. Many aspects of corporate social responsibility therefore already come into play when mapping our suppliers and assessing their degree of risk, determining whether a more in-depth analysis and possibly a corrective action plan are needed. We are also currently working to further develop existing procedures.

The value of collaboration

We are aware of how the creation of sustainable value must extend beyond our company. Our goal is to follow an increasingly structured approach for collaboration with partners who share our values and commitment to continuous improvement in areas crucial to us: people, business integrity and transparency, responsible procurement of materials, respect for the environment, and social impact on people and on local communities.

Health, Safety and Environment

The culture of safety at the Gualadispensing Group

In the past decade, the culture of health and safety in the workplace has gone through a remarkable evolution, emerging more clearly as a right and a duty for both employees and employers.

In order to bring it to full realisation, the crucial steps to take are awareness, training and collaboration: three values that our Group has supported by carrying out various initiatives over the last year, to continue to promote the culture of safety and improve people's working conditions, in line with current regulations.

In general, our occupational safety management system can be summarised in the following key points:

- Ensure compliance with safety and hygiene regulations concerning products, processes and services;
- Promote safe and healthy working conditions by preventing accidents, reducing risks and eliminating dangers in the workplace;
- Promote initiatives aimed at accident prevention;
- Foster engagement and awareness among all employees and their safety representatives, through the dissemination of information and various training initiatives;
- Pursue continuous improvement through periodic reviews and audits.

The connection between training and prevention and our specific health, safety and environment (HSE) activities deserve a particular focus.

Training and prevention

Training and continuous learning are crucial to raise awareness among workers and keep their attention high on issues related to people's health and safety. For this reason, in 2021 we launched and integrated training activities for employees, and started to review the processes we follow to onboard and coach new hires.

The first result we achieved is the increase – recorded again this year by the HSE working team – of internal reports of near misses and accidents, which represent an important indicator of people's propensity for prevention.

Specific HSE activities

In 2021, we carried out initiatives in our various production sites concerning both working environments, to reduce the risk of accidents, and outdoor areas, to reduce the risk of interference between means of transport.

The exposure to noise and vibrations, the microclimate and electromagnetic fields have been subject to specific assessments.

We have also continued to pay great attention to measures aimed at preventing the spread of Covid-19, including the sanitation of environments, the use of personal protective equipment and the adoption of responsible behaviours.

Social initiatives

Fondazione SociAL

Fondazione SociAL was born in early 2013 thanks to the initiative of the Guala family, who owns the companies in the Gualadispensing and Gualapack Groups, which are the foundation's main supporters.

Active in Alessandria's area, it selects projects in the fields of education, culture and social services promoted and implemented by other non-profit organizations. It also holds training sessions, conferences and seminars in collaboration with local partners.

Since 2013, Fondazione SociAL has supported 317 initiatives, including 238 projects funded through calls for tenders and 79 projects of its own.

Focus: promemoria Auschwitz

Promemoria Auschwitz, il treno della memoria (Auschwitz Memorandum, the remembrance train) is a citizenship education project designed to help younger generations understand the past, so they can develop the critical spirit required to become active citizens and protagonists of the present.
The project includes:

- **An educational workshop on history**: a non-formal teaching program about the history of Europe in the first half of the 20th century, preparing participants for the experience of the journey of remembrance;
- **A virtual visit** to Kraków's Jewish quarter, the Oskar Schindler Factory-Museum, and the former concentration camps in Auschwitz and Birkenau;
- **An activity for participants to process and present the experience** to the whole city.

The project's general goal is to teach the principles of free, critical and aware civil engagement, fueling a fertile and constant relationship between history, remembrance and citizenship.

Focus: Riusa e Pedala

Ciclofficina Ri-Cyclo, located in the Cloister of Santa Maria di Castello in Alessandria, is an open space where members of the association and all citizens can find opportunities to meet and socialize inspired by the world of cycling.

The **Riusa e Pedala** (Reuse and Pedal) project – one of the winners of the SociAL 2021 call – strives to boost its cultural and educational impact by holding a series of cultural, artistic and educational events.

The initiative includes::

- **A basic bicycle repair course** organized by FIAB (Federazione Italiana Ambiente e Bicicletta), now in its fifth edition;
- **The development of an online platform** to showcase all the bicycles the workshop takes on and restores, described through storytelling to enhance the history of each individual piece with its local and social characteristics.

The Welfare Alessandria project

In collaboration with local companies, the Gualadispensing Group has ideated the **Welfare Aziendale Alessandria** project to promote activities and services for workers and their families.

The project was selected by Regione Piemonte – Piedmont's regional authority – within the WE.CA.RE program, which supports entrepreneurship initiatives inspired by social and corporate welfare principles.

In keeping with the guidelines set forth by Regione Piemonte, Welfare Aziendale Alessandria tested services and organizational methods to facilitate **work-life balance**, improve environmental sustainability and equal opportunity policies, support families in taking care of their children, promoting a lifestyle that favors people's health and wellbeing inside and outside the workplace. The project also introduced specific professional figures, known as Family Assistants, in charge of promoting its activities, assisting participants and coordinating the welfare services offered.

These services include:

- Corporate delivery person, to carry out daily errands
- Information and training meetings about correct nutrition
- Information and training meetings about correct posture
- Psychological support desk
- Parcel reception service
- "Zero food miles" grocery shopping

In addition, Family Assistants support employees with social security applications, tax returns, requests under law 104/92 for people with disabilities, sickness, maternity and paternity leaves, ISEE (indicator of equivalent economic situation) calculations to access financial aid and free public services, and applications for household allowance ("assegno per nucleo familiare").

PLANTS

Key performance indicators

Introduction

The **KPIs** (Key Performance Indicators) we have selected and present in this section reflect our company's current status and are aligned with the **UN's Sustainable Development Goals** to promote healthy growth in environmental, social and economic terms.

The Gualadispensing Group pursues in particular the goals that tie in with the fight against climate change, the access to sustainable energy systems, the promotion of sustainable models for production and consumption, the management of water resources, people's training, health and well-being, the promotion of a peaceful and inclusive society, and contributions to a balanced and long-lasting economic growth.
The indicators are reported following the standards set forth by the **Global Reporting Initiative** (GRI), the international, independent organisation that supports companies in communicating their efforts for sustainability with a unified method. The goal is to maintain maximum transparency and to comply with a reporting methodology that not only is the most popular worldwide, but also is constantly updated.

The system boundaries are defined by the production process itself: all **environmental indicators** refer to the impact generated from the moment the materials enter the company up to the packaging of the finished product ready for shipment, according to the so-called "gate to gate" approach.

Data are reported for a three-year time horizon (2019-2021). To ensure their correct interpretation, we must underline that the 2019 and 2020 values – in line with what was presented in the last Sustainability Report – refer to Gualadispensing production sites in Italy (Spinetta Marengo), Mexico (Silao) and China (Suzhou), expressed as a global aggregate figure. **Starting in 2021, calculations also include Guala Dispensing's site in Romania, located in Buchin, and Bisio Progetti in Alessandria, Italy**.

The **social indicators** concern activities for health and safety (regularly monitored by a dedicated working group), in-company training for skill development, the number of social initiatives carried out, and the positive impact generated on the territories where the company operates.

The **financial indicators** we identified bear testimony to the attention the Gualadispensing Group shows for economic and financial balance, by maintaining a sustainable financial debt considering both margins and equity.

Our KPIs

Aligned with United Nations SDGs

INDICATOR	DESCRIPTION (and Unit of Measurement)	GRI CODE	SDG ICON	SDG DESCRIPTION	2019	2020	2021
ENVIRONMENTAL							
CO_2 Emissions	Amount of CO_2 equivalent per ton of finished product (tons CO_2 / ton of finished product)	GRI 305-4	CLIMATE ACTION	Take urgent action to combat climate change and its impact	1.4	1.3	1.3
Methane consumption	Methane consumption (m^3 / ton of finished product)	GRI 305-4			194	151	88
Electricity consumption	Electricity consumption (kWh / ton of finished product)	GRI 302-3	AFFORDABLE AND CLEAN ENERGY	Ensure access to affordable, reliable, sustainable and modern energy for all	2,888	2,779	2,791
Renewable electricity share	Electricity consumption from alternative sources/ total electricity consumption (%)	GRI 302-5			1.3	0.6	0.7
Total waste produced	Amount of total waste produced (tons of waste / ton finished product)	GRI 306-2			0.08	0.08	0.09
Landfill waste	Amount of landfill waste / total waste (%)	GRI 306-2	RESPONSIBLE CONSUMPTION AND PRODUCTION	To ensure sustainable consumption and production patterns	4.1	3.6	3.8
Products with reduced environmental impact	Turnover improved products / total turnover (%)	GRI 306-2			29	39	32
Recycled materials	Percentage PCR materials / total materials (%)	GRI 301-2			0.16	0.29	0.19
Water consumption	Water used per ton of finished product (tons of water / ton finished product)	GRI 303-5	CLEAN WATER AND SANITATION	Ensure availability and sustainable management of water and sanitation for all	4.9	5.1	3.6
SOCIAL							
Hours of training	Hours of training per employee / year (h)	GRI 404-1	QUALITY EDUCATION	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	13	10	18
Frequency of injuries	Number of injuries per million hours worked (n)	GRI 403-9	GOOD HEALTH AND WELL-BEING	To ensure healthy lives and promote well-being for all at all ages	14	9	7
Severity of injuries	Number of days of absence due to injury per thousand hours worked (n)	GRI 403-9			0.32	0.26	0.20
Social initiatives	Number of social initiatives per year (n)	GRI 413-1	PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote peacefull and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	56	44	44
FINANCIAL							
NFP/EBITDA	Ratio between Net Financial Position and Earnings Before Interest, Taxes, Depreciation and Amortization	GRI 201-1	DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	1.55	1.19	1.88
NFP/Equity	Ratio between Net Financial Position and Equity (Debt Ratio)	GRI 201-1			0.53	0.43	0.67

CO_2 Emissions

The growing focus on climate change and global warming makes it necessary to monitor emissions from production sites in every field.

The Gualadispensing Group's carbon footprint is generated mainly by the consumption of electricity supplied from the grid and by the use of fossil fuels (methane and diesel) for manufacturing activities.

The 2021 figure also includes the Guala Dispensing Romania site in Buchin and Bisio Progetti in Alessandria, while the values recorded for the previous years refer exclusively to the Gualadispensing sites in Italy, Mexico and China.

Last year, there was a slight improvement in the CO_2 emissions indicator, mainly due to consumption of electricity combined with the energy mix in the various geographical areas where we are present: the carbon footprint, indeed, can vary depending on individual territories' energy policies and on the availability of renewable sources in countries' electricity mix.

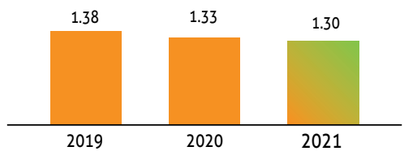


Chart 1. *CO_2 emissions, calculated as metric tons of CO_2 equivalent per metric ton of finished product (t/t).*

Methane consumption

Almost all of the methane we use is consumed by the trigeneration plant at our Spinetta Marengo production site. Using natural gas actually allows for the internal production of electricity and for heat recovery, with benefits in terms of efficiency and carbon footprint.

The chart shows a reduction in the ratio between methane used and finished product: gas consumption in fact decreased slightly in 2021 due to the shutdowns necessary to tackle the fuel crisis in the last part of the year. In addition, the 2021 figure refers to higher production volumes compared to previous years, as the two production sites of Guala Dispensing Romania and Bisio Progetti were introduced in the calculation.

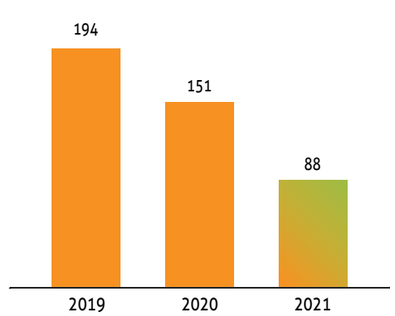


Chart 2. *Methane consumption calculated as standard cubic meters of methane per metric ton of finished product (Smc/ton).*

Electricity consumption

Electricity consumption is a very important KPI for the Gualadispensing Group. Indeed, injection moulding is an extremely energy-intensive technology and represents the main factor in our production processes' carbon footprint.

Carrying out proper maintenance on the lines, updating the plants and paying close attention to production efficiency are all essential actions to control and optimise consumption.

The chart shows a global trend that seems unchanged in 2021 compared to the previous year; however, the latest figure incorporates a series of activities that require a closer look. First of all, 2020 was a particular year for various manufacturing industries: in our case, we recorded an increase in production volumes following growing market demand, which allowed us to optimise consumption per unit of finished product. During 2021, this trend was partially reversed with a slight increase in electricity consumption per unit of finished product at the Gualadispensing sites in Spinetta Marengo (Italy), Silao (Mexico) and Suzhou (China), also due to the transfer and integration of production lines that need time to reach maximum efficiency.

At the same time, in 2021 the new Guala Dispensing Romania site in Buchin inaugurated production with a ratio of electricity consumption over finished product that was slightly higher than the average of the other, already active plants. This was expected, of course: the start-up of a new site takes several months to reach full capacity in terms of input volumes and line efficiency. We face this transition period with constant monitoring aimed at continuous improvement.

These factors were partially balanced by the performance of Bisio Progetti in Alessandria. Indeed, as already highlighted in the paragraph on emissions, the efficiency of site's lines and process plays a crucial role in our overall result

and this plant boasts particularly virtuous production in terms of consumption per finished product, thanks to more recent machines and larger-capacity moulds.

Furthermore, we must consider the effect of the progressive modernisation of the plants in our factories, which in 2021 recorded an approximately 20% increase in the number of electric/hybrid machines.

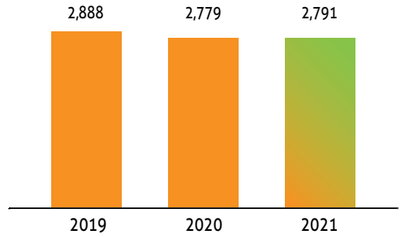


Chart 3. *Electricity consumption per metric ton of finished product (KWh/ton).*

Renewable electricity share

Exploring alternative energy sources is an important, yet complex issue. In particular, photovoltaic systems offer the benefit of using clean electricity that does not depend on fossil sources; but on the other hand, they also come with constraints, in terms of yield and reliance on weather conditions, which make solar energy unsuitable for some geographical areas. It is also important to carry out constant maintenance to ensure the panels work properly: the system installed at the Spinetta Marengo site, for example, has unfortunately suffered significant damage due to the elements, which significantly compromised its performance.

Overall, even considering two additional factories, the 2021 figure is slightly higher than in past years thanks to the inclusion of the solar panels installed at the Bisio Progetti site.

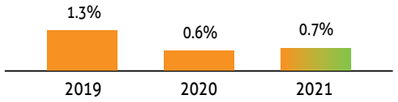


Chart 4. *Percentage of electricity from renewable source in relation to total electricity consumption (KWh/KWh).*

The energy obtained from the photovoltaic system is also complemented by the contribution of the trigeneration system, as shown in the chart that also displays the share of electricity purchased from the grid.

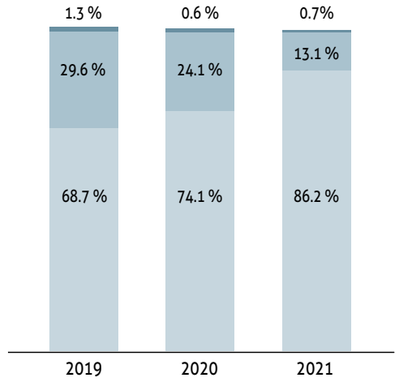


Chart 5. *Electricity consumption composition, highlighting the shares represented by electricity purchased from the grid, generated through the trigeneration system and generated by the photovoltaic system.*

EE purchased *EE trigeneration* *EE photovoltaic*

Total waste produced

The indicator of total waste produced, calculated as the ration between the amount of waste generated and the finished product manufactured, recorded a slight increase in 2021.

This is mainly due to the performance of the Guala Dispensing Romania and Bisio Progetti sites, where we are exploring potential improvements. In this context, it is worth noting that the Guala Dispensing Mexico site in Silao boasts the Group's most significant improvement in waste management compared to the previous year.

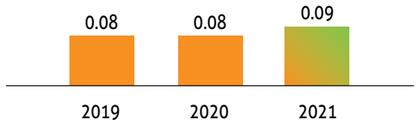
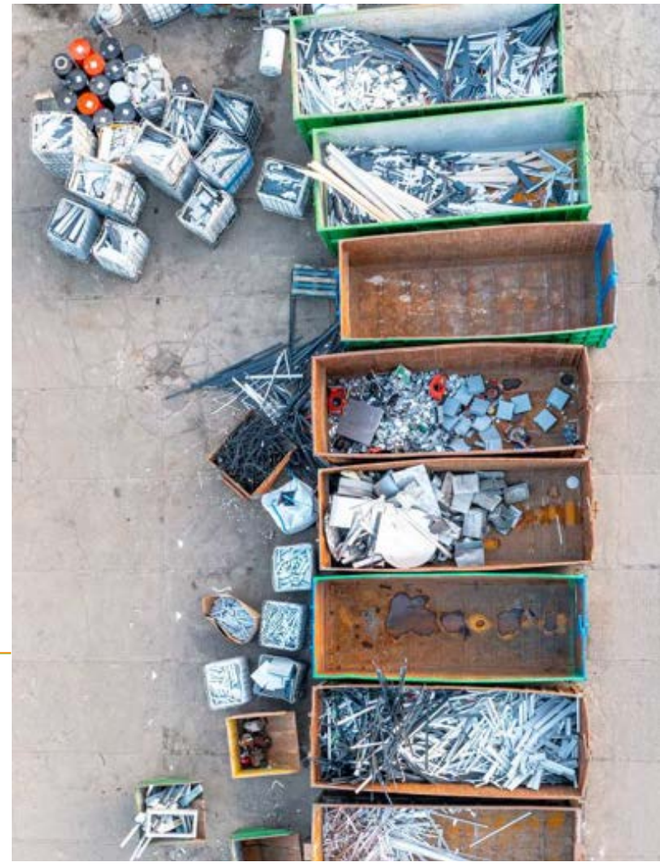


Chart 6. *Total production of waste per metric ton of finished product (t/t).*



Landfill waste

Our overall percentage of waste destined to landfills is very low, thanks to the Group's constant attention for the recovery of waste and, where possible, the extraction of new value from it. We have identified the main areas for potential improvement initiatives in waste management, to be implemented at the Guala Dispensing Romania site in Buchin and at Bisio Progetti.

The former opened in 2021, and had to focus all efforts on fine-tuning the lines and starting production before moving on to subsequent optimisations; the latter, instead, is dedicated to Bisio Progetti's specific applications, which by nature make the management of production waste more complex: dedicated assessments are underway to find ways to improve performances here too.

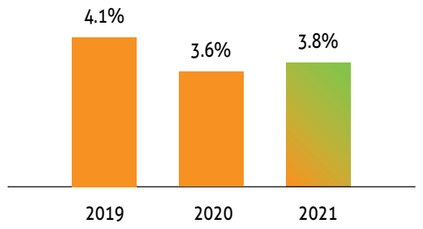


Chart 7. *Ratio of waste destined for the landfill over total generated waste (t/t).*

Water consumption

The amount of water consumed per metric ton of finished product has significantly decreased globally in the Group: a result achieved thanks to improvements recorded in all production sites. In particular, Guala Dispensing Suzhou has carried out the interventions required for the maintenance of its water management system, while Guala Dispensing Mexico has identified actions useful for the optimisation of its air conditioning and cooling system.

The water consumption levels recorded by Guala Dispensing Romania and Bisio Progetti are in line with those at the other sites, and therefore help reinforce the result achieved in 2021.

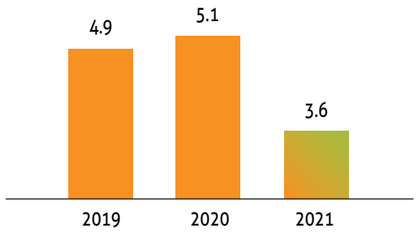


Chart 8. *Water consumption calculated by comparing the quantity of water used to the quantity of finished product (t/t).*

Products with reduced environmental impact

The new TS5 and TS6 trigger platforms were considered in the calculation behind this KPI for 2019 and 2020 because they offer a series of benefits: reduced weight, fewer components (and therefore optimised assembly, leading to energy savings), exclusive use of polyolefins to favour recycling at the end-of-life stage, and high durability that allows consumers to reuse bottles thanks to the purchase of concentrate refills.

In 2021, we decided to include in the calculation also the Dolce Gusto® compatible capsules in the barrier version, which use less material than the standard version thanks to the reduced weight achieved by our designers.

The drop in the percentage of sales of improved products compared to total sales in 2021 is mainly determined by the impact on the calculation of the higher volumes considered in the KPI, due to the inclusion of the Guala Dispensing Romania and Bisio Progetti sites. An additional reduction can be traced back to the return to a more regular production, linked to the progressive fading of the pandemic's effects that had sparked exceptional market demand in 2020.

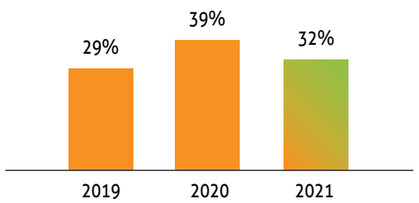
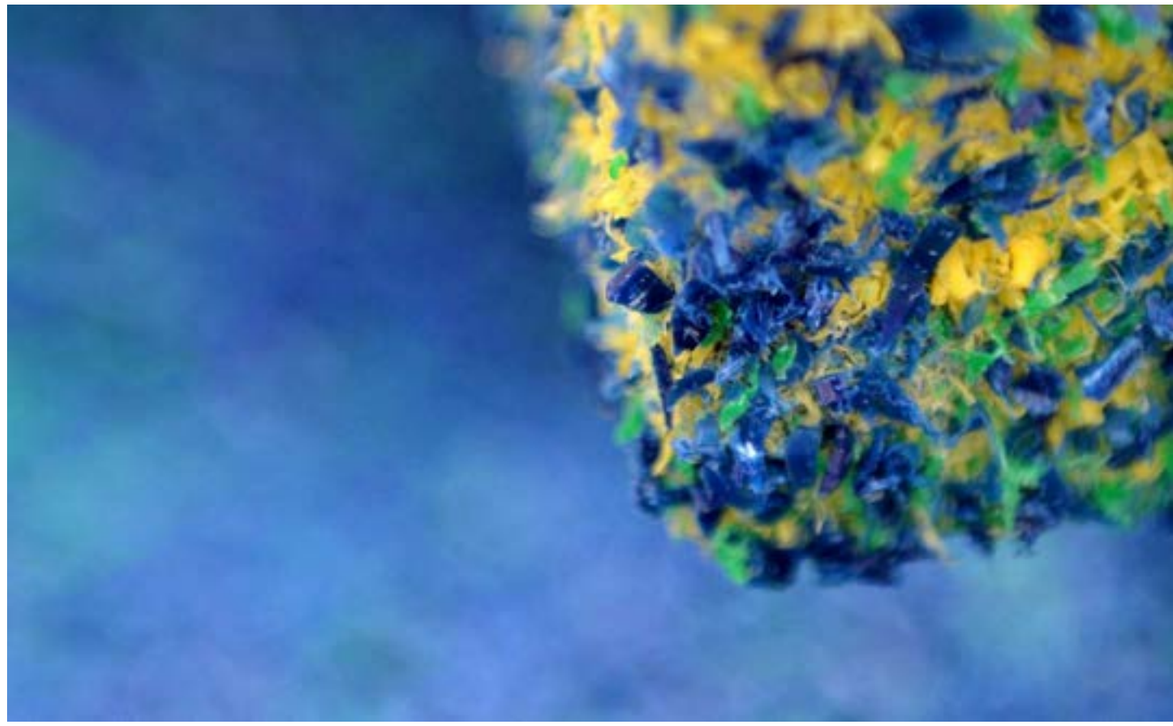


Chart 9. *Sales rate of reduced environmental impact product, calculated as the ratio between the turnover generated and the total turnover, expressed as a percentage (euro/euro).*



Recycled materials

The use of mechanically recycled materials offers clear benefits in terms of products' environmental impact assessment, as pointed out in the "Products and Processes" section that details our LCA studies. The constraints in this case are set upstream by the limited availability of PCR plastics on the market, reflecting the global crisis, and downstream by limited customer demand.

The indicator – which expresses the percentage of PCR material out of the total material used – shows a decrease in 2021: this is due both to an actual lower use of recycled materials in manufacturing and to the fact that the calculation now also includes the Guala Dispensing Romania and Bisio Progetti sites.

We continue to conduct research and test new materials in our laboratories to evaluate new opportunities for improvement.

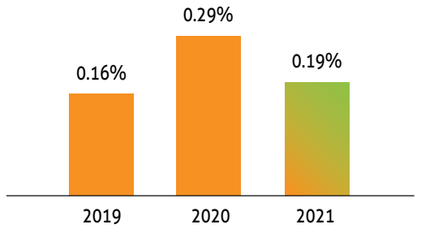


Chart 10. *Use of recycled materials, calculated as the ratio of recycled materials used over the total amount of materials, expressed as a percentage (t/t).*

Hours of training

In 2021, employee training resumed regularly thanks to the gradual lessening of the pandemic's effects. The indicator calculated as hours of training per employee recorded a noteworthy increase: this is also due to the inauguration of the new plant in Romania, because the preparation required to start-up the site and make it fully operational required, as is natural, more time than plants that were already in operation.

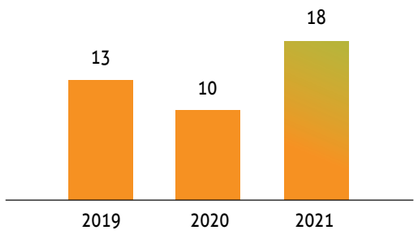


Chart 11. *Average hours of training per employee (hours/year).*

By dividing total hours by subject type, we can point out the opportunity we had in 2021 to intensify specific training, in addition to courses dedicated to health and safety. Furthermore, the 2021 figure also includes the contribution of the two sites that were not part of the calculations in 2020 and 2019.

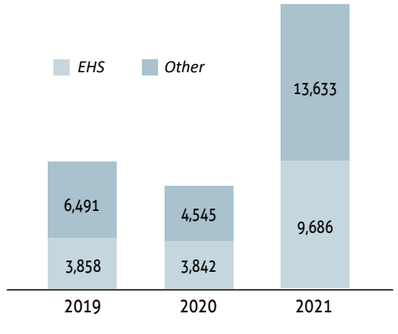


Chart 12. *Hours of training by type - HSE or specific (hours/year).*

Frequency and severity of injuries

Workers' health and safety are key pillars for a solid and long-lasting corporate culture. The Gualadispensing Group promotes lifelong learning and the utmost attention and awareness for these issues among all employees. The dedicated management system, active since 2020, is committed to constantly analysing potential risk situations, with a view to preventing accidents and to updating procedures.

The global injury frequency indicator has recorded an improvement, confirmed by the 2021 figure, that results from our work both on equipment and on people's behaviour.

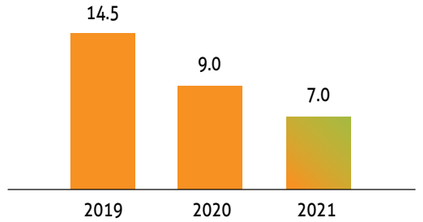


Chart 13. *Frequency of injuries, calculated as number of injuries per million hours worked (n./10^6 hours).*

At the same time, we achieved a decrease in the injury severity index, calculated by comparing the number of days of absence due to injury to the total hours worked.

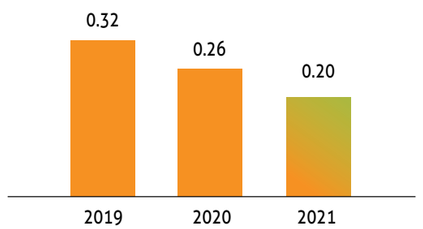


Chart 14. *Severity of injuries, calculated as number of days of absence due to injuries per thousand hours worked (n./10^3 hours).*

Social initiatives

The Gualadispensing Group has always been active in the social context of the territories where it operates. In particular, in Italy it continues its collaboration with the SociAL Foundation, which in 2021 focused on helping local Third Sector organisations to overcome the crisis caused by the effects of Covid-19, strengthening the support measures to address the needs that emerged within the communities.
Activities are divided between the SociAL Foundation's own projects and initiatives selected through calls that provide financial support to Third Sector organisations meeting cultural and social needs.

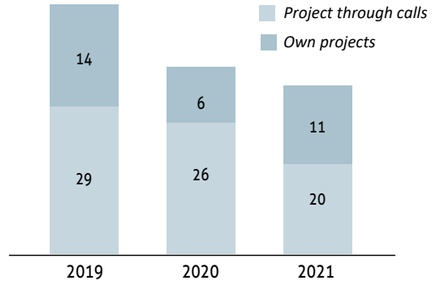


Chart 15. *N. SociAL Foundation projects in Italy*

Our sites abroad act for social good independently, through both internal and external projects in collaboration with local organisations.
The chart sums up the number of social initiatives carried out during the past three years.

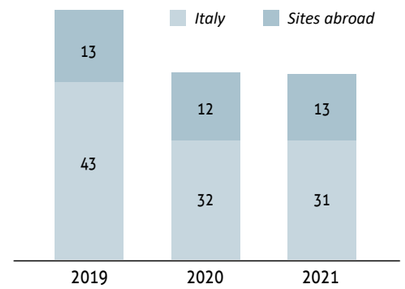


Chart 16. *N. of social initiatives in Italy and abroad*

FINANCIAL INDICATORS

NFP/EBITDA

Ratio between Net Financial Position and Earnings Before Interest, Taxes, Depreciation and Amortization.

It expresses the ability of the company to cover the debt through cash flows deriving from operations.

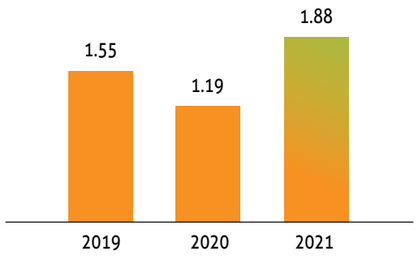


Chart 17. *Ratio between Net Financial Position and Earnings Before Interest, Taxes, Depreciation and Amortization.*

NFP/Equity

Ratio between Net Financial Position and Equity (Debt Ratio).

It expresses the surplus of net debt compared to equity.

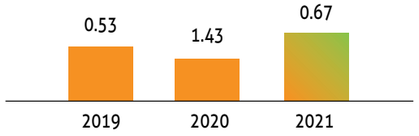


Chart 18. *Ratio between Net Financial Position and Equity (Debt Ratio).*

GUALADISPENSING

Country: Italy

Employees: 373

Plant size: 18,750 m²

Year of establishment: 1997

Plant Manager: Andrea Brianti

Products: triggers for home and personal care products

Certifications:
ISO 9001; ISO 14001; ISO 45001; BRC

Guala Dispensing in Spinetta Marengo is the headquarters of the Gualadispensing Group and produces triggers with injection moulding processes, for home and personal care applications.

Environmental sustainability

- Implemented recycled materials in production
- Saved 1,500 metric tons of CO_2 thanks to trigeneration and photovoltaic systems
- Reduced water consumption per unit of finished product by 6%
- Reduced the amount of landfill waste over total waste by 25%

Social sustainability

- Welfare Alessandria project
- Supported SociAL Foundation
- Constantly updated anti-Covid regulations and health and safety training
- Built a new gate only for employee parking, to reduce interference between cars and heavy vehicles
- Created a heavy vehicle parking lot to reduce the interference between vehicles and forklifts, and improved signage and protective barriers
- Extended the shipping warehouse, to avoid stacking hazards

GUALA DISPENSING MEXICO

Country: Messico

Employees: 350

Plant size: 15,900 m²

Year of establishment: 2008

Plant Manager: Alejandro Raùl Ramirez Flores

Products: triggers for home and personal care products

Certifications:
ISO 9001; BRC; SMETA

Guala Dispensing Messico was founded in 2008 in Silao and produces triggers with injection moulding processes, for home and personal care applications.

Environmental sustainability

- Improved the water management system, achieving an over 25% reduction in water consumption
- Updated manufacturing machines with a 40% increase of electric/hybrid machines
- Continued the programmes for the recovery and recycle of plastic waste, cardboard and wooden pallets
- Reduced the total waste generated per ton of finished product by over 30%

Social sustainability

- Assigned scholarships to the most deserving children of the employees
- Donated toys to the local Puerto Interior committee, for children in the territory's communities
- Distributed meal vouchers and presents for the annual lottery, using the budget normally destined to in-person events (Family Day, yearly party, etc.) which could not be held in 2021 due to the pandemic
- Continued to uphold the agreements with local associations for the job placement of individuals who are seeking an occupation and for paid professional internships offered to university students
- Annual funding to the regional fire brigade
- Hearing protection program and annual check-ups
- Completed on-site noise and lighting studies
- 24/7 medical service available to employees

GUALA DISPENSING SUZHOU

Country: China

Employees: 115

Plant size: 5,450 m²

Year of establishment: 2005

Plant Manager: Lusson Jiang

Products: triggers for home and personal care products

Certifications:
ISO 9001; BRC

Guala Dispensing Suzhou in China was founded in 2005 and produces triggers with injection moulding processes, for home and personal care applications.

Environmental sustainability

- Carried out maintenance on the water management system, achieving an over 25% reduction in the consumption of water per unit of finished product in 2021
- Increased electric/hybrid machines by 7% compared to the previous year
- Continued the programmes for the recovery of plastic and cardboard waste and wooden pallets, to extract more value from end-of-life material by reusing or recycling it

Social sustainability

- Yearly medical check-ups
- Distributed bonuses for the most important holidays
- Mini-van service offering employees transport during work days
- Constantly updated anti-Covid regulations and health and safety training

GUALA DISPENSING ROMANIA

Country: Romania

Employees: 104

Plant size: 11,200 m²

Year of establishment: 2020

Plant Manager: Mihaela Buda

Products: triggers e dispenser per applicazioni home and personal care

Certifications:
ISO 9001; BRC

Guala Dispensing Romania was founded in Buchin in 2020 and produces triggers with injection moulding processes, for home and personal care applications.

Environmental sustainability

- Started monitoring environmental KPIs for energy and water consumption, waste management and CO_2 emissions
- Included in the CDP (Carbon Disclosure Project) assessment scope for the questionnaire on climate change

Social sustainability

- Trained all employees on health and safety issues
- Constantly updated anti-Covid regulations

BISIO PROGETTI

Country: Italy

Employees: 341

Plant size: 15,000 m²

Year of establishment: 1989

Plant Manager: Fabio Caporaletti

Products: primary and secondary packaging for food, cosmetics and pharmaceutical applications

Certifications:
ISO 9001; ISO 13485; BRC

Bisio Progetti was founded in Alessandria in 1989 to manufacture injection moulds. Later it focused its business on moulded products for the food, cosmetic and pharmaceutical industries.

Environmental sustainability

- Saved 95 metric tons of CO_2 by reducing emissions thanks to the photovoltaic plant in 2021
- Successfully completed the evaluation studies for the installation of a trigeneration plant in 2022
- Obtained the PRS Green Label for the reuse of pallets

Social sustainability

- Supported the SociAL Foundation
- Constantly updated anti-Covid regulations and health and safety training
- Implemented a new supplier management system and operational activities for more effective control in terms of health and safety

Next Steps

This 2021 Sustainability Report presents the journey we undertook last year. First of all, we matured the deeper awareness needed to identify the areas we have to focus on, for increasingly targeted and effective initiatives; but we also developed new skills in the field of sustainability, and launched completely new projects.

Constant commitment for people's safety and growth

In the past few months, the Gualadispensing Group was able to bring to fruition its efforts and constant work for crucial aspects in sustainability assessments, which were awarded **Ecovadis silver medals**.

In particular, an **ethical approach, great care for work practices and human rights, respect, and awareness of environmental issues** stood out as our strengths, while we identified sustainable procurement as an area for development through dedicated activities.

Training on social issues is another aspect we can work on within the company, to promote a more **inclusive environment** and raise awareness among our employees.

The **attention for health and safety** has become a right and a duty in every work environment by now: the company is already active on multiple fronts in this regard, from **lifelong learning** to improved **procedures**, and from **prevention** to the monitoring of social indicators. We continue to keep employees' awareness high, because everyone's contribution is crucial to foresee and avoid risks.

In search of increasingly efficient solutions, for the environment

By constantly monitoring certain key environmental performance indicators – such as CO_2 emissions, electricity and water consumption, and waste management – we are able to keep an always updated picture of our production plants. In 2021, **we reduced our water consumption per ton of finished product by over 29%** while maintaining other indicators at the same global levels, despite adding two new plants to our yearly reporting.

Managing electricity consumption has been a particularly difficult challenge because – on top of injection moulding being an extremely energy-intensive technology – we are currently experiencing a scenario in which energy supplies and their costs are discussed and negotiated daily around the world. In this context, we have focused on maximising our production lines' efficiency by managing moulds and scraps, updating our equipment, and starting up a new trigeneration plant at the Bisio Progetti site. Our next potential evolution will be to assess alternative energy sources for our production plants: however, this is a complex direction to take that will require us to evaluate a variety of environmental as well as economic factors first.

Improving products' impact, always at our clients' side

In 2021, we began assessing our products' environmental impact in a structured way by adopting the LCA methodology: this precise analysis allowed us to go further in depth into aspects tied to the use of different materials, the production process and the different sites' geographical location in relation to their reference market. The next step will be to use this tool not only to analyse the current product portfolio, but also to support future developments within a framework of **eco-design**.

We are setting ambitious goals for ourselves: we want to define a product roadmap according to a vision of sustainability for the medium and long term, showing **an increasingly more tangible commitment towards both the environment and our clients**. We fully believe in the value of collaboration, and this is one of the main principles that inspired our work last year, in communicating with our client brands and in sharing results, goals, plans and methods with them.

In 2021, we also took part in various debates about sustainability and played an active role in dedicated working groups, always with a view to supporting our partners. Together, we now commit to new and important challenges, embracing the current process of change with enthusiasm and determination.

Art direction Eclettica-Akura

Thanks to everyone collaborating
to our Sustainability Report.

Guala dispensing