SUSTAINABILITY

REPORT 2023

Creating Value
through
Circularity and
Digitisation.
PRT's Commitment to
a **Sustainable Future**.

prt group

INDEX

Reporting approach

PRT Group's Sustainability Report describes its ESG (Environmental, Social and Governance) commitments and achievements, taking into account the expectations of its stakeholders.

The fourth edition of the Sustainability Report of the PRT Group, a company in the printing and graphics industry, has been prepared with reference to the Global Reporting Initiative (GRI) standards published in 2021 and following modifications.

The information and data reported in the Sustainability Report follow the GRI 1 core principles and refer to the period between 1 January and 31 December 2023. In order to provide the reader with uniform and comparable reporting on the development of the Group's sustainability performance, three years of data is provided over the period 2021-2023.

In order to keep the Report streamlined and easy to use, we have prepared a Technical Appendix that brings together the more technical and detailed information that is not essential to the main narrative. Inside you will find in-depth information on the methodology of the materiality analysis, detailed information on material issues and all the Group's ESG data from 2020 to 2023 (where available), as well as the GRI Content Index. The latter includes a section dedicated to interoperability with the ESRS standards under the new European CSRD directive on extra-financial reporting. This approach allows us to progressively align ourselves with the CSRD requirements, which are currently voluntary for PRT, with the aim of improving the reporting process year after year.

The Sustainability Report is published annually, thus ensuring continuous and up-to-date reporting on the Group's ESG performance. For more information or questions about this Report, please contact: info@prtspa.com.

The scope of the Sustainability Report 2024

The reporting boundary refers to PRT Group S.p.A., and its subsidiaries, PRT Visual S.r.l., 100%, and PRT France S.r.l., 98.63%.

In order to facilitate the understanding of the data and information contained in this report, it is important to clarify that "PRT Group S.p.A." or "PRT S.p.A." refers to the parent company, which includes the Beinasco plant and the offices in Milan, Rome and Florence. On the other hand, when reference is made to "PRT" or "the Group", this refers to the entire group, which includes PRT Group S.p.A., PRT VISUAL S.r.l., and PRT France.

Letter to the Stakeholders

Dear Readers,

We are delighted to share, for the fourth consecutive year, the voluntary publication of our Sustainability Report. The year 2023 was particularly noteworthy, as we made significant strides with key investments aimed at reducing our environmental footprint, fostering employee well-being and skill development, and continuously enhancing our IT security standards.

Despite the challenges facing the printing industry, we achieved a notable increase in production volumes in the physical channel, while simultaneously improving and expanding our services. These results were driven by efficient operational management, effective personnel reorganisation, and an unwavering commitment to maintaining high-quality production processes. We remain focused on optimising our resources to overcome future challenges and maximise outcomes, even in a demanding market environment.

For several years, we have been on an ambitious Digital Transformation journey, integrating our traditional communication solutions with innovative digital offerings. This transformation has allowed us to create more engaging and exclusive customer interactions. A prime example of this evolution is Luxia, our generative AI platform, which facilitates intuitive data analysis and offers effortless access to information without requiring technical expertise.

In pursuit of a fully integrated communication strategy, we have strengthened our position in the wide-format sector by establishing a new company within the Group: PRT VISUAL S.r.l. This entity is dedicated entirely to large-format digital printing and is committed to promoting sustainable practices, primarily through the use of eco-friendly fabrics for low-impact display solutions.

Our commitment to achieving business objectives while maintaining high standards in product and service quality, IT security, environmental stewardship, and worker safety remains steadfast. The publication of this Sustainability Report, alongside our investments in certifications and various social, environmental, and economic initiatives, reaffirms our dedication to operating in line with sustainable principles.

In response to the rising threat of cyberattacks, we have expanded our cybersecurity team to prevent and manage potential breaches. The security of our data and customer information is paramount, and we have a skilled team in place to safeguard against any attempts to compromise it.

As the printing industry remains central to our business, we take this opportunity to address some common misconceptions about paper production and offer a clearer perspective. Paper is one of the world's most sustainable materials, produced under stringent certification standards, and also one of the most recycled, with a 74% recycling rate in Europe in 2020. The environmental impact of paper can be minimized when deforestation is counterbalanced by proper reforestation, as seen in the European forests supplying the paper mills we collaborate with, fostering a perfectly circular, sustainable cycle.

In line with our sustainability goals, we are working to reduce our greenhouse gas emissions, contributing to the European Union's targets under the Paris Agreement for a 40% reduction in CO_2 emissions by 2030. In 2023, we reduced our Group's energy consumption by 14% and continue to implement efficiency measures across all our locations. Looking ahead, we plan to gradually transition our corporate fleet to hybrid or electric vehicles and are exploring the installation of photovoltaic panels to generate clean energy for self-consumption. These investments reflect our determination to contribute to global emission reductions while enhancing operational efficiency.

With the fourth generation of leadership now at the helm, we have intensified our focus on sustainability and ESG (Environmental, Social, and Governance) initiatives.

We aim to embed these principles into every aspect of our production and management processes, particularly in emissions reduction and the responsible use of resources. We firmly believe that sustainability is not only a moral obligation but also a catalyst for growth and innovation.

Our efforts were recognized in 2023 with two prestigious awards:

Press Gold for PRT Group S.p.A as Technology Innovator

This award underscores our technological innovation, affirming the value of our research and development efforts in delivering cutting-edge solutions

PREMIO SPECIALE
Oro Technology Innovator
PRT Group

PREMIO
ORO della STAMPA
2 0 2 3
DEFINING EXCELLENCE
IN PRINTING

Recognition as one of the 1,000 Best Performing Companies in Piedmont

le 1.000
imprese best
performer

Piemonte

Premiazione

3E LAB, Novara
5 dicembre, ore 17

The ItalyPost Research Centre and L'Economia del Corriere della Sera named PRT Group S.p.A among Piedmont's top 1,000 companies. This accolade reflects our financial strength and ongoing commitment to sustainable growth.

We take pride in our accomplishments but remain conscious of the challenges ahead. We are committed to integrating sustainability into every facet of our business, minimizing our impact along the entire value chain. We have set ambitious, concrete targets, supported by effective strategies and rigorous data analysis, to guide us forward.

Riccardo Pesce

Chairman PRT Group

Highlights 2023

The Group

33,6 millions in turnover

102 years of activity

7 locations

Awards

GOLD Ecovadis
for the 2nd consecutive year

Press Gold
for PRT Group S.p.A
as Technology Innovator

1.000 Best Performer
PRT S.p.A. selected among the
best companies in Piedmont

Governance

New
ESG Governance Structure

New
professionals on ESG and Data

New
Responsible Procurement Policy

12 certifications
obtained on ESG topics
10 of PRT S.p.A.
2 of PRT Visual

Environment

Eco-print
new certification of PRT S.p.A.

7
environmental certifications obtained at Group level

96% and **98%**
respectively of purchased paper and envelopes are FSC® or PEFC™ certified

96%
recycled waste

-19%
Group's energy consumption

- 18%
Group's energy intensity

Our People

32
new recruits

+ 15%
women managers

+ 25%
managers under 30

9,8 hours per employee
of training provided for a total of 1,140 hours

0 serious accidents
in the last 5 years

Recognition
by the RSU

"Anticipating the future has always been our motto. The evolution of the market does not frighten us but pushes us to improve and face new challenges, aware of our capabilities and professionalism.

In recent years we have made significant investments to expand our knowledge in offering digital and innovative solutions, diversify our business and expand beyond our national borders. We are always looking ahead while remembering where we started from back in 1921".

Riccardo Pesce, Chairman PRT Group S.p.A.

1. How We Achieve Our Goals and Create Value: The PRT Business Model

1.1. PRT Evolution and Strategy: Our Value Proposition

PRT Group S.p.A. was founded in 1921 by two founders, Giovanni Battista Tortia and Ernesto Roggero, who started a printing and graphic arts company from a small print shop.
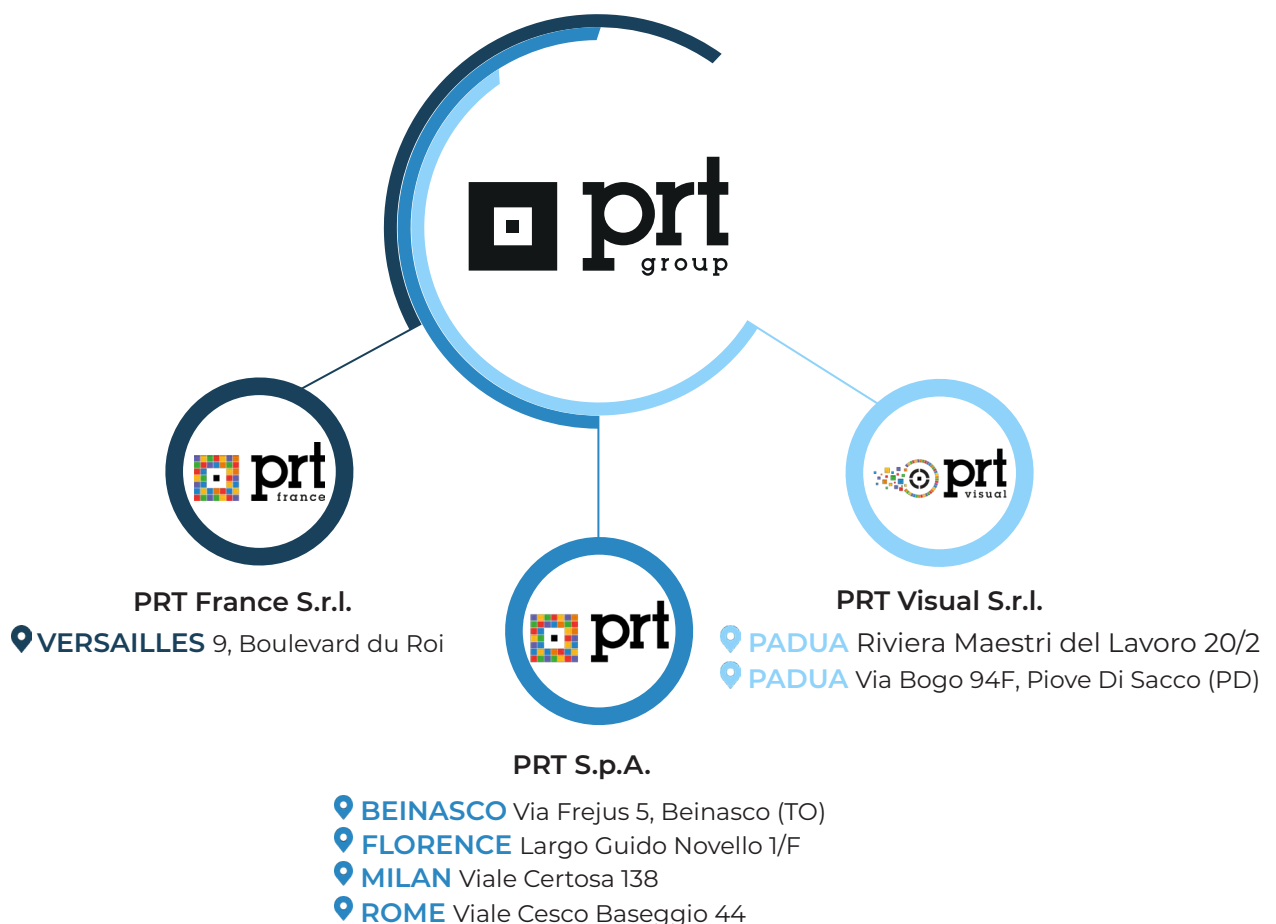
The process of change, which has accelerated significantly over the last 20 years, is the result of a clear strategy of evolution and diversification: the company has become a business capable of offering cutting-edge communication solutions to complement the historical business of printing and enveloping.

A radical change over time that has redefined the identity of a company known and recognised for a specific market sector. In addition to the development of digital solutions capable of generating new and exclusive interaction with customers, in 2023 we strengthened our presence in the large-format digital printing market with the creation of PRT VISUAL S.r.l., a company entirely dedicated to the care of the corporate image through the creation of high-quality materials printed on fabric or rigid panels (roll-ups, posters, flags, stands, displays, etc.) .

A further project that the company has been successfully pursuing for many years now is to export PRT's approach, strategy and know-how to France, looking beyond national borders.

From its creation to the present day, PRT has always focused on innovation and evolution, looking across borders and aiming at diversification. The main objective is to ensure 360-degree communication through the integrated management of multiple traditional and digital communication tools to offer a customised shopping experience and ensure a unique and profitable customer experience.

To date, the Group consists of three companies: the parent company PRT Group S.p.A., PRT France S.r.l. and PRT VISUAL S.r.l.

PRT France S.r.l.

📍 **VERSAILLES** 9, Boulevard du Roi

PRT Visual S.r.l.

📍 **PADUA** Riviera Maestri del Lavoro 20/2
📍 **PADUA** Via Bogo 94F, Piove Di Sacco (PD)

PRT S.p.A.

📍 **BEINASCO** Via Frejus 5, Beinasco (TO)
📍 **FLORENCE** Largo Guido Novello 1/F
📍 **MILAN** Viale Certosa 138
📍 **ROME** Viale Cesco Baseggio 44

Our value chain and its main impact areas

In the infographic presented on the next page, we illustrate the operating model and value chain of our core business: paper printing. This representation, which faithfully reflects PRT S.p.A.'s business model, highlights our role within a virtuous cycle where paper, an inherently circular material, is the central resource. We source from paper mills that supply FSC® and PEFC™ certified paper, thus promoting reforestation and the continuous regeneration of forests. The circularity of our product is complemented by recycling, allowing paper mills to reuse recovered paper to produce new paper and board. More details on the circularity of paper and chain of custody can be found in chapter '3. Busting paper myths'.

The core business and product portfolio offered by PRT France are similar to those of PRT Group S.p.A., but their business model and value chain are different. This is because PRT France operates solely as a sales office and does not handle production directly, relying on suppliers like PRT S.p.A. for this phase. More information on the impacts of PRT France can be found in chapter '1.2.3. PRT FRANCE - Print management and a Passion for Sustainability'.

PRT Visual, on the other hand, has a production facility dedicated to printing on large-format products, using materials such as textiles, PVC and aluminium. For more details on the impacts of PRT Visual, see the chapter '1.2.2. PRT VISUAL - Passion For Brand Experience'.

Direct Mailing

Sending promotional and informative material directly to end users.
Examples include:

- **Welcome letter**
- **Promotions**
- **Printed newsletters**
- **Invitations to events**

Business Communication

Mandatory communications sent by a company or entity to an end user, of a legal, informative or regulatory nature, necessary to finalise or confirm a specific action or business transaction. Examples include:

- **Invoices**
- **Bills**
- **Bank statements**
- **Payment reminders**

Communications management services

Our services cover the entire customer communications management process, from the preliminary phase of raw data collection, document creation, printing and enveloping to the delivery and monitoring phase.
Our services include:

- **Document composition**
- **Multi-channel delivery**
- **Performance Monitoring**
- **Regulatory-compliant digital archiving and preservation.**

OUR PRODUCTS

Direct Mailing   **Business Communication**   **Digital Services**

FORESTS/PLANTATIONS

PAPER MILL
II 96% of our supplies are paper

TRANSPORT OF GOODS
Mainly intra-European transport

PRODUCT RECYCLING

OUR VALUE CHAIN

END OF LIFE MANAGEMENT · SUPPLY · PRODUCTION · DISTRIBUTION

FINAL CONSUMER

PRINTING AND ENVELOPING

ENVELOPE TRANSPORT

VALUE CHAIN	PHASES OF THE VALUE CHAIN	MANAGE IMPACTS	MAIN STAKEHOLDER For more details, see chapter 2.3.
Procurement		🍃 We are committed to purchasing 100% certified paper, contributing to the regeneration of forests. For more details, see chapter 3.1.2. (myth n. 1) 🍃 We strive to purchase mainly from European paper mills in order to reduce transport distances compared to non-European suppliers.	• Paper mills (mainly European)
Production		🍃 We are committed to reducing the environmental impact of our operations, both in terms of circularity in resource use, energy consumption and GHG emissions generation. For more details, see chapter 3. 👥 We are committed to valuing our people, ensuring a safe working environment, and promoting their well-being and professional development. For more details, see chapter 4.	• Employees • Suppliers and Subcontractors • Customers • Business partners
Distribution		🤝 We are committed to sourcing from local suppliers to reduce transport distances and foster strong, mutually supportive relationships. 🤝 The Responsible Procurement Policy is our guideline for selecting suppliers who share our ethical, environmental and social values. For more details, see chapter 5.3.	• National postal services (Poste Italiane, La Poste)
End of life management		🍃 Our products, mainly papers and envelopes, are fully recyclable and contribute to the production of new paper and cardboard by paper mills. For more details, see chapter 3.1.2. (myth n. 3)	• End consumers

🍃 Environmental Impacts

👥 Social Impacts

🤝 Governance Impacts

1.2. PRT subsidiaries and their communication solutions

"The creation of the Group was a natural transition built over time. Over these years we have grown, we have focused on new digital technologies, and we have invested in new areas, searching for new ways to grow and diversify our business, creating the conditions for a cutting-edge reality aligned with the needs of the market".

Riccardo Pesce, Chairman PRT Group S.p.A.

1.2.1 PRT S.p.A. – The best way to manage your communication

PRT S.p.A. ensures a wide range of traditional (paper) and digital communication solutions, guaranteeing its customers total control over all communication channels offered. From the sending and management of compulsory and advertising communications, both in paper and digital format, through the development of innovative and interactive tools to Artificial Intelligence and Business Intelligence.

A. Direct Mailing e Business Communication

THE PRINTING PROCESS

We specialise in printing and envelope stuffing services and are able to handle any type of mandatory and advertising communication with state-of-the-art technology and machinery that allows us to produce large shipment volumes.

Machines

Offset Printing Lines	**Digital Printing** Lines	**Envelope** Lines

Investments 2023

In 2023, PRT S.p.A. approved a series of significant investments to enhance its production capacity and improve energy efficiency. These include the acquisition of two new Ricoh VC40000 digital printers. These printers are equipped with advanced technologies that guarantee excellent performance while reducing energy consumption.

2 New Digital Printers

The high production capacity, coupled with the ability to provide ancillary services of absolute importance to companies, make PRT a leading company in the Direct Mailing (DM) and Business Communication market. This enables companies to communicate with customers or potential prospects by means of mass mailing of paper letters and registered mail, brochures, catalogues or other types of content transmitted via the postal service.

THE CUSTOMISATION AND COMMUNICATION MANAGEMENT PROCESS

We are a market leader in the customisation and creation of mandatory and advertising communications, offering comprehensive Customer Communication Management services. We manage the entire lifecycle of multichannel communications for our customers, both on physical and digital channels, taking care of every step of the process, from A to Z.

Our customisation capabilities enable us to manage communications from the raw data provided by the customer. We comprehensively address our clients' needs, ensuring they have a hassle-free experience. From collecting and organizing data to creating and customizing documents, and handling the printing and distribution of communications, we take care of everything. We also offer workflow management for follow-ups on different channels (paper and digital), monitoring campaign outcomes in real time and guaranteeing legal digital archiving and storage.

Our services support the customer throughout the entire communication journey, guaranteeing efficiency, precision and optimisation:

1. Data Management and Processing
Reception, organization, and integration of raw data provided by the client.

2. Creation of Personalized Communications
Document Composition: starting from raw data, we can automatically create, modify, and optimize any type of business communication according to our clients' needs and guidelines, with the utmost attention to the rules and specific regulations of each sector.

3. Production and Printing
Thanks to our **proprietary 4P platform**, print flows are transmitted directly to our machines, ensuring a highly efficient and smooth process with multiple controls at every stage to guarantee quality and precision.

4. Multichannel communication, Follow-Up Management, and Communication Tracking
We manage mandatory and promotional communications for our clients across **all channels**: physical, in compliance with regulations and postal services, and digital, such as email and SMS. We create **customized workflows** to monitor and manage follow-ups, integrating physical and digital channels to ensure efficient communication. **Focus: Payment reporting service**, with support and tools to promptly manage any outstanding issues, reaching recipients through both physical and digital channels.

5. Monitoring
3C, the dedicated area for our clients, allows real-time monitoring of the status of shipments, sent communications, and delivery outcomes across all delivery channels used.

6. Reporting
PRT X, our proprietary Business Intelligence tool, allows for the creation of dashboards based on data provided by 3C and generates detailed reports to assess the effectiveness of campaigns and inform communication strategy decisions for our clients.

7. Archiving and Digital Preservation in Compliance
We offer advanced solutions for **dematerialization and secure document archiving**, ensuring full compliance with current regulations. PRT has been an accredited and registered Digital Conservator in the AgID Marketplace for preservation services for several years. Through our 3C platform, clients can easily access archived documents and monitor their status and content in real time, ensuring complete control and traceability at all times.

PostaPronta

Since 2006, PRT S.p.A. has invested in PostaPronta, a service that allows private individuals and companies to manage their daily mail independently from their home or office.

In 2022, we decided to revise our business strategy with the dual aim of improving our offer, in terms of usability and quality, and expanding our market share.

💡 Innovations 2023

Our new interface: PostaPronta Web

Various analyses conducted on the customer portfolio led to the development of a new solution: PostaPronta Web, a service that allows mail to be sent directly online, from any device (PC, Smartphone or Tablet) and with any operating system.

Speed and intuitiveness are the two distinguishing features of the new solution characterised by an extremely simple user experience. All this without sacrificing convenience: in fact, it is also possible to access discounted delivery rates through PostaPronta Web. A significant aspect that has emerged with the release of the new service is the reduction in customer care requests, thanks to the user-friendliness of the new platform.

"In October 2023, PostaPronta Web was released. Our customers wanted an easier and faster way to send their mail. We therefore decided to offer them an alternative that can be used directly online. You can now send letters and registered mail in a few simple clicks from your reserved area, without having to download the software"

Ivan Carsana, Brand Manager of PostaPronta

The birth and development of PostaPronta Web, which in 2023 also renewed its graphic appearance with a new website, is the result of the work of a lean and young team of four people who take care of all PostaPronta-related activities, i.e. customer care, marketing, invoicing and commercial actions.

Thanks to this new look, PostaPronta Web saw a significant increase in use, especially among private users, in the last months of 2023. In addition, a new postal tariff has been introduced: Tracked Ordinary Mail, which is available to all customers irrespective of shipping volumes. This business tariff allows the tracking of mail with delivery status indication also for individual communications.

B. Digital Services

After making traditional communication its strong point and being aware of how digitalisation can increase competitiveness and generate value, PRT S.p.A. decided to embark on a Digital Transformation path. A range of innovative solutions capable of creating a new and exclusive interaction with customers was therefore added to the offer of traditional communication services.

Within PRT S.p.A., two key areas have led this process of change:

- the **sales team**, essential for analysing the interests and needs of the current market. In recent years, a lot of research has been carried out on the customer portfolio and highly qualified personnel have been recruited to make digital innovations increasingly integrated into our reality. The professional figures of the Artificial Intelligence & Digital Manager and the Innovation Manager are essential to support the sales force in the technological field and to offer customers quality technical advice.

- the **IT development team**, which is entrusted with the development of our products and services based on the requirements and needs expressed by our customers. With the help of the Graphic Designer, the IT department also takes care of the graphic interface, an increasingly important element for an optimal user experience.

The awareness of an increasingly digital identity has led to the creation of a new division within PRT S.p.A. : **PRT Digital**. This team deals exclusively with the development and promotion of digital and innovative services.

OUR KEY DIGITAL COMMUNICATION SOLUTIONS

DIGITA

Tool for creating and managing Mail and SMS Campaigns in just a few clicks.
Digita automates and simplifies the creation, sending and monitoring of marketing campaigns on different digital channels. It also allows you to create and manage Landing Pages. It is possible to customise communications and create automatic workflows of e-mails and sms when certain conditions are met. In this way, recipients can be reached at the perfect moment in their customer journey with tailor-made, relevant and effective messages.

SMART DOCUMENT

Easy-to-consult, interactive and multimedia digital document.
Smart Document represents the evolution of traditional static documents. New technologies based on HTML5 and other standards in web development make it possible to create and share intelligent, flexible documents that offer advanced, user-customisable functionality. The ability to embed multimedia elements such as video, audio and call-to-action within them greatly enhances customer engagement and retention, making it easier for users to remember and understand the content conveyed.

VIDEA

Solution for tailor-made, dynamic and engaging videos.
Videa is the service of PRT S.p.A. that allows you to create corporate videos or use existing ones by adding variable data to generate tailored and innovative communication.
It is possible, for example, to include the name of the recipients and add call-to-actions to increase customer engagement and encourage them to take certain actions. Through the analysis of the main Key Performance Indicators (KPIs), you can also measure the effectiveness of your video campaigns.

EASYDOX

The Content Management platform for autonomous management of communications in compliance with corporate compliance.
EasyDox is a collaboration platform designed by PRT S.p.A. for customers who need to manage different communication templates while maintaining control over compliance in a simple and efficient manner. Our solution allows users to customise the communication template, adding or modifying the data in the document in real time, and offers a centralised repository of templates for easier and more efficient management of changes with status updates (draft/production) in real time.

ARTIFICIAL HUMAN

The multimodal and inclusive Virtual Assistant.
The Artificial Human is a virtual assistant that completely surpasses the concept of a chatbot as it is able to reproduce the typical human appearance, voice and movements and establish an empathic relationship with customers. Its special feature is that it recognises the intent and state of mind of users, greatly improving the customer experience.
The virtual assistant constantly and automatically learns on the basis of sustained conversations, thanks to Reinforcement Learning, and is also inclusive: it understands and reproduces sign language so as to provide a service that is also accessible to deaf users. The main novelty in 2023 concerns the connector developed towards ChatGPT, which allows the potential of generative AI to be exploited.

Data Analysis: the key to managing and controlling communication

"Today, it is not enough to offer customers multiple communication solutions. It is necessary to provide tools that allow the performance of the actions taken to be analysed. We don't just want to manage our customers' communications, but we want to provide them with information and aggregated data useful for devising the best omnichannel strategy"

Massimiliano Bonalli, Innovation Manager PRT Group S.p.A.

PRT X, PRT's proprietary platform, is a Business Intelligence tool that allows you to create dashboards from a database. Particularly interesting in the context of our Reserved Area for 3C customers, PRT X allows for data analysis on the myriad of data that the customer receives through this communications monitoring platform, as well as any other databases that our customers choose to enter to perform data analysis.

Data analysis is fundamental to identify the most effective communication channels and to manage the solutions offered by PRT S.p.A. in an integrated manner. PRT X stands out for its ability to collect, analyse and process information from various channels, allowing you to assess which tools are best suited to achieve your goals. Thanks to the ability to create customised dashboards, PRT S.p.A. provides strategic and comprehensive analysis, facilitating the optimisation of communication campaigns across different media, both print and digital.

Innovations 2023

A further step was taken at the end of 2023 with the development of Luxia, a generative Artificial Intelligence platform that allows corporate databases to be queried in natural language, making data analysis simple and accessible to all without the need for technical expertise.

Luxia offers a quick and easy set-up:

Integration with key Data Warehouses, allowing CSV files to be uploaded and the use of connectors for specific services. No matter which system is used, Luxia guarantees smooth integration, making data analysis accessible and simple for all.

Additional information can be added to help AI better understand the business context, ensuring more precise and relevant answers.

Simple and Intuitive Interface, through which users can ask questions in natural language, making interaction with data as easy and immediate as in a conversation. This allows strategic decisions to be made in complete autonomy, reducing dependency on the data analysis team and cutting the costs of hiring specialised staff.

Quick, tailor-made answers: Luxia interprets the question, interrogates the data sources and returns the answer in the most suitable format, be it a graph, table or text. This flexibility allows the analysis to be tailored to different business needs, making it easier to understand the data.

Our goal is to make data analysis a paramount aspect, the starting point for developing any business strategy. For this reason, we have invested significantly in 2023 in the development of the two platforms and in the acquisition of new resources with high skills in the field of data analysis.

Our data analysis platforms combine various tools such as analysis, comparison and graphical visualisation of data to generate useful information and enable everyone to make informed choices.

PRT for Public Administration (PA)

PRT S.p.A. is a company with a well-established track record in the Public Administration sector, guaranteeing all-round Communications and Payments management.

We provide a complete Customer Communication Management service, starting from Document composition 2.0. through to payment reporting and outcome management by different means.

In addition, we guarantee the possibility of conveying the communications that public bodies send to citizens through any type of channel (AR Registered mail, Ordinary Mail, PEC, Mail, SMS, App IO) and of monitoring in real time the progress of the items sent until they reach the recipient.

News! From the paper bulletin and the scanning of every single receipt, we have moved on to F24 and the recent PagoPA (of which we are a technology partner from 2020), up to the innovative framework agreement with Satispay, a mobile payment app that allows you to send and receive money easily and quickly via smartphone.

"Our goal is to make Public Administration increasingly modern and accessible, able to make the most of the opportunities offered by new technologies to offer faster and more effective services to citizens. This is the idea behind the development of the PRT X Platform and the promotion of Virtual Assistants: to help municipalities in their digitisation path, bringing innovation and technology more and more into the Public Administration".

Andrea Canu, PA Sales Manager PRT Group S.p.A.

PRT S.p.A. provides Public Administrations with PRT X, the PRT Business Intelligence platform that allows them to make the most of their data, whatever its nature. In fact, the platform makes it possible to collect data, analyse them and transform them into easily accessible and interpretable information, useful for making data-driven decisions and improving the performance of any public authority. It is able to provide, for example, information on the timing and delivery of communications, unreceived payments, collections and other payment-related aspects.

Another new technology proposed is the conversational platform, an innovative artificial intelligence application that enables public administrations to equip themselves with 24/7 Virtual Assistants. The Artificial Human within a website or a multimedia totem placed in a public space is able to create engagement, inviting users to interact to ask for assistance and support, and to significantly reduce waiting times at public offices.

In order to integrate new digital technologies within the public administration, during 2023, we studied strategies, carried out sales tests and participated in two important events to best present ourselves with the new solutions:

- The **ASPEL (Associazione Società Pubbliche Entrate Locali - Association of Public Local Revenue Companies)** conference - 28 April 2023, Lerici - where important topics related to the world of local revenue were discussed. In this situation we promoted all the services of PRT S.p.A., with particular reference to our Business Intelligence platform, PRT X.

- **Forum PA** - 16-18 May 2023, Rome - a major national event dedicated to the modernisation of Public Administration in Italy. Again, the aim was to promote the entire PRT offering, prioritising our most innovative services: PRT X and Artificial Human.

1.2.2. PRT VISUAL – Passion For Brand Experience

In 2018 PRT Group S.p.A. decided to diversify its business and enter the large-format digital printing market. That's how Kimiprint was established, a new division within the Group with a production facility located in the city of Padua.

To further consolidate its presence in the large-format sector and acquire new competencies, the company took a further step forward in 2022 by acquiring Absolutex S.r.l., a company specialised in digital printing on fabric.

News! **The turning point came at the beginning of 2023: PRT VISUAL S.r.l. is founded, a company entirely dedicated to image management and large-format digital printing that offers complete solutions in the field of visual communication to experts in the sector, combining the experience, expertise and technology of two brands: Kimiprint and Absolutex.**

"The idea was to integrate the portfolio and technology of a company that had only intangible assets with a company whose core business revolved around tangible assets, such as printers. The merger that took place by integrating the production know-how of KimiPrint, both in terms of investment and resources, with the digital know-how of Absolutex created a new reality capable of printing in large format a wide range of products of different sizes using different technologies: from rigid panels to sheets, from roll-ups to posters, from displays to stands".

Osvaldo Gallio, Managing Director PRT Visual S.r.l.

Machines

Printing Department: UV Rigid, UV Flexible
Light Solvent-Based, Water-Soluble Sublimation

Cutting
Department

Tailoring
Department

Light Carpentry
Department

Investments 2023

Founding PRT Visual marked the beginning of a significant digital transformation and increasing attention to market opportunities for less environmentally impactful production, such as printing on fabric. Production processes were completely reviewed through the introduction of the following technologies, in chronological order:

- **MES (Manufacturing Execution System).** A system designed to manage and control the entire production process in real time. Its main purpose is to ensure a continuous and optimised flow of production activities, improving production efficiency and quality.

- **Pre-flight (Prepress Process Automation System).** Technology that automates the preparation of digital files for printing, ensuring that they meet the technical requirements for error-free production and correcting any problems such as image resolutions and missing fonts.

- **Product configurator.** A tool that allows customers to customise products according to their specific needs. This system guides the user through the visual representation of the final product. Once the configuration is complete, the system automatically produces the technical specifications and details required for production, facilitating the production of customised products efficiently and accurately.

- **MRP (Material Requirements Planning).** A planning system for material requirements that optimises inventory and production management and ensures that the raw materials and components needed for production are available when and where they are needed. This system helps companies improve inventory management, reduce lead times and increase the overall efficiency of the production process.

In order to ensure customisation of products and maximum efficiency in service delivery, a Business Intelligence platform was developed to support departmental management and guide management in monitoring time and adherence per order. As a result of the Change Management and Digital Transformation processes, the time adherence and quality indicator (OTIF: On Time In Full) improved by more than 50% in the second half of 2023, with further progress in the first quarter of 2024.

In addition, the use of Customer Relationship Management (CRM) was extended to the sales force, which, by automatically synchronising all sales channels, allows us to analyse data and profile users in order to define effective and personalised marketing and sales strategies. The use of CRM allowed us to initiate structured business development procedures and to streamline the monitoring and management of direct sales force activities.

Next year, the company will launch a study to define the role of digital channels in business development and customer experience, with a focus on the B2B segment.

In 2023, the company's production capacity was expanded with the opening of a new plant in Piove di Sacco, in the province of Padua, and the installation of a new cutting machine in the Padua plant to handle the increased volume of fabric prints.

The new plant in Piove di Sacco, equipped with a large warehouse, has increased storage capacity and allowed for the internalisation of additional skills. Machines for the mechanical processing of aluminium were installed for the production of lightboxes, frames and textile architectures made of aluminium tubing, such as new suspension and backdrops.

These products featured at Viscom 2023, the international trade fair that brings together exhibitors and professionals in the visual communication industry every year.

1 New production plant

1 New cutting machine

1.2.3. PRT FRANCE – Print management and a Passion for Sustainability

"PRT France is increasingly aligned with the path of integrating sustainability into the business undertaken by PRT S.p.A. This is reflected in the attention paid to the selection and evaluation of suppliers, strategic partner-ships, choices oriented towards the well-being of its employees, and the reduction of consumption."

Bertrand Balleret, Director General PRT France

PRT France was founded in 2005, the year in which PRT Group S.p.A. decided to look across the border and invest in an already well-established small business on the outskirts of Paris. Unlike its parent company, the French company has a completely different approach to the printing world, basing its business not on productivity but on a unique job management model.

In technical terms, we speak of **'Back-office maitrise d'oeuvre'**, i.e. a service capable of placing PRT France as an intermediary between the customer and the industrial production companies, managing all the stages of the realisation of the order, from the choice of suppliers and materials to the last step, be it a postal deposit or a delivery to one or more locations, at the customer's instruction, of paper communications.

PRT France operates as a lean organisation, where the General Manager acts as coordinator and the seven employees work independently in managing their daily activities. The know-how developed over the years in the creation of paper products proves increasingly valuable, especially in a context where the letter remains an important engagement tool.

In this context, suppliers are an essential component of PRT France's activities, and they are selected and evaluated according to several key factors:

- The proposed technical solution

- The planning

- Costs

- The presence of certifications

The presence of certifications has become increasingly important over time, due to a specific request from those customers who demand the use of certified paper (FSC® o PEFC™).

Investments 2023

After spending many years in the Verrières-le-Buisson office, PRT France completed the move to its new headquarters in Versailles in 2023; although smaller, the new office is fully functional for the organisation of employees and has brought significant benefits:

- The office is modern and equipped with a faster and more secure IT infrastructure, allowing employees to work more efficiently. Digital files have been transferred to the cloud, eliminating the need for physical servers.

- The new open space is larger and offers more space for each employee, making it easier to exchange information and manage work orders. Large windows on two sides ensure the entry of natural light for much of the day, reducing electricity consumption and creating a brighter and more welcoming working environment.

- The new location is closer to the homes of most of the employees and easily accessible even for those who live further away, thanks to the proximity of public transport.

PRT France has also retained the option of working from home a few days a week, reducing energy consumption and improving the performance of staff, who benefit from greater flexibility.

Rising raw material and energy costs have prompted some customers to reduce their investment in paper communications, prompting PRT France to explore alternative solutions and diversify its offer. In detail:

PRT France has maintained a partnership with the **Rugby Club Versailles** for over 6 years. Fundamental to the club's principles are the values of sport passed on to children and the desire to grow the city's community through sport and actions outside the field of play, including sustainability policies.

Partnership with Graphisolutions: PRT France has strengthened its collaboration with the software house Graphisolutions to bring their web-to-print platform to the market.

"Our commitment to excellence is reflected in a rigorous focus on environmental protection, the well-being of our workers and IT security. Through rigorous practices, recognised certifications and sustainable policies, we are committed to high quality standards in the social, environmental and economic spheres. We are working towards increasingly integrating sustainability into our business decisions."

Federico Tornielli, CEO PRT Group S.p.A.

"The customer is at the centre of our business. Our mission is to build lasting relationships based on trust and shared success. We do not want to be mere service providers, but we choose to become true partners; this approach allows us to fully understand our customers' needs and guide them in choosing the most effective communication solutions, both traditional and digital, to achieve their goals".

Giancarlo Masino, Sales Director PRT Group S.p.A.

2. Responsible Governance and Excellence in Service

2.1.Mission, Vision and Values

The desire to evolve in a rapidly changing environment has led PRT to diversify its activities. We are constantly investing in new innovative communication solutions, trying as much as possible to reduce the environmental impacts in our operations and create value for our stakeholders.

A new strategic line and a modus operandi focused on the comprehensive and effective management of the communication channels offered contributed to redefine PRT's mission, vision and values, the result of a brainstorming process that involved the entire PRT management area.

"Our values are the result of an intensive brainstorming process, which lasted over two days, in which everyone gave their input. Ownership chose not to participate in the initial phase of the process to ensure an environment free from influence, allowing us to express our ideas without inhibition."

Federico Tornielli, CEO PRT Group S.p.A.

Our Mission

Satisfying the customer's mandatory and advertising communication needs, offering innovative and customised services, respecting the environment, guaranteeing 'transparency' and reliability in data management.

Our Vision

A communication managed in an integrated way, sent by PRT to every company and every home.

Our Values

Equity

Balanced attitude in the management and resolution of critical issues. It takes the form of an objective personnel management system, free from bias, favouritism and oriented, in perspective, towards meritocracy.

Safety

Key pillar in PRT. PRT is a place where safety and health are guaranteed.

Innovation

PRT is a group always on the lookout for new market scenarios, new sales channels and new technologies with a high propensity to invest in research and development.

Commitment

The PRT team is characterised by a strong professionalism and even in difficult times always seeks solutions to solve problems and critical issues.

Quality

PRT pays attention to the quality of services provided to its customers. This focus allows it to meet the needs required and to be recognised as a company of the highest professionalism.
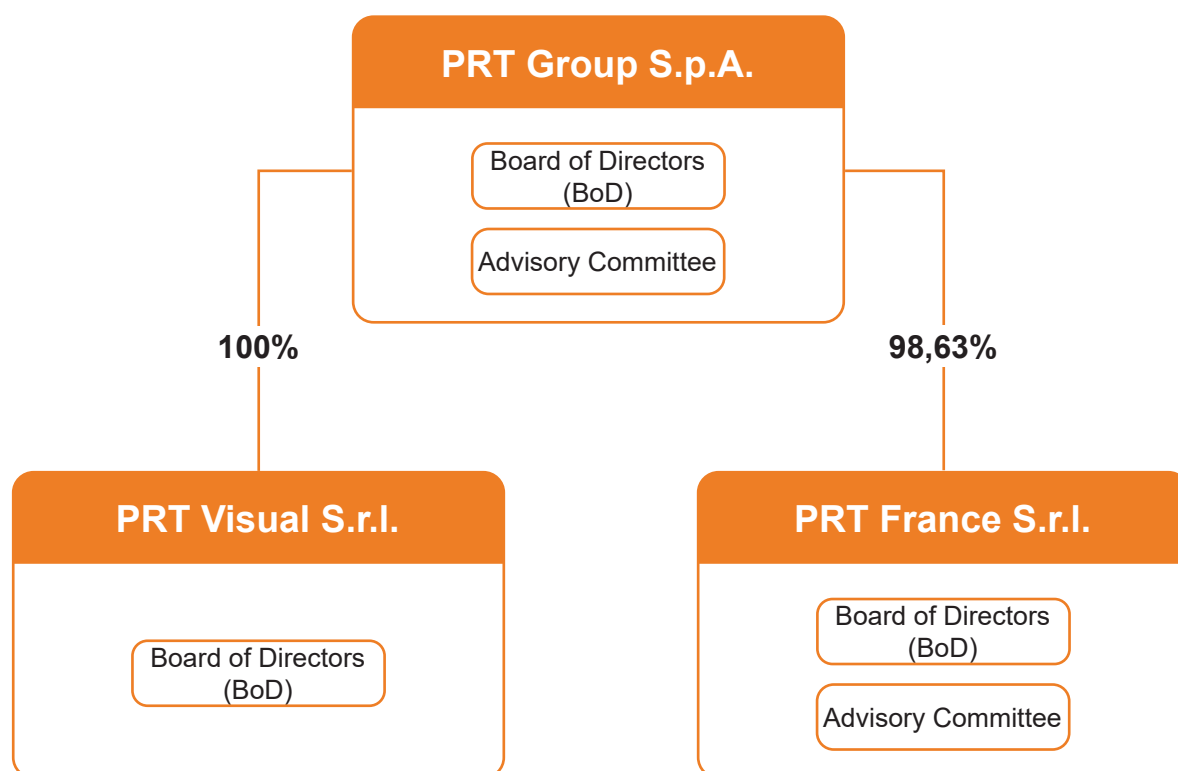
Integrity

PRT bases its business policy on profound professional and moral integrity. This value is recognised by customers, suppliers and competitors.

2.2. The corporate & ESG governance system

The corporate governance structure

```
                    ┌─────────────────────────┐
                    │    PRT Group S.p.A.      │
                    │                          │
                    │   ┌──────────────────┐   │
                    │   │ Board of Directors│   │
                    │   │      (BoD)        │   │
                    │   └──────────────────┘   │
                    │   ┌──────────────────┐   │
                    │   │ Advisory Committee│   │
                    │   └──────────────────┘   │
                    └─────────────────────────┘
              100%                         98,63%
   ┌─────────────────────┐       ┌─────────────────────┐
   │   PRT Visual S.r.l.  │       │   PRT France S.r.l.  │
   │                      │       │                      │
   │  ┌────────────────┐  │       │  ┌────────────────┐  │
   │  │Board of Directors│ │       │  │Board of Directors│ │
   │  │     (BoD)       │  │       │  │     (BoD)       │  │
   │  └────────────────┘  │       │  └────────────────┘  │
   │                      │       │  ┌────────────────┐  │
   │                      │       │  │Advisory Committee│ │
   │                      │       │  └────────────────┘  │
   └─────────────────────┘       └─────────────────────┘
```

PRT Group S.p.A. owns 100% of PRT Visual S.r.l. and 98.63% of PRT France S.r.l. The governance of PRT Group S.p.A. and PRT France S.r.l. includes a Board of Directors (BoD) and a Board of Statutory Auditors, while PRT Visual S.r.l. has a Board of Directors.

The Board of Directors of PRT Group S.p.A. consists of two members, appointed by the shareholders' meeting, with a three-year term of office. The Board of Auditors consists of five members, including one company, that supervise compliance with laws and manages the administrative and accounting departments.
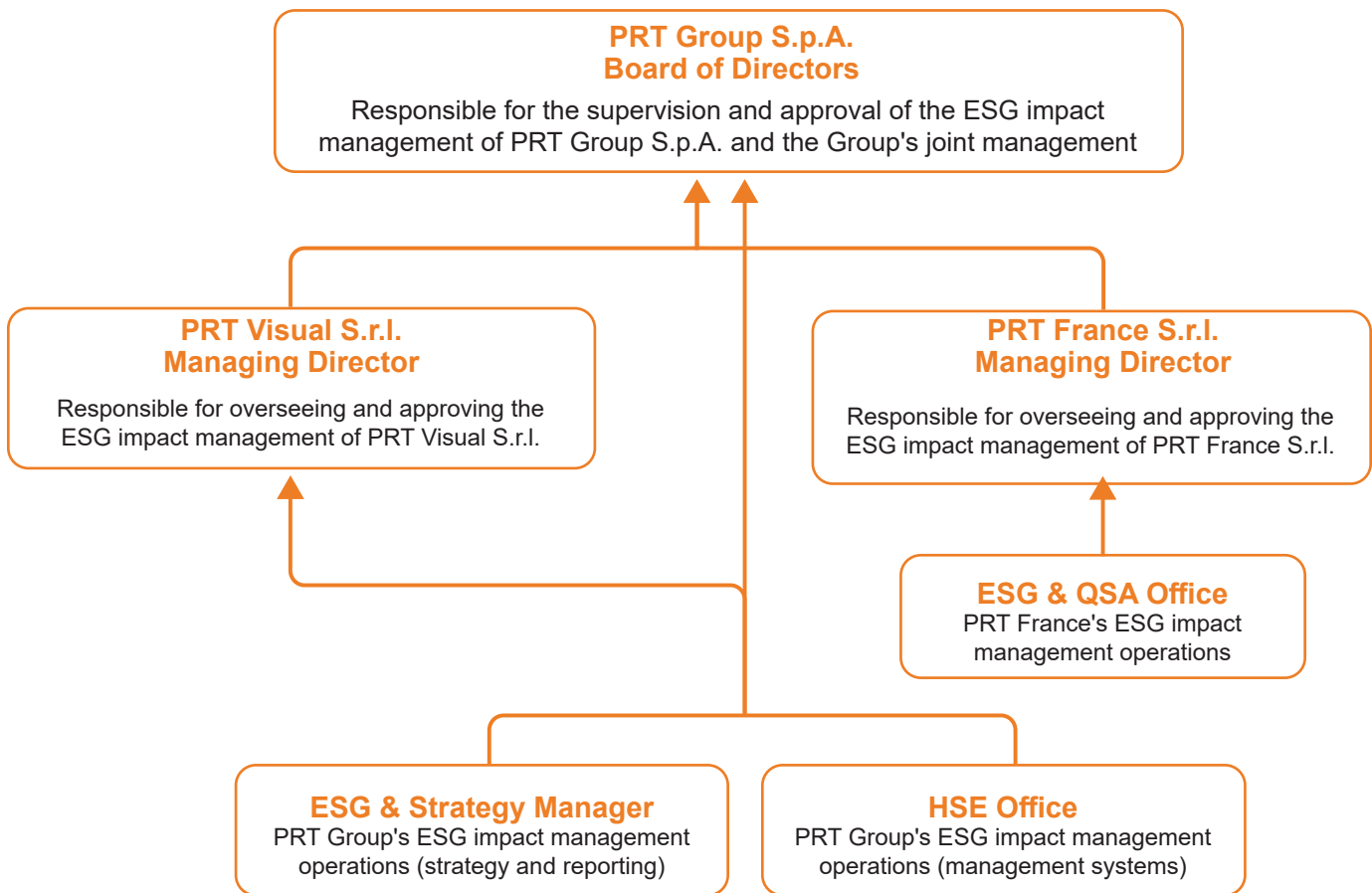
PRT France S.r.l. Board of Directors is composed by two members, including one company, also appointed by the shareholders' meeting for a three-year term. The Board of Statutory Auditors of PRT France S.r.l. is formed by two members, including one company, and performs similar supervisory functions to those of PRT Group S.p.A.

The activities of PRT Visual S.r.l. are managed by a four-members Board of Directors, appointed by the shareholders' meeting, with a two-year term of office.

The Chairman of the Board of Directors of PRT Group S.p.A. is also Chairman of the Board of Directors of PRT Visual S.r.l. and General Manager on the Board of Directors of PRT France S.r.l., and is an operational manager in the company. Currently, the members of PRT's governance structures are predominantly men over the age of 50, and are all executive and non-independent members.

We recognise that this composition limits the diversity of perspectives within our governance bodies. Our awareness of this limitation drives us to actively pursue greater inclusion and diversity, considering various aspects such as gender, age, and cultural and professional background. Our commitment for the future is to diversify the composition of our councils and colleges, promoting a culture of inclusion that can enrich decision-making and better reflect the plurality of our society. This commitment is not only an ethical goal, but also a strategy to improve the effectiveness and innovation capacity of our governance.

PRT ESG Governance

```
                    ┌─────────────────────────────────────────┐
                    │           PRT Group S.p.A.               │
                    │           Board of Directors             │
                    │  Responsible for the supervision and     │
                    │  approval of the ESG impact management   │
                    │  of PRT Group S.p.A. and the Group's     │
                    │  joint management                        │
                    └─────────────────────────────────────────┘

┌──────────────────────────────┐         ┌──────────────────────────────┐
│      PRT Visual S.r.l.        │         │      PRT France S.r.l.        │
│      Managing Director        │         │      Managing Director        │
│  Responsible for overseeing   │         │  Responsible for overseeing   │
│  and approving the ESG impact │         │  and approving the ESG impact │
│  management of PRT Visual     │         │  management of PRT France     │
│  S.r.l.                       │         │  S.r.l.                       │
└──────────────────────────────┘         └──────────────────────────────┘

                                         ┌──────────────────────────────┐
                                         │      ESG & QSA Office         │
                                         │  PRT France's ESG impact      │
                                         │  management operations        │
                                         └──────────────────────────────┘

┌──────────────────────────────┐         ┌──────────────────────────────┐
│    ESG & Strategy Manager     │         │         HSE Office            │
│  PRT Group's ESG impact       │         │  PRT Group's ESG impact       │
│  management operations        │         │  management operations        │
│  (strategy and reporting)     │         │  (management systems)         │
└──────────────────────────────┘         └──────────────────────────────┘
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With regard to ESG issues, the Managing Directors of PRT Visual S.r.l. and PRT France S.r.l. and the Board of Directors of PRT Group S.p.A. are responsible for decision-making processes and for overseeing the management of the respective companies' impacts on the economy, the environment and people, with the support of figures dedicated to the operational management of these issues. The Board of Directors of PRT Group S.p.A. is also responsible for ensuring a common direction on the management of ESG impacts at Group level.

PRT Group S.p.A. has an HSE (Health, Safety, and Environment) office that manages the seven ISO certifications, the three environmental certifications, related policies, due diligence and other processes to identify and manage impacts, risks and opportunities on ESG issues. The HSE office periodically reports results and any non-conformities to management, which assesses and approves proposed improvement actions.

In 2024, PRT established the role of ESG & Strategy Manager for PRT Group S.p.A., in charge of defining the ESG and corporate strategy, managing ESG impacts - together with the HSE department -, reporting and monitoring PRT performance on ESG topics at the Group level.

PRT France has established an ESG & QSA office with similar tasks to the HSE office of PRT Group S.p.A. and to define the subsidiary's ESG strategy.

The top management of each subsidiary periodically reviews and approves the reporting, ESG strategy, objectives and proposed actions. In addition, the management is involved in the process of defining material issues and is responsible for their validation.

In order to increase their collective knowledge, skills and experience on ESG issues, the management and key managers of PRT Group S.p.A. participated in two training courses, each lasting 80 hours. These courses delved into the main impacts, risks and opportunities related to sustainable development, with a special focus on climate change and the importance of ESG reporting and data collection for optimal business management. Further details on these training courses can be found in the Sustainability Report 2021, in the chapter "Top management gets training on sustainability issues".

2.3. The importance of stakeholders and our material issues

2.3.1. Stakeholder engagement activities

The Sustainability Report addresses all the stakeholders of PRT, both internal and external to the organisation, identified according to a process that aims to take into consideration all entities that interact and contribute to business activities. The stakeholder engagement activities implemented by PRT aim to meet the expectations of its various stakeholders.

Communication to stakeholders on PRT's economic, environmental and social performance and initiatives is also achieved through various listening, dialogue and communication initiatives such as meetings, events, the institutional website and social media. These tools enable the Group to receive feedback and solicitations from stakeholders and take these instances into consideration when defining corporate strategies.

The main stakeholders identified and mapped by top management are illustrated on the following page, together with the various discussion and dialogue initiatives that PRT put into practice in 2023.

STAKEHOLDER	ENGAGEMENT INITIATIVES
Shareholders	■ Communications on financial topics ■ Board of Directors meetings
Sales Representatives	■ Monthly staff meetings ■ Ongoing information exchange on new products and services ■ Continuous training on new products and services ■ Organisation of training events ■ Organisation of institutional events ■ Marketing report involvement
Employees	■ Ongoing exchange of information on new products, services, technologies, production processes, and company performance ■ Training sessions on various topics ■ Regular quarterly meetings with department heads ■ Periodic meetings with Union Representatives
Clients	■ Company visits ■ Regular meetings with sales account managers to assess needs and requirements ■ Website ■ Social Media (LinkedIn, Facebook, Instagram)
Suppliers	■ Company visits ■ Regular meetings ■ Information exchange on certifications and financial performance
Business partners	■ Business meetings ■ Company visits ■ Event organisation
Competitors	■ Participation in consortia or Temporary Groupings of Companies (RTI) for tender participation ■ Research and collaboration to develop backup and disaster recovery plans
Certification Bodies	■ Company visits for certification purposes ■ Exchange of information on current regulations ■ Participation in webinars and initiatives promoted by institutions
Trade associations	■ Joint organisation of events on various topics ■ Regular meetings ■ Networking at an entrepreneurial level ■ Collaboration for the continuous improvement of labour relations ■ Participation in webinars and initiatives promoted by institutions
Institutional bodies	■ Constant dialogue and exchange of information to continuously adapt practices to current regulations
Local community	■ Website ■ Social Media (LinkedIn, Facebook, Instagram) ■ Press releases in which the company presents its initiatives ■ Participation in and donations to local associations
Authorities and government bodies	■ Exchange of information on current regulations
Media	■ Company visits ■ Website ■ Social Media (LinkedIn, Facebook, Instagram) ■ Press releases in which the company presents its initiatives
Universities	■ Collaboration with leading Italian universities for specific projects and training interventions
Trade Unions	■ Regular meetings with Union organisations ■ Long-term relationships based on principles of fairness and transparency

2.3.2. The identification of material themes

PRT carried out the materiality analysis in 2020 to identify the most relevant issues from the perspective of the company and its stakeholders. This process is crucial because it allows resources to be focused on essential issues, mitigating risks and optimising sustainability strategies, thus contributing to long-term value creation.

PRT's Sustainability Report, with the aim of reporting on the company's economic, environmental and social performance, focuses in fact on issues identified as material, i.e. those most relevant to stakeholders and representative of the impacts generated by the company.

In 2023, management reviewed the material themes and their prioritization, and considered making some changes in the nomenclature of some issues, based on the changes within PRT and 2023 trends. Specifically:

- **Circularity of materials** has become **Circularity of materials and preservation of biodiversity**: This change reflects the growing awareness of the importance of protecting forests and plantations, ensuring their continuous regeneration. Safeguarding biodiversity and combating deforestation are central to our approach to resource management, ensuring that the use of materials is in line with the best practices of sustainability and circularity.

- **Business Integrity** has become **Business Ethics Integrity**: The new title underlines PRT's commitment to high and responsible ethical standards, supported by SA8000 certifications and the strengthening of the Code of Ethics. This change highlights the importance of transparency and social responsibility in all our operations, strengthening anti-corruption and compliance with environmental and social regulations.

- **Economic performance and value creation on the territory** has become **Value creation and integration on the territory**: This variation emphasises the value generated by the relationships we develop with local and international stakeholders, as well as collaborations with contractors and trade associations. It is not just about growing turnover, but about how our positive impact translates into socio-economic development projects that enhance dialogue and mutual cooperation.

The following is a list of PRT's material topics, in order of importance, on which the Sustainability Report 2023 is focused:

1	Workers' health and safety
2	Privacy e cybersecurity
3	Circularity of materials and preservation of biodiversity
4	Energy consumption and combating climate change
5	Innovation
6	Customer centricity
7	Business ethics and integrity
8	Employee development and well-being
9	Value creation and integration in the territory

For more details on the material topics, their definitions, their GRI indicators, type of impact and boundary, see chapter '1. The Materiality Analysis' of the Technical Appendix 2023.

2.3.3. Managing our material issues

PRT pays close attention to the management of material issues through a series of policies, certifications and practices aimed at ensuring high quality standards in the social, environmental and economic spheres. Thanks to these measures, we are able to address in a structured and effective way the impacts related to the most relevant issues of our reality, thus ensuring a sustainable and integrated management of our activities.

With the aim of expressing the company's values and its commitment to increasing quality, protecting the health and safety of employees and reducing environmental impacts**, the 'Policy for Quality, Environment, Safety and FSC® and PEFC™"**was drawn up. Through this integrated policy, PRT requires all employees to know and responsibly apply its rules and principles, adopting conscious behaviour and actively participating in internal process improvement projects. The policy is closely linked to the principles of ISO 14001, 45001 and 9001 certifications, which, through the integration of their respective management systems, provide a solid and unified structure for the management of environmental, health and safety and quality issues within the company.

Within the framework of UNI ISO certification, and with the ambition of using an integrated governance tool based on the principle of continuous improvement to control and optimise company processes, PRT Group has adopted an '**Integrated Systems Manual**'. This document was drawn up in order to progressively improve the management of activities concerning product quality, the management of environmental impacts and the protection of employees' health and safety. The Integrated System makes it possible to rationalise the fulfilments and activities of each individual system, also during audits, simplifying evaluation by certification bodies and considerably optimising company processes.

PRT's desire to place greater emphasis on corruption prevention and social responsibility has led the company to draft the **Anti-Corruption Policy**, with the aim of emphasising the Group's commitment to fighting corruption in all its forms, and the **SA8000 Policy of Conduct** and **Code of Ethics**, published with the aim of showing the desire to constantly improve all aspects related to social responsibility, managing the business in a correct manner and attentive to the expectations of all stakeholders involved.
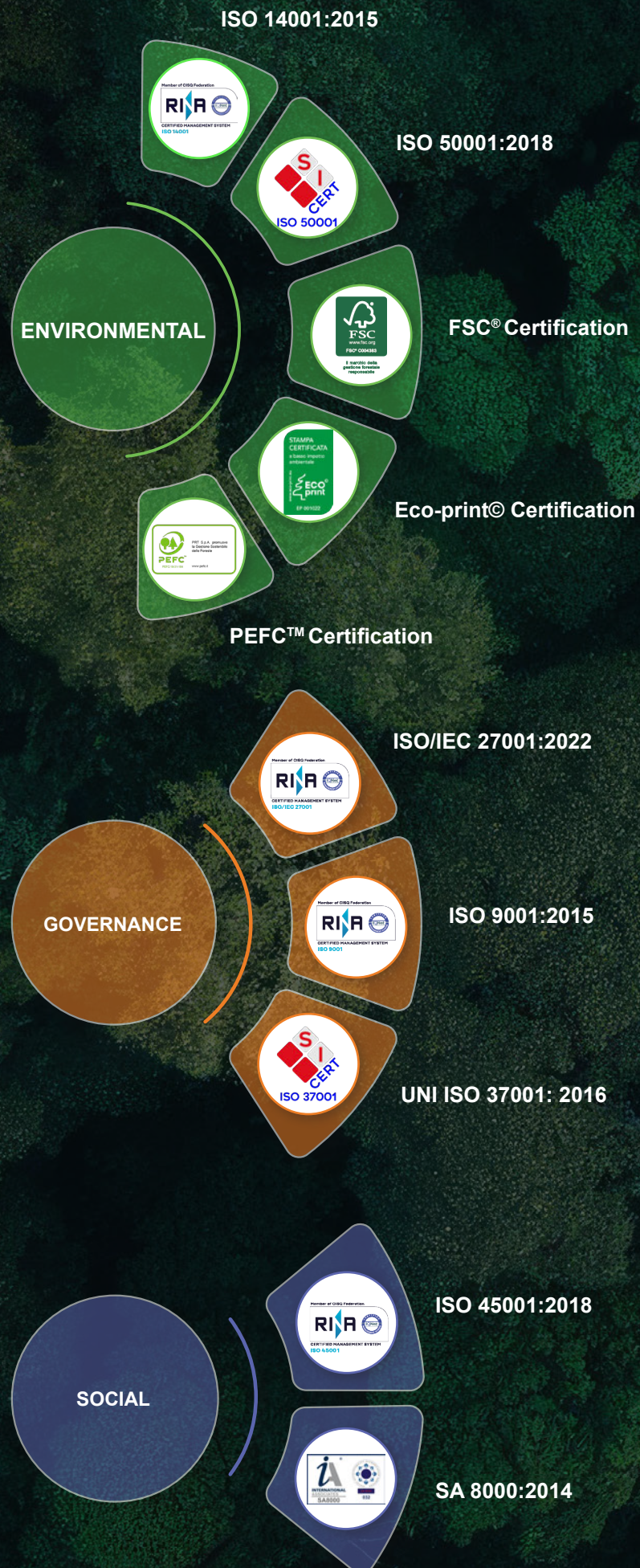
News!

In 2024, PRT also decided to formalise its Responsible Procurement Policy, aimed at making the supplier selection process more structured and transparent. Supplier selection is carried out by ensuring that our purchases and supplies meet certain ethical, social and environmental standards.

PRT has invested heavily over the years, both in terms of improving production processes and operations, and in terms of certifications. The latter are essential to demonstrate the company's willingness to meet certain quality standards and to operate with full respect for the environment and people, covering the three ESG pillars (environmental, social and governance) and providing structured management systems for most of our material issues.

On the following pages you will find the certifications obtained by PRT Group S.p.A. and the related management of all our material topics.

OUR CERTIFICATIONS

ISO 14001:2015

ISO 50001:2018

ENVIRONMENTAL

FSC® Certification

Eco-print© Certification

PEFC™ Certification

ISO/IEC 27001:2022

GOVERNANCE

ISO 9001:2015

UNI ISO 37001: 2016

ISO 45001:2018

SOCIAL

SA 8000:2014

ISO 14001:2015 International standard setting the requirements for an organisation's environmental management system.
Associated material issues: Circularity of materials and preservation of biodiversity; Energy consumption and combating climate change.

ISO 50001:2018 International standard providing requirements to manage and improve consumption and ensure energy efficiency.
Associated material issues: Energy consumption and combating climate change.

FSC® Certification Certification aimed at correct forest management and traceability of derived products.
Associated material issues: Circularity of materials and preservation of biodiversity.

Eco-print© Certification Certification for printing companies wishing to demonstrate their commitment to eco-sustainability and reduce the environmental impact of their printing activities.
Associated material issues: Circularity of materials and preservation of biodiversity.

PEFC™ Certification Forest certification based on compliance with the criteria and indicators defined in the Ministerial Conferences for the Protection of Forests in Europe.
Associated material issues: Circularity of materials and preservation of biodiversity.

ISO/IEC 27001:2022 International standard containing requirements for setting up and operating an information security management system.
Associated material issue: Privacy and cybersecurity.

ISO 9001:2015 Standard defining the requirements of an organisation's quality management system.
Associated material issue: Customer centricity.

UNI ISO 37001: 2016 Standard that sets out requirements to help prevent, detect and respond to corruption, as well as to comply with anti-corruption laws.
Associated Material issue: Business Ethics and Integrity.

ISO 45001:2018 International standard specifying the requirements for an occupational health and safety management system.
Associated material issue: Workers' health and safety.

SA 8000:2014 An international standard that responds to the needs of organisations that want to distinguish themselves for their commitment to social responsibility by paying particular attention to respect for workers' rights, protection against the exploitation of minors, and guarantees of safety and health in the workplace.
Associated material issues: Employee development and well-being; Value creation and integration in the territory.

News!

In 2023 and at the beginning of the new year, PRT Group S.p.A. achieved two important certifications:

- **Eco-print© certification**, a useful tool for printing companies wishing to demonstrate their commitment to reducing the environmental impact of their printing activities. Before qualifying for Eco-print© certification, printing companies must demonstrate that their production cycle complies with applicable environmental laws and must commit to measuring, monitoring and continuously improving the environmental impact of each process within the production cycle. This implies that the certification system takes into account not only the production phase, but also the subsequent phases that may contribute to the overall environmental impact: waste management and transport of printed goods. Obtaining certification involves verifying data and information on emissions, resource consumption, sourcing certified raw materials and other relevant environmental factors.

- **ISO/IEC 27001:2022 certification**, which updates the previous 2013 version and required a complete overhaul of the manual and procedures, with the introduction of new practices to strengthen information security and ensure the company is aligned with the latest international standards.

No certification under audit received any major non-conformities. In December 2022, we renovated our certifications ISO 9001, ISO 14001 and ISO 45001 for our integrated management system, valid until 2025.

In line with the Group's values and objectives in terms of quality and environmental management, PRT Visual S.r.l. also obtained ISO 9001:2015 (Quality Management System Certificate) and ISO 14001:2015 (Environmental Management System Certificate) certification in 2023.

PRT places great emphasis on service quality as a key element in customer satisfaction. It is not simply a matter of meeting deadlines and deliveries, but of exceeding their own expectations by guaranteeing customised products and services that offer real added value. The certifications we have obtained testify to our constant dedication to quality and our concrete commitment to building a solid and lasting relationship of trust with our customers, ensuring that every interaction is characterised by the utmost reliability and professionalism.

10 Ongoing certifications

2 New Certifications obtained by PRT Group S.p.A.

2 New Certifications obtained by PRT Visual S.r.l.

EcovadisGold for the 2nd consecutive year

Gold for Sustainability for Second Consecutive Year!

PRT Group S.p.A. has been awarded the GOLD recognition for Corporate Social Responsibility for the second year in a row, ranking among the 5% most sustainable companies evaluated worldwide and across every sector.

Over the past six years, we have worked with dedication to achieve EcoVadis certification, one of the most important international eco-sustainability rating platforms, which aims to improve companies' environmental and social practices by enabling them to manage risks and integrate eco-innovations into global logistics chains.

The assessment, which allowed this important result to be achieved, is based on international standards such as the GRI (Global Reporting Index), ISO 26000 and the principles of the UNGC (United Global Compact) and focuses on four key issues:

- Environment
- Labour Practices and Human Rights
- Ethics
- Sustainable Procurement

This achievement is a testament to our ongoing commitment to improving environmental practices, ensuring sustainable procurement, securing the professional development of our employees and protecting health and safety in the workplace.

2.4. Customer care

Over the years, PRT has revolutionised its approach to customers, evolving from a simple supplier to becoming a **strategic partner**. The key to success lies in a deep understanding of customers' needs and building relationships based on trust.

PRT adopts a '**Customer Centric**' approach that focuses on customer needs. The aim is to guide them in their choice of communication solutions, both traditional and digital, to build a tailor-maded omnichannel strategy that improves the customer experience and generates concrete added value.

The evolution of PRT's services stems from the desire to meet the needs of our target audience. During the quarterly sales meetings, we devote part of the meeting to sharing new opportunities, suggestions and any problems reported by customers to ensure that our approach is in line with their expectations and to offer increasingly targeted and effective solutions.

This approach has transformed the management of negotiations, which now rely more on our technical expertise and the added value of our products and services. Today, sales involve specialised figures such as the Innovation Manager, the IT Manager and the Artificial Intelligence & Digital Manager, who provide specific technical and implementation support. In fact, digital solutions require a comprehensive assessment that includes service and support, integration with customer platforms, IT security and compliance with privacy regulations.

Events 2023

- **The ASPEL (Associazione Società Pubbliche Entrate Locali) association conference - 28 April 2023, Lerici -** where important topics related to the world of local revenue were discussed. On this occasion, we presented PRT's services, with a focus on our Business Intelligence platform.

- **Forum PA - 16-18 May 2023, Rome -** An important national event dedicated to the modernisation of Public Administration in Italy, where we promoted the entire PRT offering, prioritising our most innovative services: PRT X and Artificial Human.

- **ADACI - 23 September 2023, Beinasco (TO) -** PRT organised and hosted the first event realised in collaboration with ADACI (Italian Association of Purchasing and Supply Management), dedicated to the world of omnichannel communication. This unique opportunity allowed members of the association to discover how to embrace digital transformation and remain competitive in an ever-changing market. During the day, we shared insights and offered the opportunity to interact with our experts to learn how PRT's digital services can support companies in their Digital Transformation journey.

- **Viscom Italia 2023 - 4-6 October 2023, Milan -** We participated in the most important trade fair dedicated to visual communication in Italy. An important occasion to showcase our products and services, but above all to present PRT Visual S.r.l., the new company of PRT Group dedicated entirely to the care of the corporate image through the creation of high quality materials printed on fabric or rigid panels.

In 2023 we adopted a new **CRM (Customer Relationship Management)**, integrated with our new service desk platform. The aim is to help the sales team manage negotiations more effectively, standardising sales processes, highlighting the best performing acquisition techniques and, above all, managing the change request, i.e. the unforeseen and potentially complex request made by the customer following an already agreed and started project.

2.5. Safeguarding Privacy and the importance of Cybersecurity

2.5.1. The IT security management system

Operating in an industry where data protection is paramount, Privacy and Cybersecurity are two central themes in PRT's strategy and policy. The rapid technological progress that is taking place and the constant evolution of regulations require a continuous update of the IT infrastructure to maintain high security standards.

To meet these requirements, PRT has long since put in place a specific management system for IT security, equipped with a state-of-the-art technological infrastructure and monitored by a dedicated IT department. As part of this management system, PRT has formalised an **IT Security Policy**, a document that provides detailed guidance on how to protect information resources from all threats, whether organisational or technological, internal or external, accidental or intentional, in order to guarantee confidentiality, integrity and compliance with current legislation. Added to this is the **Information Security Incident Management Procedure**, which describes the actions to be taken in the event of incidents, both from a technical and regulatory point of view, including notification of the competent authorities.

Furthermore, in compliance with the GDPR regulation, PRT has invested in infrastructure, security systems and remote access with secure SSL protocols. The latter involve the negotiation between sender and receiver of an encryption key with which the transmitted data is encrypted so that it cannot be intercepted by outsiders.

📊 Investments 2023

- In 2024, the company **updated the ISO/IEC 27001:2022 certification**, which involved a complete revision of the manual and procedures and the introduction of new practices. The main changes to the management system include:

- **Review of security controls:** The controls were reviewed and optimised, and then divided into four main categories: Organisational, People, Physical and Technological.

- **Introduction of new controls:** new controls were introduced to address modern cyber threats and reflect emerging practices. In detail:

    ► **Threat Intelligence:** for collecting and analysing threat intelligence.
    ► **Information Security for Use of Cloud Services:** to manage the security challenges of cloud services.
    ► **ICT Readiness for Business Continuity:** to prepare ICT systems for business continuity.
    ► **Physical Security Monitoring:** for physical security surveillance and monitoring.

The founding pillars of our Cybersecurity Strategy

Managing IT security means guaranteeing the protection of information assets and, therefore, of corporate IT data. The Group has based its strategy on three basic principles, which are fundamental in the application of security solutions, taking vulnerabilities and risks into account.

Confidentiality

Providing confidentiality means ensuring that data and resources are preserved from possible use or access by unauthorised parties. Confidentiality must be ensured during all phases of the data's life: from its storage to its use or transit through a network.
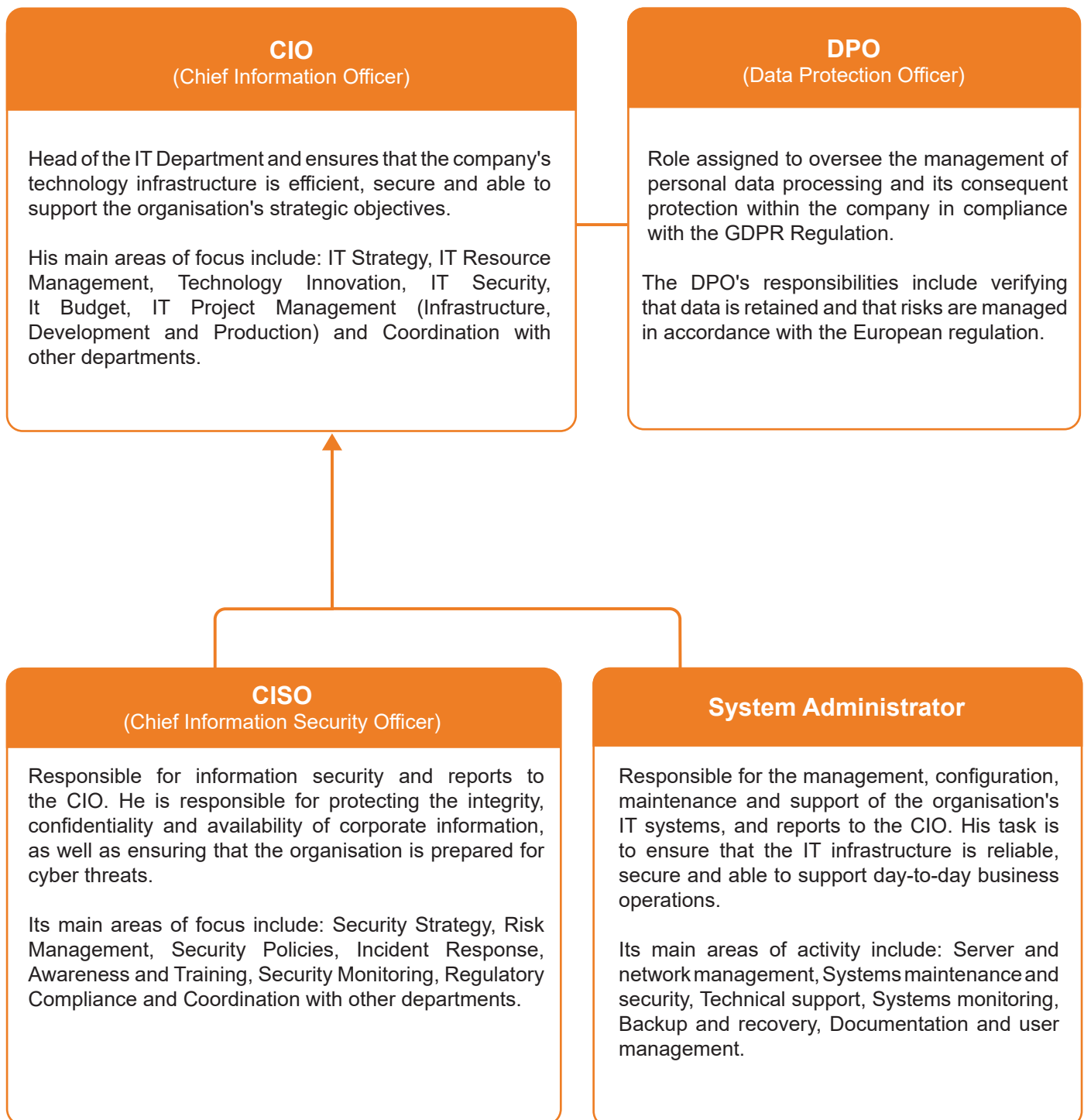
Integrity

Integrity is the ability to maintain the veracity of data and resources and ensure that they are not altered or deleted in any way, except by authorised parties.

Availability

Availability refers to the ability of authorised parties to access the resources they need for a set time and on a continuous basis. This prevents service interruptions and ensures that infrastructure resources are ready for the proper delivery of what is required.

2.5.2. The governance structure on Privacy and Cybersecurity issues

For several years now, PRT has had a Privacy and Cybersecurity Office, dedicated to the management of IT security and corporate IT systems. This office consists of four people with highly specialised skills, who are in charge of verifying and implementing the necessary actions to guarantee the efficiency and security of the technological infrastructure.

CIO
(Chief Information Officer)

Head of the IT Department and ensures that the company's technology infrastructure is efficient, secure and able to support the organisation's strategic objectives.

His main areas of focus include: IT Strategy, IT Resource Management, Technology Innovation, IT Security, It Budget, IT Project Management (Infrastructure, Development and Production) and Coordination with other departments.

DPO
(Data Protection Officer)

Role assigned to oversee the management of personal data processing and its consequent protection within the company in compliance with the GDPR Regulation.

The DPO's responsibilities include verifying that data is retained and that risks are managed in accordance with the European regulation.

CISO
(Chief Information Security Officer)

Responsible for information security and reports to the CIO. He is responsible for protecting the integrity, confidentiality and availability of corporate information, as well as ensuring that the organisation is prepared for cyber threats.

Its main areas of focus include: Security Strategy, Risk Management, Security Policies, Incident Response, Awareness and Training, Security Monitoring, Regulatory Compliance and Coordination with other departments.

System Administrator

Responsible for the management, configuration, maintenance and support of the organisation's IT systems, and reports to the CIO. His task is to ensure that the IT infrastructure is reliable, secure and able to support day-to-day business operations.

Its main areas of activity include: Server and network management, Systems maintenance and security, Technical support, Systems monitoring, Backup and recovery, Documentation and user management.

2.5.3. Main initiatives related to IT security

PRT has been committed to optimal information management for years through targeted resources and investments. In the course of 2023, multiple operations were made in order to upgrade the infrastructure and improve business performance in terms of speed and security.

Privacy & Cybersecurity Interventions 2023	Benefits
Acquisition of a new IT security tool	■ **Operation:** Acquisition of a new IT security tool for data protection and storage management. ■ **Benefits**: Advanced protection of Data Store systems against ransomware, preventing unauthorised changes to data on storage; full audit of file activity.
Renewing the fleet	■ **Operation**: Signing a rental contract for new PCs. ■ **Benefits**: Replacement of obsolete equipment, improved performance and reliability of the IT infrastructure.
Subscribing to a new storage service	■ **Operation**: Purchase of a cloud storage service for off-site backup. ■ **Benefits**: Ensure that critical data can be reliably restored in the event of disaster or data loss.
Introduction of multi-factor authentication	■ **Operation**: Implementation of multi-factor authentication for access to the corporate network. ■ **Benefits**: Increased access security, reduced risk of unauthorised access.
New service desk	■ **Operation**: IImplementation of a new service desk with IT Asset Management module. ■ **Benefits**: Automated and up-to-date inventory of users' laptops / desktops, centralised management of IT assets.
Implementation of WAF (Web Application Firewall) rules	■ **Operation**: Introduction of WAF to strengthen the security of web applications. It works by analysing HTTP/HTTPS traffic between a web application and the Internet, applying a set of rules to filter and monitor incoming and outgoing requests. ■ **Benefits**: Protection against attacks such as SQL injection, cross-site scripting (XSS), file inclusion and denial of service (DoS) attacks; monitoring and filtering of web traffic.
Review of the SDLC process and migration to GitLab Enterprise	■ **Operation**: Adoption of OWASP best practices for the software development life cycle (SDLC) and migration to GitLab Enterprise. ■ **Benefits**: Improved code security and efficient software development lifecycle management.
Advanced implementation of the backup system	■ **Operation**: Backup system enhancement. ■ **Benefits**: Reliable backups, fast recovery, protection of backups against unauthorised changes and ransomware.

The operations planned for 2023 were completed on schedule, helping to create a more secure IT environment and empower the technology of the infrastructure.

As part of the ISO 27001 training, the company's staff is constantly updated on the correct use of the available IT tools, with the aim of preventing behaviour that could compromise data security. During 2023, several phishing campaigns were conducted to assess user behaviour and a comprehensive course on Office365 was administered to all employees.

Training for the IT department is scheduled periodically and focuses mainly on ISO/IEC 27001:2022 certification and cybersecurity.

In addition to the several security measures in place, we are also committed to protecting our customers and the company in the event of unforeseen attacks, ensuring business continuity and security for all our stakeholders. To this end, we have taken out a specific insurance policy that covers a wide range of eventualities and allows us to face even the most unpredictable situations with more peace of mind.

"PRT's goal is to make business operations less environmentally impactful through data analysis and targeted initiatives. We want to make our stakeholders aware of the real impacts of the paper supply chain, one of the supply chains that has the potential to become truly sustainable. We are doing our best, but the real challenge is to always keep doing more."

Luca Peyrolo, Plant Manager PRT S.p.A.

3. Environmental sustainability for PRT

3.1. PRT and the management of environmental impacts

3.1.1. The pillars of our environmental management

Sustainability and respect for the environment are central issues at the heart of PRT's business strategy, which has adopted a corporate responsibility policy to effectively manage its environmental impacts. This policy is formalised in the document "**'Quality, Environment, Safety and FSC® and PEFC™ Policy**", which defines PRT's Vision, Mission, Strategies and Key Objectives in the areas of quality, environment and safety. Every employee is expected to know, support and apply these principles, aware of their strategic value.

Over the years, PRT has invested in acquiring numerous certifications, creating a solid structure for managing ESG (environmental, social and governance) issues. At the group level, PRT has obtained seven environmental certifications, distributed between PRT S.p.A. and PRT Visual. In particular, PRT S.p.A. has obtained environmental certifications covering various aspects: at company level with **ISO 14001:2015**, for the raw materials used with **FSC® e PEFC™**, certifications, and finally **Eco-print©** for the product production process. This approach allows for a comprehensive monitoring of environmental issues, covering every stage, from raw materials to production processes and the entire factory structure.

PRT France, operating mainly as a sales office with no production activities, has different ESG requirements than its Italian counterparts and has therefore not obtained any particular certification.

In detail, PRT S.p.A. is **ISO 14001:2015**, certified, which attests to the Environmental Management System for the entire Beinasco production facility. Furthermore, in 2022 it obtained **ISO 50001:2018** certification for its Energy Management System, confirming the company's commitment to reducing consumption and improving energy performance.

In addition to ISO certifications, PRT S.p.A. is committed to purchasing mainly PEFC® e FSC™ certified paper, obtaining **PEFC ITA 1002:2013** e **FSC-STD-40-004 V3-0** certifications from the relevant bodies. This actively contributes to the preservation and regeneration of forests, ensuring that the paper used comes from sustainable sources. In this way, the company confirms its adherence to a virtuous cycle of responsible use of natural resources.

News!

As testament to PRT S.p.A.'s adoption of sustainable practices in the printing industry, in 2023 PRT was awarded **Eco-print©**, certification for the first time, an accolade given to printing companies that demonstrate compliance with environmental regulations and continuously monitor and improve the environmental impact of their operations. The certification process evaluates the entire production cycle, including waste management and transport of printed goods, by verifying data on emissions, resource consumption, use of certified raw materials and other relevant factors.

Concern for the environment is also a major issue within PRT Visual, which has also obtained **ISO 14001:2015** certification. In addition, PRT Visual has also voluntarily adhered to **Ecolabel 19**, declaring on each package the material it is made of, how it is disposed of, and guaranteeing high performance standards with reduced environmental impact.

PRT periodically renews its environmental certifications and annually submits its standards to external audits to ensure their correct implementation. Management also draws up an annual report to identify any non-conformities and propose corrective actions, with a view to continuous improvement of its Management Systems.

News!

Our commitment to sustainability was once again recognised in 2023 with the prestigious **EcoVadis Gold** award for Corporate Social Responsibility, awarded for the second year in a row. This recognition places us among the most virtuous companies globally and in all sectors among those receiving the rating. More details on this important achievement can be found in the chapter "2.3. The management of our material issues".

In 2022, PRT S.p.A. achieved a significant milestone in reducing greenhouse gas (GHG) emissions by sourcing 100% of its electricity from renewable sources. However, as it was not possible to maintain this supply in 2023, we are aiming to become self-sufficient in clean energy production. To this end, the most ambitious goal we hope to achieve in the near future is the installation of solar panels. We are moving in this direction by conducting various analyses to determine the feasibility and effectiveness of such an operation within our reality.

| 7 environmental certifications obtained at the Group level
| Ecovadis Gold for the 2nd consecutive year
| Eco-print new certification acquired

PostaPronta: the hybrid mail service that reduces CO_2.

For every letter or registered letter sent with PostaPronta, 150 grams of CO_2 are saved for the environment. The amount of emissions saved per mailing corresponds to not using a common 60 W light bulb for about 3.5 hours.

This is the result of a study conducted by AzzeroCO2 with the aim of quantifying the emissions associated with the use of the Posta Pronta service and comparing them with those associated with mailings made at the post office.

Using the PostaPronta solution to send letters and registered mail allows you to minimise travel, thanks to the possibility of sending directly from your own location. The savings are not only in the reduction of travel emissions due to the need to purchase paper materials (sheets of paper, envelopes, stamps, if any) or to reach post offices, but also in the use of PEFC™-certified paper and the energy efficiency of our printing machines capable of handling high volumes of mail.

In line with the parent company's commitments, PostaPronta also aims to minimise the negative impacts generated by its activities and is committed to environmental protection.

3.1.2. BUSTING PAPER MYTHS[1]

VS

The cliché: Paper production destroys forests

Reality: Paper supply chain promotes forest growth

Forests and trees are fundamental to human life and the planet's ecosystem, contributing to biodiversity and playing a key role in mitigating climate change. They are also the basis of our paper and forestry supply chain and the products we make. For this reason, the paper industry uses strict certification systems (such as FSC® and PEFC™), ensuring that the paper used comes from protected and sustainable forests, where the planting, growing and cutting cycle is strictly controlled. These associations also ensure the traceability of wood, the maintenance of biodiversity and the vitality of forests.

Thanks to these measures, according to the latest FAO data, between 2005 and 2020, Europe's forests grew by an area equivalent to 1,500 football pitches per day, allowing the **European forest area to increase by 9% in the last 30 years**. This was also achieved thanks to the paper industry promoting sustainable forest management.
The environmental impact of paper can therefore be significantly reduced if the cutting activities are fully compensated by replanting, as is the case for paper from the paper mills from which PRT obtains its supplies.

Aware of this reality, PRT is committed to minimising its environmental impact, sourcing mainly from European paper mills that produce FSC® or PEFC™ certified paper. In this way, the company actively contributes to the regeneration and expansion of European forests, promoting a sustainable production cycle. Currently, 96% of the paper and 98% of the envelopes used by PRT come from certified sources, ensuring responsible management of forest resources.

VS

The cliché: Paper produces a high carbon footprint

Reality: In 20 years, the carbon footprint of paper production has been reduced by 42%

Wood and forests are essential in the transition towards greater environmental sustainability. Wood, as a renewable resource par excellence, not only stores carbon, but also has significant advantages in terms of reducing carbon emissions during the processing and disposal cycle compared to other materials.
Paper is in fact a perfect example of a circular bio-economy, as it is a renewable raw material, biodegradable and recyclable at its end-of-life. Its highly reusable and recyclable nature, together with the possibility of converting its waste into energy, helps reduce dependence on fossil fuels.

In this context, paper production, although an energy-intensive process, offers unique sustainable advantages. In fact, over the past 12 years, the paper industry has achieved significant improvements, reducing energy consumption by 20% through the adoption of cogeneration. This technology allows combined heat and power to be produced, cutting CO_2 emissions by 28,000 tonnes compared to traditional methods.
In addition, the paper and pulp sector is a pillar of bioenergy in Europe. At the end of the paper life cycle, when the fibres are no longer suitable for the production of new products, they can be reused as biomass to generate energy, replacing fossil fuels. Currently, the paper industry contributes 27% of the EU's total biomass-based energy production and uses 52% of energy from biomass. Over the past 20 years, this approach has **reduced CO_2 emissions per tonne of paper by 42%**, underlining the industry's commitment to more sustainable practices.

Consistent with the above, PRT is also making efforts and commitments to reduce its CO_2 e emissions. In fact, from 2023 to 2022, it has reduced its Scope 1 and Scope 2 emissions by 14% at Group level. See the following chapter for more details on our future commitments and targets for reducing greenhouse gas emissions.

1 The following sources were used to compile this paragraph:
- Assocarta. (2022). Environmental report of the Italian paper industry.
- Website of the 'Two Sides' organisation
- Comieco. (2023). Sustainable Comieco 2023: The paper and cardboard recycling cycle: a value for the environment, a value for Italy.
- PEFC. (2023). Report PEFC Italy 2023.

The clichè: Paper is just a waste to be disposed of

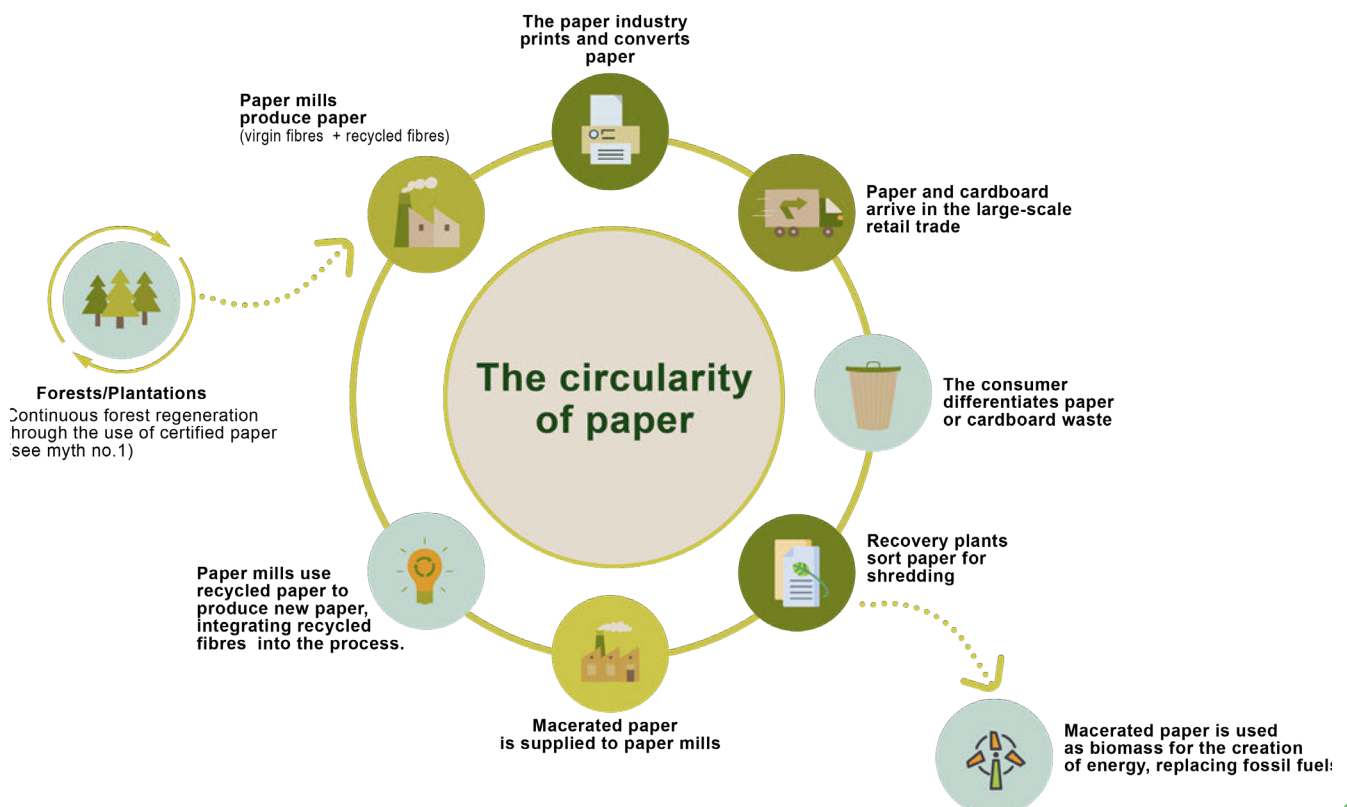**VS**

Reality: Paper is recyclable

Paper is the most recycled material in Europe and more than half of the paper produced in Italy comes from recycling. I**n 2023, the recycling rate of paper and cardboard in Italy exceeded 90%**, thus reaching the target set by the European Union for 2030 seven years ahead of schedule. Paper can be recycled up to seven times, and the recovered material constitutes 62% of the fibre used by Italian paper mills. This process allows cellulose fibres to be reused, reducing the need for new resources and limiting environmental impact. However, to guarantee the quality of recycled material, it is essential to integrate virgin fibres into production. Without the addition of fresh fibres, continuous recycling would compromise the properties of the fibres, reducing their effectiveness.

Optimising the use of recovered fibres over virgin fibres can be economically advantageous and contribute to a smaller ecological footprint. Conversely, focusing exclusively on recycled content, without considering the product type and mill context, may have undesirable environmental effects without economic benefits. On the other hand, the use of virgin fibres from certified forests and plantations has no significant environmental impact, as these resources are managed sustainably, meeting strict regeneration and environmental protection standards.

In summary, recycled and virgin fibres are complementary in a circular economy for paper production. If used in a responsible and balanced manner, they contribute to a sustainable future for the entire industry, making paper a perfect example of a circular economy and regeneration of raw materials.

PRT thus contributes to the European targets and is part of this virtuous circle, placing mainly printed paper and envelopes on the market, both of which are easily recyclable, and actively promoting their recycling. In fact, in addition to recycling 96% of our waste, we are committed to ensuring that our end consumers also recycle the products we offer. To support this commitment, we have included specific guidelines in the next chapter of this report.
However, we recognise that the recycling chain presents challenges, such as the quality of recycled fibres and the need for investment in innovative technologies. Addressing these challenges is essential to maximise environmental benefits and ensure a sustainable production cycle. PRT is committed to working with supply chain partners to optimise fibre collection and processing, as well as to raise consumer awareness of the importance of proper recycling.

The paper industry prints and converts paper

Paper mills produce paper (virgin fibres + recycled fibres)

Paper and cardboard arrive in the large-scale retail trade

Forests/Plantations
Continuous forest regeneration through the use of certified paper (see myth no.1)

The circularity of paper

The consumer differentiates paper or cardboard waste

Paper mills use recycled paper to produce new paper, integrating recycled fibres into the process.

Recovery plants sort paper for shredding

Macerated paper is supplied to paper mills

Macerated paper is used as biomass for the creation of energy, replacing fossil fuels

Does PRT use recycled paper?

PRT has, for many years, allocated all paper waste from its processes to recycling, but uses a minimal amount of recycled paper in relation to its overall production.

There are several reasons for the low use of recycled paper as a raw material.

Firstly, the availability of recycled paper is limited. This is mainly used in the packaging sector, which is characterised by disposable use, where recycled paper finds its ideal application. Furthermore, demand for recycled paper in the packaging sector exceeds supply, making recycled paper more expensive than virgin fibre paper in the graphic arts sector.

Secondly, the final quality of the paper is a crucial factor. Recycled paper, compared to virgin fibre paper, is less robust and can be more difficult to process in high-volume printing and enveloping systems. Furthermore, the darker colour of recycled paper compared to the natural white of virgin fibre can significantly influence the customer's choice. The production of white recycled paper requires the use of chemicals, making it preferable to use paper with a higher percentage of virgin fibre to reduce negative environmental impacts. Despite these factors, we are committed to increasing the use of recycled paper in the future, raising awareness and working with our customers and partners to achieve this goal.

According to a recent study by Two Sides, all these elements contribute to the fact that the supply of recycled graphic paper accounts for only 13% of the total paper used[2].

96% of paper and **98%** of envelopes purchased from PRT are FSC® or PEFC™ certified[3]

9% growth of the area of the European forests in the last 30 years

-42% CO_2 emissions and in the paper industry in the last 20 years

7 number of times paper fibres can be recycled

90% is the recycling rate of paper and cardboard in Italy

2 https://it.twosides.info/IT/la-deforestazione-e-un-problema-che-dobbiamo-conoscere/
3 The remaining 4% and 2% are exclusively related to urgent procurement needs.

3.1.3. Our main environmental initiatives

For the Group, 2023 was a year characterised by the development of important projects aimed at environmental protection, energy efficiency and the search for solutions to optimise available raw materials and waste management. Details of these initiatives are included in the following chapter, contextualised in the analysis of PRT environmental data.

Iniziatives 2023	PRT S.p.A.	PRT Visual S.r.l.	PRT France S.r.l.
Raw materials	▪ Purchase of FSC® or PEFC™ certified paper ▪ Use of recyclable materials ▪ Introduction and Promotion of Self-Forming Envelopes	▪ Promoting fabric products: a durable and recyclable option ▪ Waste optimisation	-
Energy, CO_2 and pollutant emissions	▪ Investment in energy-efficient digital printers ▪ Replacing UV lamps with LEDs in offset printers ▪ Widespread adoption of LED lamps for lighting in the production site and offices	▪ Sublimation printing technology for lower energy consumption ▪ Widespread adoption of LED lamps in the production site and offices. ▪ Replacement of UV lamps with LEDs in printers. ▪ Optimisation of fabric transport ▪ Rationalisation of transport packaging	▪ The new office has more exposure to outside light.
Waste	▪ 96% of waste produced is sent for recycling	▪ Increased use of water-based inks to eliminate VOC emissions ▪ Adoption of the Ecolabel 19	▪ Implementation of a more stringent waste separation system. ▪ Reduction of plastic waste. Coffee machines with capsules were replaced by bean machines. In addition, a water purifier was installed to supply drinking water avoiding the use of plastic bottles.

3.2. Our environmental achievements and initiatives for a reduced impact
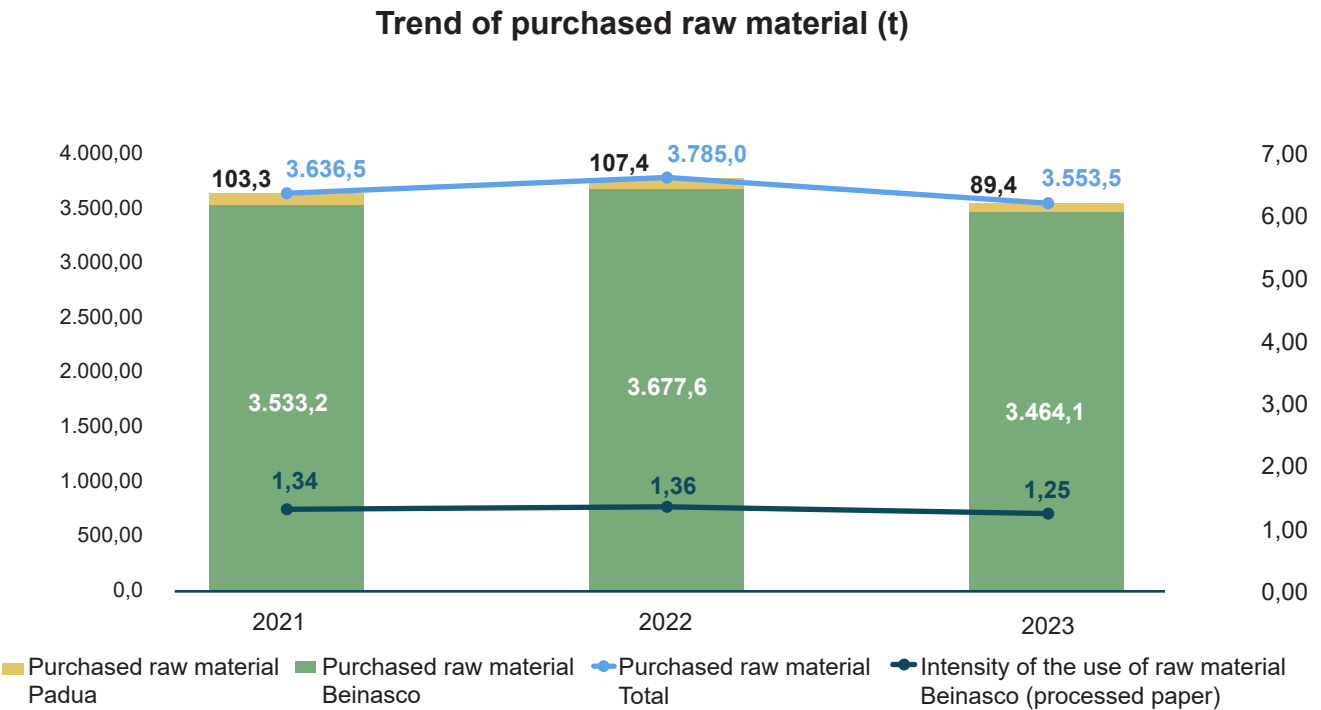
Raw Materials

▸ *The importance of paper*

Paper represents a predominant share of the raw materials used by PRT, with 88% in the Beinasco plant and 86% at Group level. For this reason, PRT pays particular attention to the environmental impact of this raw material and its use in production processes.

As already examined in the previous chapter, **paper is a perfect example of circularity and regeneration of natural resources**. Thanks to sourcing from certified paper mills, forests are constantly regenerated, while the recycling of waste paper allows recycled fibres to be massively reused in the supply chain, giving new life to recovered paper and creating a perfectly circular and self-sustainable process. PRT, by purchasing almost all[5] of its FSC® or PEFC™, certified paper, is part of this virtuous cycle, respectful of the environment and attentive to the protection of biodiversity.

In addition to purchasing certified paper, we closely monitor the certification of our suppliers, verifying their validity through audits, to ensure compliance with standards and the origin of the materials supplied.

▸ *Raw material utilisation in the Beinasco and Padua plants*

97% of the raw materials purchased at Group level are used at the Beinasco plant, the site with the highest production volumes, which therefore has the greatest impact.
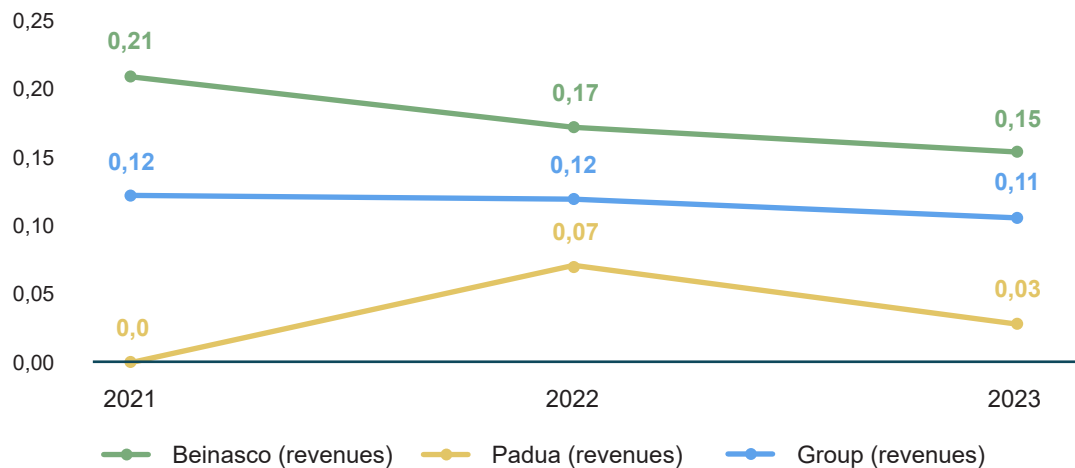
Trend of purchased raw material (t)

5 96% of the paper purchased is FSC® or PEFC™ certified, while the remaining 4%is only related to urgent procurement needs.

Focusing on Beinasco, there was a 3% increase in the amount of paper processed in 2023, accompanied by a slight decrease in the purchase of raw materials. These results indicate a more efficient use of resources, with an 8% reduction in material intensity compared to 2022 (see the purple line on the graph).

In order to compare the raw material intensity between PRT S.p.A. and PRT Visual, which produce different products, we also calculated this indicator as a function of turnover.

Trend of the Intensity of the use of raw material

The trend mirrors that for processed paper: in 2023, raw material intensity decreased both at Group level and in individual mills, signalling an improvement in resource efficiency. In particular, Beinasco recorded a reduction of 10%, while Padua saw a significant decrease of 60%.

The remarkable progress in Padua was achieved thanks to several initiatives promoted by PRT Visual, including the optimisation of scrap, i.e. the material discarded in the production process, divided into three main components:

- **Machine set-up waste**: reduction of material discarded during machine set-up, achieved through automation of the digital production workflow, which allows more accurate planning of raw material usage.

- **Nesting waste**: minimisation of unused material between jobs in the same batch, achieved by automatic nesting systems that reduce unprinted spaces.

- **Non-conformity waste**: reduction of material rejected due to printing errors or quality problems. Through continuous improvement processes (kaizen) based on Lean Manufacturing, it was possible to reduce non-conformities and thus the number of reprints.

▶ *The use of secondary raw materials*

With regard to the type of raw materials used, in addition to paper, PRT undertakes to purchase and use recyclable materials, so that they can be given a second life after their use in the production process.

In particular, PRT Visual is increasingly using and promoting large-format **fabric products**, a durable and recyclable choice. The polyester fabric used is 90% recycled material and is fully recyclable, which closes the circle in a circular economy perspective. In addition, fabric-printed products optimise transport, as they can be folded and take up less space during shipping. This leads to the use of smaller packaging, thus reducing Scope 3 emissions and transport costs.

For more details on the raw materials purchased by PRT, please refer to Technical Appendix , and for more information on PRT S.p.A.'s use of secondary raw materials, please refer to chapter 3.1.2. Let's dispel the paper myths.

How to recycle our products

The Self-Forming Envelope: a more efficient recycling process

Traditional envelopes, often equipped with plastic windows, can slow down the recycling process. To improve recovery efficiency, PRT has recently introduced the self-forming envelope, made entirely of paper and 1**00% recyclable in paper recycling**. This new product is environmentally friendly and supports the virtuous paper cycle by using FSC/PEFC certified paper. In addition, self-forming envelopes are fully customisable thanks to our digital printing technologies, and allow all essential information, such as the shipping address, to be indicated without the need for plastic windowsa.

The window envelope

The envelopes most requested by customers are those with one or more plastic windows. To recycle this type of envelope correctly, in accordance with Comieco regulations, it is advisable to r**emove the plastic window and recycle the rest of the paper envelope in the paper container**.

However, recycling rules vary from municipality to municipality: some accept whole bags, others require the plastic to be separated. It is important to check local guidelines for proper disposal.
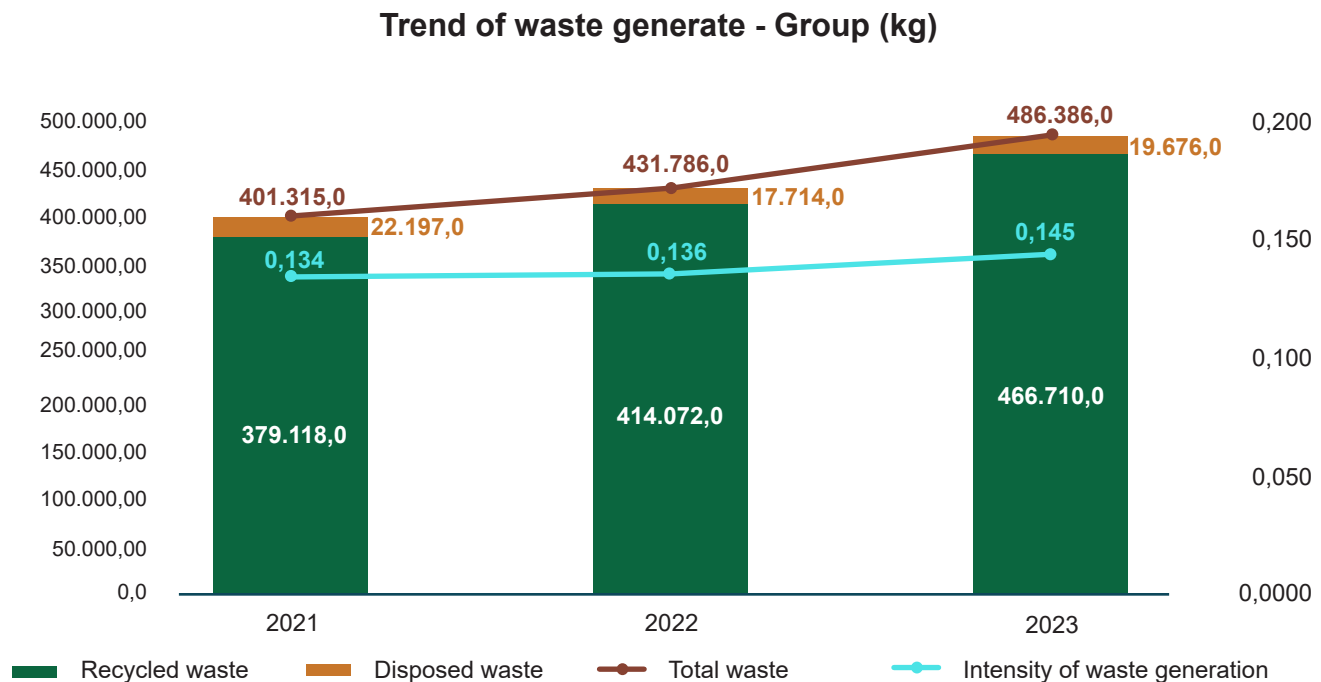
If the envelope is in good condition, consider reusing it for other purposes before recycling it!

Printing on fabric: durable and recyclable option

The textile materials used by PRT Visual are sourced from secondary raw materials and are recyclable, allowing materials to be recovered and reused. PRT Visual is currently working with a number of textile manufacturers to offer take-back management to the user, in-house processing and shipment to dedicated polyester recycling plants.

Waste

At Group level, **96% of the waste produced is recycled**, a percentage that has been increasing slightly in recent years.

Trend of waste generate - Group (kg)

Legend: Recycled waste | Disposed waste | Total waste | Intensity of waste generation

Year	Recycled waste	Disposed waste	Total waste	Intensity of waste generation
2021	379.118,0	22.197,0	401.315,0	0,134
2022	414.072,0	17.714,0	431.786,0	0,136
2023	466.710,0	19.676,0	486.386,0	0,145

The amount of waste generated by the two plants increased slightly over time, in parallel with the increase in turnover and production activities. In particular, between 2022 and 2023, the waste generation intensity increased by 6%, a trend due to the operation of production in that period.

All waste categories increased proportionally, with waste for recycling (+13%) increasing slightly more than waste for disposal (+11%).

In 2023, both PRT S.p.A. and PRT Visual **eliminated an important hazardous waste: spent activated carbon**, used to absorb Volatile Organic Compound (VOC) emissions generated by UV lamp drying. At both plants, the UV lamps were replaced with LED lamps, leading to a reduction in pollutant emissions, the elimination of this recurring waste, and a significant reduction in energy consumption. In particular, PRT Visual mainly uses dye-sublimation printing techniques with water-based inks, which contain no pollutants and minimise VOC dispersion, further improving its environmental impact. These innovations mark significant progress towards more sustainable production that respects the environment and workers' health.

Finally, PRT Visual has undertaken a major packaging-related waste initiative, strongly reducing the use of plastic in favour of recycled cardboard boxes and paper tape. As of July 2021, it has voluntarily joined **Ecolabel 19**, declaring on each package the material it is made of, how it is disposed of, and guaranteeing high performance standards with reduced environmental impact.

For more details on waste generated by PRT, please refer to the Technical Appendix.

Disposal of a recurrent hazardous waste

86% of purchased raw material is paper - a material with a virtuous life cycle

Self-forming envelope made of 100% paper

-11% intensity of material used in 2023 compared to 2022 at Group level

99% of purchased materials recyclable[6]

96% recycled waste

6 A slight discrepancy of 3% can be observed between the use of recyclable raw materials (99%) and the actual recycling of waste (96%). This difference reflects the presence of potentially recyclable waste that, due to various factors, such as contamination during the production process, is not recycled. Although this discrepancy is minimal, PRT is committed to further reducing this gap by exploring innovative solutions to increase the percentage of recycled waste and to continuously improve the efficiency of our materials management process.

3.2.2. The fight against climate change.[7]

Energy consumption is an essential component of business operations, but it also generates significant greenhouse gas emissions, contributing to global warming. Efficient energy management is therefore crucial to reducing environmental impact and addressing the challenge of climate change, one of the most urgent emergencies of our time.

PRT is aware of the responsibility that comes with its energy consumption and has therefore set itself three main objectives:

> Progressive conversion to hybrid and electric vehicles
> ↓ **Scope 1 emissions**

> Self-consumption of electricity and for the remainder purchase from renewable sources with Guarantee of Origin
> ↓ **Scope 2 emissions**

> **Offsetting Remaining Emissions**

The Group's overall consumption

The graph below shows the energy consumption per location and total during the three-year period, expressed in GJ, and the energy intensities both at Group level and for individual locations, as a function of their respective turnovers[8].

Trend of energy consumption (GJ)

At Group level, PRT has achieved a significant improvement, reducing its energy consumption by 14% in 2023 compared to the previous year, and optimising energy intensity in relation to turnover by 19%. This result highlights a more efficient use of energy resources.
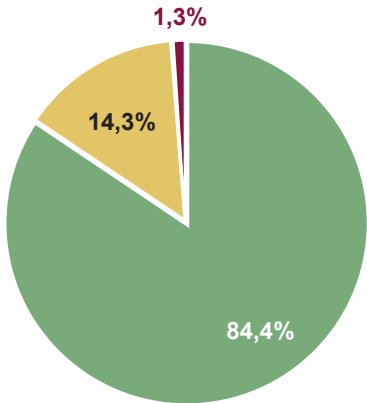
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7 In this chapter we will examine energy consumption and greenhouse gas (GHG) emissions at Group level. While the previous chapter focused on the plants in Beinasco and Padua, where the impact of raw materials and waste is particularly relevant, here we will extend the analysis to all PRT plants and offices.
Starting this year, environmental data will be presented separately for PRT S.p.A., PRT Visual and PRT France, as well as in consolidated form, in order to ensure greater accuracy and comparability. Consequently, all data for the three-year period have been recalculated according to this new methodology. However, until 2022, the data of PRT Visual remained integrated with those of PRT S.p.A. due to the unified administrative management.

8 The energy intensity at Group level was calculated on the basis of turnover, as the products of the other two sites, PRT Visual and PRT France, are not comparable in terms of kilos of paper processed. Since PRT Visual's data is only available for the year 2023, we have not included its energy intensity in the graph. We will include it next year, when it will be possible to provide a comparison with the previous year.

Overview of consumption between the three PRT locations

Overall, PRT recorded a **significant reduction** in total **energy consumption** in 2023, with different variations across locations and consumption types:
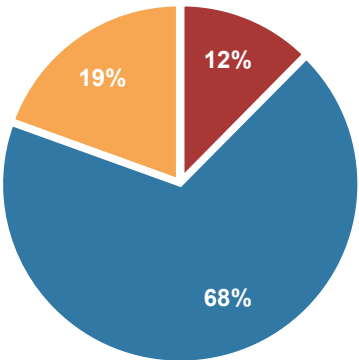
Total consumption by site

PRT France, with a sales office, contributes only 1.3% to the Group's total consumption, while PRT Visual accounts for 14.3%, mainly due to the fact that it has a factory. PRT S.p.A. remains the location with the greatest impact, contributing 84.4% of total energy consumption and generating 67% of Group turnover.
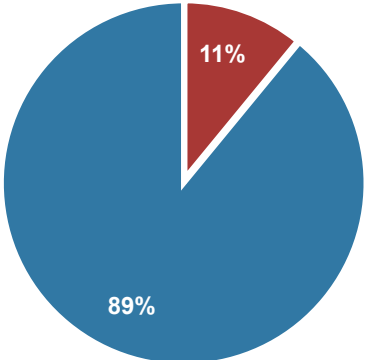
■ PRT S.p.A.   ■ PRT Visual   ■ PRT France

Electricity is the main source of energy for PRT, followed by natural gas and LPG for heating and fuel for the corporate fleet. This is reflected in the Group's overall emissions, with 11% coming from Scope 1 emissions and 89% from Scope 2.

Types of energy sources in 2023

■ Corporate fleet   ■ Electricity   ■ Heating

Emissions by source (2023)

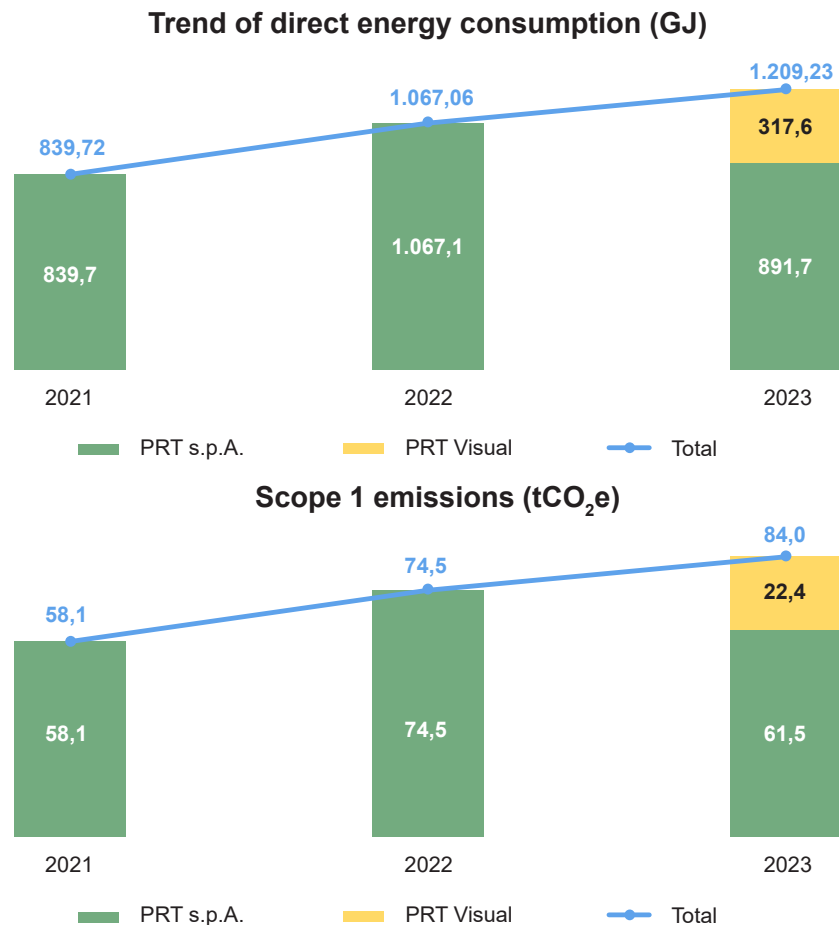■ Scope 1   ■ Scope 2 - Location - based

In order to reduce its greenhouse gas (GHG) emissions, PRT must therefore focus primarily on reducing energy consumption related to electricity and heating, as it is already doing through the procurement of energy from renewable sources. PRT's goal is to continue using these clean energy sources in a constant and increasingly integrated manner.

Direct consumption and emissions Scope 1

PRT's direct energy consumption refers to the energy used directly by the company, mainly through the fuel used by the company fleet, consisting of petrol and diesel vehicles. This consumption is associated with Scope 1 emissions from sources directly controlled by the company.

The graphs below illustrate the development of PRT's direct energy consumption and related Scope 1 emissions.

Trend of direct energy consumption (GJ)

Scope 1 emissions (tCO$_2$e)

At Group level, we recorded a slight increase in fuel consumption in absolute terms, mainly due to the hiring of new staff with company car rights, particularly at PRT Visual.

In 2023, PRT Visual expanded its corporate fleet, offering more cars to employees, especially sales staff. This resulted in a 13% increase in direct energy consumption and the emission of 84 tonnes of CO2e, as shown in the graphs. At the same time, the company optimised distribution, promoting the use of fabric products and improving the rationalisation of packaging to make it more compact and reduce transport volumes. These measures have therefore contributed to l**ower Scope 3 emissions related to logistics**.

However, despite the increase in consumption in some areas, PRT S.p.A. achieved significant results in 2023, recording a **16% reduction in direct energy consumption** compared to 2022. In particular, a drop of 15% in diesel consumption and 21% in gasoline consumption was observed. This improvement was made possible by the opening of the sales office in Milan, which significantly reduced the travel of sales staff from Lombardy to the Beinasco office.

PRT France, which only has sales offices without a corporate fleet, recorded no direct energy consumption, thus keeping its Scope 1 emissions at zero.
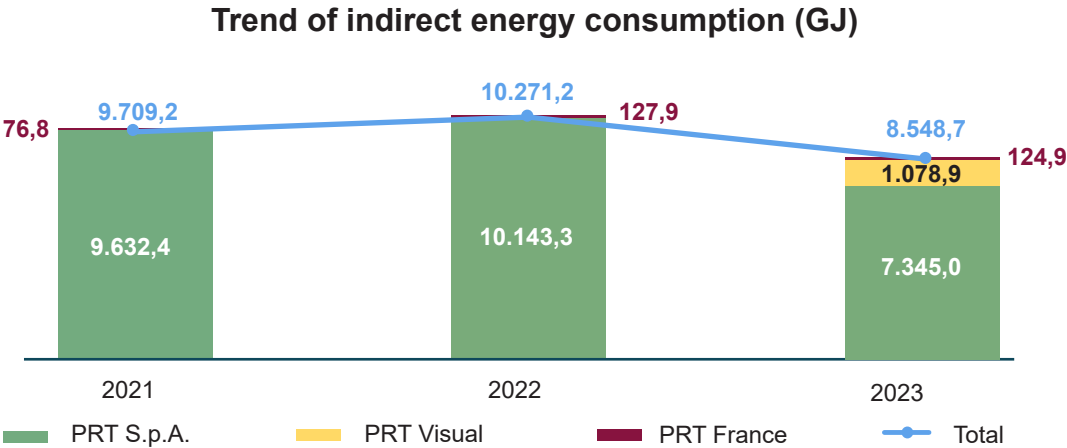
Aware of the environmental impact of its corporate fleet, in order to reduce fuel consumption and thus Scope 1 emissions, PRT is considering a gradual conversion to hybrid and electric vehicles.

Indirect consumption and emissions Scope 2

PRT's indirect energy consumption concerns energy produced externally and supplied to the company, mainly in the form of electricity and heating purchased from external suppliers. This consumption is classified as Scope 2 emissions, which represent the indirect emissions resulting from the generation of energy purchased and consumed by the company.

▶ *Indirect energy consumption*

In 2023, **indirect energy consumption at Group level decreased by 17%** from 10,271.2 GJ to 8,548.7 GJ, as shown in the graph below.

Trend of indirect energy consumption (GJ)

This improvement is mainly attributable to PRT S.p.A., which r**educed its electricity consumption by 15% through energy efficiency measures**, including the replacement of UV lamps with LED lamps in its offset printing presses. This intervention not only drastically reduced consumption, but also eliminated VOC emissions.

PRT S.p.A. also recorded a **35% reduction in heating consumption** compared to the previous year, facilitated by a milder winter . In 2023, in addition to the usual consumption of the Padua plant, those of the new PRT Visual plant in Piove di Sacco, which is heated with LPG instead of natural gas, were added, albeit with reduced quantities.

PRT Visual, whose energy consumption has been separated from the data of PRT S.p.A. since 2023, has also taken several measures to improve **energy efficiency**. The company replaced UV lamps with LED lamps in its printing presses, significantly reducing consumption and VOC emissions. In addition, the sublimation printing mode reduces electricity use by around 40% for the same output. Finally, it has increased the use of LED lamps in the offices and plant, contributing to greater energy efficiency.
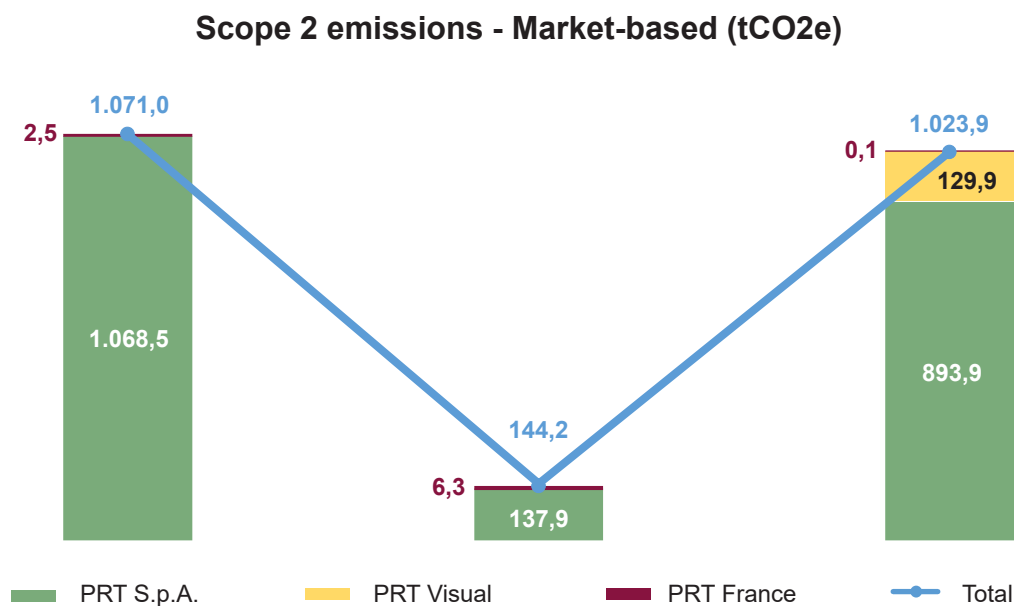
PRT France maintained stable energy consumption, with a **12% reduction in electricity consumption** in 2023 compared to 2022. The new office, which is more exposed to outdoor light, has helped to reduce electricity consumption and improve staff well-being.

▶ *Scope 2 emissions*

Scope 2 emissions are indirect emissions from the energy purchased and consumed by the company. They are calculated using two main methods:

- **Location-based**: : Calculates emissions based on the average emissions of energy suppliers in the region, without considering the company's use of renewable energy. This method reflects the local energy mix and is generally more stable.

- **Market-based**: takes into account the company's choices of energy suppliers, in particular the use of renewable energy. Emissions may vary depending on energy contracts and the availability of guarantee of origin (GdO) certificates.

In 2022, PRT sourced 100% of its electricity from renewable sources, thus reducing its market-based Scope 2 emissions to zero. However, in 2023, due to a change of supplier, the company could not maintain this supply from clean energy. PRT France also faced a similar situation: for half of 2023, it used certified renewable electricity, but in the second half of the year it had to rely on non-renewable sources due to a change of supplier.

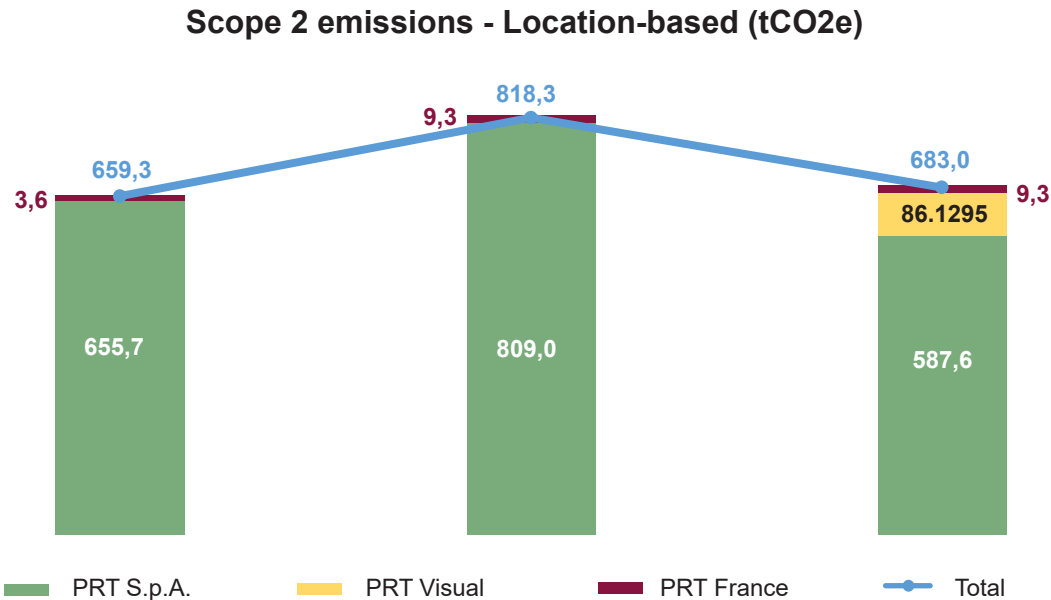**Scope 2 emissions - Market-based (tCO2e)**

This change is clearly reflected in the Scope 2 market-based emissions trend graph, where a significant reduction in emissions is observed in 2022 and a return to previous levels in 2023, albeit with a slight overall reduction due to lower energy consumption.

PRT is determined to make significant progress in sourcing from clean energy sources in the coming years. In 2023, PRT France has already taken a significant step in this direction by sourcing its heating from renewable sources, thus bringing its market-based Scope 2 emissions to zero.

Scope 2 location-based emissions, which are more stable over time as they are not influenced by specific energy supply choices, show, as can be seen from the graph below, a **significant reduction** from 2022 to 2023, from 818.3 tonnes of CO2e and to 683.0 tonnes of CO2e, in line with the overall decrease in the Group's energy consumption.

Scope 2 emissions - Location-based (tCO2e)

	PRT S.p.A.	PRT Visual	PRT France	Total

Conclusions and future goals

In summary, PRT has made significant progress in reducing energy consumption and related emissions, reaffirming its commitment to responsible management of energy resources. In order to continue improving its performance, **PRT aims to ensure a constant supply from certified renewable energy sources**, both for electricity and heating, and is evaluating the possibility of self-producing energy from renewable sources, through photovoltaic systems.

PRT is also considering switching to a **company fleet of hybrid or electric vehicles**, with the installation of charging stations to facilitate the use of these vehicles by employees.

Finally, the company intends to start **calculating Scope 3 emissions**, which include the entire value chain, both upstream and downstream. This is particularly relevant for PRT S.p.A. and PRT Visual, but even more important for PRT France, which also makes extensive use of external suppliers for production.

PRT is determined to continue on this path to further reduce the Group's environmental impact.

For more details on energy consumption and emissions generated by PRT, please refer to the N Technical Appendix.

-16% **Scope 1 emissions recorded by PRT S.p.A. in 2023 compared to 2022**

-17% **of the Group's indirect energy consumption in 2023 compared to 2022**
-14% reduction in electricity consumption
-26% reduction in heating consumption (natural gas and LPG)

-20% **decrease in indirect energy consumption of PRT S.p.A. in 2023 compared to 2022**
-15% reduction in electricity consumption
-35% reduction in heating consumption (natural gas and LPG)

-18% **of the Group's energy intensity in 2023 compared to 2022**
-30% of PRT S.p.A.'s energy intensity in 2023 compared to 2022

Transport Optimisation **in PRT Visual Logistics**

LED lamps **replace UV lamps in printing presses**

Reduction of VOC emissions

"Investing in the well-being of our employees means investing in the future of our company. We firmly believe that offering opportunities for professional development and personal growth is essential for the well-being and fulfilment of each employee. A motivated, committed and satisfied team not only contributes significantly to the achievement of company goals, but is also the engine that fuels innovation and the continuous growth of our company."

Massimiliano Canale, Human Resources Manager PRT S.p.A.

4. The People of PRT

4.1. Our people, our wealth

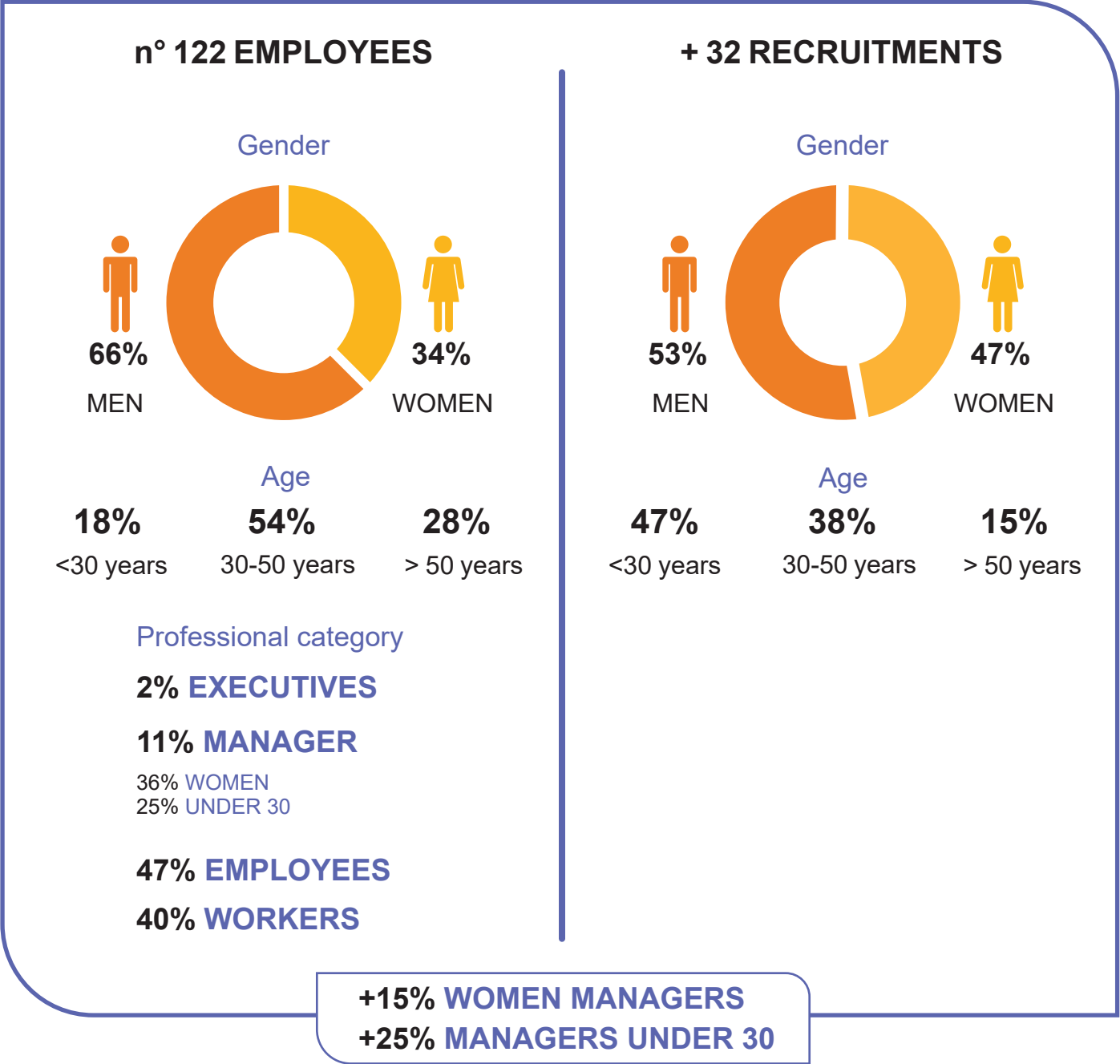PRT is committed to valuing each employee, guaranteeing a safe and familiar working environment in which it is possible to experience professional growth. Ensuring the wellbeing of our people is therefore an important aspect for the company, both in terms of the continuous improvement of our business and the increase in productivity.

n° 122 EMPLOYEES

Gender

66%
MEN

34%
WOMEN

Age

18%
<30 years

54%
30-50 years

28%
> 50 years

Professional category

2% EXECUTIVES

11% MANAGER

36% WOMEN
25% UNDER 30

47% EMPLOYEES

40% WORKERS

+ 32 RECRUITMENTS

Gender

53%
MEN

47%
WOMEN

Age

47%
<30 years

38%
30-50 years

15%
> 50 years

+15% WOMEN MANAGERS
+25% MANAGERS UNDER 30

We are also making small but significant steps forward in the area of Diversity & Inclusion. By 2023, we have **increased the number of female employees by 15% and by 25% of employees under 30 in management roles**. It is crucial not only to reduce the gender gap at an absolute level, but also to address it at the top levels of the company, ensuring a more balanced representation also in management positions.

This progress reflects our commitment to creating an inclusive and diverse work environment. Investing in diversity not only enriches our human capital, but also stimulates creativity and innovation, contributing to a more dynamic working environment that is responsive to market challenges.

New talent in the PRT team

PRT is currently undergoing a significant growth phase, as evidenced by the recent hires in the Group's two Italian companies: **14 new people at PRT S.p.A. and 18 at PRT Visual**, with a hiring rate[1] of 26% in 2023. The proportion of men and women hires is balanced and 46% of the hires are under 30 years of age. In fact, the hiring rate of people under 30 is particularly high at 68%. PRT thus shows a clear intention to focus on young talent with innovative skills, to keep up with new trends and to offer opportunities to young people.

At PRT Visual S.r.l., the merger between Kimiprint and Absolutex S.r.l. resulted in the integration of new people specialising in digital fabric printing and business development support, including roles in customer service, marketing and sales. In addition to the 18 new hires at PRT Visual, a further 11 people from Absolutex were already working in the company before the sale of the business, and are therefore not counted among the new hires.

As far as PRT S.p.A. is concerned, the new hires affected all areas of the company, with a special focus on the Production and IT departments. In particular, the new hires in the IT department aim to strengthen the company's technological infrastructure and digital skills, thus responding to market needs and enabling us to expand the range of services and solutions offered to our customers.

News!

In 2023, as further evidence of our willingness to expand our activities and structure our processes, we introduced two new professional figures in PRT S.p.A.:

- **ESG & Corporate Strategy Manager**: sresponsible for defining the company's short-, medium- and long-term strategy, integrating ESG principles. Analyses the market and emerging trends to identify new growth opportunities, defining initiatives that align corporate objectives with stakeholder expectations.

- **Head of Data**: Responsible for the collection, analysis and interpretation of corporate data, facilitates decision-making at all levels and contributes to the development of new digital services.

A Structured People Management Process

In response to the increasing number and complexity of our resources, we have developed a structured and integrated people management system based on a set of certifications, procedures, company policies and governance tools.

Among the key certifications we have achieved is **UNI ISO 45001:2018**, lthe first international standard that defines minimum standards of good practice for worker protection, establishing a framework for improving safety, reducing risks in the workplace and improving the health and well-being of workers. It is complemented by **SA8000**, certification, an internationally recognised standard for corporate social responsibility, which addresses a wide range of social issues, including workers' rights, working conditions and business ethics with the aim of ensuring the protection of workers' health and safety and promoting a fair and safe working environment. In this context, reference cannot but be made to the **Anti-Corruption** Policy, which integrates in an organic framework the rules for preventing and combating corruption and the **SA8000 Policy of Conduct**, rdrawn up with the aim of guaranteeing the protection of workers' health and safety and demonstrating a commitment to social responsibility.

We have also drawn up a **Code of Ethics** and a **Code of Conduct**, fundamental instruments that outline the principles and values that guide our daily activities. These documents not only set high standards of behaviour for all our employees, but also reinforce our commitment to transparency, integrity and fairness.

Another pillar of our system is the **structured management of relations with trade unions**, through which we promote constant and constructive dialogue. This approach allows us to deal with any problems at an early stage and to ensure a harmonious and collaborative working environment.

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1 The hiring rate was calculated as the total number of hires divided by the total number of employees as at 31.12.2023.

IFinally, our **corporate welfare programme** plays a crucial role in the support and well-being of our employees, offering a range of initiatives and services aimed at improving the quality of their working and personal lives.

Meal vouchers
Available for employees with a contractual lunch break.

Performance bonuses
Trade union roundtable for the renewal of the 2024-25 PoR for all employees started.

Supplementary health insurance
Extended supplementary insurance services for all employees.

Company car
Available for top management and the commercial area.

4.2. Process Optimisation

In recent years, PRT has embarked on a process optimisation programme involving several operational areas. This improvement path focuses on specific projects; below is an overview of the main ongoing initiatives:

1. **Restructuring of the Administration and Finance Area.** *completato*
All processes of the accounting management system were remapped and an Accounting Manual entitled 'Accounting Principles and Practical Guide to PRT's Accounting Entries' was drafted, which describes PRT's accounting activities in detail. This document standardises operations, facilitates knowledge sharing within the office, prevents improper accounting practices and makes processes more efficient.
Three training days have been scheduled for 2024, so that staff will acquire all the necessary skills to use the system. The next step will be the replacement of the accounting management system to improve production reporting processes, optimise the management of the active invoicing cycle and obtain a clearer and more integrated view of data.

2. **Efficiency Enhancement of Goods Receipt and Despatch Management.** *in corso*
We are planning the development of new procedures and technologies to optimise the handling of goods, from receipt to dispatch, which will be implemented with the new management system. The goal is to reduce handling times and operating costs, while improving logistical efficiency and increasing customer satisfaction.

3. **Establishment of an Energy Management System and Investment in Renewable Energy.** *in corso*
We are introducing an energy management system and evaluating the installation of photovoltaic systems for self-consumption, with the aim of reducing energy costs and strengthening environmental sustainability. Thanks to a loan obtained through the Bando per l'Efficienza energetico, the photovoltaic system will be able to cover the energy needs of the plant, contributing significantly to the reduction of our greenhouse gas emissions.

4. **Innovation for Talent Selection.** *in corso*
In 2023, we launched an awareness programme for talent management, refining the personnel selection process and evaluating the adoption of new multifactor analysis systems to identify talent. In 2024, the HR Manager will specialise in the use and application of these methodologies.

In addition to the projects listed above, in order to continuously improve business processes and promote efficiency and employee welfare, we introduced **monthly meetings involving management, department managers and employees** in 2023. These meetings aim to share ideas, projects and critical issues, helping to create shared know-how and supporting our Lean Transformation journey[2].

The main objective is to improve the working environment, making it more effective and comfortable, especially in the production area. Meetings give workers the opportunity to express problems or inefficiencies, which are carefully recorded by management. Through a cost-benefit analysis, it is evaluated how to implement effective solutions.

Follow-up meetings are held regularly to monitor the resolution of issues raised and, if necessary, modify the approach. This process ensures constant monitoring of operational efficiency and staff welfare, giving the company the opportunity to continuously improve.

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2 The 'Lean' model is a corporate approach that involves all personnel in the adoption of more efficient organisational processes. PRT S.p.A., which has always focused on efficiency and improving employee performance, started a Lean Transformation project in 2022. This project aims to renew traditional organisational logics, replacing them with more modern and effective models, involving all levels of the company in order to foster the company's overall development and growth.

Restructuring the Administration and Finance Area: Benefits and Results

In 2022, we began the journey of optimising process management within our organisation, starting with the change of the accounting management system.

The decision to prioritise the administrative area stems from an awareness of its significant impact on all other company functions, including warehouse management.

The main actions undertaken included:

- **Process remapping**. We redefined workflows to eliminate inefficiencies and improve coordination between departments.

- **Redefinition of Roles and Tasks**. Specific roles were assigned and responsibilities of each team member were clearly defined, reducing ambiguity and improving internal collaboration. In addition, a Deputy Administrative Manager was introduced to lead the area and supervise daily operations.

- **Skill Sharing and Information Circulation**. We fostered competence sharing within the team, improving the quality, timeliness and transparency of information circulating within the organisation.

- **Treasury Management Efficiency**. Thanks to improved scheduling of payments to suppliers and optimised cash flow, the financial area is now more responsive and efficient.

The main benefits gained from restructuring the administrative area concern both personnel management and the purely operational sphere, with tangible results in both areas.

Benefits for Personnel Management

- Acquiring New Skills
- Simplification and Automation of Processes
- Improving the Working Climate
- Optimising Operations

Operational Benefits

- Reduction of Credit Collection Times
- Zeroing of Advances and Reduction
- of Bank Interest
- Recovery of 'Unrecoverable' Debts
- Liability Risk Minimisation
- Improving Cash Flow
- Reducing Supply Costs for Essential Customers

These achievements not only strengthened internal operations, but also placed the company in a more solid and competitive position in the market.

The streamlining of processes involving the administrative area is the result of a well-structured project based on analysis, planning, implementation, monitoring and release of the new organisational model.

4.3. Focusing on Training

In the innovative and niche sector in which PRT operates, personnel selection and training are of crucial importance.

The Personnel Manager, in cooperation with the area manager, annually assesses the training needs of the employees in each area. Based on the needs that emerge, a **customised and/or transversal training path** is drawn up for each figure, which is implemented the following year.

To support this process, a database created in 2022 through an **assessment project** is used, which analysed the knowledge and skills of employees in relation to their roles. This database collects the profiles of each employee, tracking skills and experience acquired through training courses, and provides a comprehensive view of the capabilities present in the organisation. For more details on the assessment project, see chapter '5.3. Training at the centre' in Sustainability Report 2022.

The subsequent search for courses is made on the basis of the availability of **interprofessional** funds or other types of funding and, in the event of special needs or the absence of external contributions, the company bears the cost of the courses.

Courses are delivered in two modes:

- **Access to external courses**, organised by organisations or specific professionals.

- **Sharing company expertise with managers or department heads**, sometimes supported by an external consultant.

PRT also provides targeted courses to enrich the knowledge of employees on particular topics concerning specific branches of the company. As an illustration of this, last year courses were started that involved both the managerial and operational area of our company.

In 2023, a total of **1,140 training hours** were provided, which often fluctuate from one year to the next. These fluctuations are influenced by several company factors, including the specific training needs of each year, the number of employees recruited, the period in which employees received training and the allocation of calls for tenders, which sporadically allow a substantial number of training hours to be offered.

In 2023, there is a balance between training hours per capita for women and men, 9.8 and 10.0 respectively. This year, training in 2023 focused more on white-collar workers, whereas the previous year it was mainly aimed at middle managers, thanks to a tender won with Fondirigenti.

1. Sales Training and Sales Meeting

One of the crucial aspects of the training activities promoted by PRT concerns the skills of the Sales Department. The professionalism of each account is crucial in a context where the logic of consultancy, instead of pure sales, plays a decisive role. Knowledge of the customer and his specific needs is fundamental in the process of PRT proposing solutions, a very complex aspect that requires ad hoc training and practical demonstrations of the innovative services offered by the company. To this end, Sales Meetings are organised on a regular basis, including 3 in 2023, attended by all PRT sales personnel. These meetings are aimed at updating and expanding the sales force's knowledge of new digital products and the latest commercial proposals.

New people joining the sales area are welcomed and inducted into the company through the Induction Training programme, which aims to provide support to new sales people to familiarise them with the contact persons, the platforms used, our services and products, and to facilitate integration with the work environment and colleagues.

2. Training for certification maintenance and regulatory updates

PRT Group, in order to ensure a solid structure and effective management on key issues such as personnel security and information protection, has achieved important certifications. These certifications demonstrate our commitment to maintaining high standards of quality in the services we provide. We have therefore set up specific courses for employees in relation to the following international standards:

- **ISO/IEC 27001:2022** for information security management. The courses are intended for systems engineers and are offered to new hires or when the standard undergoes updates. In addition to training on information security management, we provide a specific course on cybersecurity, also aimed at the IT department. The aim of this programme is to ensure that our staff have the necessary skills and are constantly updated, to ensure effective protection of company data and prevent cybersecurity incidents. In addition, all employees are made aware of the importance of cyber security and trained to recognise and prevent threats such as phishing attacks and other cyber attack techniques. For more details on our cybersecurity initiatives, please refer to chapter 2.5.3: "'Major cybersecurity initiatives".

- **ISO 9001:2015** for quality management; **ISO 14001:2015** for environmental management; **ISO 45001:2015** for health and safety management; **FSC®** e **PFC™** for chain of custody. In this case, the courses include annual one-hour training to remind the employees involved (sales, production department managers, purchasing department, HSE, administration) of the objectives pursued by the different certifications and to bring them up to date with any updates to the relevant standards.

- **Eco-print©**, With the achievement of the new certificate in 2023, all staff participated in a dedicated training course, during which the main features and highlights of the certification were presented.

PRT Group also organises training courses to adapt to new regulations. A recent example is the course on the New Procurement Code (Legislative Decree no. 36/2023), which provides an overview of the opportunities and challenges introduced by the reform, also in relation to the PNRR (National Recovery and Resilience Plan).

3. Training workers to operate machinery

PRT S.P.A. pays particular attention to the training of workers, with the aim of ensuring safe and efficient use of machinery, especially when introducing new equipment or hiring new employees.

4. Training to enhance IT skills

In 2023, courses were offered to enhance the IT skills of all employees, through the **Office 365** programme, with hands-on sessions dedicated to learning the main applications of the Microsoft suite, customised to the operational needs of the different departments.

At the same time, special attention was paid to **the advanced training of the IT department**, with the aim of enhancing their skills as developers and systems engineers. This training is designed to meet the challenges of an ever-changing technological landscape, ensuring that the IT team is able to support the company's digital growth.

5. Compulsory health and safety training for all employees

in accordance with Legislative Decree 81/2008.

1.140 total training hours

9,8 hours of training per employee
9,4 hours of training per women
10 hours of training per men

4.4. Ensuring health and safety for our people

Health and safety are key priorities for PRT, which is committed to constantly monitoring the workplace with the aim of reducing the risk of accidents and protecting the health of employees. The **Risk Assessment Document (DVR)**, drawn up by the Employer in collaboration with the Prevention and Protection Service Manager, the Competent Doctor and after consulting the Workers' Safety Representative, is an essential tool for planning protection and prevention measures aimed at safeguarding the health and safety of workers. Within it, a programme for the continuous improvement of company safety is outlined.

In 2022, PRT, confirming its desire to place improvement at the heart of its corporate strategy, upgraded its occupational health and safety management system to the international **ISO 45001:2018** standard, a certification obtained by both PRT S.p.A. and PRT Visual. ISO 45001:2018 sets standards to improve safety, reduce risks and promote the well-being of workers. PRT France, with a sales office of eight people, is not subject to this certification as it does not present any significant health and safety risks.

The plant manager plans activities according to the working environment and ensures that certification is maintained, in compliance with regulations, by supporting periodic evaluations of the management system through third-party audits. These audits highlight strengths and weaknesses, allowing solutions for continuous improvement to be implemented. Furthermore, on an annual basis, the Director draws up the **Management System Review**, analysing the year's data and identifying any critical issues or non-conformities that have emerged from internal audits.

PRT's health and safety structure not only establishes the company guidelines necessary to ensure compliance with current health and safety regulations in the workplace, but also defines a hierarchy of controls and the improvement actions necessary to reduce the extent, analyses and evaluates the risks to workers' health and safety, ensures health surveillance for all workers, and establishes the necessary measures for managing emergencies. Furthermore, the Plant Manager, in collaboration with the Personnel Manager, implements prevention measures aimed at the continuous improvement of workers' health and safety conditions. Workers' access to occupational medicine services is guaranteed, during working hours, at the PRT offices or at the offices of the relevant Occupational Medicine Centre according to the specific needs of the employees.

The safety measures taken by the Group in the three-year period 2021-2023 resulted in only five accidents, none of which had serious consequences. Three accidents occurred in 2023, compared to the single case recorded in 2021 and 2022. Consequently, the accident rate, calculated on the basis of hours worked, increased compared to previous years, and corresponded to 14.36 in 2023.

Although the number of accidents is extremely low and never serious, PRT, with a view to continuous improvement, constantly monitors and updates its safety systems. In particular, following one of the accidents recorded, the risk of cutting was added to the DVR, and safety measures relating to cutters were reinforced.

At PRT France, no accidents were recorded during the three-year period 2021-2023, as it is a commercial office where the risks of accidents are significantly lower than at the production sites.

4.5. Management of Labour Relations and Commitment towards Employees

PRT has always paid close attention to relations with each individual employee and with the trade unions in full compliance with the relevant national collective agreements, basing the relationship on regular dialogue and transparency.

The President of the Group, on the occasion of past assignments within Confindustria, the Unione Industriali di Torino and Assografici, had the opportunity to discuss and define the agreement for the national contract for the category of graphic designers and paper manufacturers that today regulates the working relationship with PRT employees. In addition to the contract, PRT signed a second-level agreement that provides for the payment of a bonus to employees in July based on specific evaluation parameters.

Relations with the trade unions have historically been very positive, both in personnel management and the definition of bonuses, and in matters related to workers' health and safety. The parties organise periodic meetings to discuss and solve any problems collaboratively. In this context, the role of the Personnel Manager is crucial: together with the Production Manager, he organises a scheduled meeting every three months with the Unitary Trade Union Representative (RSU), composed of three employees elected by PRT colleagues, which is renewed every three years. Meetings are minuted, and actions taken are reviewed at the next meeting to assess the resolution of issues or the progress of initiatives.

As proof of the historically excellent relations with the trade unions, in 2024, during the negotiations for the renewal of the Results Bonus, the way in which PRT handles personnel issues was formally recognised and appreciated. Specifically, the union delegation's appreciation of the company's transparent and collaborative approach was included in the minutes. In fact, the minutes of 28/03/2024 state:

"The trade union delegation, expressing great appreciation for the company management characterised by a strong industrial connotation, accepts what has been proposed and undertakes to submit the hypothesis of agreement to the PRT workers' meetings."

This recognition testifies to the climate of trust and cooperation that has always characterised relations between PRT and trade union representatives, to the benefit of constructive dialogue and the well-being of employees.

"For over one hundred years, we have been contributing to the development of our community and local are not only through our business activities, but also by promoting a corporate culture based on transparency, legality and integrity. We are committed to responsible purchasing and deeply believe in the importance of close cooperation with the local fabric. For this reason, we actively participate in local associations and favour collaboration with local suppliers".

Federico Tornielli, CEO PRT Group S.p.A.

5. PRT INTEGRATED WITH THE COMMUNITY

5.1. Ethics and integrity in our operations

5.2. The PRT Network

5.3. Responsible sourcing

5.1. Ethics and integrity in our operations

The adoption of ethical behaviour and the fight against corruption are issues of utmost importance within the Group, which has always been aware of their impact on economic growth and responsible development.

In this regard, reference must be made to the **Anti-Corruption Policy**, which integrates in an organic framework the rules for preventing and combating corruption and the **SA8000 Social Accountability Policy**, drafted with the aim of guaranteeing the protection of workers' health and safety and demonstrating a commitment to social responsibility.

In 2022, PRT S.p.A. obtained two important certifications, **UNI ISO 37001:2016** and **SA 8000:2014**, through which the company demonstrates its commitment to fighting corruption and developing a culture of transparency, compliance and integrity, showing particular attention to social issues.

PRT has drawn up and adopted a **Code of Ethics**, shared with employees and collaborators and published on the Group's website, which incorporates the principles of the SA 8000 standard. These include respect for human and workers' rights, protection against child and forced labour, safety at work and freedom of association. The code establishes ethical and moral standards that all those working on behalf of the company must respect, with the aim of preventing irresponsible or illegal behaviour. It emphasises the value of respect, integrity and transparency and defines responsibilities towards customers, suppliers and other stakeholders.

PRT has also introduced a **whistleblowing** system through a procedure for anonymous reporting of irregularities by employees, suppliers and customers to ensure the optimal handling of ethical and social issues arising within the company. Interested parties who detect situations of non-compliance, e.g. concerning incidents of abuse, discrimination or critical issues related to health and safety in the workplace, can send in reports to help improve the corporate climate and personnel management. To this end, a document has been drawn up, shared with all PRT employees, which identifies the departments and individuals involved, describes the procedures for submitting a complaint, illustrates the handling of reports by the competent bodies, and defines protection measures for whistleblowers. The whistleblowing process follows a different path depending on the nature of the whistleblower:

- If it is an employee of the company, the report can be made using recently purchased software that complies with the provisions of Legislative Decree 24/2023, which introduces the new whistleblowing regulations in Italy.
- In the case of suppliers and customers, a new e-mail address has been introduced (reclami@prtgroup.eu) that can be used to receive any kind of report.

If the report turns out to be well-founded, the company managers (e.g. HR Department or possibly Legal & Compliance) are activated to take the due and most appropriate mitigating and/or corrective actions. The involvement of the Corporate Management will be necessary if, having ascertained that the report is well-founded, what has been reported may have economic or image repercussions for the company. The outcome of the investigation will also be forwarded to the HR function for the possible initiation of disciplinary proceedings aimed at imposing, where appropriate, disciplinary sanctions in line with the provisions of the applicable legislation and collective labour agreements of reference.

Over the past four years, the company has also applied for the **Legality Rating**, an innovative tool developed by the Competition and Market Authority (AGCM) in agreement with the Ministries of the Interior and Justice, which awards a prize to companies that operate according to the principles of legality, transparency and social responsibility. In 2023, PRT achieved the same score as last year: two stars and a plus out of three, the highest award possible in the printing industry.

Rating di Legalità: ★ ★ +

AGCM

AUTORITÀ GARANTE
DELLA CONCORRENZA
E DEL MERCATO

Furthermore, the Group has not received any reports from ANAC, the National Anti-Corruption Authority, in the context of calls for tenders in which it has participated. Lastly, in the last five years, no episodes of corruption have occurred in Group companies, nor have any legal proceedings been initiated against Group companies. As a result, no Group company has been sanctioned or entered into plea bargains in connection with bribery incidents in the last four years.

5.2. The PRT Network

One of PRT's distinguishing features is its constant drive towards growth, improvement and innovation, while maintaining an open approach to the market and to comparison with other businesses. Central to this process is the adoption of an 'Open and Collaborative' approach by management, which actively participates in initiatives promoted by various organisations. This has fostered a continuous dialogue with the market, both nationally and internationally. Thanks to this approach and the collaborations within the associations of which PRT is a member, the company is able to stay at the forefront of new technologies and explore global opportunities, continuously broadening its perspectives.

ipnglobal

IPN GLOBAL. PRT is a member of IPN Global, an international organisation that brings together more than one hundred companies in the graphics industry worldwide. IPN's objective is to promote discussion and exchange of information on strategic issues such as the development of marketing and sales plans, the implementation of business plans for the launch of new products and services, as well as topics of growing importance such as sustainability, the adoption of new technologies and artificial intelligence in the printing industry.

PRT plays a leading role within IPN: Riccardo Pesce, President of PRT, is a member of the IPN Global Board, where executive decisions for the organisation are made. In addition, Elena Pesce, ESG & Corporate Strategy Manager, and Andrea Salvati, Head of Data, are part of the NextGen Committee, a group dedicated to the next generation of people destined to take on management roles in IPN member companies. The NextGen Committee organises training and empowerment activities, fostering the development of future leadership skills. The PRT management also actively contributes to the periodic meetings, with speeches and by participating in the various initiatives promoted by the association.

In May 2023, PRT had the honour of hosting a major international event at its Beinasco headquarters that was attended by all IPN members. During the event, talks were given on a wide range of topics, including transactional printing, large-format digital printing, data analysis and the use of virtual assistants. The day ended with a guided tour of the plant, offering participants a first-hand immersion into our production activities.

UNIONE INDUSTRIALI Torino

UNIONE INDUSTRIALI TORINO. A voluntary association of companies that is a member of Confindustria, the Unione Industriali aims to represent, protect and promote the development of companies. It represents an important organisation for the development of the Group. PRT's chairman, Riccardo Pesce, was for several years president of the Turin Printing and Paper Industry. This has allowed the Group to be a key player in the production dynamics of the Turin area, with in-depth knowledge of fellow entrepreneurs and the main issues in the sector.

FESPA

FESPA. Founded in 1962 by the French Printers' Association, Fespa is today a global federation of 37 national associations for the screen printing, digital printing and textile printing community. In Italy, it was founded in 2006 under the name of Siotec and provides members with resources to stay up-to-date and competitive on the market through the efficient use of technology and processes for the creation, customisation, production and use of special printers. The company PRT Visual, initially under the brand name Kimiprint.com, has been a member of FESPA since 2021.

ASSOGRAFICI. A national trade association representing the graphic, paper and cardboard converting and converting industries in Italy, as well as printers of flexible packaging. Assografici adheres to Confindustria and is a place of aggregation, confrontation, expression of values and protection of the sector's entrepreneurial interests, exercised mainly through representation, the signing of the sector's two CCNLs and the provision of services to members. Currently, Elena Pesce, ESG & Corporate Strategy Manager at PRT, is a member of the Gruppo Giovani Imprenditori (Young Entrepreneurs Group) of Assografici, a group of young entrepreneurs committed to the relaunch and promotion of the graphics and paper converting sector.

As part of its recent development, Assografici has taken an interest in sustainability and made available to its members an online platform called FpS-TOOL that helps companies with their reporting. The service is built on a protocol that integrates the main international sources and practices with other indicators developed with the Sustainable Finance Forum and by the Federation.

DMA Italia. An international reference on marketing and communication issues related to the use of data, DMA/XPLOR (Data & Marketing Association) is an association in which PRT has been a member for many years and in which the CEO, Federico Tornielli, is a member of the board.

Thanks to this collaboration, a Code of Conduct for telemarketing and teleselling was approved in 2022, implementing Article 40 of the European GDPR Regulation. This code, developed with other trade associations, was submitted to the Garante Privacy and applies to telephone communications, ensuring an ethical approach to the processing of personal data.

In 2023, PRT was also involved in the drafting of a new code of conduct for direct mailing, which will include guidelines for direct communication via print and digital channels, with the aim of completing it by 2025.

In parallel, two specific initiatives related to the postal system were carried out.

The first, of an institutional nature, concerned a process of dialogue with the regulatory bodies AGCOM, AGCM and Consip, in which the association participated by contributing to public consultations on postal services and defining its position through a white paper on the regulation of the postal sector. Today, the association is active on the two AGCOM Resolutions activated after the 2023 work: 62-24 / CONS for the determination of universal service cost-sharing contributions and 2-24 /CONS for the redefinition of licences.

The second initiative focused on enhancing efficiency in mailing, focusing on optimising delivery flows to Poste Italiane. The aim of this project is to reduce the amount of transport required and, consequently, the environmental impact, by promoting more efficient handling of shipments. To this end, the association conducted research into the environmental savings opportunities that could be achieved through a different organisation and grouping of envelopes destined for the sorting centres. Recently, a working group was formed between DMA/XPLOR and Poste Italiane to further develop this issue.

5.3. Responsible sourcing

5.3.1. Our types of suppliers and their proximity

PRT S.p.A. and PRT Visual S.r.l. use different types of suppliers and both are actively involved in the work process of their respective orders, working in close collaboration with subcontractors.

With reference to the Beinasco plant, PRT S.p.A.'s production site, the suppliers can be grouped into four groups, based on the specific categories of supply and the different processing phases of the order:

- **Raw Materials.** The raw material that contributes to the creation of the final product is paper, in the sense of reels and envelopes for letter mail, for which PRT S.p.A. requires suppliers to have FSC® e PEFC™ icertification according to specific customer requirements. Added to this are the materials that enable the product to be prepared, namely aluminium and ink. Then there is the procurement of all those materials that intervene at the end of processing and are used to package the final product, such as packaging, pallets, films, tape, strapping and more.

- **Semi-finished products.** For some specific orders, the customer may request customisation of the envelopes, such as the insertion of trademarks or particular colours. PRT S.p.A. requires suppliers dealing with this step to use only FSC®-certified white envelopes, supplying them directly, precisely to avoid the use of non-certified products. The exclusive use of certified material is monitored by auditors to enable the Group to maintain certification.

- **Finishing.** These are the processes following the production of the printed material, i.e. the cutting, folding and enveloping of the letters. This operation is done in-house or entrusted, in certain specific situations, to specialised suppliers outside the company.

- **Additional services.** Additional services include plant and equipment maintenance, waste disposal and transport of the material produced. We closely monitor the control procedures for waste disposal, verifying the validity of the authorisations granted to our suppliers. The delivery of the material produced is entrusted to Italian or foreign companies depending on the final place of delivery.

For PRT Visual, which operates out of its Padua plant, suppliers belong to two main product categories:

- **Materials.** The raw materials that contribute to the creation of the two brands' products are varied and range from PVC to TNT (non-woven fabric), polyester fabric, portable aluminium displays, Forex panels, aluminium profiles and LED components. For plastics, the extinguishing grade is required, and for LEDs, CE certification. Added to this wide range of products are ink and the supply of packaging, pallets, films, scotch tape that are used to package the final product.

- **Transport.** PRT Visual entrusts the delivery of the material produced to both Italian and foreign companies.

In 2023, 100% of PRT S.p.A.'s procurement was from European suppliers, of which 84% came from Italian suppliers. In addition, 100% of the paper mills from which PRT S.p.A. procures are located in Europe. PRT Visual also relies mainly on Italian suppliers, who account for 90% of the total. As far as PRT France is concerned, procurement is mainly from printing and envelope companies, as well as paper and envelope retailers, with 46% of purchases being made from local suppliers in France.

5.3.2. A selection of responsible suppliers

Suppliers are selected according to **PRT's Unified Quality and Environmental Policy**, in compliance with UNI EN ISO standards and the Chain of Custody (CoC) for PEFC™ and FSC® standards.

As of March 2024, the **Responsible Purchasing Policy** was also introduced, a set of guidelines and principles that aim to ensure sustainable, ethical purchasing processes in line with the values of social and environmental responsibility promoted by the company. Suppliers are screened by completing a questionnaire covering all the fundamental principles according to the **SA 8000 system**.

An evaluation form is drawn up for each supplier, with a score from one to four, according to multiple criteria concerning not only the reliability and quality of the service provided, but also the attention to environmental and social aspects:

- reliability in terms of delivery;

- quality of service;

- level of care;

- product quality;

- the presence of environmental (ISO 14001:2015, FSC and PEFC) quality certifications (ISO 9001:2015), ISO 45001:2018 in relation to the Health and Safety Management System and ISO 37001:2016, on the Management System for the Prevention of Corruption.

Following the passing of a questionnaire and subsequent evaluation, suppliers undertake to comply with PRT's code of conduct, which includes topics such as social responsibility, anti-corruption, ethics, integrity, GDPR compliance, and environmental and worker protection. All suppliers also have public access to the Code of Ethics drawn up by PRT S.p.A., which they are required to comply with. The final selection is also based on specific customer needs or tender requirements.

Should an audit or monitoring of suppliers prove unsatisfactory, **PRT is committed to providing an improvement plan to ensure compliance with minimum requirements**. Suppliers who demonstrate an ability to improve their environmental and social performance may receive a bonus score for future collaboration.

For suppliers considered 'critical', PRT has implemented a specific assessment, in addition to the standard assessment, to check the status of systems and security levels. In the case of sub-optimal assessments but with room for improvement, the Chief Information Security Officer (CISO) provides guidance to adapt processes, to be completed within a set deadline to maintain the status of a critical supplier. In addition to the certifications already mentioned, ISO 27001:2022 for information systems security and ISO 42001:2023 for artificial intelligence management are considered rewarding elements.

Although certification is an important criterion, PRT also works with non-certified subcontractors, for whom audits are scheduled at their sites, supervised by inspectors from certification bodies. During these visits, the Production Manager verifies the correct handling of certified material to avoid mixing with non-certified products. These checks also extend to verifying the health and safety conditions of the workers in the plants. PRT works in close collaboration with local suppliers and subcontractors, maintaining mutually supportive relationships to foster shared growth.

PRT's Support for the Community

PRT expresses its commitment to the community by sharing a portion of its profits with causes of social value, through donations to non-profit organisations. This support is a central element of our vision of corporate social responsibility, aimed at generating a positive impact on the community. In detail:

- We contributed to the Association 'Centro Come Noi' - SERMIG -, an organisation that has been supporting people in difficulty for years, promoting integration and social reintegration through educational and training activities.

- We donated to the Fondazione Gruppo Abele ONLUS, a reference point for over fifty years in the fight against social marginalisation, drug addiction and violence.

- Finally, we donated to the **AIRC ETS Foundation**, a pillar of cancer research in Italy and reflecting our belief that scientific research is essential to improve the quality of life and develop effective cures against cancer.

These donations, although of varying sizes, highlight the company's commitment to supporting initiatives that promote collective wellbeing, social inclusion and scientific progress.